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

No. 16-02/2023-AS-III/ShortCodes/140   Dated : 04-08-2023

To,
   All Access Service Providers

Subject:- Allocation of short code 14471 to Department of Information Technology, Electronics and Communication (DITE&C), Government of Goa, Goa regarding.

Short code '14471' to Department of Information Technology, Electronics and Communication (DITE&C), Government of Goa to improve citizens' experience in Government transactions with following features:

(i)   Category-I Service(i.e. mandatory service to be provided by all the Access
        service Providers.
(ii)   Accessibility: Restricted within State only.
(iii)   Metered Service: Called party pays.
(iv)   The short code shall be terminated at Toll Free Number 1800-911-0008.
(v)   The short code shall be accessible for both outgoing as well as incoming services.

2.   All are requested to take necessary action.

3.   This is issued with the approval of DDG (AS).

Signed by
Sanchit Kumar Garg
(Sanchit Kumar Garg)
ADG (AS-III)
Date: 04-08-2023 17:50:36

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

1.   Secretary, TRAI.
2.   CMD MTNL/ CMD BSNL.
3 .   Sh. Suneel Anchipaka, IAS, Director(DITE&C), Government of Goa, 2nd floor, IT Hub, Altinho, Panaji, Goa- 403001 with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, for concerned States/UTs.
4.   Director (NT), O/o DGT HQ, (respective LSA field 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.