

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

No. 16-01/2022-AS-III/ShortCode /59


Dated: 31.05.2024

To,
All Access Service Providers.

Subject: Change in the mapping of Short Code (14456) issued to Department of Empowerment of Persons with Disabilities (Divyangjan), Government of India.

In partial modification to DoT's letter dated 24.04.2023 (copy enclosed) on the subject mentioned above, it is decided to change the mapping of Short Code '14456' to **1800 222 014**. All other features will remain same.

2. All are requested to take necessary action.


31/05/2024
(Trilok Chandra)
Director (AS-III)
Ph 011-23372063

Encl: As above.

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Sh. Kishore B. Surwade, DDG, Department of Empowerment of Persons with Disabilities (Divyangjan), 5th floor Pt. Deendayal Antyodaya Bhavan, CGO Complex Lodhi Road New Delhi-110003 with a request to appoint a nodal officer to implement the helpline. The nodal officer may contact Spl. DG Telecom/Addl DG Telecom of respective LSA unit, for concerned states/UTs.
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.

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/37/69

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 10:13:10
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.