

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:2478  
ANSWERED ON:08.12.2005  
SETTING UP OF CALL CENTRES  
Verma Shri Ravi Prakash

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether the Railways propose to set up 22 Call Centres;
- (b) if so, the details thereof, zone-wise;
- (c) the nature of works to be assigned to these Call Centres; and
- (d) the time by which these Centres are likely to start functioning?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

(a) to (c): Integrated Train Enquiry System (ITES) will be set up by providing call centres throughout the country. Two call centres at Patna and Bangalore have already been made operational on trial basis. The main features of the call centres would be:(i) A universal telephone number 139 will be provided without prefixing any Subscriber Trunk Dialing (STD) code to get connected to the call centre. (ii) Both Interactive Voice Response System (IVRS) and manual enquiry will disseminate information on train running status, Reservation status of Passenger and availability of accommodation.

(d): Commissioning of remaining call centres is likely to be completed during 2006-07.