

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

No.16-3/2013/AS-III/383/1079

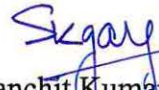
Dated: 14/09/2018

To,  
All Access Service Providers.

**Subject: Allocation of short code '14407' to Criminal Investigation Department, West Bengal Police regarding.**

The undersigned is directed to convey the approval for allocation of short code '14407' to Criminal Investigation Department, West Bengal Police for Cybercrime helpline with features as:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers.
  - (ii) Accessibility: Un-restricted i.e. available on STD also.
  - (iii) Metered service: Calling party pays.
2. All are requested to take necessary action.
  3. This is issued with the approval of DDG (AS-I).

  
(Sanchit Kumar Garg)  
ADG (AS-III)  
Tel.:011-23372725

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Dy. Inspector General of Police, Cyber Crime, CID, West Bengal, Criminal Investigation Department, West Bengal, Bhabani Bhawan, Alipore, Kolkata-700027 w.r.t your letter dated 30-07-2018, with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, Kolkata.
4. Director (P&N), DoT (HQ), (respective LSA field unit-Kolkata 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.