

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

No. 16-01/2022-AS-III/Short codes/40/80

Dated:16-05-2023

To,

**All Access Service Providers.**

**Subject: Allocation of Short Code '14436' to Ministry of Parliamentary Affairs, Government of India.**

This is in partial modification to earlier DoT letter No.16-01/2022-AS-III/Short codes/30/53 dated 05.04.2023 (copy enclosed) through which short code "14436" was allocated as National e-Vidhaan Application (NeVA) Helpline to the Ministry of Parliamentary Affairs, Government of India.

2. In this regard, the undersigned is directed by competent authority to state that short code '14436' may now be mapped at Toll Free number 1800-11-2566 with metering as Called Party Pays.
3. All other features shall remain same.
4. All are requested to take necessary action.

Encl: as above.

Signed by  
Sanchit Kumar Garg  
(Sanchit Kumar Garg)  
Date: 16-05-2023 10:19:10  
Assistant Director General (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Mukesh Kumar, Under Secretary, Ministry of Parliamentary Affairs, 94, Parliament House, New Delhi-110001 w.r.t. letter No.F.15/4/2019-A&P dated 03.05.2023. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, concerned States/UTs.
4. Director (NT), DGT (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.

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

**No. 16-01/2022-AS-III/Short codes/30/53**

**Dated: 05-04-2023**

**To,  
All Access Service Providers.**

**Subject: Allocation of Short Code '14436' to Ministry of Parliamentary Affairs, Government of India.**

Short code '14436' is allocated as National e-Vidhaan Application (NeVA) Helpline to Ministry of Parliamentary Affairs, Government of India with following 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: (It may be taken as Called Party Pays or Calling Party Pays depending on a separate intimation, to this effect, issued from 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 competent authority.

**Signed by Sanchit Kumar  
Garg**

**Date: 05-04-2023 13:00:38  
(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 Mukesh Kumar, Under Secretary, A&P Section, Ministry of Parliamentary Affairs, 94, Parliament House, New Delhi-110001, w.r.t. OM No. F.15/4/2019-A&P dated 20.03.2023 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), DGT (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.