

16-01/2022-AS-III/ShortCode

I/3112037/2023

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/69/138 Dated:06-07-2023

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 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: