

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO.1542
ANSWERED ON 12.12.2025

RAILONE MOBILE APP AND DIGITAL TICKETING ACCESS

1542 # SMT. MAYA NAROLIYA
SHRI MAYANKKUMAR NAYAK:
SMT. RAMILABEN BECHARBHAI BARA:
SHRI MANAN KUMAR MISHRA:
SHRI SAMIK BHATTACHARYA:
DR. MEDHA VISHRAM KULKARNI:
SHRI NARAYANA KORAGAPPA:
SMT. KIRAN CHOUDHRY:
SHRI GHANSHYAM TIWARI:
SHRI BABURAM NISHAD:

Will the Minister of RAILWAYS be pleased to state:

- (a) the features of the recently launched RailOne mobile application which enables booking of reserved and unreserved tickets;
- (b) the steps taken to ensure system reliability and passenger accessibility during the expansion of Passenger Reservation System (PRS) services on mobile platforms;
- (c) the extent to which this app is integrated with the Advanced PRS and the manner in which it supports passenger preferences identified by the Ministry; and
- (d) the arrangements put in place to monitor usage trends associated with mobile-based ticketing and to address problems registered by passengers?

ANSWER

MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY
(SHRI ASHWINI VAISHNAW)

(a) to (d) : Indian Railway has recently launched RailOne App, which enables passengers to book reserved as well as unreserved tickets on mobile phone. This, in effect, brings the Passenger

Reservation System (PRS) facility to passengers' palm. The RailOne App has advanced security and privacy measures.

The App combines all the public facing services of Indian Railways like reserved ticketing, unreserved ticketing and platform ticketing, train enquiry, PNR enquiry, Railmadad, etc. into a single platform. The users can avail all these services in integrated manner through single login. The RailOne App can be downloaded from Android Play Store and Apple App Store and registration is user friendly.

Indian Railways has undertaken both administrative and technological measures for system modernization. Administrative measures include deactivation of suspicious user IDs, lodging complaints on National Cyber Crime Portal for suspiciously booked PNRs, revalidation of user IDs etc. System Improvement Measures include checks and validations, implementation of advanced Content Delivery Network and anti-bot applications with cutting edge technology to ensure smooth booking by genuine users. In addition, regular third party Audits of Indian Railways' technology infrastructure are being conducted for improvement in the system.

The App is fully integrated with the PRS backend system. Whenever any change or revamping of PRS backend is done, the same is made available to passengers through the RailOne App.

The mobile apps operate on application programming interface (API)-based technology, which requires only minimal text-based data exchange between the user's device and the servers. This ensures efficient performance for ticket booking. Regular reports are generated to monitor RailOne App downloads and usage. The users can highlight their concerns through Help & Support section provided in the RailOne App itself.
