

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 4574
TO BE ANSWERED ON 20.08.2025**

PASSENGER RESERVATION SYSTEM

4574. DR. HEMANG JOSHI :

SHRI NABA CHARAN MAJHI:

Will the Minister of RAILWAYS be pleased to state:

- (a) the details of per-minute capacity of the Passenger Reservation System (PRS) for ticket booking and enquiries;**
- (b) the details of the required capacity of the PRS needed for the current passenger traffic;**
- (c) the details of steps taken to upgrade the current PRS;**
- (d) the details of the amount of funds allocated and utilized for the upgradation;**
- (e) the timeline for making the new PRS fully operational for the public; and**
- (f) the details of the mechanisms available to scale the capacity of PRS depending on the passenger traffic?**

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (f) : Capacity enhancement and technological upgradation is an ongoing process on Indian Railways. Presently, the booking capacity of current PRS is about 25,000 tickets per minute.

Indian Railway has undertaken complete upgradation of Passenger Reservation System. It involves upgradation and replacement of hardware, software, network equipment, security infrastructure and functionalities on new technology with design capable of handling new features.

The new system is designed for more than 04 times the present capacity. To upgradation work of the existing PRS has been sanctioned at a cost of Rs.182 Crore.

Moreover, 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 passengers' palm.
