

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

सं. 2017/Tele/14(3)/1

नई दिल्ली, दिनांक: 27/11/2017

General Manager(S&T),
All Indian Railway.

Sub: Up gradation of Security Helpline 182.

Ref: (i) ASC/SHL's note no.2017/Security Helpline/RB/03 dt. 14.11.17

(ii) DG/RPF's note no. 2009/Se(Spl)/200/5 dt. 03.11.17

As desired by Hon'ble MR, it has been decided to upgrade the existing Security Helpline 182 by providing call logging, recording and forwarding facility for ensuring immediate assistant to passengers for Security related calls.

As advised by Security Dte. it has been decided to adopt following 3-tier policy for determining the number of lines for Security Helpline 182 at each location:

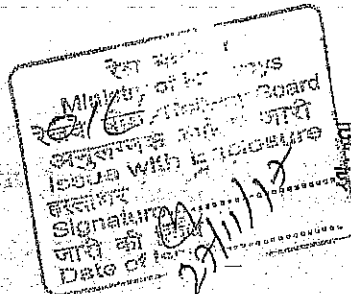
- i) 5 lines for metropolitan cities namely Delhi, Mumbai, Kolkata & Chennai.
- ii) 3 lines for all divisions having state capital.
- iii) 3 lines also for divisions which are not having state capital but have high passenger crime.
- iv) 2 lines for other divisions.

Based on above policy, Security Dte. has recommended number of lines for each location on the basis of Crime, Footfall of Passengers and expected trend in future. Location wise details is enclosed as Annexure-I.

It has been decided to incorporate following features in Security Helpline 182 by upgrading the existing setup:

- 1) Location wise number of lines for 182 shall be provided as mentioned above.
- 2) Automatic Call Distribution (ACD) system will be provided in Security control of each Division. As per the list provided by Security Dte. ACD will be provided at 70 locations with 206 lines across 16 Zonal Railways.
- 3) System will maintain Operator wise logs related to call details with time stamping and Missed called details. System will maintain voice recording of calls handle by operator for a period of 30 days.
- 4) The system will have capabilities to transfer calls to 139/138 if required.
- 5) Authorised users will be able to access call details related reports and calls recordings remotely through Railnet.
- 6) The proposed system should be based on Open Source Software with desired web security features.
- 7) Trial for Proof of Concept(POC) will be conducted at Delhi(NR), Allahabad(NCR), Jaipur(NWR) and Bhopal(WCR) to fine tune working of the proposed system.

Zonal Railways are advised to make necessary arrangements for implementing the above-mentioned upgradations of Security Helpline. Details of the Sanctioned Estimate under which the proposed upgradation to be executed, will be intimated shortly.

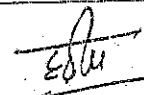


(हरीश पवारिया)
निदेशक/दूरसंचार

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ANNEXURE

S.No	Zones	Location of 182 terminal	No. of lines recommended on the basis of crime, footfall of passengers and expected trend in future	S.No	Zones	Location of 182 terminal	No. of lines recommended on the basis of crime, footfall of passengers and expected trend in future
1	CR	Mumbai	05	40	SR	Madras	05
2		Nagpur	03	41		Madurai	02
3		Bhusaval	03	42		Palghat	02
4		Pune	03	43		Trichy	02
5		Solapur	03	44		Salem	02
6	ER	Sealdah	03	45		Trivandrum	03
7		HWH	05	46	SCR	Secunderabad	03
8		Asansol	02	47		Hyderabad	03
9		Malda	02	48		Vijayawada	03
10		Kolkata-Metro	02	49		Guntur	02
11	ECR	Danapur	02	50		Guntakal	02
12		Mughalsarai	05	51		Nanded	02
13		Dhanbad	02	52	SER	Kharagpur	03
14		Sonpur	05	53		Adra	03
15		Samastipur	05	54		Ranchi	03
16		Hajipur	02	55		Chakradharpur	03
17	ECoR	Khurda	03	56	SECR	Bilaspur	03
18		Waltair	03	57		Raipur	03
19		Sambalpur	03	58		Nagpur	03
20	NR	DLI	05	59	SWR	Bangalore	03
21		Ambala	03	60		Mysore	03
22		Lucknow	03	61		Hubli	03
23		Moradabad	03	62	WR	Mumbai	05
24		Firozpur	03	63		Vadodara	03
25	NCR	Allahabad	05	64		Ahmedabad	03
26		Jhansi	03	65		Ratlam	02
27		Agra	03	66		Rajkot	02
28	NER	Lucknow	03	67		Bhavnagar	02
29		Varanasi	02	68	WCR	Bhopal	03
30		Izatnagar	02	69		Jabalpur	03
31	NFR	Katihar	03	70		Kota	03
32		Alipurduar	03			Grand Total	206
33		Rangiya	02				
34		Lumding	03				
35		Tinsukia	02				
36	NWR	Ajmer	03				
37		Bikaner	02				
38		Jaipur	03				
39		Jodhpur	02				


 27/11/2017
 DR/Tel/RS