

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:2423  
ANSWERED ON:11.03.2010  
TOLL FREE INFORMATION SERVICES  
Pandey Shri Ravindra Kumar

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

- (a) whether there is any proposal to provide toll free enquiry services through telephone/mobile to enquire arrival-departure/reservation information etc. of trains;
- (b) if so, the details thereof;
- (c) whether the Railways are aware that the present railway enquiry system has proved more expensive to rail users; and
- (d) if so, the total amount earned by the Railways and outsourcing agencies through existing enquiry system during each of the last three years and the current year?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI K.H. MUNIYAPPA)

(a): No, Madam.

(b): Does not arise.

(c): Calls originating from Mumbai, Delhi, Kolkata & Chennai Metropolitan areas/circles are charged only Rs.1.20/- for a pulse of 180 seconds. Calls originating from places other than these are charged only Rs.1.20/- for a pulse of 60 seconds. The Agreement between the Railway Enquiry Franchisee (REF) and the Indian Railway Catering and Tourism Corporation (IRCTC) was signed in 2007 and these call charges were based on approximate average call rate charges prevailing at that time.

(d): The total amount earned by:-

(i) Railways is NIL.

(ii) As per the Agreement signed between the Indian Railway Catering and Tourism Corporation (IRCTC) and the Railway Enquiry Franchisee (REF), a total license fee of Rs.13.75 Crores is due to the IRCTC in a phased manner from 2007-08 in a period of 10 years. In the last three years, the earning through license fees has been Rs.1.5 Crores.

(iii) The REF earnings so far is Rs.4,46,36,455/- from 2007-08 to 31.3.2009 and Rs. 3,25,47,214/- from 1.4.09 to 31.12.2009.