

**Government of India
Ministry of Communications
Department of Telecommunications
Access Services Wing
20, Ashoka Road, New Delhi-110001**

No.16-10/2018/AS-III/Short Codes/359/117

Dated: 02/04/2022⁰⁵

To,

All Access Service Providers.

Subject: Allocation of Short Code '14646' to India Railway Catering and Tourism Corporation Ltd.

Short code '14646' is allocated to Indian Railway Catering and Tourism Corporation Ltd. for e-ticketing with following features as:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
- (ii) Accessibility: Un-restricted i.e. available on STD also.
- (iii) Metered Service: (It may be taken as Called Party Pays or Calling Party Pays depending on a separate intimation, to this effect, issued from the agency to which this short code is allocated in furtherance to this DoT instruction).

2. All are requested to take necessary action.

Skgarv
(Sanchit Kumar Garg)
ADG (AS-III)
02/05/2022

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Sanjeev Misra, GGM/Proc. as Infra, Indian Railway Catering and Tourism Corporation Ltd., 11th Floor, Statesman House, B-148, Barakhamba Road, New Delhi-110001 w.r.t. letter No. IRCTC/ITC/IT(CC)/5/2021/IT/ITC(9485) dt. 16.03.2022 with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, concerned States/UTs.
4. Director (P&N), DGT (HQ), (respective LSA field unit may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
5. A copy for upload on DoT Website.