

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

No. 16-01/2022-AS-III/Short codes/30/53

Dated: 05-04-2023

**To,
All Access Service Providers.**

Subject: Allocation of Short Code '14436' to Ministry of Parliamentary Affairs, Government of India.

Short code '14436' is allocated as National e-Vidhaan Application (NeVA) Helpline to Ministry of Parliamentary Affairs, Government of India with following features as:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
 - (ii) Accessibility: Un-restricted i.e. available on STD also.
 - (iii) Metered Service: (It may be taken as Called Party Pays or Calling Party Pays depending on a separate intimation, to this effect, issued from 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.

**Signed by Sanchit Kumar
Garg**

**Date: 05-04-2023 13:00:38
(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. Shri Mukesh Kumar, Under Secretary, A&P Section, Ministry of Parliamentary Affairs, 94, Parliament House, New Delhi-110001, w.r.t. OM No. F.15/4/2019-A&P dated 20.03.2023 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 (NT), DGT (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.