

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

No. 16-10/2018-AS-III/Short Codes/183/1555

Dated: 03/08/2020

To,

All Access Service Providers.

**Subject: Allotment of short code '14566' as National Helpline to the Department of Social Justice and Empowerment for setting a National Help line against atrocities on members of the Scheduled Castes and the Scheduled Tribes across the country -reg.**

The undersigned is directed by competent authority to state that short Code '14566' is allocated to to Department of Social Justice and Empowerment to set up a National Helpline to against Atrocities on the members of Scheduled caste and Scheduled tribe and generation of awareness about the Protection of Civil Rights (PCR) Act, 1955, the Prevention of Atrocities (POA) Act, 1989 and their rules with following features:

- i. Category-I: Service (i.e. mandatory service to be provided by all the Access Service Providers.
  - ii. Accessibility: UN-restricted i.e. available on STD also.
  - iii. Metering: Called Party Pays.
  - iv. Short code shall be terminated on Toll Free number 1800-202-1989.
2. All are requested to take necessary action.
  3. This is issued with the approval of competent authority.

  
(R.K. Soni) 31/8/20  
Director (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Bharat Lal Meena, Director (Admin/PCR/RL/CC), Department of Social Justice and Empowerment, w.r.t your letter No. PCR-11034/1/2020-PCR dated 23.07.2020 shall be the nodal officer to implement the helpline. 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.