

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1927
ANSWERED ON:23.08.2012
CENTRALISED ENQUIRY NUMBER
Ray Shri Rudramadhab

Will the Minister of RAILWAYS be pleased to state:

- (a) whether Railways proposes to make centralized enquiry number (139) as toll free number to help commuters; and
- (b) if so, the details thereof and the steps proposed to be taken to develop a cheaper alternative for getting rail information?

Answer

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

(a) & (b): No, Madam. However, information regarding train arrival & departure and reservation availability/status can be accessed by visiting the website www.indianrailways.gov.in or www.irctc.co.in. The information can also be obtained from the enquiry counters at the stations. At major stations, the accommodation position and the arrival & departure of trains can also be ascertained from the touch screen kiosks and Passenger Operated Enquiry Terminals (POETS) which are directly connected to reservation and National Train Enquiry System (NTES).