

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

No. 16-3/2011-AS-III/VOL.II/337/297

Dated: 22-11-2022

To,
All Access Service Providers,

Subject: Allocation of short code 14547 to Delhi Police as Anti-Terror Helpline Number.

In partial modification to DoT letter 16-3/2003-BSII (Vol.X)/338 dated 07.08.2008 (copy enclosed) vide which short code '1090' was allocated to Central Police Control Room, o/o DCP, Communications, Delhi Police for taking information from public regarding criminals and terrorists, it is decided to allocate new short code '14547' to Delhi Police for its Anti-Terror Helpline to Delhi:

- i. Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
 - ii. Accessibility: Restricted i.e. within state only
 - iii. Metered Service: It may be taken as Called Party Pays or Calling Party Pays depending on intimation, to this effect, issued by 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 DDG (AS).

**Signed by Sanchit Kumar
Garg**

Date: 22-11-2022 12:54:02
(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 Anand Kumar Mishra, DCP, PCR & Communications, Delhi Police vide letter dated 19334-Genl. (VI)/ PCR dated 18.10.2022 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), O/o DGT HQ, (respective LSA field 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.

30/4

Government of India
Ministry of Communications & I.T.
Department of Telecommunications
Licensing Cell (Access Service Group)
714, Sanchar Bhawan, 20, Ashoka Road, New Delhi-1

No. 16-3/2003-BSII(Vol.X)|338

7th August, 08

To

All Access Service Licensees except MTNL
(Delhi Service Area)

**Sub: Allocation of Short Code '1090' to Central Police Control Room for
taking information from public regarding criminals and terrorists
- Operationalization regarding**

With reference to this office order of even no. dated 9.05.2008(copy enclosed) on the subject mentioned above wherein short code '1090' has been allotted for Central Police Control Room, O/o Dy. Commissioner of Police, Communication, Old Police Lines, 5 Rajpura Road, Delhi-110054. It has come to the notice of DoT that no. '1090' is not functional and accessible from your network causing inconvenience to public at large and Government as well.

The undersigned is directed to request you to kindly make the short code '1090' accessible from your network at the earliest and send the compliance.

Encls. As above

राज कटारिया
7-08-2008
(Raj K. Kataria)

Under Secretary to the Govt. of India