

**BSNL 3G**

A generation ahead

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**भारत संचार निगम लिमिटेड**  
(भारत सरकार का उपक्रम)**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

No. 3-4/2014-PHT

Dated: 23-02-2015

To  
All Chief General Managers,  
Telecom Circle,  
BSNL

**Sub: - Opening of short codes 138 as All India Helpline for Passengers**

In this regard, it is intimated that the code "138" may be opened in all Local Exchanges, TDM Tax /IP TAX/Soft switches, Mobile MSC/GMSC, WLL MSC of your Telecom Circle and **map it to termination number intimated by Railway authorities.**

The features of short code are:

1. It is a **Metered Service (Calling Party Paid).**
2. **Category-I service**

Calls from private operators are to be charges as per interconnect agreement.

*M. Meena*  
23/2/15  
**(Mukesh Meena)**  
**DGM (NWO-I/CFA)**

Copy to:- DGM(NWO-III-CFA)for informing the private operators for opening the code `138`.