

(e) if so, the steps taken by Government/NHAI in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF ROAD TRANSPORT AND HIGHWAYS (SHRI RADHAKRISHNAN P.): (a) Some portion of Piprakothi – Raxaul road NH-28A is in poor condition. The damaged portions of NH-28A were repaired with granular material immediately after the earthquake. There was not any hindrance observed for rescue and relief work for the earthquake victims in Bihar and Nepal.

(b) and (c) Two laning with paved shoulder of Piprakothi to Raxaul section of NH-28A on DBFOT Toll basis was commenced on 10.10.2011 with scheduled competition date on 07.04.2014. The project has been delayed due to following reasons:

- (i) Delay in handing over encumbrance free land to concessionaire.
- (ii) Delay in granting permission for shifting of utility by concerned Government department particularly by electricity department.
- (iii) Unavailability of required quantity of stone aggregates due to closure of quarry in Bihar, restriction of more than 10 Wheel vehicles on Mahatma Gandhi Setu at Patna and unavailability of required number of railway rake for transportation of aggregate.
- (iv) Earthquake in April, 2015.
- (v) Madheshi movement in Nepal since 15th August, 2015 due to which the goods carrying vehicles from India were not permitted to enter into Nepal which had resulted parking of vehicles on NH-28A in more than 20 km. length.
- (vi) Flood in the month of August and September 2015 due to heavy rain in this region and Nepal.
- (vii) Cash flow problem of concessionaire.

(d) and (e) Yes, Sir. The progress of project is being mentioned closely at various levels. The Land Acquisition hindrances have been resolved with support of State Government Ministry of Railway has been requested to arrange additional railway rakes for supply of aggregates. Concessionaire is also in process of arranging additional fund from Bank to overcome cash flow problem.

Call centres to help accident victims

2506. DR. R. LAKSHMANAN: Will the Minister of ROAD TRANSPORT AND HIGHWAYS be pleased to state:

(a) whether Government has asked the National Highways Authority of India (NHAI) to set up call centres for helping road accident victims on National Highways so that timely treatment can be given to victims within golden hour;

- (b) if so, the details thereof;
- (c) whether NHAI has complied with this; and
- (d) if so, the details of call centre set up on National Highways, State-wise?

THE MINISTER OF STATE IN THE MINISTRY OF ROAD TRANSPORT AND HIGHWAYS (SHRI RADHAKRISHNAN P.): (a) Yes, Sir.

(b) National Highways Authority of India (NHAI) requested Department of Tele Communication (DoT) for allotment of a toll free number. DoT allotted four digit short code "1033" for Road Incident Management Services with following salient features:—

- (i) Category-I Service *i.e.* mandatory service to be provided by all Access Service Providers.
- (ii) Unrestricted *i.e.* accessible from anywhere in India and
- (iii) Non-Metered service.

(c) and (d) Indian Highway Management Company Limited (IHMCL) a company promoted by NHAI is executing the project. Based on geographical contiguity, IHMCL structured the project under six zones. Procurement of Service Provider for setting up call centre has been completed at 4 zones, as per details given below:-

West Zone – Work awarded to Bharat BPO Services Limited. Call centre to be set up at Ahmedabad. States covered include: Goa, Gujarat, Maharashtra, Rajasthan, Dadra and Nagar Haveli and Daman and Diu.

South Zone – Work awarded to Bharat BPO Services Limited. Call centre to be set up at Mysore. States covered include: Andhra Pradesh, Karnataka, Kerala, Tamil Nadu, Telangana, Andaman and Nicobar Island, Lakshadweep and Puducherry.

Delhi Zone – Work awarded to Apollo-Samarth-Dhruv JV. Call centre to be set up at Gurgaon. States covered include: Delhi, Uttar Pradesh, Uttarakhand and Madhya Pradesh.

Chandigarh Zone – Work awarded to Bharat BPO Services Ltd. Call Centre to be set up at Mohali. States covered include: Haryana, Himachal Pradesh, Jammu and Kashmir, Punjab and Chandigarh.

At Present establishment and initialization of call centre services is under testing.