

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:3835  
ANSWERED ON:02.12.2010  
CALL CENTRE FOR RAILWAYS  
Singh Shri Ravneet

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

- (a) whether the Railways propose to set-up call centres to help the commuters with round-the-clock information;
- (b) if so, the details thereof; and
- (c) if not, the reasons therefor?

**Answer**

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

(a) to (c): Integrated Train Enquiry System (ITES) for dissemination of information through Interactive Voice Response System (IVRS) and human agent based call centres is already functional. While the information pertaining to arrival/departure of trains is provided round the clock, the information relating to reservation status and fare enquiry of reserved accommodation is provided from 0030 hrs to 2330 hrs.