

Kind attention: All Zonal Railways

COVID-19 Measures: 24-hr Helplines – Board Control Cell

1. Indian Railways has opened Board Control Cell to ensure seamless flow of information and suggestions between Railway Administration and general public. The details of Board Control Cell and its working is detailed below.
2. There shall be two 24-hr Helplines – 138 & 139 - to answer inquiries, provide assistance & to disseminate relevant information to railway customers and others during the 21-day all-India lockout. Suggestions would also be accepted.
3. The idea of using the number 138 is to use, in addition to the call-centre based agent & IVRS services provided through 139, the wide reach of Indian Railways to service the large number of its patrons across the country. It is also clear that a large number of non-Railway related queries, especially pertaining to Covid-19, might come from persons well versed only in the local language. The information sought would also be local and regional. To serve them well in this unprecedented situation, it is considered prudent to use the geo-fenced 138, which directs the call to the Divisional control of the division from which the call originates. This will overcome the language barrier. Besides, the pertinent information will be much more readily available with the Division.

PROTOCOL FOR IRCTC & ZONAL RAILWAYS

4. 139: IRCTC should ensure that adequate personnel are deployed to take calls on 139. Necessary liaison should be done with state authorities to ensure that the call-centre agents do not face any problem in reaching their workplace. Agents should keep a record of calls received & attended and calls transferred to 138. Updated Medical information to these agents shall be provided by the Board Control Cell, as per details below.
5. 138: SrDCMs should ensure that 138 should be manned round-the-clock. The Controllers manning 138 should have all information about state/district/railway medical facilities, alongwith updated Local/Regional/National Helpline Numbers for Covid-19 detection and aid. Updated information on the foregoing should be provided daily in printed format by CMS of every Division for information of 138 Controllers. Besides, any suggestions given should also be noted.
6. ADRMS shall be the in-charge of this mechanism at the divisional level. Any important or urgent matter should be immediately reported to them, who in turn would report the matter to Board Control Cell, as per the details below.
7. Necessary record of the number & nature of all the calls received, and action thereon, should be maintained. 138 divisional controllers should email position to Board Control Cell at pg.railwayboard@gmail.com at the end of the shift (0600-1400; 1400-2200; 2200-0600 Hrs), while ADRMs should post the position in RailMadad-ADRM's WhatsApp group already functioning. Nil position should be sent if no calls are received. The position should be sent in the following format:

Date	Time (e.g. 0600-1400 hrs)	Division Name	Number of calls received	Nature of calls (suggestion/ inquiry/ help) -specify	Action taken

8. Both these Helplines would be monitored round-the-clock by Board Control Cell, manned by Officers working in eight-hour shift. They would collect and compile report of number and nature of calls received across all the Divisions and report to EDPG regarding it. Any urgent or important matter requiring immediate resolution shall be reported immediately. They would also take inputs from RailMadad (Twitter) cell. In this they would be supported by Inspectors/PG Directorate.
9. In performance of the above work, RailMadad Cell outsourced agents (working from home) may be required to call Divisional Controls. Since they would be using their personal mobiles for this purpose, a lump sum amount would be paid to them later.
10. For the next 6 days (i.e from 26-31 March), the following RB officials & staff would monitor Helplines:

26-03-2020 27-03-2020 28-03-2020	0600-1400 hrs	Smt Ritu Sharma/ JDTPG/9717641293	Sh.Gurjinder Singh /DEO/9873935371
	1400-2200 hrs	Sh Sumar Kumar Tanti /DME/C/9717646247	Sh. Pankaj/Insp/PG/ 9910196611
	2200-0600 hrs	Sh. D.K.Mishra/DIR/ MTP/7827936613	Sh. Manoj /Sr Engg/ IRCTC/9717645310
29-03-2020	0600-1400 hrs	Smt Ritu Sharma/ JDTPG/9717641293	Sh.Gurjinder Singh /DEO/9873935371
	1400-2200 hrs	Sh Sumar Kumar Tanti /DME/C/9717646247	Sh. Pankaj/Insp/PG/ 9910196611
	2200-0600 hrs	Sh Tomar/ED/SIGNAL/ /9910487488/	Sh. Manoj /Sr Engg/ IRCTC/9717645310
30-03-2020	0600-1400 hrs	Smt Ritu Sharma/ JDTPG/9717641293	Sh.Gurjinder Singh /DEO/9873935371
	1400-2200 hrs	Sh. D.K.Mishra/DIR/ MTP/7827936613	Sh. Pankaj/Insp/PG/ 9910196611
	2200-0600 hrs	Sh Tomar/ED/SIGNAL/ /9910487488/	Sh. Manoj /Sr Engg/ IRCTC/9717645310
31-03-2020	0600-1400 hrs	Sh. D.K.Mishra/DIR/ MTP/7827936613	Sh.Gurjinder Singh /DEO/9873935371
	1400-2200 hrs	Sh Sumar Kumar Tanti /DME/C/9717646247	Sh. Pankaj/Insp/PG/ 9910196611
	2200-0600 hrs	Sh Tomar/ED/SIGNAL/ /9910487488/	Sh. Manoj /Sr Engg/ IRCTC/9717645310

11. The above officials may be contacted by ADRMs/Divisional Controllers for any query or to convey any information.
12. All concerned kindly ensure compliance.

26-03-2020

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CC: