

F.No. 16-3/2013-AS-III 543
Government of India
Ministry of Telecommunications & IT
Department of Telecom

Sanchar Bhawan, 20, Ashoka Road,
New Delhi-11000, Dated 2nd May, 2013

To.

All Access Service Providers

Subject- Request for utilization of Short Code '132' by Railways.

On the subject mentioned above, kindly refer to DoT letter No.16-3/2011-AS-III/ Vol.I, dated 8.3.2011 (copy enclosed). However, on request of Ministry of Railways, Government of India, approval of competent authority is conveyed to use Short Code No.132 as a 4 digit number as per plan given under:-

Number	Name	Services
1320	Indian Railways complaint registration service with SMS as well as voice service.	Voice & SMS
1321	Indian Railways catering complaint service	Voice only
1322	Indian Railways security helpline number	Voice only
1323 to 1329	Reserved for future Railways use	-


(Narayan Ram)

Section Officer (AS-III)

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

1. Secretary, TRAI
2. Chairman, Railway Board Rail Bhawan, New Delhi.
3. Sr. DDG (TEC).
4. CMD, BSNL.
5. CMD, MTNL.
6. Director (S-I), DoT (HQ).
7. Dir.(IT), DoT for to uploading on DoT Website.