Government of India
Ministry of Railways
(Railway Board)

No. 2007/C&IS/PRS/IVRS/2 New Delhi 27-06-2007.

The General Managers,
All Indian Railways.

Sub: Port for IVRS.

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To make information about railways easily available to passengers call centres are being opened. With the opening of call centres, the IVRS will become redundant. It is, therefore, advised that no port for IVRS should be released in view of call centres being propagated. It may also be ensured that as and when the call centres stabilize all existing IVRS ports may be got released and utilized for new / existing PRS locations.

Compliance may please be reported to Board (C&IS Dte).

(Chhatrasal Singh)
Director (C&IS)

Copy to:

1. EDPM for information and necessary action if any.
2. MD/CRIS for information and necessary action if any.
3. Chief Commercial Managers (Central, Eastern, Northern, Southern and South Central Railways).