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

No. 16-02/2023-AS-III/ShortCodes/246 Dated:24.02.2026

To,
All Access Service Providers

Subject: Change in the mapping of Short code '14470' of EPFO, Ministry of Labour & Employment, Government of India-reg.

Considering the request of EPFO, Ministry of Labour & Employment, Government of India, It has been decided to change the Terminating/mapping number of short code '14470' (issued by DoT vide letter dated 14.03.2023), as per follows:

S. No.	Short Code	New Terminating/Mapping Number
1	14470	**1800-180-1820 (BSNL)**

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: 24-02-2026
15:26:00

Director (AS-III)
Ph 011-23372488

Encl: As Above

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

1. Secretary, TRAI.
2. Regional P.F Commissioner-I, Customer Service Division, EPFO, Head Office, Ministry of Labour & Employment Plate A Ground Floor, Block II, East Kidwai Nagar, New Delhi-110023,Email: sandeepsingh.negi@epfindia.gov.in.
3. Director (T), DGT HQ, DoT (respective LSA field may be asked to coordinate with TSPs for implementation of helpline, as and when approached).
4. A copy for upload on DoT Website.
5. Official language division, DoT for Hindi version of the letter.

l/ 3090400/2023

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

No. 16-10/2018-AS-lll/Short Codes/482/43 **Dated: 14-03-2023**

To,

All Access Service Providers.

Subject: Allocation of Short Code "14470' as extending support services for outgoing/incoming calls and SMS to Employees Provident Funds Organisation (EPFO).

Short code '14470' is allocated as Helpline for extending support services for outgoing/incoming calls, SMS to facilitate, support and to mitigate grievances of general populace in reference to EPFO services with following features as:

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

(ii) Accessibility: Un-restricted i.e. available on STD also.

(iii) Metering: Called Party Pays.

(iv) The short code shall be terminated on Toll Free number 1800-118-005 (instruction may also be issued to all Access Service Providers in India).

2. All are requested to take necessary action.

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

Skgarg 14/03/2023

(Sanchit Kumar Garg)
ADG(AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri R.K. Singh, Additional Central Provident Fund Commissioner-HQ, Customer Service Division EPFO Head Office, Ministry of Labour & Employment, Govt. of India, Bhavishya Nidhi Bhawan, 14, Bhikaji Cama Place, New Delhi-110066 w.r.t. No.CSC/Callcentre/shortcode/2023/16692 dated 23.2.2023 with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG(LSA), LSA Unit, concerned States/UTs.
4. Director (NT), DGT (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.