

**GOVERNMENT OF INDIA
ROAD TRANSPORT AND HIGHWAYS
LOK SABHA**

UNSTARRED QUESTION NO:358
ANSWERED ON:27.07.2010
CALL CENTRES FOR ROAD ACCIDENTS
Guddu Shri Premchandra,Viswanathan Shri P.

Will the Minister of ROAD TRANSPORT AND HIGHWAYS be pleased to state:

- (a) whether in view of the rising number of road fatalities in the country, the Government/ National Highways Authority of India (NHA) is proposing to set up round-the-clock call centres where people can inform about accidents and also lodge their complaints;
- (b) if so, the details thereof;
- (c) whether NHA has identified the stretches of Highways on which such services are likely to be provided;and
- (d) if so, the details thereof along with the time-frame prescribed for starting such services?

Answer

MINISTER OF STATE IN THE MINISTRY OF ROAD TRANSPORT & HIGHWAYS (SHRI MAHADEO SINGH KHANDELA)

- (a) & (b) Yes, Sir. National Highways Authority of India (NHA) is planning to setup 24/7 Call Centre Services to assist distressed road users for reporting road accidents and other issues related to National Highways using a common 4 digit toll free number.
- (c) All the National Highways will be covered under this scheme.
- (d) Call Centre Services are likely to be setup by April 2011.