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10/23

Government of India
Ministry of Communications & I.T.
Department of Telecommunications
Licensing Cell (AS-II Section)
Sanchar Bhawan, 20, Ashoka Road, New Delhi-1

No.16-3/2011-AS.III/vol. II

8th March, 2011

To

All Access Service Providers

Sub: Change in the Accessibility and Category of short codes '132' and '133' already allocated to Indian Railways—Amendment in National Numbering Plan-2003

The undersigned is directed to refer to the letter No. 2010/Tele/14(3)/1 dated Nil on the subject noted above and convey the approval of the competent authority for change from Category-II to Category-I (i.e. mandatory service to be provided by all operators) with unrestricted accessibility (i.e. accessible from anywhere, national or international) for Indian Railways' Complaint Registration services.

Sudhir Kumar Sinha
(Sudhir Kumar Sinha)
Section Officer(AS-III)

Copy to :

1. Sr.DDG, TEC, Khurshid Lai Bhawan, Janpath, New Delhi
2. CMD, B.S.N.L.
3. C.M.D, MTNL, N. Delhi
4. Director(CS-III)/Director(AS-IV), DoT
5. Sh. Rajesh kumar, DGM(NOW-CFA-I), BSNL, Bharat Sanchar Bhawan, Janpath, N. Delhi.
6. Joint Director (Telecom) , Railway Board. Ministry of Railways, Rail Bhawan, New Delhi