

**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)/112/152

Dated: 04/06/2022
07

To,

All Access Service Providers.

**Subject: Allocation of Short Code '14413' to National Health Authority,
Government of India.**

Short code '14413' is allocated to National Health Authority, Government of India to address the concerns of EHCPs (Empanelled Health Care Providers) to provide suitable support and resolution to issues with following features as:

- (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 Toll Free Number 1800-11-0700.

2. All are requested to take necessary action.
3. This is issued with the approval of competent authority.

Skgarg
(Sanchit Kumar Garg) 04.07.2022
ADG (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Ms. Sraddha Paul, Deputy Director (Administration), National Health Authority, Tower-1, 3rd Floor, Jeevan Bharti Building, Connaught Place, New Delhi-110001 w.r.t. email dt. 27.06.2022 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.