

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) 19/


Dated: 16.11.2023

To,  
All Access Service Providers.

**Subject:- Allocation of short code '14432' to Police Department, Bihar, for emergency calls/grievance and to provide citizens with services related to registration**

Short code '14432' is allocated to Police Department, Bihar to receive emergency calls/grievance and to provide citizens with services related to registration.

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
  - (ii) Accessibility: Unrestricted (to be accessible across India)
  - (iii) Metered Service: Called Party Pays
  - (iv) The Short code shall be terminated on 18003456339
2. All are requested to take necessary action.
  3. This is issued with the approval of DDG (AS).

  
(Trilok Chandra)  
Director (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Sh. Jitendra Singh Gangwar, Additional Director General of Police (Hq.) Bihar 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.