

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

No. 16-2/2023-AS.III/Short Codes/ 34/35

Dated: #ApprovedDate#

To

All Access Service Providers.

Subject: - Allocation of short code 14499 to Ranchi Institute of Neuro-Psychiatry & Allied Sciences (RINPAS).

Short Code '14499' is allotted to Ranchi Institute of Neuro - Psychiatry & Allied Sciences (RINPAS) as helpline for providing quality mental health care (including counseling for suicide prevention, day-to-day mental health issues etc.) with following features as:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
 - (ii) Accessibility: Restricted i.e. within State only
 - (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 ADG (AS-III)

Date: 25-07-2023 13:10:39

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

1. Secretary, TRAI.
2. CMD MTNL /CMD BSNL.
3. Additional Chief Secretary, Department of Health, Medical Education & Family Welfare, Nepal House, Doranda, Ranchi -834002 (Jharkhand) with reference to your letter No.12/Vivid-06-24/2023-120(12) dated 07.07.2023 to appoint a nodal officer to implement the helpline. (The Nodal officer may contact Sr. DDG (LSA), LSA Unit, Bihar.
4. Director, Ranchi Institute of Neuro - Psychiatry & Allied Sciences (RINPAS) Kanke, Ranchi-834006 (Jharkhand), w.r.t your letter dated 26.05.2023.
5. Director (NT), DGT (HQ) (respective LSA Unit may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
6. A copy for upload on DoT Website.