

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

No. 16-3/2009-AS.III/346 | 559 |

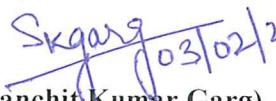
Dated : 03/02/2017

To,
All Access Service Providers.

Subject:- Subject: Allocation of Short Code regarding.

The undersigned is directed to convey the allocation of Short Code '14442' to NPCI for its grievance redressal mechanism to customers of all digital platforms with following features as under:

- (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: Non-Metered Service.
2. All are requested to take necessary action.
 3. This is issued with the approval of competent authority Sr. DDG (AS).


(Sanchit Kumar Garg)
Assistant Divisional Engineer Telecom (AS-III)
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Copy forwarded for information and necessary action to, if any, to:

1. Cabinet Secretary, Cabinet Secretariat, Govt. of India. (please refer to your letter no. 216/2/1/2016-CA.IV dated 30/01/2017 regarding promotion of digital payments).
2. Secretary, TRAI.
3. CMD MTNL /CMD BSNL.
4. MD & CEO, NPCI (please refer to Cabinet Secretariat letter no. 216/2/1/2016-CA.IV dated 30/01/2017 regarding promotion of digital payments. You are requested to appoint a nodal officer to implement the helpline).
5. Sr. DDG (TERM-HQ), DoT.
6. Director (TERM-I), DoT (HQ) (All TERM Cells may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).