

Government of India
Ministry of Communications
Department of Telecommunications
Access Services Wing
20, Ashoka Road, New Delhi-110001

No. 16-10/2018-AS-III/Short Codes/ 1545


Dated: 17/7/2020

To,
All Access Service Providers.

Subject: Allotment of short code '14499' as Helpline 'Corona Santvana' to treat patients who suffer from insomnia, depression and other mental elements due to Corona to Forest and Environment Department, Government of Gujarat-reg.

The undersigned is directed by competent authority to state that short Code '14499' is allocated to Forest and Environment Department, Government of Gujarat as a helpline named 'Corona Santvana' to treat patients who suffer from insomnia, depression and other mental elements due to Corona which may be used by public requiring counselling services for treatment by psychiatrists employed by Ahmendabad Municipal Corporation with following features:

- i. Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
 - ii. Accessibility: Restricted i.e. with in state only.
 - iii. Metered Service: (It may be taken as Called Party Pays or Calling Party Pays depending on intimation, to this effect, issued by the agency to which this short code is allocated in furtherance to this DoT instruction)
2. All are requested to take necessary action.
3. This is issued with the approval of competent authority.


(R.K. Soni)
Director (AS-III)

Copy forwarded for information and necessary action, if any, to:

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Dilip Rana, IAS, Deputy Municipal Commissioner, AMC shall be the nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, concerned States/UTs.
4. Director (P&N), DoT (HQ), (respective LSA field unit may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
5. A copy for upload on DoT Website.