

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

**No.16-1/2017/AS-III/Short Codes/505/181**

**Dated: 03 /08/2022**

**To,**

**All Access Service Providers.**

**Subject: Allocation of Short Code '14449' to Hyderabad Growth Corridor Limited (HGCL), Government of Telangana.**

Short code '14449' is allocated to Hyderabad Growth Corridor Limited (HGCL) as helpline to provide single point of contact for public in case of accident or any emergencies on Outer Ring Road (ORR) with following features as:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
- (ii) Accessibility: Restricted i.e. within state.
- (iii) Metered Service: (It may be taken as Called Party Pays or Calling Party Pays depending on a separate intimation, to this effect, issued from the agency to which this short code is allocated in furtherance to this DoT instruction).

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

**Signed by Sanchit Kumar**  
**Garg** (Sanchit Kumar Garg)  
**Date: 03-08-2022 15:38:11**  
**ADG (AS-III)**

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Arvind Kumar, Special Chief Secretary, Municipal Administration and Urban Development Department, Information & Public Relations Department, 640 AC Guards, MA & UD Cmpus, DTCP Building, Ground Floor, Opp. PTI Building, Hyderabad-500004 w.r.t. letter No. CGM(T)/HGCL/DGM(T)-II/606/JICA-2/HTMS/2021-22 dt. 14.07.2022 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.