

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:882
ANSWERED ON:08.08.2013
CUSTOMER HELPDESK
Thamaraiselvan Shri R.

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways have proposed to launch a series of four digit customer helpdesk lines for benefitting 900 crore passengers; and

(b) if so, the details thereof along with its salient features?

Answer

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

(a): No, Madam. However it is informed that Railways have got short code 132x reserved through Department of Telecom (DoT) looking into the requirement of helpdesk for future.

(b): Does not arise.