

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

UNSTARRED QUESTION NO:4562
ANSWERED ON:07.12.2010
CALL CENTRES ON NATIONAL HIGHWAYS
Krishnaswamy Shri M.;Ramasubbu Shri S.

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

- (a) whether the Government proposes to set up 24/7 Call Centre Services to assist distressed road cases for reporting road accidents and other issues related to National Highways;
- (b) if so, the details thereof;
- (c) whether the Government has invited/proposes to invite bids for the operation of call centre services;
- (d) if so, the details thereof alongwith the response received thereon; and
- (e) the time by which such services are likely to be made operational?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF ROAD TRANSPORT AND HIGHWAYS (SHRI R.P.N. SINGH)

(a) & (b) Yes, Madam. National Highways Authority of India (NHAI) 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 in Northern, Southern, Eastern, Western and Central regions of India.

(c) & (d) Yes, Madam. Request for Proposal (RFP) was issued on 06.4.2010 for "Provisioning Call Center Services for road users on National Highways" at a single location. The tender was cancelled on 30.7.2010 and it was later on decided to provide call center services at 5 different regions of the country.

RFP was invited on 27.8.2010 for "Provisioning Call Center Services for road users on National Highways" at said 5 Regions. In response, NHAI received a single bid each for Southern region and Eastern Region.

NHAI re-invited RFP (2nd Call) on 29.10.2010. In response, NHAI has received two bids for Southern region and a single bid each for Eastern Region and Central region. No bid was received for Northern and Western regions. The date of submission of Bids was on 30.11.2010.

(e) Considering poor response of bidders it is too early to give target for making call centre services operational.