

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 2775
TO BE ANSWERED ON 06.08.2025**

PRS CENTRE IN PERAMBALUR, TAMIL NADU

2775 . THIRU ARUN NEHRU

Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that Perambalur in Tamil Nadu, does not have a computerized Passenger Reservation System (PRS) centre forcing residents to travel to other districts;**
- (b) If so, the details of the number of representations received from the public and elected officials demanding the establishment of a PRS centre in Perambalur during the last five years;**
- (c) whether any feasibility study has been conducted to assess the viability and potential passenger volume for a new reservation centre in the district;**
- (d) if so, the details thereof; and**
- (e) the details of the timeline by when the Government proposes to sanction and establish a PRS centre in Perambalur?**

ANSWER

**MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY**

(SHRI ASHWINI VAISHNAW)

(a) to (e) : Passenger Reservation System (PRS) centre at a location is established as per the extant policy guidelines and subject to technical

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feasibility and commercial viability. In accordance with the policy guidelines, one PRS centre was commissioned and is presently functional at New Bus Stand complex in Perambalur town since January 2005. This is considered adequate for the present volume of booking. Further, both reserved and unreserved tickets can be booked online also, which is an easier and convenient way to get the tickets from anywhere, anytime.

Railways has recently launched RailOne App. This App enables passengers to book reserved as well as unreserved tickets on mobile phone. This, in effect, brings the PRS facility to passenger's palm.

Proposals/representations, both formal and informal for provision of PRS centre at a location are received from Members of Parliament, elected representatives, organizations/rail users etc. at various levels including Railway Board, Zonal Railways, Divisional Office etc. As receipt of such proposals/representations is a continuous and dynamic process, centralized compendium of such requests is not maintained. However, these are examined and action as found feasible and justified is taken from time to time.
