

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

No. 16-1/2022-AS-III/ShortCodes/173

Dated: 11.10.2023


To,  
All Access Service Providers.

**Subject: - Modification in routing of short code '1098' as Children in difficult situation helpline allocated to Ministry of Women & Child Development.**

In continuation to DoT letter dated 06.07.2023, 31.07.2023, 14.08.2023, 31.08.2023, 19.9.2023 and 03.10.2023 (copy enclosed) wherein it was requested to route short code 1098 allocated to Ministry of Women & Child Development, New Delhi as "Children in difficult situation Helpline"; it is decided to route 1098 call for one more state i.e., Rajasthan from the existing routing procedure to CDAC owned Toll free number as per detail below: -

S.No.	State	Toll Free Number
01.	Rajasthan	18005991461

2. Routing for all other states shall remain same as earlier.
3. All other features shall remain same.
4. All are requested to take necessary action.
3. This is issued with the approval of DDG (AS).

  
(Trilok Chandra)  
Director (AS-III)

**Encl: As above.**

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Ms. Indra Mallo, Joint Secretary, MoW&CD vide letter dated 06.10.2023 with a request to appoint a nodal officer to implement the helpline. The nodal officer may contact Sr. DDG(LSA), LSA unit, for concerned states/UTs.
4. Director (T), DoT Hq (respective LSA field may be asked to coordinate 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  
Ministry of Communications  
Department of Telecommunications  
Sanchar Bhawan, 20 Ashoka Road, New Delhi-110001  
(Access Services Wing)

No. 16-1/2022-AS-III/ShortCodes/169

Dated :03-10-2023

**To,**  
**All Access Service Providers.**

**Subject:- Modification in routing of short code '1098' as Children in difficult situation helpline allocated to Ministry of Women & Child Development.**

In continuation to DoT letters dated 06.07.2023, 31.07.2023, 14.08.2023, 31.08.2023 and 19.09.2023 (copies enclosed) wherein it was requested to route short code 1098 allocated to Ministry of Women & Child Development, New Delhi as "Children in difficult situation Helpline", it is decided to route short code '1098' calls for one more State/ UTs from the existing routing procedure to CDAC owned Toll free number as per detail below:-

S.No.	State	Toll Free Number
1	Andaman & Nicobar Islands	1800-599-1466

2. Routing for all other states shall remain same as earlier.
3. All other features shall remain same.
4. All are requested to take necessary action.
5. This is issued with the approval of DDG(AS).

**Signed by Sanchit Kumar  
Garg**

**Date: 03-10-2023 11:52:53**  
**(Sanchit Kumar Garg)**  
**Reason: Approved**  
**ADG (AS-III)**

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Ms. Indra Mallo, Joint Secretray, MoW&CD vide letter dated 29.09.2023 with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, for concerned States/UTs.
4. Director (T), O/o DGT HQ, (respective LSA field may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).

3129705/2023

5. A copy for upload on DoT Website.

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

No. 16-1/2022-AS-III/Short Codes/69//24

Dated:06-07-2023

To,  
All Access Service Providers,

**Subject: Modification in routing of short code 1098as Children in difficult situation Helpline allocated to Ministry of Women & Child Development**

In partial modification to DoT letter 16-3/2009-AS-III/Vol.I dated 14.05.2010 (copy enclosed) through which short code '1098' was allocated to Ministry of Women & Child Development, New Delhi as "Children in difficult situation Helpline", it is decided to route the calls for short code '1098' to Toll Free Numbers for nine States/ UTs i.e. Andhra Pradesh, Arunachal Pradesh, Bihar, Dadar & Nagar Haveli and Daman & Diu, Gujarat, Goa, Ladakh, Mizoram and Puducherry as per details below:

S No.	State/UT	Toll Free Number	Destination PRI number
1	Andhra Pradesh	18005991455	0836-2381001
2	Arunachal Pradesh	18005991459	0360-2310014
3	Bihar	18005991456	0612-2506901
4	Dadar & Nagar Haveli and Daman & Diu	18005991454	026022-64160
5	Ladakh	18005991452	01982-269104
6	Goa	18005991453	0832-2497650
7	Gujarat	18005991458	0792-2814817
8	Puducherry	18005991451	0413-2232600
9	Mizoram	18005991457	0389-2850062

2. Routing for all other states shall remain same as earlier.
3. All other features shall remain same.
4. All are requested to take necessary action.
5. This is issued with the approval of DDG (AS).

Signed by  
(Sanchit Kumar Garg)  
Sanchit Kumar Garg  
ADG (AS-III)  
Date: 06-07-2023 10:47:35

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Ms. Indra Mallo, Joint Secretray, MoW&CD- in respect of request received vide letter dated 26.06.2023 and 05.07.2023- with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, for concerned States/UTs.
4. Director (NT), O/o DGT HQ, (respective LSA field 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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**Government of India**  
**Ministry of Communications & I.T.**  
**Department of Telecommunication**  
**Licensing Cell (Access Services Group)**  
**714, Sanchar Bhawan, 20, Ashok Road, New Delhi - 110 011**

No.16-3/2009-AS-III/Vol.I

Dated: 14<sup>th</sup> May 2010

**OFFICE MEMORANDUM**

**Subject:** Amendment to National Numbering Plan 2003 regarding allotment of level 1098 for 'Children in difficult situation Helpline'.

Level '1098' shall henceforth be used as follows:

Number / Prefix	Type of Service	Structure	Accessibility	Category
1098	Children in difficult situation Helpline	4 digit Number	Unrestricted (noted/ toll free/called party pays)	

This issues with the approval of Competent Authority

Official Access Point Code

16-01/2022-AS-III/ShortCode

I/3117150/2023

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

No. 16-01/2022-AS-III/74/137

dated: 31-07-2023

To,  
All Access Service Providers

**Subject: Modification in routing of short code '1098' as Children in difficult situation helpline allocated to Ministry of Women & Child Development.**

In continuation to DoT letter dated 06.07.2023 (copy enclosed) wherein it was requested to route short code 1098 allocated to Ministry of Women & Child Development, New Delhi as "Children in difficult situation Helpline" to nine States/UTs, it is decided to route 1098 calls for two more states i.e. Tamil Nadu and Kerala from the existing routing procedure to CDAC owned Toll Free Numbers as per the details below:

S No.	State	Toll Free Number
1	Tamil Nadu	1800-599-1471
2	Kerala	1800-425-01098

- Routing for all other states shall remain same as earlier.
- All other features shall remain same.
- All are requested to take necessary action.
- This is issued with the approval of DDG (AS).

Signed by  
Sanchar Kuber Garg  
Date: 31-07-2023 14:58:50

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

- Secretary, TRAI.
- CMD MTNL/ CMD BSNL.
- Ms. Indra Mallo, Joint Secretray, MoW&CD vide letter dated 27.07.2023 with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, for concerned States/UTs.
- Director (NT), O/o DGT HQ, (respective LSA field may be asked to coordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
- A copy for upload on DoT Website.

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

No. 16-01/2022-AS-III/77/144

Dated: 14-08-2023

To,  
**All Access Service Providers,**

**Subject: Modification in routing of short code '1098' as Children in difficult situation helpline allocated to Ministry of Women & Child Development.**

In continuation to DoT letters dated 06.07.2023 and 31.07.2023 (copy enclosed) wherein it was requested to route short code 1098 allocated to Ministry of Women & Child Development (MoW&CD), New Delhi as "Children in difficult situation helpline" to 11 States/ UTs i.e. Andhra Pradesh, Arunachal Pradesh, Bihar, Dadar & Nagar Haveli and Daman & Diu, Gujarat, Goa, Ladakh, Mizoram, Puducherry, Tamil Nadu and Kerala, it is decided to route 1098 calls for two more states/UTs i.e. Chandigarh and Meghalaya from the existing routing procedure to CDAC owned Toll Free Numbers as per the details below:

S No.	State/UT Toll Free Number	Toll Free Number
1	Chandigarh	1800-599-1460
2	Meghalaya	1800-599-1469

2. Routing for all other states shall remain same as earlier.
3. All other features shall remain same.
4. All are requested to take necessary action.
5. This is issued with the approval of DDG (AS).

Signed by

Sanchit Kumar Garg

(Sanchit Kumar Garg)

Date: 14-08-2023 09:46:19

DDG (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Ms. Indra Mallo, Joint Secretray, MoW&CD vide letter dated 09.08.2023 with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA); LSA Unit, for concerned States/UTs.
4. Director (NT), O/o DGT HQ, (respective LSA field may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline,



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

No. 16-1/2022-AS-III/ShortCodes

Dated: 31-08-2023

**To,**  
**All Access Service Providers,**

**Subject: Modification in routing of short code '1098' as Children in difficult situation helpline allocated to Ministry of Women & Child Development.**

In continuation to DoT letters dated 06.07.2023, 31.07.2023 and 14.08.2023 (copies enclosed) wherein it was requested to route short code 1098 allocated to Ministry of Women & Child Development (MoW&CD), New Delhi as "Children in difficult situation helpline" to 13 States/ UTs i.e. Andhra Pradesh, Arunachal Pradesh, Bihar, Dadar & Nagar Haveli and Daman & Diu, Gujarat, Goa, Ladakh, Mizoram, Puducherry, Tamil Nadu, Kerala, Chandigarh and Meghalaya, it is decided to route 1098 calls for 16 (sixteen) more states/UTs from the existing routing procedure to CDAC owned Toll Free Numbers as per the details below:

S No.	State/UT Toll Free Number	Toll Free Number
1	Assam	1800-599-1476
2	Chhattisgarh	1800-599-1484
3	Delhi	1800-599-1462
4	Haryana	1800-599-1467
5	Jammu and Kashmir	1800-599-14 78
6	Jharkhand	1800-599-14 79
7	Karnataka,	1800-599-14 63
8	Lakshadweep	1800-599-14 68
9	Madhya Pradesh	1800-599-14 80
10	Maharashtra	1800-599-14 73
11	Nagaland	1800-599-14 82
12	Odisha	1800-599-14 83
13	Sikkim	1800-599-14 70
14	Telangana	1800-599-14 72
15	Tripura	1800-599-14 75
16	Uttar Pradesh	1800-599-14 85

2. Routing for all other states shall remain same as earlier.
3. All other features shall remain same.
4. All are requested to take necessary action.
5. This is issued with the approval of DDG(AS).

**(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. Ms. Indra Mallo, Joint Secretray, MoW&CD vide letter dated 23.08.2023 with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, for concerned States/UTs.
4. Director (NT), O/o DGT HQ, (respective LSA field 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  
Ministry of Communications  
Department of Telecommunications  
Access Services Wing  
20, Ashoka Road, New Delhi-110001**

No. 16-01/2022-AS-III/ShortCode/

Dated: 19-09-2023

**To,  
All Access Service Providers.**

**Subject:- Modification in routing of short code '1098' as Children in difficult situation helpline allocated to Ministry of Women & Child Development.**

In continuation to DoT letter dated 06.07.2023 , 31.07.2023 14.08.2023 and 31.08.2023 (copies enclosed) wherein it was requested to route short code 1098 allocated to Ministry of Women & Child Development, New Delhi as "Children in difficult situation Helpline", it is decided to route 1098 calls for West Bengal from the existing routing procedure to CDAC owned Toll free number as per detail below:-

S.No.	State	Toll Free Number
01.	West Bengal	1800-599-1465

2. Routing for all other states shall remain same as earlier.
3. All other features shall remain same.
4. All are requested to take necessary action.
3. This is issued with the approval of DDG (AS).

**Sanchit Kumar Garg  
ADG (AS-III)**

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Ms. Indra Mallo, Joint Secretary, MoW&CD vide letter dated 12.9.2023 with a request to appoint a nodal officer to implement the helpline. The nodal officer may contact Sr. DDG(LSA), LSA unit, for concerned states/UTs.
4. Director (P&N), O/o DGT Hq (respective LSA field may be asked to coordinate with respective Nodal officers and TSPs for implementation of helpline, as and when approached)
5. A copy for upload on DoT Website.