

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

No.16-10/2018/AS-III/Short Codes/

Dated: 15/06/2021

To,  
All Access Service Providers.

**Subject: Allotment of short code '14410' for COVID-19 Tele-Medicine (Mental Health) helpline call centre to Assam Disaster Management Authority, Government of Assam**

Short Code '14410' is allocated for COVID-19 Tele-medicine (mental Health) helpline call centre to Assam Disaster Management Authority, Government of Assam. The short code shall have following features as under:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers.
  - (ii) Accessibility: Restricted i.e. within local service area.
  - (iii) Metered Service: (It may be taken as Called Party Pays or Calling Party Pays depending on a separate intimation, to this effect, issued from the agency to which this short code is allocated in furtherance to this DoT instruction).
2. All are requested to take necessary action.

*SKgarg*  
(Sanchit Kumar Garg)  
ADG (AS-III)  
15.06.2021

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Dhiraj Saud, Assam State Disaster Management Authority, Ancillary Block, Assam Secretariat, Dispur, Guwahati-781006 w.r.t. letter No. ASDMA.37.2021/113 dt. 05.06.2021 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 (P&N), DoT (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.