

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:3219  
ANSWERED ON:14.12.2006  
CALL CENTRES FOR RAILWAY ENQUIRIES  
Madhwaraj Smt. Manorama

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

- (a) whether the Railways have decided to outsource the customer service by setting up a dedicated call centre by Bharat Sanchar Nigam Limited (BSNL) to handle enquiries on reservation and other passenger information;
- (b) if so, the details thereof;
- (c) whether this call centre facility is likely to be later extended to cover on-line bookings;
- (d) if so, the details thereof; and
- (e) the share likely to be paid to the Railways by BSNL out of revenue generated by telephonic enquiries?

**Answer**

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

- (a) & (b): Bids were invited from firms/consortiums of firms for franchising of Integrated Train Enquiry System consisting of establishment, operation and maintenance of zonal hubs which will be linked with regional call centres being set up by Rail Enquiry franchisee. The system will consist of both Interactive Voice Response System and manual enquiry for dissemination of information on train running status, reservation status of passenger, availability of accommodation and other value added services.
- (c) & (d): Yes, Sir. Customer will be able to get reservation through these call centres which will be interfaced with the website [www.irctc.co.in](http://www.irctc.co.in).
- (e): Enquiry system is yet to start, hence no earnings estimates can be given at this stage.