



Government of India
Ministry of Railways
Railway Board

No: 2018/PG/18/AllIndiaHelpline/3265082

New Delhi, Dt 19.01.21

General Managers/ZRs
PCCMs/ZRs
CMD IRCTC & MD CRIS
All Training Institutes/IR
Production Units & PSUs of IR

Sub: Merger of Security Helpline 182 into RailMadad Helpline 139

Chairman & CEO/Railway Board has approved the merger of Security Helpline 182 into RailMadad Helpline 139. In view of this, Zonal Railways are advised to take the following steps:

Publicity:

1. Only RailMadad Helpline 139, RailMadad Website (www.railmadad.indianrailways.gov.in) and RailMadad App (on Android & iOS) should be publicised in all communication emanating from ZRs through electronic and non-electronic means (in trains/stations).
2. Publicity of the following Helplines should be stopped:
 - 182 (Security Helpline)
 - 138 (General Complaints)
 - 58888 (CoachMitra)
 - 1800111321 (Catering)
 - 152210 (Vigilance)
 - 1072 (Accident)
3. Zonal Rlys should not proliferate or publicise their own local Helplines or grievance portals, other than RailMadad Helpline 139 and RailMadad, respectively.
4. Care should be taken that linen covers, food trays, or coach-cleaning stickers in trains, 'May I help you' booths, enquiry

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counters, hoardings on stations, UTS and PRS tickets (electronic/non-electronic), and all communications on Social Media, should publicise only RailMadad Helpline 139 and RailMadad Website/App.

5. All Websites (with public interface) maintained by CRIS or IRCTC, should carry a link of RailMadad Website www.railmadad.indianrailways.gov.in, and information about RailMadad Helpline 139.

138 & 182:

6. It is clarified that only the front-end of 138 and 182 has been done away with. The back-end BSNL telephone numbers mapped with 138 and 182 would continue to work as earlier. This means that Medical and Security Emergency calls received on RailMadad Helpline 139 would continue to be transferred to the backend BSNL telephone numbers of 138 and 182 of Divisions, respectively.
7. However, the filter of RailMadad Helpline 139 would ensure that only relevant calls would be transferred to Divisions' 138/182 backend numbers. Hence, Zones are advised to periodically study the impact of Merger of Helplines to rationalise BSNL numbers and the staff manning 138 & 182.



(Mukesh Nigam)

Additional Member/Commercial
Railway Board