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

No.16-3/2009/AS-III/350/.630

Dated:24/03/2017

To,

All Access Service Providers.

Subject:- Allocation of Short Code 138 regarding.

This is in continuation of earlier DoT letter 16-3/2011-AS III/Vol-II(part)/43/ dated 23/02/2015 regarding short code '138' allocated for "All India Helpline for Passengers" to Indian Railways. The undersigned is directed to convey the approval of Sr. DDG (AS) for allocation of Short Code '138' to Indian Railway for both **voice** and **SMS services** with the same features as in above mentioned DoT letter.

Skgarg 24/03/2017
(Sanchit Kumar Garg)
ADET (AS-III)
Tel.:23036444

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Director, Telecom, Ministry of Railways (Railway Board), Rail Bhawan, New Delhi 110001. This is with reference to your letter no 2010/Tele/14(3)/1, dated 09/03/2017, you may kindly use short code 138 for 'Clean My Coach' purpose (to appoint a nodal officer to implement the helpline).
4. Director (TERM-I), DoT (HQ) (respective TERM Cell may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
5. ADG (IT) with request to kindly upload on DoT Website.

o/c