

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:656
ANSWERED ON:11.11.2010
LOCAL RAILWAY ENQUIRY NUMBER
Choudhary Shri Bhudeo;Mani Shri Jose K.

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways intend to initiate local railway enquiry number for each railway station instead of centralised number 139;
- (b) if so, the details thereof; and
- (c) the steps taken by the Railways to address the problems faced by the people in centralised enquiry number of 139?

Answer

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

(a): No, Madam.

(b): Does not arise.

(c): Various steps taken, include, computerisation of Railway Control Offices with a view to provide accurate information, improvement in maintenance of the Interactive Voice Response System (IVRS) and better co-ordination with service providers for overall improvement in the service of centralised enquiry number 139.