Government of India
Ministry of Communications
Department of Telecommunications
Sanchar Bhawan, 20 Ashoka Road, New Delhi-110001
(Access Services Wing)

No. 16-02/2023-AS.III/Short Code/ 114 Dated: 11.06.2025

To,

All Access Service Providers.

Subject: Withdrawal of short code 1312, 1313, 1314 and 1315 allocated to Ayodhya Dham Railway Station of Northern Railway.

DoT vide letter no No. 16-02/2023-AS.III/Short Code/03 dated 03.01.2024 allotted short codes 1312, 1313, 1314 and 1315 to Ayodhya Dham Railway Station Call center cum helpdesk of Northern Railway.

2. In view of the request received from Ministry of Railways, Railway Board, the undersigned is directed to convey the withdrawal of above short codes with immediate effect.

3. All are requested to take necessary action.

4. This is issued with the approval of DDG (AS).

Digitally signed by
VAIBHAV JAIN
Date: 11-06-2025
18:15:06

Director (AS-III)
Ph 011-23372488

Encl: As above.

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

1. Secretary, TRAI.
2. Sh. Dharmendra Singh, Director-Communications, Ministry of Railways, Railway Board, New Delhi.
3. Director (T), DGT HQ, DoT (respective LSA field unit may be asked to coordinate with the TSP for withdrawal of the helpline).
4. A copy for upload on DoT Website.

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

No. 16-02/2023-AS-III/ShortCode/03 **Dated: 03.01.2024**

To,

All Access Service Providers.

Subject: Allocation of short code for Ayodhya Dham Railway Station Call Center cum Helpdesk.

To facilitate inward and outward journey of railway passengers expected for Ayodhya, Short codes are being allocated for call center cum helpdesk at Ayodhya Dham Railway Station of Northern Railway, with following features:

(i) Category-I: Service (i.e. mandatory service to be provided by all the Access service providers).
(ii) Accessibility: Unrestricted (to be accessible across India).
(iii) Metered Service: Called Party Pays.
(iv) The Short code shall be terminated on toll free numbers as detailed below: -

S.No.	Short Code	Toll Free no.
01	**1312**	1800-180-1491
02	**1313**	1800-180-1492
03	**1314**	1800-1801493
04	**1315**	1800-180-1494

2. Details of nodal officers is as follows: -

Sh. Amit Kumar, Sr. DSTE, Lucknow, Mob. No. 9794833800

3. All are requested to take necessary action.

4. This is issued with the approval of competent authority.

03/01/2024
(Trilok Chandra)
Director (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Sh. Dharmendra Singh, Director/Communications, Ministry of Railways, Railway Board, New Delhi.
4. Sh. Jai Prakash Sindhu, Chief Communication Engineer, Northern Railway Hq. Office, New Delhi.
5. Director (T), DGT Hq (respective LSA field may be asked to coordinate with. TSPs for implementation of helpline, as and when approached).
6. A copy for upload on DoT Website.