

Destination Alert

Railway Passengers can set destination alert on

- 139 Railway Enquiry Service IVR
- 139 Railway Enquiry service with assistance from customer service Executive
- SMS 139 with one simple keyword

Steps for Activating Destination Alert on 139 IVR

- Dial 139 from the Mobile you want you want to set Destination Alert
- Choose your preferred language
- Select option 7 from the IVR main menu
- Press -2 for Destination Alert
- Enter your 10 digit PNR number
- Press 1 to confirm your PNR number

Destination alert shall be set for the given PNR Number, you will also receive a confirmation message on Your mobile as “DESTINATION ALERT call has been set on your mobile number for <Destination Station Name>”.

Steps for Activating Destination Alert with Assistance from 139 customer Service Executive

While conversing with the Customer Service Executive-

- Please convey your 10 digit PNR number
- Please reconfirm your mobile number on which destination alert is to be set
- Customer Service Executive will confirm that destination alert has been set

You will also receive a confirmation message on your mobile as “DESTINATION ALERT call has been set on your mobile number for <Destination Station Name>”.

Activating Destination Alert through SMS on SMS 139

- You can also set destination alert using SMS 139 service. JUST send following SMS from the mobile on which you want to activate Alert:

ALERT<PNR NUMBER>

You will receive a confirmation message on your mobile as “DESTINATION ALERT call has been set on your mobile number for <Destination Station Name>”.

Note:-

1. Call/SMS only from the mobile number on which you want to set destination alert.

Wake-up Alarm

Railway Passengers can set Wake-up Alarm on

- 139 Railway Enquiry Service IVR
- 139 Railway Enquiry Service with assistance from Customer Service Executive

Steps for Activating Wake- up Alarm on 139 IVR

- Dial 139 from the Mobile you want to set Wake-up Alarm
- Choose your preferred language
- Select option 7 from the IVR main menu
- Press -1 for wake-up Alarm
- Enter your 10 digit PNR number
- Press 1 to confirm your PNR Number
- Enter STD code on which you want Activate your wake-up Alarm or Press (*) to contact our customer care executive.

Wake-up Alarm shall be set for the given PNR number, you will also receive a confirmation message on your mobile as “WAKE-UP ALARM call has been set on your mobile number for < Destination Station Name >”.

Step for Activating Wake-up Alarm with 139 Customer Service Executive

While conversing with the Customer Service Executive-

- Please convey your 10 digit PNR number.
- Please reconfirm your mobile number on which Wake-up Alarm is to be set.
- Customer Service Executive will confirm that the Wake-up Alarm has been set.

You will also receive a confirmation message on your mobile as “WAKE-UP ALARM call has been set on your mobile number for < Destination Station Name>

Note-

1. Call only from the mobile number on which you want to set Wake-up Alarm .

Charges Applicable:

Following call charges are applicable for calls received on 139:

Mobile:

Rs. 1.20 for a pulse of 60 seconds for calls from Metro cities while for calls from non metro cities/areas the charges are Rs. 2 for a pulse of 60 seconds.

SMS

SMS (Pull) cost is Rs. 3 per SMS.