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

No. 16-1/2017-AS-III/ShortCodes /161   Dated : 15-09-2023

To,
All Access Service Providers.

Subject:- Allocation of short code 14471 to Department of Information Technology, Government of J&K - regarding.

Short Code '14471' is allocated to Department of Information Technology, Jammu and Kashmir, as a helpline to utilize the benefits of ICT tools for efficient citizen service delivery at their door step in a convenient, affordable, accessible and transparent manner with features as under:

(i) Category-I Service (i.e. mandatory service to be provided by all the Access service Providers.

(ii) Accessibility: Restricted within State only and available on STD also .

(iii) Metered Service: Called party pays.

(iv) The short code shall be terminated on Toll free number 1800-911-0018.

2. All are requested to take necessary action.

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

Sk garg 15/9/2023
Sanchit Kumar Garg
ADG (AS-III)

Copy forwarded for information and necessary action, if any, to:
1. Secretary, TRAI.

2. CMD MTNL/ BSNL.

3. Sh. Satish Kumar Sharma, Additional Secretary, Government of Jammu and Kashmir, Information Technology Department, Civil Secretariat, J&K 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), O/o DG(T) DoT (HQ) (respective LSA field may be asked to coordinate with respective Nodal officers and TSPs for implementation of helpline).

5. A copy for upload on DoT Website.