

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

No. 16-1/2022-AS-III/Short Codes/69/124

Dated:06-07-2023

To,

All Access Service Providers,

**Subject: Modification in routing of short code 1098 as Children in difficult situation Helpline allocated to Ministry of Women & Child Development.**

In partial modification to DoT letter 16-3/2009-AS-III/Vol.I dated 14.05.2010 (copy enclosed) through which short code '1098' was allocated to Ministry of Women & Child Development, New Delhi as "Children in difficult situation Helpline", it is decided to route the calls for short code '1098' to Toll Free Numbers for nine States/ UTs i.e. Andhra Pradesh, Arunachal Pradesh, Bihar, Dadar & Nagar Haveli and Daman & Diu, Gujarat, Goa, Ladakh, Mizoram and Puducherry as per details below:

S No.	State/UT	Toll Free Number	Destination PRI number
1	Andhra Pradesh	18005991455	0836-2381001
2	Arunachal Pradesh	18005991459	0360-2310014
3	Bihar	18005991456	0612-2506901
4	Dadar & Nagar Haveli and Daman & Diu	18005991454	026022-64160
5	Ladakh	18005991452	01982-269104
6	Goa	18005991453	0832-2497650
7	Gujarat	18005991458	0792-2814817
8	Puducherry	18005991451	0413-2232600
9	Mizoram	18005991457	0389-2850062

2. Routing for all other states shall remain same as earlier.
3. All other features shall remain same.
4. All are requested to take necessary action.
5. This is issued with the approval of DDG (AS).

Signed by

Sanchit Kumar Garg

Date: 06-07-2023 10:47:35

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

73 12037/2023

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Ms. Indra Mallo, Joint Secretray, MoW&CD- in respect of request received vide letter dated 26.06.2023 and 05.07.2023- 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 (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.

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Government of India  
Ministry of Communications & I.T.  
Department of Telecommunication  
Licensing Cell (Access Services Group)  
714, Sanchar Bhawan, 20, Ashok Road, New Delhi - 110 011

No.16-3/2009-AS-III/Vol.I

Dated: 14<sup>th</sup> May 2010


OFFICE MEMORANDUM

**Subject:** Amendment to National Numbering Plan 2003 regarding allotment of level 1098 for 'Children in difficult situation Helpline'.

Level '1098' shall henceforth be used as follows:

Number / Prefix	Type of Service	Structure	Accessibility	Category
1098	Children in difficult situation Helpline	4-digit Number	Unrestricted /metered /Toll Free (called party pays)	I

This issues with the approval of Competent Authority.

  
(Sudhir Kumar, Sub-Section Officer (AS-III))

All Unified Access / Basic / Cellular Mobile Service Operators

Copy for information to:

1. Secretary, Telecom Regulatory Authority of India
2. Secretary, Ministry of Women & Child Development, Government of India (110001)
3. Sr. DDG (TEC), Khrushchev Bhawan, Jangpeth, New Delhi
4. DDG (DS) / (AS) / (CS)
5. CHILDLINE India Foundation, Office, National Highway No. 1, Sector 17, Connaught Place, New Delhi - 110001