

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:794
ANSWERED ON:09.07.2009
CENTRALISED RAILWAY ENQUIRY SYSTEM
Pandey Shri Ravindra Kumar

Will the Minister of RAILWAYS be pleased to state:

- (a) whether complaints have been received against the deficient services provided by the centralised railway enquiry system;
- (b) if so, the details thereof; and
- (c) the corrective action being taken by the Railways in the matter?

Answer

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

(a) & (b): Yes, Madam. Complaints have been received regarding advertisement jingles, non-availability of manual enquiry and improper information about the running position of trains.

(c): Instructions have been issued to air advertisement jingles only during call waiting time and enquiry processing time. Callers, who do not dial the requisite number for response through the Interactive Voice Response System, get automatically connected to the manual operator. Proper feeding of data in the National Train Enquiry System to ensure timely and accurate information to passengers is being monitored.