

**Government of India
Ministry of Railways
(Railway Board)**

RB Tele. 14/2004

No. 93/Tele/TN/5/TES

New Delhi, dated 15.7.2004.

**General Managers (S&T),
All Indian Railways.
Production Units,
MTP / Kolkata and
CORE/Allahabad.**

**Director General/RDSO/Lucknow.
Directors/Central Training Institutes.**

**Sub: - Rationalization of STD scheme on Indian Railways
- Setting up of Directory Enquiry Services.**

**Ref: - i) Board's letter no. 92/Tele/MW/1/Vol.1 dt. 3.12.2002
ii) Board's letter nos. 2003/Tele/MWC/1 dt. 21.08.2003, 3.10.2003
& 19.2.2004**

Board wide above referred letters had issued directives for standardization / rationalization of STD scheme on Indian Railways. From information available it is noted that the scheme has since been implemented on most of the Railways/Divisions.

2. Feedback, however, has been received from some quarters that in absence of availability of directory enquiry services, the STD service is not being utilized to its full potential for want of information of telephone numbers of subscribers. Even where the directory enquiry services are available these numbers either are not accessible on the STD network or are not publicized adequately and therefore are not known to the subscribers.

3. Considering the above, it has been decided to provide directory enquiry services in all Zonal and Divisional Railway Headquarters. The number for the directory enquiry service would be standardized, as 'XX197' or 'X197' as the case may be, with the underlying principle that the last three digits of the number should be '197'. These numbers should be accessible on the STD network also. For local subscribers the service may be made accessible, wherever feasible, using the three-digit number - '197' only.

cont./-

4. In this regard, kindly refer to this office letter of even no. dt. 18.11.2003 wherein directives to standardize numbers for various telecom services, in line with the practice followed by Department of Telecommunications (DoT), on Railways switching network also were issued.

5. Necessary action for setting up and manning of the Directory Enquiry service at various locations as detailed above may please be taken/initiated immediately.

6. Following details of the Directory enquiry services proposed to be set up may be submitted to Board's office for compilation and circulation to all Indian Railways: -

'Location, STD access code, Directory enquiry number'

7. Necessary action may be taken so to ensure setting up of the directory enquiry services latest by 13/8/2004 on your Railway/organization. Information desired in para-6 above may be submitted to this office within a fortnight's time and latest by 30.07.04.


(Yog Raj) 19/7
Director/Tele