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/ShortCodes/ 121 26-06-2025

To,

All Access Service Providers.

Subject: Change in the mapping of Short Code'14457' allocated to Department of Food & Public Distribution.

In continuation to DoT orders dated 09.05.2025 and 22.05.2025(copy enclosed), Considering the request of Department of Food & Public distribution, it has been decided to change the mapping of short code '14457' as follows:

S. No.	Short code	Earlier Terminating Number	New Terminating Number
01.	14457	8035766500	8035772302

2. All other features will remain the same.

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
17:10:53

(Vaibhav Jain)
Director (AS-III)
Ph 011-23372488

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

1. Secretary, TRAI.
2. Sh. Hariom, Under Secretary, Department of Food & Public Distribution with reference to letter dated 19.06.2025. The nodal officer may contact Spl. DG Telecom/Addl DG Telecom of respective LSA unit, for concerned States/UTs. (advisor.del-dgt-dot@gov.in)
3. Director(T), DGT HQ (respective LSA field may be asked to coordinate with respective Nodal officers and TSPs for implementation of helpline).
4. A copy for upload on DoT Website.

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/ 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

2. All are requested to take necessary action.

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

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

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.

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

Dated:22.05.2025

To,

M/s Reliance Jio Infocomm Ltd

Subject: Activation of outbound calls with sender ID '14457' to Department of Food & Public Distribution for Advanced Grievance Redressal System (AGRS).

This is in reference to short code '14457' allocated to Department of Food & Public Distribution vide DoT letter no. 16-01/2023-AS-III/Short Codes/80 dated 09.05.2025 (copy enclosed).

2. In considering the request of the Department of Food & Public Distribution, the undersigned is directed to convey the approval of short code '14457' to be used as sender ID for outbound calling (two-way communication) for helpline number of Advanced Grievance Redressal System (AGRS).

3. Other features will remain the same.

3. All are requested to take necessary action.

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

Digitally signed by
Vaibhav Jain
Date: 22-05-2025
10:40:28

Encl: As above.

Director (AS-III)
Ph 011-23372488

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

1. *All Access Service Providers (except M/s RJIL)*
2. *Secretary, TRAI.*
3. *Shri Hari Om, Under Secretary to the Govt. of India, Department of Food and Public Distribution, Krishi Bhawan, New Delhi. The nodal officer may contact Spl. DG Telecom of Delhi LSA for implementation of the above. (advisor.del-dgt-dot@gov.in)*
4. *Director (T), DGT HQ, DoT (respective LSA field may be asked to coordinate with respective nodal officers and TSPs for implementation of the order).*