GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

LOK SABHA
UNSTARRED QUESTION NO.2332
TO BE ANSWERED ON 21.12.2022

DIGITALIZING SERVICES AND DATABASE

2332.   **COL. RAJYAVARDHAN RATHORE:**

Will the Minister of **RAILWAYS** be pleased to state:

(a): the efforts taken by the Railways to digitalise their services and database;

(b): the steps being taken to enhance the coordination between digital initiatives and on-ground services;

(c): whether the Railways is taking any efforts to create awareness amongst the passengers and especially among rural population for their digital initiatives; and

(d): if so, the success achieved in this regard?

ANSWER

MINISTER OF RAILWAYS, COMMUNICATIONS AND ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

(a): The digitalisation of railway services and database is an ongoing process. The Information Technology applications of Indian Railways caters to transportation services (passenger and freight), fixed infrastructure (project, operations and maintenance),

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Rolling stock (manufacture, operations and maintenance) & resource management (finance, materials and human resources).

(b): The digital initiatives and on-ground services are seamlessly integrated through well documented instructions and manuals. Training of staff is also organised on need basis.

(c)&(d): To create awareness for digital initiatives, regular campaigns are organised for rural and urban population through various media. Online ticketing through mobile and website is available globally. About 80% of reserved tickets are being booked online. Mobile Application on various platforms is also available for booking reserved and unreserved tickets as well as provision of other railway services.

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