

**GOVERNMENT OF INDIA
URBAN DEVELOPMENT
LOK SABHA**

UNSTARRED QUESTION NO:1412
ANSWERED ON:06.03.2013
HELPLINE NUMBERS NO
Kumar Shri P.;Nirupam Shri Sanjay Brijkishorilal

Will the Minister of URBAN DEVELOPMENT be pleased to state:

- (a) whether the Government proposes to introduce helpline numbers to improve the functioning of buses under Jawaharlal Nehru National Urban Renewal Mission (JNNURM) and if so, the details thereof;
- (b) whether the Government has requested the State Governments to introduce more buses and increase the frequency of buses plying under JNNURM and if so, the details thereof;
- (c) whether the Government has scaled down the specifications for buses run under JNNURM and if so, the details thereof; and
- (d) the steps taken by the Government to ensure the quality of buses under the Mission?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SMT. DEEPA DASMUNSHI)

(a): To facilitate information such as expected time of the arrival of the next bus, availability of connecting services, information about route numbers, etc., Ministry of Urban Development got allotted (from Department of Tele-communication) two nation-wide short codes for use as Public Transport Helpline Numbers. Both these short codes are universal access numbers with un-restricted accessibility from all access service providers. Short code 155220 is for accessing various information. The short code 155221 is kept for value added services and caller is expected to pay for the same. All the States / Public Transport Operators have been advised to implement these Helpline numbers in their States and give wide publicity to these Helpline numbers.

(b) & (c): No, Madam.

(d): Ministry has made urban bus specifications mandatory for procurement of the buses sanctioned under JnNURM. Implementation and quality maintenance comes under the purview of State Government / city municipal authorities / para-statal.