

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

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No.2010/Tele/14(3)/1

New Delhi, Dated: 17.05.2019

PCSTEs  
All Indian Railways.

**Sub: - Integration of Railway Helpline No. 139.**

**Ref:- EDPG's Note No. 2018/PG/18/All India Helpline dated 10.05.2019.**

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Need has been felt for the Integration of helplines to improve passengers' interface with the Railways. This will make grievance – assistance-inquiry system more robust, user-friendly and prompt.

Integrated Helpline Project provides the passenger the comfort of a single number (139) for accessing Railways for grievance, assistance and inquiry. As a result, all Railway Helpline numbers (except 182) would merge into 139 and would cease to exist.

For smooth transition to the Integrated number 139, it has been decided that Helpline number other than 139 would continue to function for a month along with the integrated 139, simultaneously, passengers would be intimated that those Helpline numbers have been merged into 139 and would cease to exist after a month.

In view of above, Railways are advised to make pre-call announcement to callers that 139 would be sole number for accessing Railways for any inquiry, complaint or helpline and Helpline numbers other than 139 would cease to exist after one month. With regard to 182, decision would be taken at the time of the functional launch of the Integration of the Project.

Hence following pre-recorded announcement be implemented by Railways by 24.05.2019 for all Helplines (except 182, for which the services will continue as earlier till further decision) "For making Railways grievance – assistance – inquiry system more robust, user-friendly and prompt, it has been decided to merge all Railway Helpline into 139. Hence passengers are requested to dial 139 henceforth to avail the services for this helpline. This helpline number will be discontinued after one month". The above pre-recorded announcement may also be made in Hindi and vernacular languages also.

This has the approval of Board (MS&T).

Kindly acknowledge the receipt and ensure compliance.

17/05/19  
(धर्मेन्द्र सिंह)

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