

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 lockdown. 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 shall ensure that adequate personnel are deployed to take calls on 139. Necessary liaison shall be done with state authorities to ensure that the call-centre agents do not face any problem in reaching their workplace. Agents shall 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.
5. 138: SrDCMs shall ensure that 138 shall 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 shall be provided daily in printed format by CMS of every Division for information of 138 Controllers. Besides, any suggestions given shall also be noted by 138 controllers.
6. ADRMS shall be the in-charge of this mechanism at the Divisional level. Any important or urgent matter shall 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 calls received, and action thereon, shall be maintained. In this regard, a google-sheet titled '**Board Control Cell**' has been created from the email id - pg.railwayboard@gmail.com. This google-sheet would be shared with gmail IDs of all Divisions. 138 controllers & 139 call-centre manager shall fill this sheet by 1100 hrs everyday with the data of the previous day (e.g data for 27th March should be filled in the google-sheet by 1100 hrs on 28th March). Similarly, ADRMs shall post the same position in RailMadad-ADRM's WhatsApp group already functioning. Nil position shall be sent if no calls are received. ADRMs should also keep an eye on social media (Twitter) messages if their Divisions

are being tagged, either directly or from IR official handles, so that important information could be brought to the notice of Railway Board officers.

8. Both these Helplines would be monitored round-the-clock by Board Control Cell, manned by Officers working in eight-hour shift, and would report to EDPG. These Officers should analyse nature of calls received in the previous day, and also monitor social media during their shift, to suggest if any action is required by Divisions/RB. They would also take inputs from RailMadad (Twitter) cell. In this they would be supported by Inspectors/PG Directorate. They shall also do test-checks on 138 & 139 to see that these Helplines are manned round-the-clock. These officers would also be in touch with ED Health Planning/7827038827 for updated information about state/district/railway medical facilities, & updated Local/Regional/National Helpline Numbers for Covid-19 detection and aid, and provide the same for the benefit of 139 call-centre agents.
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:

27-03-2020 28-03-2020	0600-1400 hrs	Smt Ritu Sharma/ JDTPG/9717641293	Sh.Gurjinder Singh /DEO/9873935371
	1400-2200 hrs	Sri R Singh Dir/C&IS 7525902999	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	Sri R Singh Dir/C&IS 7525902999	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	Sri R Singh Dir/C&IS 7525902999	Sh. Pankaj/Insp/PG/ 9910196611
	2200-0600 hrs	Sh Tomar/ED/SIG/ /9910487488/	Sh. Manoj /Sr Engg/ IRCTC/9717645310

11. The above officials may be contacted by ADRMs/Divisional Controllers for any query, assistance, escalation or to convey any information.
12. Divisions shall keep a strict vigil on their Twitter handles for both direct tags as well as any re-tags from @RailMinIndia and other official handles.
13. All concerned kindly ensure compliance.



Vivek Srivastav

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CC:

1. EDCC for kind information of CRB
2. Dir TC for kind information of MT
3. Secretary, Railway Board
4. AM Staff, AM Commercial
5. All GMs / AGMs /DRMs /ADRM
6. All PCCMs & PCMDs
7. CMD & Dir (T&M), IRCTC
8. Officers Concerned