

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

No. 16-03/2013-AS-III/ShortCode/193


Dated: 22.11.2023

To,  
All Access Service Providers.

**Subject: Allocation of short code '14432' as Helpline for Sabarimala Festival 2023-24 for pilgrims.**

Short code '14432' allocated as helpline to set up an integrated control room for pilgrims at Pampa, Kerala for meeting with the exigencies and emergencies in connection with impending Sabarimal festival 2023-24 to Police Department, Kerala State on permanent basis with following features as:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access service providers).
  - (ii) Accessibility: Unrestricted (to be accessible across India).
  - (iii) Metered Service: Calling Party Pays.
  - (iv) The Short code shall be terminated on 04735-203100.
2. All are requested to take necessary action.
  3. This is issued with the approval of competent authority.

  
(Trilok Chandra)  
Director (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Sh. AJI VS, Assistant Inspector General, DGP & State Police Chief, Police Headquarters Thiruvananthapuram w.r.t letter dated 16.11.2023 with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Special DG Telecom/Additional DG Telecom of respective LSA for concerned States/UTs.
4. Director (T), 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.