

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

No.16-1/2017/AS-III/Short Codes(N324/2)

Dated:07.02.2025

To,  
All Access Service Providers

**Subject: Change of terminating number of short code '14447' from 18001372022 to 18009110003.**

In continuation of DoT letter No.16-3/2013/AS-III/543/153 dated 04/07/2022 vide which DoT had allocated short code '14447' to Department of Agriculture & Farmers Welfare as Pradhan Mantri Fasal Bima Yojana (PMFBY) helpline. Now, considering the request of Department of Agriculture & Farmers Welfare, it has been decided to change the terminating number of the short code '14447' as follows: -

Short code	Earlier Mapping/Terminating Number	New Mapping/Terminating Number
14447	18001372022	18009110003

2. All other features will remain the same.
3. All are requested to take necessary action.
4. This is issued with the approval of DDG (AS).

Digitally signed by  
Vaibhav Jain  
Date: 07-02-2025  
14:56:26  
Director (AS-III)  
Ph 011-23372488

(Encl: As Above.)

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Ms. Kamna R. Sharma, Additional Commissioner (Crop Insurance), Department of Agriculture & Farmer's Welfare (DA&FW), Ministry of Agriculture & Farmers Welfare (MoHFW), Krishi Bhawan, Room No. 37-C, New Delhi- 110001, with a request to appoint a nodal officer who may contact Spl. DG Telecom/Addl DG Telcom of respective LSA unit, for concerned States/UTs for implementation of the above order.

4. Director (T), DGT Hq (concerned LSA field may be asked to coordinate with Nodal officers and TSPs for implementation of the order, as and when approached).
5. A copy for upload on DoT Website.

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

No.16-3/2013/AS-III/543/153

Dated: 04/07/2022

To,

All Access Service Providers.

**Subject: Allocation of Short Code '14447' to Department of Agriculture & Farmer's Welfare (DA&FW), Ministry of Agriculture & Farmer Welfare, Government of India.**

Short code '14447' is allocated as Pradhan Mantri Fasal Bima Yojana (PMFBY) Helpline at which farmers can get online support through the call centre established by Department of Agriculture & Farmers Welfare (DA&FW), Ministry of Agriculture & Farmers Welfare, Government of India with following features as:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access Providers).
  - (ii) Accessibility: Un-restricted.
  - (iii) Metered Service: Called Party Pays.
  - (iv) The short code shall be mapped on toll free number 1800-137-2022.
2. All are requested to take necessary action.
  3. This is issued with the approval of competent authority.

*S. K. Garg*  
(Sanchit Kumar Garg)  
ADG (AS-III)  
04.07.2022

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Kamna R. Sharma, Dy. Commissioner (Credit), Department of Agriculture & Farmer's Welfare, Krishi Bhawan, New Delhi-110001 w.r.t. letter No. 13012/06/2020-CrII-Part(1) (FTS 106726) dt. 30.06.2022 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), DGT (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.