

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

No. 16-3/2011-AS.III/Vol.III /220 *1766/*

Dated :05/09/2017

To,

All Access Service Providers.

**Subject:- Allocation of Short Code 14405 to Excise Deptt., Kerala.**

The undersigned is directed to convey the approval of competent authority for allocation of Short Code '**14405**' to **Excise Deptt., Kerala State** for its De-Addiction counselling centre purpose with following features:

- (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: (It may be taken as Called Party Pays or Calling Party Pays depending on a separate intimation, to this effect, issued by the agency to which this short code is allocated in furtherance to this DoT instruction).
2. All are requested to take necessary action.

  
(Dhananjay Kumar Ranjan)  
Director (AS-III)  
Tel: 011-23036387  
E-Mail: [diras3-dot@nic.in](mailto:diras3-dot@nic.in)

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

1. Secretary, TRAI
2. CMD MTNL /CMD BSNL.
3. Excise Commissioner, Govt. of Kerala., Commissionerate of Excise, Excise HQ, Nandavanam, Thiruvananthapuram-695033 w.r.t to your D.O letter EXC/4289/2017/APC3 dated 03/08/2017(to appoint a nodal officer to implement the helpline. The Nodal officer may contact DDG (TERM), TERM Cell, Kerala).
4. Director (TERM-I), DoT (HQ) (respective TERM Cell-Kerala 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.