

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)

\*\*\*

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

New Delhi Dated: - 29/12/2014

General Managers (S&T),  
All India Railways

**Sub: Three digit no. '182' for All India Security Helpline.**

**Ref:(i) Security Dte.'s letter No.2009 /Sec(Spl)/200/5(Pt-2)  
dated 19.12.2014 (Annexure-I)**

**(ii) MOC&IT's letter No. 16-3/2013AS.III/(Part-II)/108  
dated 01.12.2014 (Annexure-II)**

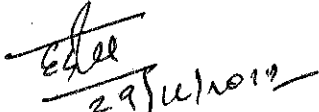
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Security Directorate vide letter referred at (i) above has forwarded a copy of Ministry of Communications & IT's letter referred at (ii) above regarding three digit no. '182' for All India Security Helpline to CSCs/RPF, All India Railways.

Zonal Railways are advised to provide "182" as new Security Helpline number.

In view of wide publicity given to 1322, it shall be retained in Security Control for a minimum period of 6 months, till 182 became popular among passengers.

DA: Two.

  
29/12/2014

(Harish Pawaria)

Director/Telecom

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ANSWERS I

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)

No. 2009/Sec(Spl)/200/5(Pt-2)

Dated: 19.12.2014

The Chief Security Commissioners/RPF  
All Zonal Railways

**Sub. Three digit no. '182' for All India Security Helpline.**

Please find enclosed copy of the letter from Ministry of Communication & Information Technology (Department of Telecommunication) regarding allocation of Short Code '182' to the Min. of Railways for All India Security Helpline.

In this regard, Telecom Dte. of the Railways Board has initiated migration plan from '1322' to '182' for Security Helpline and has advised as under-

"1. '182' will be implemented.

2. For the time being we will continue with '1322' and also open '182'. Thus, any passengers calling '1322' or '182' will land on the concerned Divisional Security Helpline. This is necessitated as '1322' has been publicized and printed on tickets on some railways".

This is for information and further necessary action in coordination with S&T Dept. of Railways.

Matter may be treated as urgent.


DA: One.

  
for IG/Admn  
Railway Board

Copy to:

ED/TD/Railway Board.

o/c

  
19/12/14  
SHEJAWAR

19/12/14

Amritha D

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

No. 16-3/2013AS.III/ (Part-II)/108/1138

Dated 01/12/2014

To


All Access Service Providers

Subject:- Allocation of Short Code '182' to Ministry of Railways as Indian Railways Security Helpline.

In consideration of request of Ministry of Railways vide letter No.2010/Tele/14(3)/1 dated 14/10/2014, I am directed to convey the approval of competent authority for allocation of Short Code '182' to Ministry of Railways as Indian Railways Security Helpline.

2. The features of short code '182' are as under:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers.
- (ii) Accessibility: Un-restricted i.e. available on STD also.
- (iii) Metered Service: (It may be taken as Called Party Pays or Calling Party Pays depending on a separate intimation, to this effect, issued from the agency to which this short code is allocated in furtherance to this DoT instruction).

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

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

1. Secretary, TRAI.
2. Shri Harish Pawaria, Director/Telecom, Government of India, Ministry of Railways (Railway Board) with reference to letter No. 2010/Tele/14(3)/1 dated 14/10/2014.
3. Director (TERM-I), DoT (HQ).
4. ADG (IT) with request to kindly upload on DoT Website.