

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

सं. 2004/Tele/ 14(3)/1

नई दिल्ली, दिनांक:13/05/2013

**TELECOM CIRCULAR NO. 14/2013**

The General Manager,  
All India Railways.

Sub: Tariff for SMS Alerts.

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Looking into the fact that a lot of customer-helpdesk are being planned on Indian Railways, a uniform number scheme has been approved for implementation of such help-desk services.

The number scheme as approved is as under:-

Under Number	Name	Service
1320	Indian Railways complaint registration service.	SMS & Voice
1321	Indian Railways Catering Helpdesk.	Voice only
1322	Indian Railways Security Helpline.	Voice only
1323-29	Reserved for future Railways use.	-

This scheme has been approved by Department of Telecom, Ministry of Telecommunication & IT.



(राकेश रंजन)

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AM/Comml. & AM/IT  
MD/CRIS

- for kind information please.

- to migrate the service planned on 132 to 1320 as per the new scheme.