

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

No.16-3/2013/AS-III/Short Code/562/290

Dated: 18-11-2022

To,  
All Access Service Providers.

**Subject: Allocation of Short Code '14432' as Helpline for Sabarimala Festival 2022-23 for pilgrims.**

Short code '14432' is allocated as Helpline to set up an integrated control room for pilgrims at Pampa, Kerala for meeting with the exigencies and emergencies in connection with impending Sabarimala festival 2022-23 to Police Department, Kerala State on temporary basis for the entire festival season i.e. from 13.11.2022 to 21.01.2023 with following features as:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
  - (ii) Accessibility: Restricted i.e. within state.
  - (iii) Metered Service: Calling Party Pays.
  - (iv) The Short code shall be terminated on 04735-203100
2. All are requested to take necessary action.
  3. This is issued with the approval of competent authority.

**Signed by Sanchit Kumar  
Garg  
Date: 18-11-2022 10:46:45  
(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 R. Nishanthini, Deputy Inspector General of Police, Range Office, Thiruvananthapuram w.r.t. letter No.B1-8875/2022/TR dt. 15.11.2022 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 (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.