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

No. 16-01/2023-AS-III/SHORT CODES/ 80 Dated:09.05.2025

To,

All Access Service Providers.

Subject: -Allocation of short code '14457' for IVRS helpline number of the Advanced Grievance Redressal System (AGRS) of Department of Food & Public Distribution.

The undersigned is directed to convey the allocation of short code '14457' for IVRS helpline number of the Advanced Grievance Redressal System (AGRS) of Department of Food & Public Distribution, with following features: -

a. Category-I: Service (i.e. mandatory service to be provided by all the Access Service Providers).

b. Accessibility: Unrestricted (to be accessible across India)

c. Metered Service: Calling party pays.

d. To terminate Short Code at: - 08035766500

e. Details and contact number of Nodal Person: Name: Shri Hariom, Under Secretary, Contact Number: 011-23383951 Email ID: uspd2.fpd@nic.in/sopd2.fpd@nic.in

Digitally signed by
Vaibhav Jain
Date: 09-05-2025
10:21:18

2. All are requested to take necessary action.

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

Director (AS-III)
Ph 011-23372488

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

1. Secretary, TRAI.
2. Under Secretary, Food & Public Distribution Department of Food & Public Distribution, Ministry of Consumer Affairs, Krishi Bhavan, Dr. Rajendra Prasad Road, New Delhi - 110001. The Nodal officer may contact Special DG Telecom/Additional DG Telecom of respective LSA. (advisor.del-dgt-dot@gov.in)
3. Director (T), DGT HQ, DoT (respective LSA field may be asked to coordinate with TSPs for implementation of helpline).
4. A copy for upload on DoT Website.