

Railway Board
Date: 24/12
Sl. No. ARB 3054
(176) Clerk

क्र.स./Sl.No. 22
दिनांक/Date 26/12/19
हस्ताक्षर/Initial

AS/PG
24/12

GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)
(RAILWAY BOARD)

No.2018/PG/18/All India Helpline

New Delhi, dated: 19.12.2019

AGMs/ Zonal Railways / East coast Rly.
CMD/IRCTC
MD/CRIS

Sub: Integrated Railway Helpline (139) & Rail Madad.

Beta Version of RailMadad alongwith Integrated Helpline number 139 has been in operation since 15.7.2019. RailMadad integrates all channels of grievances on IR, while Integrated Helpline 139 subsumes all existing Railway Helpline numbers (other than 182) as enumerated under:

- | | |
|------------------------------|--------------------------|
| General Inquiry/139 | General Complaints/138 |
| Catering Services/1800111321 | Vigilance/152210 |
| Accident/Safety/1072 | Clean my coach/58888/138 |
| SMS-complaints/9717630982 | |

It has been decided that all the above numbers (except 182 & 139) would be discontinued from 01/01/2020.

2. Following necessary instructions may be issued to all concerned.
 - i) Publicity of all Helplines (other than 139 & 182) & CoMS(Complaint Management System) on all media should be stopped forthwith.
 - ii) This includes publicity on traditional and social media, tickets (etickets & window tickets), stickers on coaches/stations, SMS etc (list not exhaustive).
 - iii) Stickers on coaches and signages on stations should feature only 139, 182 & RailMadad.
 - iv) SMS sent by IRCTC & CRIS to passengers should feature only 139, 182 & RailMadad.
 - v) Zones should not proliferate any new helpline No. (other than 139 & 182) and new grievance portals (Other than RailMadad).

26/12

N. Maheshwari
(Sudan Rao)
(R & M)
Board.