

Government of India  
Ministry of Communication & Information Technology  
Department of Telecommunications  
Access Services Wing  
20, Ashoka Road, New Delhi-110001

No. 16-3/2011-AS.III/ (Vol-II(part)/43/..

Dated 23/02/2015

To

All Access Service Providers.

**Subject:- Clarification regarding Short Code '138' for "All India Helpline for Passengers".**

With reference to Ministry of Railway (Railways Board) letter no. 2010/Tele/14(3)/1 dated 18.2.2015, it is clarified that short code 138 is treated as normal helpline Category-I service, (Metered Service) "All India Helpline for Passengers" with unrestricted accessibility.:

 23/02/2015

(Narayan Ram)  
Section Officer (AS-III)  
Tel.:23036444

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

1. Secretary, TRAI
2. Director/Telecom, Ministry of Railway(Railways Board), Rail Bhavan, New Delhi with reference your letter No.2010/Tele/14(3)/1 dated 18.2.215.
3. CMD MTNL / CMD BSNL.
4. Director (TERM-I), DoT (HQ).
5. ADG (IT) with request to kindly upload on DoT Website.