

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)

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

New Delhi, dt.27.08.2014

General Managers(S&T),  
All Indian Railways.

**Sub: Setting up of Security Helpline Number 1322.**

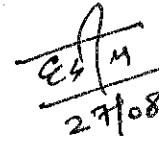
**Ref: i)Rly.Bd's letter No.2009/Tele/Sec(Spl)/200/5 dt.06.06.2014.  
ii)Rly Bd's letter No.2004/Tele/14(3)/1 dt. 13.05.2013.**

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Railway Board vide letter number (i) referred above had instructed all Zonal Railways to replicate Security Helpline System as launched by Northern Railway through a four digit help line number 1322 allotted by Department of Telecom under reference number (ii) above.

To implement Hon'ble MR's Budget Pronouncement "*RPF escorting teams in trains will be provided mobile phones so that passengers can contact them when in distress*", it is proposed to immediately make 1322 functional in all divisions security controls with cell based routing so that calls originating from passengers in distress from a train running in a particular division's jurisdiction terminates in the same division's security control room. Railways should ensure that calls originating from telephones/cell phones of all operators terminate to the divisional security control.

The above to be implemented positively on all Zones by 15<sup>th</sup> October 2014.

  
27/08/2014

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