

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:409  
ANSWERED ON:23.11.2006  
RAILWAY INQUIRY SERVICE  
Kaushal Shri Raghuvir Singh

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

- (a) whether the Railways are aware of the problems faced by rail commuters due to lack of adequate services in rail reservation and information on its confirmation and cancellation as well as the number of platforms arriving and reaching the trains, telephonic and manual inquiry about the arrival and departure of the trains and other issues related to consultancy and help;
- (b) if so, the reaction of the Railways thereto;
- (c) the details of such arrangements for rail-commuters at `A` class railway stations in respect of the West Central Railway;
- (d) whether such arrangements are made in proportion to the passenger density;
- (e) if so, the details thereof; and
- (f) if not, the reasons therefor ?

**Answer**

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

(a) & (b): Some complaints regarding lack of adequate services in rail-reservation and train enquiry have come to notice.

In order to facilitate passengers in getting rail reservation and train enquiry, various steps have been taken by Railways like provision of additional terminals of computerised Passenger Reservation System (PRS), Internet booking of tickets, Passenger Operated Enquiry Terminals (POET), Interactive Voice Response System, electronic display boards, touch screens etc. Besides, Railways are setting up Integrated Train Enquiry System (ITES) by providing call centres throughout the country for dissemination of information on train running status, reservation status, availability of accommodation alongwith other value added services.

(c): The required facilities like Interactive Voice Response System (IVRS) for furnishing information relating to reservation and train running position, Passenger Operated Enquiry Terminal (POET), Touch Screen, face to face enquiry, electronic display board have been provided at all `A` class railway stations of West Central Railway. These facilities are reviewed continuously and additional arrangements are being made as and when required.

(d) to (f): Provision/augmentation of passenger amenities is a continuous process depending upon the level of traffic handled at the stations subject to availability of funds.