

16-01/2022-AS-III/ShortCode

1/3117150/2023

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

ad: 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

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

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 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.
4. 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).
5. A copy for upload on DoT Website.