



D.O. No.K-11053(5317)/14/2021-LH

Dated: 16<sup>th</sup> February, 2022

*Dear Sir/ Madam,*

As you are aware, under the revised Livestock Health & Disease Control (LH&DC) Scheme being implemented by DAHD, funds have been released to States/UTs for establishment and fabrication of Mobile Veterinary Units (MVUs), to provide increased accessibility to veterinary services at farmers' doorstep. These MVUs will be aligned with the State/UT level Call Centres. Basis the calls received from livestock farmers/animal owners, the nearest available MVU would be deployed to his / the location of the caller.

In this connection, kindly note that the short code '1962' has been identified and allocated by the Department of Telecommunications (DoT) as the helpline number for 'Animals in distress' and 'Animal Mobile Medical Ambulance, to all states/UTs (letter from DoT enclosed). This short code has already been mapped on the toll-free numbers of 6 states, i.e., Tamil Nadu, Uttar Pradesh, Maharashtra, Telangana, Gujarat and Madhya Pradesh. Accordingly, I would request the remaining States/UTs to get in touch with the service provider and activate '1962' as the toll-free number for the operation of MVUs.

Kindly accord top priority and ensure compliance at the earliest.

*With regards,*

Yours sincerely,

*Upamanyu Basu*  
(Upamanyu Basu)

Encl: a/a

ACS/Principal Secretary/Secretary, Animal Husbandry Department  
(All States/UTs except Tamil Nadu, Uttar Pradesh, Maharashtra, Telangana, Gujarat,  
Madhya Pradesh, Andaman & Nicobar Island, DD - DNH& Chandigarh)

Copy to:

1. Director/Commissioner, Animal Husbandry Department  
(All States/UTs except Tamil Nadu, Uttar Pradesh, Maharashtra, Telangana, Gujarat,  
Madhya Pradesh, Andaman & Nicobar Island, DD - DNH& Chandigarh)
2. CEO, SIAs/LDBs (All States/UTs except Tamil Nadu, Uttar Pradesh, Maharashtra,  
Telangana, Gujarat, Madhya Pradesh, Andaman & Nicobar Island, DD - DNH &  
Chandigarh)
3. Department of Telecommunications M/o Communication & Technology

Government of India  
Ministry of Communication & Information Technology  
Department of Telecommunications  
Access Services Wing  
20, Ashoka Road, New Delhi-110001

No. 16-3/2011-AS.III/ Vol.1/371/51

Dated 25/02/2016

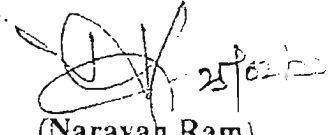
To

All Access Service Providers

**Subject:- Allocation of Short Code '1962' as 'Animals in distress' & 'Animal Mobile Medical Ambulance' help line to all State Govt./UTs regarding.**

I am directed to convey the approval of competent authority for allocation of Short Code '1962' as 'Animals in distress' & 'Animal Mobile Medical Ambulance' help line to all State Govt./UTs with following features as under:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers.
- (ii) Accessibility: Un-restricted i.e. available on STD also.
- (iii) Metered Service: (It may be taken as Called Party Pays or Calling Party Pay, depending on a separate intimation, to this effect, issued from the agency to which this short code is allocated in furtherance to this DoT instruction).



(Narayan Ram)

Section Officer (AS-III)

Tel.:23036444

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

1. All State Govt./ UTs Chief Secretaries ( It is requested the allocation of "Short Code '1962' as 'Animals in distress' & 'Animal Mobile Medical Ambulance' help line to all State Govt./UTs is requested appoint a nodal officer to implement the helpline, as and when decided.
2. Secretary, TRAI
3. Secretary, Ministry of Agriculture & Farmers Welfare, Krishi Bhawan, Dr. Rajendra Prasad Road, New Delhi with a request to kindly circulate this instruction to all State/UTs. They may further be requested appoint a nodal officer to implement the helpline, as and when decided.
4. Joint Secretary, Animal Husbandry, Dairying & Fisheries Department, Secretariat, Chennai-600009 with reference to your letter No.16954/AH6/2015-9 dated 15/02/2016.
5. Director (TERM-I), DoT (HQ). (All TERM Cells may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
6. ADG (IT) with request to kindly upload on DoT Website.