

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

No. 16-1/2017-AS-III/Short Codes/1854

Dated: 03/08/2020


To,

All Access Service Providers.

**Subject: Allotment of short code '14555' as PM-JAY Helpline to all State/UTs--reg.**

This is in continuation to DoT letter No. 16-3/2011-AS-III/Vol.II/140/948 dated 12.04.2018 allocating short code '14555' as NHPS helpline to Ministry of Health & Family Welfare, Govt of India (copy enclosed as Annexure-I). In this regard, the undersigned is directed by competent authority to state that short Code '14555' is allocated as PM-JAY Helpline to all State/UTs with 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 with STD code also.
  - iii. Metered Service: Called Party Pays
  - iv. The Helpline number will be terminated on each State/UT Toll-Free number as enclosed as Annexure-II.
2. All are requested to take necessary action.
  3. This is issued with the approval of competent authority.

  
(R.K. Soni)  
Director (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Dr. Vipul Aggarwal, IPS ,Deputy Chief Executive Officer, National Health Authority w.r.t letter No. S-12017/68/2020-NHA dated 29.07.2020 .Kindly appoint 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.

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Department of Telecommunications  
Access Services Wing  
20, Ashoka Road, New Delhi-110001

No. 16-3/2011-AS-III/Vol.II/140/ 748

Dated: 12/04/2018

To,

All Access Service Providers.

**Subject:** Allocation of short code to Ministry of Health & Family Welfare, Govt. of India for NHPS Helpline regarding.

The undersigned is directed to convey the approval to allocate short code '14555' to Ministry of Health & Family Welfare, Govt. of India as NHPS Helpline with following features as under:-

- (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: Called Party Pays.
2. This is issued with the approval of DDG (AS-1).
  3. All are requested to take necessary action.

*S.K. Garg*  
(Sanchit Kumar Garg)  
Assistant Director General (AS-III)  
Tel: 011-23372725

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

1. Secretary, TRAI.
2. O/o Secretary, Ministry of Health & Family Welfare, Govt. of India w.r.t your D.O No. S-12012/05/2018-RSBY dated 03-03-2018 to appoint a nodal officer to implement the helpline. The Nodal officer may contact DDG (LSA), LSA Unit, Delhi.
3. CMD MTNL/BSNL.
4. Director (P&N), DoT (HQ) (respective LSA Units 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.



## Annexure II

S.No.	State	State TFN
1	Andhra Pradesh	1800111556
2	Arunachal Pradesh	1800111557
3	Assam	1800111558
4	Bihar	1800111559
5	Chhattisgarh	1800111560
6	Goa	1800111561
7	Gujarat	1800111562
8	Haryana	1800111563
9	Himachal Pradesh	1800111564
10	Jharkhand	1800111566
11	Karnataka	1800111567
12	Kerala	1800111568
13	Madhya Pradesh	1800111569
14	Maharashtra	1800111570
15	Manipur	1800111571
16	Meghalaya	1800111572
17	Mizoram	1800111573
18	Nagaland	1800111574
19	Odisha	1800111575
20	Punjab	1800111576
21	Rajasthan	1800111577
22	Sikkim	1800111578
23	Tamil Nadu	1800111579
24	Telangana	1800111580
25	Tripura	1800111581
26	Uttar Pradesh	1800111582
27	Uttarakhand	1800111583
28	West Bengal	1800111584
29	Andaman and Nicobar Islands	1800111585
30	Chandigarh	1800111586
31	Dadra and Nagar Haveli and Daman and Diu	1800111587
32	Delhi	1800111588
33	Jammu and Kashmir	1800111589
34	Ladakh	1800111590
35	Lakshadweep	1800111591