

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

No.16-10/2018/AS-III/Short Codes/359//7

Dated: 02/04/2022<sup>05</sup>

To,

All Access Service Providers.

**Subject: Allocation of Short Code '14646' to India Railway Catering and Tourism Corporation Ltd.**

Short code '14646' is allocated to Indian Railway Catering and Tourism Corporation Ltd. for e-ticketing with following features as:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
  - (ii) Accessibility: Un-restricted i.e. available on STD also.
  - (iii) Metered Service: (It may be taken as Called Party Pays or Calling Party Pays depending on a separate intimation, to this effect, issued from the agency to which this short code is allocated in furtherance to this DoT instruction).
2. All are requested to take necessary action.

*Sk Garg*  
(Sanchit Kumar Garg)  
ADG (AS-III)  
02/05/2022

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Sanjeev Misra, GGM/Proc. as Infra, Indian Railway Catering and Tourism Corporation Ltd., 11<sup>th</sup> Floor, Statesman House, B-148, Barakhamba Road, New Delhi-110001 w.r.t. letter No. IRCTC/ITC/IT(CC)/5/2021/IT/ITC(9485) dt. 16.03.2022 with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, concerned States/UTs.
4. Director (P&N), DGT (HQ), (respective LSA field unit may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
5. A copy for upload on DoT Website.