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/ ShortCode /120 Dated 26.06.2025

To,

All Access Service Providers.

Subject:- Withdrawal of short code '14445' issued to Department of Food & Public Distribution.

DoT vide letter dated 26.06.2020 (copy enclosed) had allotted short code '14445' to Department of Food & Public Distribution as helpline for the purpose of national portability of ration cards under 'One Nation One Ration Card' Scheme.

2. In view of the request received from Department of Food & Public Distribution, the undersigned is directed to convey the withdrawal of short code '14445' with immediate effect.

3. All are requested to take necessary action.

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

Digitally signed by
VAIBHAV JAIN
Date: 26-06-2025
17:08:32
Director (AS-III)
Ph 011-23372488

Encl: As above.

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

1. Secretary, TRAI.
2. Sh. Hariom, Under Secretary, Department of Food & Public Distribution with reference to letter no. F.No. 21-4/2024-PD-II-Part(2) dated 12.06.2025.
3. Director (T), DGT HQ, DoT (respective LSA field may be asked to coordinate with TSPs for withdrawal of helpline)
4. A copy for upload on DoT Website.

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/ 1541 Dated: 26/06/2020

To,

All Access Service Providers.

Subject: Allotment of short code '14445' as Helpline for the purpose of national portability of ration cards under the outgoing 'One Nation One Ration Card' plan for the benefit of portability of beneficiaries across the country to all State/UTs-reg.

Short Code '14445' is allocated as helpline number to Central Project management Unit (CPMU) to be utilized for dealing with the grievances/distress calls of beneficiaries, obtaining feedback and also for information dissemination and awareness generation activities under One Nation One Ration Card plan across the country. The call centers will be located in the States/ UTs and a common helpline number would be implemented for One Nation One Ration Card plan. The features of the helplines are as below:

i. Category-I: Service (i.e. mandatory service to be provided by all the Access Service Providers.
ii. Accessibility: Un-restricted i.e. available on STD also.
iii. Metering: Called Party Pays.

2. All are requested to take necessary action.

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

22/6/20

(R.K. Soni)
Director (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Dircetor (PD), Central Project management Unit (CPMU), Department of Food & Public Distribution, M/o Consumer Affairs, Food and Public Distribution, Krishi Bhawan, New Delhi-110001 w.r.t your letter No. F. No. 23 (5)/2015-Comp(323743) dated 23.06.2020 shall be the nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, concerned States/UTs.
4. Director (P&N), DoT (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.

File No. 16-01/2023-AS-III/SHORTCODES (Computer No. 151224)