

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:3274  
ANSWERED ON:14.12.2006  
INTEGRATION OF INQUIRY SERVICES  
Lagadapati Shri Rajagopal

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

- (a) whether the Railways propose to integrate all the inquiry services in the country;
- (b) if so, the details thereof; and
- (c) the manner in which the Interactive Voice Response System helps in integrating the inquiry services in the country?

**Answer**

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

(a) to (c): Yes, Sir. Railways are setting up Integrated Train Enquiry System by providing call centres throughout the country which will consist of both Interactive Voice Response System and manual enquiry provisions for dissemination of information on train running status, reservation status, availability of accommodation alongwith other value added services.

Any person dialing the railway enquiry number will get connected to a call centre through Interactive Voice Response System.