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**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

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

New Delhi, dt.12.09.2014

**All Cellular Operators,
(As per List)**

**Sub: Integration of Short Code 1322 for Indian Railway Security
helpline services.**

Ref. (1) DOT's letter No. No 16-3/2013-AS III/543 dated 2nd May, 2013
(2) BSNL's letter No.3-4/2010-PHL dated 29.01.2014.
(Copy enclosed)

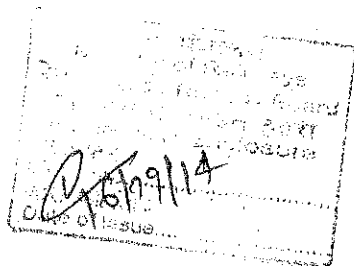
Kindly refer to the Department of Telecommunication's letter No 16-3/2013-AS III/543 dated 2nd May, 2013 (copy enclosed) vide which short code 1322 was allocated to Indian Railways as Category-I (i.e. mandatory service to be provided by all Operators) with unrestricted accessibility (i.e. accessible from anywhere, national or international) for its Indian Railway Security helpline services and BSNL's subsequent letter to All CGM/Telecom circle.

2 It has come to this office notice that service providers like Vodafone, Aircel Ltd, Idea etc. are not opening 1322 for Railway Security Helpline. This has severely affected the functioning of 1322 short code. It is therefore requested that all service providers advise their regional/circle offices to open 1322 short code for the smooth functioning of railway security helpline.

3. It may be appreciated that the Indian Railway Security helpline services are very important public service and may play important role in any emergency like crime against women, onboard unlawful activity, train accidents, medical attention required, fire etc. Therefore, these services need to be operational at the earliest.

4. Considering the importance of the services to the public, it is desired that the integration 1322 short code may please be completed by 30th September, 2014.

Encl: As above



o/c

EP
12/09/2014
(Harish Pawaria)

Director/Telecom

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Email: dtele@rb.railnet.gov.in

Copy to:- GM(S&T), All Indian Railways for information please.

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F.No. 16-3/2013-AS-III/543
Government of India
Ministry of Telecommunications & IT
Department of Telecom

Sanchar Bhawan, 20, Ashoka Road,
New Delhi-11000, Dated 2nd May, 2013


To.

All Access Service Providers

Subject- Request for utilization of Short Code '132' by Railways

On the subject mentioned above, kindly refer to DoT letter No.16-3/2011-AS-III/ Vol.I, dated 8.3.2011 (copy enclosed). However, on request of Ministry of Railways, Government of India, approval of competent authority is conveyed to use Short Code No.132 as a 4 digit number as per plan given under:-

Number	Name	Services
1320	Indian Railways complaint registration service with SMS as well as voice service.	Voice & SMS
1321	Indian Railways catering complaint service	Voice only
1322	Indian Railways security helpline number	Voice only
1323 to 1329	Reserved for future Railways use	-


(Narayan Ram)
Section Officer (AS-III)

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

1. Secretary, TRAI
2. Chairman, Railway Board Rail Bhawan, New Delhi.
3. Sr. DDG (TEC).
4. CMD, BSNL.
5. CMD, MTNL.
6. Director (S-I), DoT (HQ).
7. Dir.(IT), DoT for to uploading on DoT Website.

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10/3/11

Government of India
Ministry of Communications & I.T.
Department of Telecommunications
Licensing Cell (AS-II Section)
Sanchar Bhawan, 20, Ashoka Road, New Delhi-1

No.16-3/2011-AS.III/vol. II

8th March, 2011

To

All Access Service Providers

Sub: Change in the Accessibility and Category of short codes '132' and '133' already allocated to Indian Railways—Amendment in National Numbering Plan-2003

The undersigned is directed to refer to the letter No. 2010/Tele/14(3)/1 dated Nil on the subject noted above and convey the approval of the competent authority for change from Category-II to Category-I (i.e. mandatory service to be provided by all operators) with unrestricted accessibility (i.e. accessible from anywhere, national or international) for Indian Railways' Complaint Registration services.

Sudhir Kumar Sinha
(Sudhir Kumar Sinha)
Section Officer(AS-III)

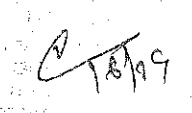
Copy to :

1. Sr.DDG, TEC, Khurshid Lai Bhawan, Janpath, New Delhi
2. CMD, B.S.N.L.
3. C.M.D, MTNL, N. Delhi
4. Director(CS-III)/Director(AS-IV), DoT
5. Sh. Rajesh kumar, DGM(NOW-CFA-I), BSNL, Bharat Sanchar Bhawan, Janpath, N. Delhi.
6. Joint Director (Telecom) , Railway Board. Ministry of Railways, Rail Bhawan, New Delhi

ADDRESSES OF ACCESS SERVICE PROVIDERS

NAME OF LICENSEE	ADDRESS
1. Aditya Birla Telecom Ltd.	5 th Floor "Windsor" Off. C.S.T. Road, Kalina, Santacruz (East), Mumbai - 400 098
2. Aircel Cellular Ltd.	2 nd & 5 th Floor, DLF Cyber City Building No. 10-A, Gurgaon - 122 002
3. Aircel Ltd.	2 nd & 5 th Floor, DLF Cyber City Building No. 10-A, Gurgaon-122002
4. Allianz Infratech (P) Ltd.	5 th Floor, Infinity Towers, Mind Space, Link Road, Malad (West), Mumbai - 400 064
5. Bharat Sanchar Nigam Ltd.	Bharat Sanchar Bhawan, Harish Chandra Mathur Lane, Janpath, New Delhi - 110 001
6. Bharti Airtel Ltd.	Airtel Center, Plot No.16, Udyog Vihar, Phase-IV, Gurgaon - 122 015
7. Bharti Hexacom Ltd.	Airtel Center, Plot No.16, Udyog Vihar, Phase-IV, Gurgaon - 122 015
8. Dishnet Wireless Ltd.	2 nd & 5 th Floor, DLF Cyber City Building No. 10-A, Gurgaon - 122 002
9. Etisalat DB Telecom Pvt. Ltd.	5 th Floor, Infinity Towers, Mind Space, Link Road, Malad (West), Mumbai - 400 064
10. Quadrant Televentures Ltd.	B-71, Phase - VII, Industrial Focal Point, Mohali, Punjab - 160 055
11. Idea Cellular Ltd.	5 th Floor "Windsor" Off. C.S.T. Road, Kalina, Santacruz (East), Mumbai - 400 098
12. Loop Mobile (India) Ltd.	708-709, Prakashdeep Building, Tolstoy Marg, New Delhi - 110 001
13. Loop Telecom Limited	708-709, Prakashdeep Building, Tolstoy Marg, New Delhi - 110 001
14. Mahanagar Telephone Nigam Ltd.	Jeevan Bharti Building, Connaught Place, New Delhi - 110 001
15. Reliance Communications Ltd.	A-Wing, 3 rd Floor, Reliance Centre. Maharaja Ranjeet Singh Marg, New Delhi - 110 002
16. Reliance Telecom Ltd.	A-Wing, 3 rd Floor, Reliance Centre. Maharaja Ranjeet Singh Marg, New Delhi-110002
17. S Tel Pvt. Ltd.	1 st Floor, Tower-B, Unitech Cyberpark, Sector-39, Gurgaon (Haryana) - 122 001
18. Sistema Shyam TeleServices Ltd.	334, Udyog Vihar, Phase - IV, Gurgaon - 122 001
19. Spice Communication Ltd.	5 th Floor "Windsor" Off. C.S.T. Road, Kalina, Santacruz (East), Mumbai - 400 098
20. Tata Teleservices (Maharashtra) Ltd.	2-A, Old Ishwar Nagar, Main Mathura Road, New Delhi - 110 065
21. Tata Teleservices Ltd.	2-A, Old Ishwar Nagar, Main Mathura Road, New Delhi - 110 065
22. Unitech Wireless (Delhi) Pvt. Ltd.	The Masterpiece, Sector-54, Golf Course Road, DLF Phase-V, Gurgaon - 122 002
23. Unitech Wireless (East) Pvt. Ltd.	The Masterpiece, Sector-54, Golf Course Road, DLF

		Phase-V, Gurgaon - 122 002
	Unitech Wireless (Kolkata) Pvt. Ltd.	The Masterpiece, Sector-54, Golf Course Road, DLF Phase-V, Gurgaon - 122 002
25	Unitech Wireless (Mumbai) Pvt. Ltd.	The Masterpiece, Sector-54, Golf Course Road, DLF Phase-V, Gurgaon - 122 002
26.	Unitech Wireless (North) Pvt. Ltd.	The Masterpiece, Sector-54, Golf Course Road, DLF Phase-V, Gurgaon - 122 002
27.	Unitech Wireless (South) Pvt. Ltd.	The Masterpiece, Sector-54, Golf Course Road, DLF Phase-V, Gurgaon - 122 002
28.	Unitech Wireless (Tamil Nadu) Pvt. Ltd.	The Masterpiece, Sector-54, Golf Course Road, DLF Phase-V, Gurgaon - 122 002
29.	Unitech Wireless (West) Pvt. Ltd.	The Masterpiece, Sector-54, Golf Course Road, DLF Phase-V, Gurgaon - 122 002
30.	Videocon Telecommunications Ltd.	Plot No. 248, Udyog Vihar, Phase - IV, Gurgaon - 122 015
31.	Vodafone Essar Cellular Ltd.	Vodafone Essar Ltd., 7 th Floor, DLF Centre, Sansad Marg, New Delhi - 110 001
32.	Vodafone Essar Digilink Ltd.	Vodafone Essar Ltd., 7 th Floor, DLF Centre, Sansad Marg, New Delhi - 110 001
33.	Vodafone Essar East Ltd.	Vodafone Essar Ltd., 7 th Floor, DLF Centre, Sansad Marg, New Delhi - 110 001
34.	Vodafone Essar Gujarat Ltd.	Vodafone Essar Ltd., 7 th Floor, DLF Centre, Sansad Marg, New Delhi - 110 001
35.	Vodafone Essar Ltd.	Vodafone Essar Ltd., 7 th Floor, DLF Centre, Sansad Marg, New Delhi - 110 001
36.	Vodafone Essar Mobile Services Ltd.	Vodafone Essar Ltd., 7 th Floor, DLF Centre, Sansad Marg, New Delhi - 110 001
37.	Vodafone Essar South Ltd.	Vodafone Essar Ltd., 7 th Floor, DLF Centre, Sansad Marg, New Delhi - 110 001
38.	Vodafone Essar Spacetel Ltd.	Vodafone Essar Ltd., 7 th Floor, DLF Centre, Sansad Marg, New Delhi - 110 001


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