

Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Wing)
20, Ashoka Raoad New Delhi-01

No. 16-10/2018-AS-III/Short Codes/201/ 1621

Dated: 18/11/2020

To,
All Access Service Providers,

Subject: Allotment of short code '14420' as Helpline number to register complaints regarding unsafe practices being adopted for cleaning and maintenance of septic tanks and sewers to Ministry of Housing and Urban Affairs, Government of India for all States/UTs -reg.

The undersigned is directed by competent authority to state that short Code '14420' is allocated as Helpline number to Ministry of Housing and Urban Affairs for enabling citizens to register any complaints regarding unsafe practices being adopted for cleaning and maintenance of septic tanks and sewers 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: (It may be taken as Called Party Pays or Calling Party Pays depending on intimation, to this effect, issued by 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.

Skgarg
(Sanchit Kumar Garg)
ADG (AS-III)
18.11.2020

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Naveen Agarwal, Director-Swachh Bharat Mission (Urban) (mobile No. 9870162277 and email id- Naveen.75@nic.in) w.r.t. DO No. 15/19/2020-SBM-I dated 4.11.2020 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.

Digitally signed by SANCHIT

KUMAR GARG

Date:Wed Nov 18 17:31:31 IST

2020

Reason:Approved