

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2587
ANSWERED ON:18.12.2003
RAIL TICKETS ON PHONE CALLS
IQBAL AHMED SARADGI

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways has decided to provide rail tickets booking on phone including mobile phones with the Indian Railway Catering and Tourism Corporation (IRCTC);
- (b) if so, whether the Railways has decided to tie up with call centres of leading banks to accept customers requests for tickets over telephone;
- (c) whether the Railways has also approached cellular operators to work out technical feasibilities for providing such facility through mobile phones ;
- (d) if so, the details of strategies work out by IRCTC in this regard;
- (e) the procedure for using this service;
- (f) the time by which the said service is likely to be commenced; and
- (g) the extent to which it is likely to reduce rush at reservation counters in the country ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BASANAGOUDA R. PATIL)

- (a): No, Sir.
- (b): Does not arise
- (c): No, Sir.
- (d) to (g): Do not arise.