

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

No. 16-01/2017-AS.III/Short Codes/ 584/139

Dated: #ApprovedDate#

To

All Access Service Providers.

Subject: - Allocation of short code 14454 to Department of Justice, Government of India for incoming, outgoing calls.

Short Code '14454' is allocated to Tele Law project (Department of Justice) for incoming and outgoing calls as helpline to enable the citizens to avail better legal aid services with the following features:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
- (ii) Accessibility: Un-restricted (to be accessible across India)
- (iii) Metering: Called Party Pays
- (iv) The short code shall be terminated on Toll Free number 18009110030

2. All are requested to take necessary action.
3. This is issued with the approval of competent authority.

Signed by
 (Sanchit Kumar Garg)
 Sanchit Kumar Garg
 ADG (AS-III)
 Date: 02-08-2023 11:12:23

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri B Chnadra Mohiyar, Director (A2J) Ministry of Law & Justice, Department of Justice, Jaisalmer House, 26 Mansingh Road, New Delhi -110011 w.r.t. letter No. DISHA/Tele-Law/MOA-CSC/01/2023(8148)/1207 dated 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, concerned States/UTs.
4. Director (NT), 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.