

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No. 2020/Tele/14(3)/1

New Delhi, dated 05/07/2021

General Managers,
All Indian Railways.

Sub: Merger of Helpline Numbers 138 & 182 to RailMadad Helpline 139
over Indian Railways.

Ref: Railway Board OM of even no. dated 28.02.21 & 11.02.21

Ministry of Railways have decided to merge 182 & 138 into Rail Madad Helpline 139 over Indian Railways.

An OM has already been issued to Department of Telecommunication in regard to discontinuation of the short codes 138 & 182. It is advised that the compliance of same be ensured by Zonal Railways.

Further it is advised to undertake the exercise to rationalize/optimize the BSNL/MTNL back end numbers used for 138 & 182 and surrender the numbers if not required. Savings accrued on account of such surrender may be intimated to Board.

This issues in consultation with Commercial & Security Dte of Railway Board.

Kindly acknowledge the receipt and ensure compliance.


05.07.2021
(Umesh Balonda)

Executive Director/Tele Dev
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Copy to:

PCSTE, PCCM & PCSC/All Zonal Railways