

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/291/ 126

Dated: 02/09/2021

To,

All Access Service Providers.

**Subject: Allocation of Short Code '14431' for Digital Payments to National Payments Corporation of India (NPCI).**

Short code '14431' is allocated for Digital Payments to National Payments Corporation of India (NPCI). The short code shall have following features:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
- (ii) Accessibility: Un-restricted..
- (iii) Metered Service: Called Party Pays.
- (iv) The short code shall be mapped on a toll free number.

2. All are requested to take necessary action.

*S.K. Garg*  
(Sanchit Kumar Garg)  
ADG(AS-III)  
02.09.2021

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Saiprasad Nabar, Chief Online Products Operations & Technology, NPCI, 1001A, The Capital, B Wing, 10<sup>th</sup> Floor, Bandra Kurla Complex, Bandra (E), Mumbai-400051 w.r.t. letter No. NPCI/2021-22/NFS/037 dated 23.08.2021 with a request to appoint a 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.