

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

No. 16-1/2022-AS-III/ShortCodes

Dated: 31-08-2023

To,
All Access Service Providers,

Subject: Modification in routing of short code '1098' as Children in difficult situation helpline allocated to Ministry of Women & Child Development.

In continuation to DoT letters dated 06.07.2023, 31.07.2023 and 14.08.2023 (copies enclosed) wherein it was requested to route short code 1098 allocated to Ministry of Women & Child Development (MoW&CD), New Delhi as "Children in difficult situation helpline" to 13 States/ UTs i.e. Andhra Pradesh, Arunachal Pradesh, Bihar, Dadar & Nagar Haveli and Daman & Diu, Gujarat, Goa, Ladakh, Mizoram, Puducherry, Tamil Nadu, Kerala, Chandigarh and Meghalaya, it is decided to route 1098 calls for 16 (sixteen) more states/UTs from the existing routing procedure to CDAC owned Toll Free Numbers as per the details below:

S No.	State/UT Toll Free Number	Toll Free Number
1	Assam	1800-599-1476
2	Chhattisgarh	1800-599-1484
3	Delhi	1800-599-1462
4	Haryana	1800-599-1467
5	Jammu and Kashmir	1800-599-14 78
6	Jharkhand	1800-599-14 79
7	Karnataka,	1800-599-14 63
8	Lakshadweep	1800-599-14 68
9	Madhya Pradesh	1800-599-14 80
10	Maharashtra	1800-599-14 73
11	Nagaland	1800-599-14 82
12	Odisha	1800-599-14 83
13	Sikkim	1800-599-14 70
14	Telangana	1800-599-14 72
15	Tripura	1800-599-14 75
16	Uttar Pradesh	1800-599-14 85

2. Routing for all other states shall remain same as earlier.
3. All other features shall remain same.
4. All are requested to take necessary action.
5. This is issued with the approval of DDG(AS).

(Sanchit Kumar Garg)
ADG (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Ms. Indra Mallo, Joint Secretray, MoW&CD vide letter dated 23.08.2023 with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, for concerned States/UTs.
4. Director (NT), O/o DGT HQ, (respective LSA field 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.