

Government of India
Department of Telecommunications
(Access Services Wing)
Sanchar Bhawan, 20, Ashoka Road,
New Delhi – 110001

No.16-10/2018-AS-III/Short Codes/ 1714 /

Dated | 7 February, 2021

To,

All Access service Providers.

Sub:- Merger of 138 Helpline into Rail Madad Helpline-139.

This is in reference to the letter No. 2020/Tele/14(3)/1(FTS-3327550) dated 11.2.2021 in wherein Ministry of Railways has decided to merge the 138 Helpline into Rail Madad Helpline 139 and accordingly discontinue the helpline 138.

2. In this regard, Short code 138 is discontinued w.e.f. 01.04.2020 and is withdrawn from Ministry of Railways.
3. This is issued with the approval of competent authority.

SKgarg
17.02.2021
(Sanchit Kumar Garg)
ADG AS(III)

Copy for information and kind necessary action:-

1. Secretary, TRAI.
2. Shri Dharmendra Singh, Director/Telecom, Railway Board, Ministry of Railways.
3. A copy for upload on DoT website.