

GOVERNMENT OF INDIA (भारत सरकार)  
MINISTRY OF RAILWAYS (रेल मंत्रालय)  
RAILWAY BOARD (रेलवे बोर्ड)

No.2013/TG-I/20/P/PRS Ticket

New Delhi, dated 9.3.2015

The Chief Commercial Managers,  
All Zonal Railways

Chairman & Managing Director,  
IRCTC, 11<sup>th</sup> Floor, Statesman Building,  
Barakhamba Road, New Delhi

Managing Director,  
CRIS, Chanakyapuri  
New Delhi

Commercial Circular No. 7 of 2015

**Sub: Printing of All India Helpline Number 138 and Security Helpline No. 182 on the ticket.**

Vide Board's letter No. 2015/TG-II/02/Helpline dated 23.2.2015, it has been decided to provide the All India Helpline Number **138 for passengers, as interface for queries/complaints related to Medical emergency, Cleanliness, Food & Catering, Coach Maintenance, Linen etc.**

2. In order to publicise the above mentioned number, Board desires that the text "**All India Passenger Helpline No. 138**" may be got printed at the **front** of the PRS as well as UTS tickets.
3. The text "**PNR and train arrival/departure enquiry No. 139**" may also be printed on the front of the ticket.
4. Further, with reference to the revised general instructions enclosed with Comm'l Circular No. 7 of 2015, Board desires that the text "**to report unsavoury situation during journey please dial railway security helpline no. 182**" may also be got printed at the back of the PRS as well as UTS tickets.
5. It is also desired that the text "**please carry valid identity proof**" as appearing at the back of PRS ticket may be modified as "**please carry original identity proof**"
6. IRCTC may also make necessary arrangements to ensure printing of the above mentioned text on the hard copies as well as SMS of e-tickets.
7. **The above instructions may be implemented w.e.f 1.3.2015.**
8. Necessary instructions in this regard may be issued to all concerned.

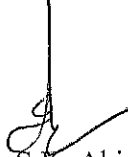


(Dr S.K. Ahirwar)  
Director Traffic Commercial (G)  
Railway Board

No.2013/TG-I/20/P/PRS Ticket

New Delhi, dated .02.2015

Copy to EDRS(G) for information and necessary action.

  
(Dr. S.K. Ahirwar)  
Director Traffic Commercial (G)  
Railway Board

Copy for information and necessary action to:-

1. CCM/PMs and CCM/PSs, all zonal railways.
2. GM/PRS & GM/UTS, CRIS
3. GGM/IT, IRCTC, State Entry Road, New Delhi
4. CTM, Metro Railway, Metro Rail Bhavan, 33/1, J L Nehru Road, Kolkata-71.
5. ADG/PR, ED(T&C), EDME(Chg), IG/Admin, Dir(T&C), DME(Chg), OSD/TC, TG-II, TG-III, TG-IV & ME (Chg) branches of Railway Board.
6. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
7. The Principals, Zonal Training Centers, CR/Bhusaval, ER/Dhanbad, NR, Chandausi, NE Railway, Muzaffarpur, NF Railway, Alipurduar, SR/ Trichy, SE Railway, Sini, WR, Udaipur.
8. General Secretary, National Federation of Indian Railwaymen, 3, Chelmsford Road, New Delhi.
9. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
10. Secretary General, Federation of Railway Officers Association (FROA), Room No.365-A, Rail Bhawan, New Delhi.
11. Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
12. Secretary General, All India RPF Association, Room No.549, Rail Bhawan, New Delhi.
13. Secretary General, National Federation of Railway Pensioners' Organization, 825, Supertech Residency, Sector-5, plot No. 6 A, Ghaziabad-201010.
14. MD, Konkan Railway Corporation Ltd., Belapur Bhavan, Plot No. 6, Sector 11, CBD Belapur, Navi Mumbai-400614.