

**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)/108//47

Dated: 21 /06/2022

To,

All Access Service Providers.

**Subject: Allocation of Short Code '14599' for CSC Support Services to CSC e-Governance Services India Limited.**

Short code '14599' is allocated for CSC Support Services to facilitate and support the Village Level Entrepreneurs (VLEs) involved in delivering various G2C and B2C Services to Citizens of India to CSC e-Governance Services India Limited, Ministry of Electronics & Information Technology to CSC e-Governance Services India Limited 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: Called Party Pays.
  - (iv) The Short Code shall be terminated on Toll Free Number 18001372122.
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)  
21/06/2022

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Sanjay Kumar Rakesh, Chief Executive Officer, CSC e-Governance Services India Limited, Electronics Niketan, 4<sup>th</sup> Floor, CGO Complex, Lodhi Road, New Delhi-110003 w.r.t. letter No. 22/06/008/RB dated 03.06.2022 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 (P&N), 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.