

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/482/43

Dated: 14-03-2023

To,

All Access Service Providers.

Subject: Allocation of Short Code '14470' as extending support services for outgoing/incoming calls and SMS to Employees Provident Funds Ordinance (EPFO).

Short code '14470' is allocated as Helpline for extending support services for outgoing/incoming calls, SMS to facilitate, support and to mitigate grievances of general populace in reference to EPFO services with following features as:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access Access Service Providers.
- (ii) Accessibility: Un-restricted i.e. available on STD also.
- (iii) Metering: Called Party Pays.
- (iv) The short code shall be terminated on Toll Free number 1800-118-005 (instruction may also be issued to all Access Service Providers in India).

2. All are requested to take necessary action.
3. This is issued with the approval of competent authority.

Signed by Sanchit Kumar

Garg

(Sanchit Kumar Garg)
Date: 14-03-2023 14:49:16
ADG (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri R.K Singh, Additional Central Provident Fund Commissioner-HQ, Customer Service Division EPFO Head Office, Ministry of Labour & Employment, Govt. of India Bhavishya Nidhi Bhawan,14,Bhikaji cama Place, New Delhi-110066 w.r.t. No.CSC/Callcentre/shortcode/2023/16692 dated 23.2.2023 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 coordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
5. A copy for upload on DoT Website.