

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO. 4504  
TO BE ANSWERED ON 20.08.2025**

**RAILONE APP**

**†4504. SHRI LUMBARAM CHOUDHARY:  
DR. LATA WANKHEDE :**

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

- (a) the various security and privacy measures in place on the RailOne App for user authentication;**
- (b) the manner in which the said App integrates various passenger services like unreserved ticketing, live train tracking, complaint redressal and e-catering;**
- (c) the various advantages offered by this integrated platform over the existing single applications; and**
- (d) the various strategies implemented to promote wider adoption of the said App?**

**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.**

**...2/-**

**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 user can avail all these services in integrated manner through single login.**

**The following are the advantages offered by this integrated platform over the existing single applications:**

- **Previously, all services were available in isolation which required separate download, separate registration and separate login for each service. Whereas in RailOne App, the passenger can access multiple passenger related services on the single platform of the App.**
- **The RailOne App provides single sign-on facility so that the user need not remember multiple login credentials for availing different services of Indian Railways.**
- **The App has Railway Wallet (R-Wallet) which can be used for purchase of reserved, unreserved and platform tickets.**
- **The App provides a smooth payment facility to the customers.**

**The RailOne App can be downloaded from Android Play Store and Apple App Store and registration is user friendly.**

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