

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड) (RAILWAY BOARD)

सं. 2010/Tele/14(3)/1

नई दिल्ली, दिनांक: 4/02/2015

The General Manager(S&T),
All Indian Railways.

Sub: Single 3-digit All India Helpline Number(Excluding Security Helpline.)

Ref: Railway Board's letter no. 2010/Tele/14(3)/1 dt. 03.02.2015.

As per the instructions of Hon'ble MR, it has been decided to provide a 3-digit Single All India Helpline for passengers, as a public interface for queries/complaints related to Medical Emergency, cleanliness, Food & Catering, Coach Maintenance, Linen etc(except Security).

The proposed helpline number is required to be made functional from Divisional Commercial Control and will have only incoming facility. Additional BSNL/MTNL phone, if required, to be provided (other than the 3-digit helpline) to give feedback/complaints to the passengers.

Divisions should decide about the number of lines alongwith line hunting facility required for the proposed helpline number, as per the local requirements. In addition to this, caller ID and recording facility should also be provided on helpline.


Call routing on the 3-digit helpline should be on similar lines, (cell based routing) as has been done in the case of 1322/182, in consultation with Telecom service providers.

Commercial Directorate has already issued instructions(copy enclosed) to CCMs of Zonal Railways for arranging proper manpower and sensitization the staff for making helpline functional.

DoT has been advised to allot a 3-digit number as All India Railway helpline for passengers and necessary instruction will shortly follow.

As this helpline is to be made functional by 26th Feb 2015, Railway are advised to make necessary arrangements.

DA: As above.


04/02/2015
(हरीश पवारिया)
निदेशक/दूरसंचार

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**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

NO.2010/TELE/14(3)/1

New Delhi, dated 03/02/2015

General Managers
(All Zonal Railways)

Sub: Customer Helpline Number.

A single All India three digits Helpline Number for Railway Customers is to be introduced shortly on a date that shall be announced later.

S&T Department will provide a landline telephone for incoming calls only with Caller ID and Log-cum-Recording facility as well as a separate DOT telephone for outgoing calls. These phones should be installed with the Commercial Controls in the Divisional/Sub-divisional Control offices.

All passenger complaints, other than those related with security, will be made on this line and Commercial Controls will take necessary action and address the problems in coordination with the representatives/controls of other departments available in the control as deemed necessary.

Necessary instructions/sensitization of Commercial Controls as well as other staff working in control should be made and where required, Commercial Controls should be strengthened to positively deal with the effective working of the Helpline.

8154
(AJAY SHUKLA)
Adviser (Commercial)
Railway Board

Copy to CCMs all Zonal Railways.