

Government of India  
Ministry of Communications  
Department of Telecommunications  
20, Ashoka Road, New Delhi-110001  
Access Services Wing

No. 16-02/2023-AS-III/ShortCode /03

Dated: 03.01.2024

To,

All Access Service Providers.

**Subject: Allocation of short code for Ayodhya Dham Railway Station Call Center cum Helpdesk.**

To facilitate inward and outward journey of railway passengers expected for Ayodhya, Short codes are being allocated for call center cum helpdesk at Ayodhya Dham Railway Station of Northern Railway, with following features:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access service providers).
- (ii) Accessibility: Unrestricted (to be accessible across India).
- (iii) Metered Service: Called Party Pays.
- (iv) The Short code shall be terminated on toll free numbers as detailed below: -


S.No.	Short Code	Toll Free no.
01	1312	1800-180-1491
02	1313	1800-180-1492
03	1314	1800-1801493
04	1315	1800-180-1494

2. Details of nodal officers is as follows: -

Sh. Amit Kumar, Sr. DSTE, Lucknow, Mob. No. 9794833800

3. All are requested to take necessary action.

4. This is issued with the approval of competent authority.

  
(Trilok Chandra)  
Director (AS-III)

Copy forwarded for information and necessary action, if any, to:

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Sh. Dharmendra Singh, Director/Communications, Ministry of Railways, Railway Board, New Delhi.
4. Sh. Jai Prakash Sindhu, Chief Communication Engineer, Northern Railway Hq. Office, New Delhi.
5. Director (T), DGT Hq (respective LSA field may be asked to coordinate with. TSPs for implementation of helpline, as and when approached).
6. A copy for upload on DoT Website.