

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)/69/85

Dated: 19. /07/2021


To,
All Access Service Providers

Subject: Allotment of short code '14434' as National Help Desk number for registration of the Unorganised Workers including Construction Workers, Migrant Workers and similar other workers to Ministry of Labour & Employment, Government of India.

Short Code '14434' is allocated as National Help Desk number for registration of the Unorganized Workers including Construction Workers, Migrant Workers and similar other workers to Ministry of Labour & Employment, Government of India. The short code shall have following features:

- (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.


(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 Apurva Chandra, IAS, Secretary, Ministry of Labour & Employment, Shram Shakti Bhavan, New Delhi-110001 w.r.t. D.O. No. M-16011/13/2021-SS-III dt. 09.07.2021 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), 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.