

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

No.16-10/2018/AS-III/Short Codes/291/ 126

Dated: 02/09/2021

To,

All Access Service Providers.

Subject: Allocation of Short Code '14431' for Digital Payments to National Payments Corporation of India (NPCI).

Short code '14431' is allocated for Digital Payments to National Payments Corporation of India (NPCI). The short code shall have following features:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
- (ii) Accessibility: Un-restricted..
- (iii) Metered Service: Called Party Pays.
- (iv) The short code shall be mapped on a toll free number.

2. All are requested to take necessary action.

S.K. Garg
(Sanchit Kumar Garg)
ADG(AS-III)
02.09.2021

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Saiprasad Nabar, Chief Online Products Operations & Technology, NPCI, 1001A, The Capital, B Wing, 10th Floor, Bandra Kurla Complex, Bandra (E), Mumbai-400051 w.r.t. letter No. NPCI/2021-22/NFS/037 dated 23.08.2021 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 (P&N), DoT (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.