

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

No. 16-03/2011-AS-III/Vol.II/N 318/19

Dated: 05.02.2025

To,

All Access Service Providers.

**Subject: - Allocation of short code '14522' for Sanchar Saathi related activities.**

The undersigned is directed to convey the allocation of short code '14522' for Sanchar Saathi Mobile App of Department of Telecommunications for SMS service with following features:

- (i) Category-I: Service i.e. mandatory service to be provided by all the Access providers.
- (ii) Accessibility: - Unrestricted.
- (iii) Non-metered service.
- (iv) Nodal Person: - Mr. Pranay Diwakar, Contact No.: - 9467177362/01123310184.

2. All are requested to take necessary action.

3. This is issued with the approval of DDG (AS).

Digitally signed by  
Vaibhav Jain  
Date: 05-02-2025  
(Vaibhav Jain)  
Director (AS-III)  
Ph 011-23372732

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Shri Pranay Diwakar, ADG (AI&DIU), DoT, Sanchar Bhawan, New Delhi. The Nodal officer may contact Special DG Telecom/Additional DG Telecom of Delhi LSA.
4. Director (T), DGT HQ, DoT (respective LSA field unit may be asked to coordinate with TSPs for implementation of helpline, as and when approached)
5. A copy for upload on DoT Website.