

**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/46713/2**

**Dated: 07-12-2022**

**To,**

**All Access Service Providers.**

**Subject: Allocation of Short Code '14599' as CLI to CSC e-Governance Services India Limited for outgoing calls for support services.**

This is in partial modification to DoT letter No. 16-1/2017-AS-III/Vol.I(Short codes)/108/147 dated 21.06.2022 (copy enclosed) vide which short code '14599' was 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.

2. Now, it is decided that CLI for CSC Support Services shall be transmitted as '14599' for outbound calls in addition to the features mentioned vide DoT letter dated 21.06.2022.

3. All are requested to take necessary action.

4. This is issued with the approval of competent authority.

Encl: As above.

**Signed by Sanchit Kumar  
Garg**

**Date: 07-12-2022 12:33:39  
(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 Naveen Kumar Sharma, Vice President, CSC e-Governance Services India Limited, Electronics Niketan, 4<sup>th</sup> Floor, CGO Complex, Lodhi Road, New Delhi-110003 w.r.t. letter No. 22/11/014/RB dated 21.11.2022 with a request to appoint a nodal officer to implement the helpline. The contact details are Mr. Mohit Kathuria, CSC, e-governance Services India Limited, MeiTy, No. 011-49754975. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, concerned States/UTs.
4. Director (NT), DGT (HQ), (respective LSA field unit may be asked to coordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
5. A copy for upload on DoT Website.

