

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

No. 2010/Tele/14(3)/1(3054385)


Dated 30.12.2019

PCSTEs,
All Indian Railways.

Sub: Integrated Railway Helpline (139) & Rail Madad.

**Ref: 1. This office letter of even no. 17.05.2019
2. 2018/PG/18/All India Helpline Dated 19.12.19**

1. Vide Railway Board's letter referred (1) above, Zonal Railways were advised to implement pre-call announcements (except for 182) to callers regarding discontinuation of all helplines except 182 & 139.
 2. Vide letter at reference (2) above, it has now been decided that General Complaints-138, Catering Services-1800111321, Vigilance-152210, Accident/Safety-1072, Clean my Coach-58888/138 and SMS Complaints-9717630982 Helplines will be discontinued from 01.01.2020.
 3. In view of the above, Board (MST) have approved the followings:-
 - 3.1 Zonal Railways to discontinue all Helpline numbers other than 182 & 139 w.e.f. 01.01.2020.
 - 3.2 All the Helplines numbers and the phones numbers taken for this purpose, be surrendered by Zonal Railways except for 182 & 139 w.e.f. 01.01.2020.
- Kindly ensure compliance and acknowledge the receipt.


30.12.19

(Umesh Balonda)

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1. PED/Commercial (R&M), for information Please.