

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

सं. 2010/Tele/14(3)/1

नई दिल्ली, दिनांक:27/06/2013

The General Manager,
All India Railways.

**Sub: Clarification regarding Telecom Circular No. 14/2013-Uniform
Numbering Scheme for Customer Helpdesk functionality.**
Ref: This office letter of even no. dated 13.05.2013.

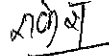
Vide Telecom Circular No. 14/2013, Railways were informed about the uniform numbering scheme to be used for customer-helpdesk functionality. In this context, a lot of Railways have raised doubt about the implementation of these helpdesk.

It is therefore clarified that the common prefix 132 has been authorized by DoT for any customer complaints/helpdesk that Railways may plan. This has been structured as a four digit number and the 4th digit is to be used for specific customer helpdesk.

Details of the Nos. notified till date are as under:-

No.	Concerned Directorate at Railway Board.	Remarks
1320	Computer & Information System (C&IS)	C&IS directorate was allotted the number 132 for setting up the customer complaint registration service. This work has been allotted to CRIS. It is being implemented as a SMS only service wherein the customers can send their complaints via SMS that is then registered & forwarded to the concerned department for resolution. Web based complaint tracking system will also be available for customers to check at the states of their complaints. This shall now be modified to 1320.
1321	Tourism & Catering	Recently, an all India toll free helpdesk for catering complaints have been started on 1800111321. Eventually it is planned to integrate this service with a short code and the short code 1321 has been reserved for this purpose. Detailed instructions along with scheme for utilization of this number shall be issued subsequently by Railway Board.

1322	Security	Work for RPF helpline has been sanctioned. CRIS is executing the same. As per the demand of security directorate this short code 1322 has been reserved & allocated for RPF security helpline. Scheme for utilization of this short code shall be issued subsequently.
1323 to 1329	Telecom	Reserved for future use.



(राकेश रंजन)

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- CSTE/All Indian Railway.