

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1378
ANSWERED ON:08.03.2007
NEW INFORMATION SERVICES IN RAILWAYS
Mahtab Shri Bhartruhari

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have launched or propose to launch new Information Services;
- (b) if so, the details thereof; and
- (c) the main objectives of launching the new Information Services?

Answer

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

(a) to (c): In view of making the facility of rail telephone enquiry available to maximum number of users, Integrated Train Enquiry System is being set up consisting of both Interactive Voice Response System (IVRS) and manual enquiry provisions for dissemination of information on train running status, reservation status, availability of accommodation alongwith other value added services. This system has already been set up at Patna and Bangalore and will be gradually extended throughout the country.