

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

No. 16-01/2022-AS-III/ShortCode/163

Dated: 19-09-2023

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 letter dated 06.07.2023 , 31.07.2023 14.08.2023 and 31.08.2023 (copies enclosed) wherein it was requested to route short code 1098 allocated to Ministry of Women & Child Development, New Delhi as "Children in difficult situation Helpline", it is decided to route 1098 calls for West Bengal from the existing routing procedure to CDAC owned Toll free number as per detail below:-

S.No.	State	Toll Free Number
01.	West Bengal	1800-599-1465

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.
3. This is issued with the approval of DDG (AS).

Signed by Sanchit Kumar
Garg
Date: 19/09/2023
Reason: Approved
Sanchit Kumar Garg
DDG (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Ms. Indra Mallo, Joint Secretary, MoW&CD vide letter dated 12.9.2023 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 (T), DoT (respective LSA field may be asked to coordinate with respective Nodal officers and TSPs for implementation of helpline, as and when approached)
5. A copy for upload on DoT Website.