

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

No. 16-10/2018-AS-III/ShortCode

Dated: 08/09/2024


To,
All Access Service Providers.

Subject: Allocation of Short Code '14456' to Department of Empowerment of Persons with Disabilities (Divyangjan), Government of India.

In partial modification to DoT letter no. 16-01/2022-AS-III/Short Codes dated 24.04.2023 (letter enclosed) through which short code '14456' was allocated to Department of Empowerment of Persons with Disabilities (Divyangjan), Government of India. Now it is decided to route the calls for short code '14456' as per following details: -

	States/UTs	DIL Numbers
a.	[Maharashtra, Goa], Rajasthan, [Gujarat, Dadra & Nagar Haveli, Daman & Diu]	Toll Free no. 1800 22 2014 022-26404019/24/43
b.	Delhi, [Jammu & Kashmir, Ladakh], [Punjab, Chandigarh], Haryana, Himachal Pradesh	Toll Free no. 1800 180 4689 0120-2500920/921/923
c.	[Madhya Pradesh, Chhattisgarh], [Uttar Pradesh, Uttarakhand]	Toll Free no. 1800 233 5956 0755-2685954/55/56
d.	[Andhra Pradesh, Telangana], [Tamil Nadu, Puducherry], [Kerala, Lakshadweep], Karnataka	Toll Free no. 1800 425 9590 040-27959043/63/27959103
e.	[West Bengal, Sikkim, Andaman & Nicobar], [Bihar, Jharkhand], Assam, [Arunachal Pradesh, Meghalaya, Manipur, Tripura, Mizoram, Nagaland]	Toll Free no. 1800 345 5492 033-25313236/46/25315492
f.	Odisha	Toll Free no. 1800 345 7115 0674-2460021/31/41

2. Details of Nodal Person:- Dr. Mathew Martin (Mob. No. 9869993833)
3. Other features will remain same.
4. All are requested to take necessary action.
5. 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. Rajesh Yadav, Joint Secretary, Ministry of Social Justice & Empowerment, Department of Empowerment of Persons with Disabilities (Divyangjan), 5th floor, Pt. Deendayal Antodaya Bhawan, CGO complex, Lodhi Road, New Dehi.
4. Director (T), DGT Hq (respective LSA field may be asked to coordinate TSPs for implementation of helpline, as and when approached)
5. A copy for upload on DoT Website.

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

No. 16-01/2022-AS-III/Short codes/37/

Dated: 24-04-2023

To,

All Access Service Providers.**Subject: Allocation of Short Code '14456' to Department of Empowerment of Persons with Disabilities (Divyangjan), Government of India.**

Short code '14456' is allocated as Helpline to Department of Empowerment of Persons with Disabilities (Divyangjan), Government of India for serving Divyangjan in an efficient manner with following features as:

- (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 from the agency to which this short code is allocated in furtherance to this DoT instruction).

2. All are requested to take necessary action.
3. This is issued with the approval of competent authority.

**Signed by Sanchit Kumar
Garg (Sanchit Kumar Garg)
Date: 24-04-2023, 10:15:11
ADG (AS-III)**

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Rajesh Aggarwal, Secretary, Ministry of Social Justice & Empowerment, Department of Empowerment of Persons with Disabilities (Divyangjan), 5th Floor, Pt. Deendayal Antodaya Bhawan, CGO Complex, Lodhi Road, New Delhi, w.r.t. DO No. Y-11020/9/2023-AGP dated 18.04.2023 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 (NT), 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.