

**Internet Connected Call Centres**

3495. SHRI B.J. PANDA: Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that Railways propose to set up internet connected call centres in all the State capitals to provide information to passengers on all matters relating to train operations;

(b) if so, the details thereof;

(c) whether it would be a round-the-clock service in the country;

(d) whether Railways also propose to open cyber cafes at railway stations across the country; and

(e) if so, the details thereof indicating those that would be opened in the Orissa State?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU): (a) to (c) Integrated Train Enquiry System (ITES) will be set up by providing call centres throughout the country. This will provide service round the clock but will not be internet based. Two call centres at Patna and Bangalore have already been made operational on trial basis. The main features of the call centres would be.

(i) A universal telephone number 139 will be provided without prefixing any Subscriber Trunk Dialing (STD) code to get connected to the call centre.

(ii) Both Interactive Voice Response System (IVRS) and manual enquiry will disseminate information on train running status, Reservation status of Passenger and availability of accommodation.

(d) Rail Tel has been authorized to plan cyber cafe, on franchisee basis at important stations only, in a phased manner.

(e) For the presents, 82 stations have been identified and out of these, four stations namely Bhubaneswar, Cuttack, Puri and Sambalpur are in Orissa state.