

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

No. 16-10/2018-AS-III/ShortCodes

Dated: 06.02.2025

To,
All Access Service Providers

Subject: Change in the mapping of Short Code (14599) of CSC e-GOVERNANCE SERVICES INDIA LIMITED for the Digital India -Reg.

Considering the request of CSC e-GOVERNANCE SERVICES INDIA LIMITED, it has been decided to change in the mapping of short code '14599' (issued by DoT vide letter dated 21.06.2022) as per follows: -

S.No.	Earlier Mapping Terminating Number	New Mapping Terminating Number
1	18001372122	18009110002

2. All other features will remain the same.
3. All are requested to take necessary action.
4. This is issued with the approval of DDG (AS).

Digitally signed by
Vaibhav Jain
Date: 06-02-2025
11:04:16
Director (AS-III)
Ph 011-23372488

Encl: As Above.

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Electronics Niketan, 4" Floor, Ministry of Electronics & Information Technology (MeitY), 6 CGO Complex, Lodhi Road, New Delhi-110003, with a request to appoint a nodal officer who may contact Spl.DG Telecom/Addl DG Telecom of respective LSA unit for implementation of the above order.
4. Director (T), DGT HQ (respective LSA's may be asked to coordinate with respective Nodal officer and TSPs for implementation as and when approached).
5. A copy for upload on DoT Website.

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

No.16-1/2017/AS-III/Vol.I(Short codes)/108//47

Dated: 21 /06/2022

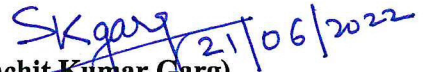
To,

All Access Service Providers.

Subject: Allocation of Short Code '14599' for CSC Support Services to CSC e-Governance Services India Limited.

Short code '14599' is allocated for CSC Support Services to facilitate and support the Village Level Entrepreneurs (VLEs) involved in delivering various G2C and B2C Services to Citizens of India to CSC e-Governance Services India Limited, Ministry of Electronics & Information Technology to CSC e-Governance Services India Limited 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: Called Party Pays.
 - (iv) The Short Code shall be terminated on Toll Free Number 18001372122.
2. All are requested to take necessary action.
 3. This is issued with the approval of competent authority.


(Sanchit Kumar Garg)
ADG (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Sanjay Kumar Rakesh, Chief Executive Officer, CSC e-Governance Services India Limited, Electronics Niketan, 4th Floor, CGO Complex, Lodhi Road, New Delhi-110003 w.r.t. letter No. 22/06/008/RB dated 03.06.2022 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), 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.