

Government of India  
Department of Telecommunications  
(Access Services Wing)  
Sanchar Bhawan, 20, Ashoka Road,  
New Delhi - 110001

No.16-10/2018-AS-III/Short Codes/06/

Dated 05 March, 2021

To,

All Access service Providers.

Sub:- Merger of 182 Helpline into Rail Madad Helpline-139.

This is in reference to the letter No. 2020/Tele/14(3)/1(FTS-3327550) dated 28.2.2021 in wherein Ministry of Railways has decided to merge the 182 Helpline into Rail Madad Helpline 139 and accordingly discontinue the helpline 182.

In this regard, Short Code 182<sup>3</sup> is discontinued w.e.f. 01.04.2021 and is withdrawn from Ministry of Railways.

This is issued with the approval of competent authority.

*SKG*  
(Sanchit Kumar Gang) 05.03.2021  
ADG AS(III)

Copy to:-

1. Secretary, TRAI.
- ✓ 2. Shri Dharmendra Singh/Director/Telecom, Railway Board, Ministry of Railways.
3. A copy for upload on DoT website.

TA/Tele  
19/03/21

Government of India  
Department of Telecommunications  
(Access Services Wing)  
Sanchar Bhawan, 20, Ashoka Road,  
New Delhi - 110001

No.16-10/2018-AS-III/Short Codes/ 1731 /

Dated March, 2021

To,

All Access service Providers.

**Sub:- Merger of 182 Helpline Into Rail Madad Helpline-139.**

This is in reference to the letter No. 2020/Tele/14(3)/1(FTS-3327550) dated 28.2.2021 in wherein Ministry of Railways has decided to merge the 182 Helpline into Rail Madad Helpline 139 and accordingly discontinue the helpline 182.

In this regard, Short Code 182 is discontinued w.e.f. 01.04.2021 and is withdrawn from Ministry of Railways.

This is issued with the approval of competent authority.

*Sk Garg*  
(Sanchit Kumar Garg)  
ADG AS(III)  
08.03.2021

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1. Secretary, TRAI.
- ✓ 2. Shri Dharmendra Singh/Director/Telecom, Railway Board, Ministry of Railways.
3. A copy for upload on DoT website.

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12/03/21