

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:201  
ANSWERED ON:22.11.2012  
CENTRALISED ENQUIRY NUMBER  
Singh Shri Ganesh

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

- (a) whether passengers are being charged for seeking information from the centralised enquiry number-139;
- (b) if so, the reasons therefor;
- (c) whether this service is three times costlier in other cities than four metro cities of the country;
- (d) if so, the details of per minute charge being collected from passengers for taking information from this facility in other cities in comparison to metro cities;
- (e) the steps being taken to reduce the charges of the said services; and
- (f) the percentage of passengers using this facility?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI ADHIR RANJAN CHOWDHURY)

(a) & (b): The Centralised Enquiry Service on single enquiry number, 139 is operated on Public Private Partnership (PPP) basis. The entire cost of infrastructure and operation of this service is borne by the franchisee out of revenue from call charges. The passengers are being charged for the telephone calls / SMS (Short Messaging Service) by the Telecom Service Providers (TSPs).

(c) to (e): The following call charges are applicable for calls on 139:

Landline: Rs. 1.20 for a pulse of 180 seconds for calls from Metro cities while from non metro cities, Rs. 1.20 for a pulse of 60 seconds is charged. Mobile: Rs 1.20 for a pulse of 60 seconds for calls from metro cities and Rs 2.00 for a pulse of 60 seconds for calls from non metro cities. SMS (Pull): Rs. 3 per SMS.

The call charges for 139 services are fixed in terms of the Agreement between IRCTC (Indian Railway Catering and Tourism Corporation Ltd.) and the franchisee which was finalised through a process of open tender. The Agreement is valid till January, 2017 and the call/ SMS charges are applicable for the period of contract.

(f) About 6.70 lakh calls and 2 lakh SMSs are being received on Centralised Enquiry Number 139 every day.