

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

No. 16-1/2017-AS-III/ShortCodes

Dated: 15.07.2024


To,

All Access Service Providers.

**Subject: Allocation of short code '14427' as Transgender Helpline Number to National Institute of Social Defence, Ministry of Social Justice & Empowerment.**

The undersigned is directed to convey the allocation of short code '14427' as Transgender Helpline Number to National Institute of Social Defence, Ministry of Social Justice & Empowerment with the following features: -

- i. Category-I: Service (i.e. mandatory service to be provided by all the Access service providers.
  - ii. Accessibility: Unrestricted.
  - iii. Metered service: Called Party Pays.
  - iv. The short code will terminate at: - 18002030460
  - v. Details of Nodal Person: - Dr. R. Giriraj, Deputy Director, Mobile No.: 9818310578
2. All are requested to take necessary action.
  3. This is issued with the approval of DDG (AS).

  
15/07/2024  
(Trilok Chandra)  
Director (AS-III)  
Ph 011-23372063

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Sh. Shailendra Kumar, Director, NISD, Plot no. G-2, Sector-10, Dwarka, New Delhi-110075. The nodal officer may contact Sr. DDG(LSA), LSA unit of concerned states/UTs, in case of any difficulty.
4. Director (T), DGT HQ, DoT (respective LSA field may be asked to coordinate with TSPs for implementation of helpline, as and when approached).
5. A copy for upload on DoT Website.