

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
LOK SABHA
UNSTARRED QUESTION NO. 1956
TO BE ANSWERED ON 11.02.2026**

**ADDITIONAL RESERVATION COUNTERS AT BUXAR, DUMRAON,
RAGHUNATHPUR AND CHAUSA RAILWAY STATIONS**

†1956. SHRI SUDHAKAR SINGH:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether despite the increasing number of passengers at Buxar, Dumraon, Raghunathpur and Chausa railway stations, only one/two reservation counters are functioning at the stations due to which common passengers particularly elderly, women and students coming from rural areas have to face a lot of difficulties in booking tickets and if so, the details thereof;**
- (b) whether the Government is planning to set up additional reservation counters at these stations;**
- (c) if so, the time by which the action is likely to be taken thereon; and**
- (d) if not, the reason for not extending the facility in these station areas nevertheless the passenger load is increasing continuously?**

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (d) Indian Railways 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.

Passengers of Buxar, Dumraon, Raghunathpur and Chausa Railway stations can utilise RailOne app or the website of Indian Railway Catering & Tourism Corporation on first come first serve basis for booking reserved tickets online. At present, approximately 88% of reserved tickets are being booked online.

Further, at present there are 3 reservation counters at Buxar whereas at Dumraon and Raghunathpur, there is one counter each functioning in both the shifts. An analysis of number of reservation related transactions handled at these locations has revealed that the existing arrangements are more than adequate to cater to the present level of traffic handled there. Passengers of Chausa railway station, in addition to online booking can also book their tickets from PRS of Buxar Railway station.
