

File No.16-10/2018-AS-III/Short Codes
Government of India
Ministry of Communication
Department of Telecommunications Access Services Wing
20, Ashoka Road, New Delhi-110001

No.16-10/2018/AS-III/Short codes/186/ 1557

Dated: 06/08/2020


To,

All Access Service Providers.

Subject: Allocation of Short Code '14567' as National Helpline to Department of Social Justice and Empowerment for Sr. Citizens -regarding.

This is in continuation to DoT letter No.16-3/2009-AS-III(Part)/405/916 dated 16.03.2018 allocated short code '14567' to Govt of Telangana (**copy enclosed**). In this regard the undersigned is directed by competent authority to state that short code '14567' is allocated as National Helpline for Senior Citizens to Department of Social Justice and Empowerment with following features as:

- (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 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 DDG (AS).


(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. Shri R.Subrahmanyam, IAS, Secretary, Ministry of Social Justice and Empowerment, Government of India, Room No. 604, 'A' wing, Shastri Bhwan, New Delhi w.r.t.D.O.No.15-40(28)/2019-20/Sr.C.II dated 3.8.2020, 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.

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

No. 16-3/2009-AS-III(Part) /405/ 916/

Dated : 16/03/2018

To,
All Access Service Providers.

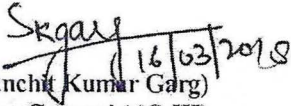
CORRIGENDUM

Subject:- Allocation of Short Code 14567 to Tata Trusts regarding.

In partial modification of DoT letter of even number dated 08/12/2017(copy enclosed), the undersigned is directed to convey that the Short Code '14403' allocated to Tata Trusts for its Elderly People Helpline in Telangana state may now be read as '14567'. Furthermore, the Helpline shall be activated within 6 months from the date of issuance of this DoT letter & compliance in this regard must be submitted by the Tata Trusts. If the allocated short code is not utilized within this period, then the same should be reported to DoT and surrendered.

2. The other features shall remain same as earlier.
3. This is issued with the approval of DDG (AS-1).

Encl: as above


(Sanchit Kumar Garg)
Assistant Director General (AS-III)
Tel: 011-23372725

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

1. Secretary, TRAI.
2. Secretary, Deptt. of Women, Children, Disabled and Senior Citizen, Govt. of Telangana, D-Block, 1st Floor, room no. 270, Telangana Secretariat, Hyderabad-500002 w.r.t your D.O letter no. 16/WCD&SC/2017 dated 29-11-17.
3. CMD MTNL /CMD BSNL.
4. Head, Geriatrics, Tata Trusts, Bombay House, Homi Moody Street, Mumbai-400001 w.r.t your letter dated 06-11-17. You are requested to appoint a nodal officer to implement the helpline. The Nodal officer may contact DDG (LSA), LSA Unit, Hyderabad.
5. Director (P&N), DoT (HQ) (respective LSA Unit may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
6. A copy for upload on DoT Website.

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

No. 16-1/2017-AS-III-Vol.I/40/ 839 /

Dated : 08/12/2017

To,
All Access Service Providers.

Subject:- Allocation of Short Code 14403 to Tata Trusts regarding.

The undersigned is directed to convey the allocation of Short Code '14403' to **Tata Trusts** for its **Elderly People Helpline** in **Telangana** 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 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 by the agency to which this short code is allocated in furtherance to this DoT instruction).
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 to, if any, to:

1. Secretary, TRAI.
2. Secretary, Deptt. of Women, Children, Disabled and Senior Citizen, Govt. of Telangana, D-Block, 1st Floor, room no. 270, Telangana Secretariat, Hyderabad-500002 w.r.t your D.O letter no. 16/WCD&SC/2017 dated 29-11-17.
3. CMD MTNL/CMD BSNL.
4. Head, Geriatrics, Tata Trusts, Bombay House, Homi Moody Street, Mumbai-400001 w.r.t your letter dated 06-11-17. You are requested to appoint a nodal officer to implement the helpline. The Nodal officer may contact DDG (TERM), TERM Cell, Hyderabad.
5. Director (TERM-1), DoT (HQ) (respective TERM Cell may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
6. A copy for upload on DoT Website.