

## **HELPLINE SERVICES**

### **EMERGENCY SERVICES**

Police	100
Fire	101
Ambulance	102
M/s Govt.of NCT of Delhi (Deptt. of IT)	1031
Centralised Accident & Trauma Services(CATS)	1099
M/s Govt.of NCT of Delhi for Chief Minister (Women Helpline )	181
Eye Donation	1919
Child Helpline	1098
Women in Distress (Delhi Police)	1091
ORBO C.N.Centre,AIIMS ( for donation of organs)	1060
Ambulance Service of M/s Apollo Hospital	1066
Control Room of Central Relief Commissioner(in the event of Natural Disaster)	1070
Students' Helpline of Delhi Police	1291
Helpline for women of M/s All India Women's Conference	10920
Time	174
Hindi Vishesh	177
VIP Complaints	178
Central Control Room of MCD	1266
Helpline of M/s Escorts Heart Institute	105010
Air India Express Service	1412
Police Helpline	1944
Automatic Change Number Announcement (In Hindi)	1951
Automatic Change Number Announcement (In English)	1952
Election Commission of India	1950
Advice/Information on HIV/AIDS	1097
NIB Helpdesk for Internet Services	1957
Bharat Gas Helpline Service	1712
Disability Helpline of M/o Social Justice and Empowerment	155206
IVRS/Information Centre of LIC	1251
Prasar Bharti-News on Phone in Hindi	1258
Prasar Bharti-News on Phone in English	1259
Retrieval of voice SMS messages from any other telephone by PSTN subscribers	1253
Trunk Booking	1580
Trunk Enquiry	1581
Trunk Information	1583
Phonogram Booking (In Hindi)	1584
Phonogram Booking (In English)	1585
Intl.Trunk Booking	1586
Intl.Trunk Enquiry	1587

Helpline for Dolphin & Trump Mobile	1503/22221503
MTNL Internet Helpdesk/Customer Care	1504/22221504
Helpline for Leased Line	1505
Helpdesk of MLDN	1506
Helpline for FTTH	1507
Helpline for VIP & Corporate Customers of GSM	1508
BB Queries of MTNL Delhi	1509
MTNL Internal Broadband Helpdesk	1514
Helpdesk for tele-verification and activation complaints of new SIMs	1517
Customer Care number for Corporate Customers for grievances related to Wireless Service	1518
Delhi Legal Service Authority	12525
M/s East Delhi Municipal Corporation	155303
Citizen Relationship and Grievance Management System(CRGMS) of Delhi Govt.	155355
Helpline of NDMC Control Room	1267
National Do Not Call(NDNC) Registry	1909
Centralised booking of PCOs faults	179
Integrated Disease Surveillance Project(IDSP) Call Centre	1075
Delhi Police Helpline	1090
Dy.CSTE/CR-Northern Railway	132
M/s Alliance Infotech Pvt. Ltd.	125050
M/s Aksh Optifibre Ltd.	12699
Traffic Police Helpline	1095
Dy.Commissioner of Police (Missing Children and Women)	1094
Anti Teasing Cell (Crime Branch Delhi)	1096
Anti Ragging Helpline	155222
Indian Oil Corporation Ltd.	155233
Delhi Metro Rail Corporation Ltd.	155370
Disaster Management of Govt. of NCT of Delhi	1077
M/s Postal Life Insurance Directorate	155232
Institute of Liver and Biliary Sciences	155353
Central Vigilance Commission	1964
IRDA	155255
CGHS Helpline, Directorate General of Health Services	155224
Military Police Control Room	155200
C-DOT Server in HND1	125056
Labour Department, Govt. of NCT of Delhi	12789
Delhi University Helpline	155215
M/s Aaykar Sampark Kendra of Income Tax Department	1961
M/s Unique Identification Authority of India, Planning Commission	1947
Supervisor(help Desk) Phonogram Services :	

23324010,23327393 and 23329968	
Directory Enquiry	197
Changed Number Announcement	.1951/1952
Centralised Complaints Service for Water Supply & Sewerage disposal	1916
Computerised Central Customer Care Centre Service for Postal Deptt.	1914
Complaints regarding grey market in Telecom field	1963
Dial-A-Cab	1920
Booking of Faulty Leased Circuits	1918
VCC	160211
Dial Before You Dig	1949
IVRS Billing Enquiry System/Payment Reminder System for fixed lines	1666
Access to INET Node for INET customers	171000
Shared Service Intercommunication	161
Line Test Robot	162
Faultman's line	163
Complaints from Local Subs.	198
PRM OF M/S OVERSEAS MKTD. CORP.PVT. LTD.	127070 & 125588

### **Railways**

Central Enquiry	139
Reservation	139
Railway Reservation Enquiry	139
Centralised Railway Enquiry	139
Morning Alarm	116

### **Tourist Enquiry**

ITDC	23348745, 23348746
Tourist Information Service	1280
Delhi Tourism (1280)	23363607, 23365358
National call centre of Thomas Cook (Ind.)India ltd (Toll Free)	18002099100
Toll Free (AIR INDIA)	18001801407
Airport (Air India)	
Domestic (Terminal-I)	25675121
SBI Cards ( C/o SBI Cards and Payment Service Pvt Ltd.)	0124-2345454
Exchange	25675102, 25675121
American Express (Credit Cards)	0124-2801800
Citibank	1800112484
SBI Cards	0124-2345454
Indian Red Cross Society II,	23711551