

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

No. 16-1/2017-AS-III/Short Codes/382/

Dated: 06/10/2020

To,
All Access Service Providers.

Subject: Allotment of short code '14588' as Helpline for the beneficiaries of Central Health Schemes like CGHS, CAPF & ESI schemes to National Health Authority-reg.

The undersigned is directed by competent authority to state that short Code '14588' is allocated to National Health Authority as helpline to the beneficiaries of Central Health Schemes like CGHS, CAPF & ESI schemes with following features:

- i. Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
 - ii. Accessibility: Un-restricted.
 - iii. Metered Service: Called Party Pays
2. All are requested to take necessary action.
 3. This is issued with the approval of competent authority.

Sk Garg
(Sanchit Kr. Garg) 06/10/2020
Assistant Director General (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Dr. Vipul Aggarwal, IPS, Deputy Chief Executive Officer, National Health Authority vide email dated 30.09.2020 to appoint the nodal officer to implement the helpline. The contact details are 011-23468888. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, concerned States/UTs.
4. Director (P&N), DoT (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.