

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

No.16-1/2017/AS-III/Vol.I(Short Codes)/141/2/2

Dated: 06/09/2022

To,

All Access Service Providers.

Subject: Allocation of Short Code '14416' to Ministry of Health and Family Welfare, Government of India.

Short code '14416' is allocated as National Tele-Mental Health Programme to Ministry of Health and Family Welfare, Government of India for all States/UTs to provide universal access to equitable, accessible, affordable and quality mental health care through 24X7 tele-mental health counseling services with following features as:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
 - (ii) Accessibility: UN-restricted.
 - (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: 06/09/2022 (3850)
ADG (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Manish Raj, Under Secretary, Mental Health Division, Ministry of Health and Family Welfare, Nirman Bhawan, New Delhi-110011 w.r.t. letter No. V.15016/96/2022-PH-I(Pt.1) dated 26.08.2022 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 (P&N), 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.