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

No. 16-03/2013-AS-III/ShortCode/192 Dated: 29.10.2025

To,
All Access Service Providers

Subject: Corrigendum regarding Allocation of short code '14432' to Police Department, Bihar for emergency calls/grievance and to provide citizens with services related to registration.

In partial modification to DoT letter No. 16-03/2013-AS-III/ShortCode/191 dated 16.11.2023 (copy enclosed), Accessibility in para 1 may be read as Un-restricted (available on STD).

2. All other directions shall be remain same.

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

Digitally signed by
VAIBHAV JAIN
Date: 29-10-2025
11:30:36
Director (AS-III)
Ph 011-23372488

Encl: As above.

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

1. Secretary, TRAI.
2. Additional Director General of Police (Hq.) Bihar.
3. Director (T), DGT HQ, DoT (respective LSA may be asked to coordinate with TSPs for implementation of the changes in the helpline).
4. A copy for upload on DoT Website.

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

No. 16-03/2013-AS-III/ShortCode) 191 Dated: 16.11.2023

To,

All Access Service Providers.

Subject:- Allocation of short code '14432' to Police Department, Bihar, for emergency calls/grievance and to provide citizens with services related to registration

Short code '14432' is allocated to Police Department, Bihar to receive emergency calls/grievance and to provide citizens with services related to registration.

(i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
(ii) Accessibility: Unrestricted (to be accessible across India)
(iii) Metered Service: Called Party Pays
(iv) The Short code shall be terminated on 18003456339

2. All are requested to take necessary action.

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

16/11/2023

(Trilok Chandra)
Director (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Sh. Jitendra Singh Gangwar, Additional Director General of Police (Hq.) Bihar with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Special DG Telecom/Additional DG Telecom of respective LSA for concerned States/UTs.
4. Director (T), DGT Hq (respective LSA field 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.