

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
LOK SABHA
UNSTARRED QUESTION NO. 4151
TO BE ANSWERED ON 18.03.2026**

ALLOCATION OF PRS/UTS BOOKING CENTRES

4151. SHRI KUNDURU RAGHUVeer:

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government is aware that many Railway Passenger Reservation System (PRS) and Unreserved Ticketing System (UTS) booking centres in the country are being allotted predominantly to agents/operators who were already functioning earlier and if so, the details thereof;

(b) whether the Government has examined the possibility of allotting such booking centres to educated unemployed youth under a transparent selection process to promote self-employment and reduce unemployment and if so, the details thereof;

(c) the total number of booking centres allotted in the last five years and the criteria adopted for their allocation, year-wise; and

(d) whether the Government proposes to introduce a special scheme/youth-focused franchise model to enable wider participation of unemployed youth in railway ticketing services particularly in rural and semi-urban areas and if so, the details thereof?

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (d) With a view to facilitating passengers in booking both reserved and unreserved tickets, Indian Railways has introduced various technological solutions, such as the RailOne App, which is in addition to the conventional modes of booking through counters of Indian Railways. Through this app., passengers can book reserved as well as unreserved

tickets on mobile phone. This, in effect, brings the Passenger Reservation System (PRS) facility as well as Unreserved Ticketing System (UTS) to passengers' palm. The RailOne App has advanced security and privacy measures.

The total number of downloads of RailOne App and number of daily average tickets booked (both reserved and unreserved) through it (till 15-03-2026) are tabulated below:

Total number of downloads	2.57 Cr.
Average daily number of tickets booked	7.64 Lakh

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. In addition, passengers also have the facility to book reserved tickets through the app/website of Indian Railway Catering and Tourism Corporation. At present approximately 88% of reserved tickets are being booked online.

Further, Indian Railways also engages various types of agents which are as follows:

Unreserved tickets

- i. Halt agents**
- ii. Jan Sadharan Ticket Booking Sevak (JTBS)**
- iii. Station Ticket Booking Agents (STBA)**
- iv. M-UTS Sahayaks**

Reserved as well as unreserved tickets

- i. Yatri Tickets Suvidha Kendra Licensee (YTSKL)**

In addition, Indian Railway Catering & Tourism Corporation (IRCTC) engages E-ticketing agents for issuing reserved e-tickets.

There is no condition for having experience in issuing railway tickets for getting engaged as Halt agent, JTBS, STBA and M-UTS Sahayak. As such, these schemes are open to eligible individuals including educated unemployed youth and hence promote self-employment and improve access to railway ticketing facilities especially in rural and semi-urban area. Since in addition to unreserved tickets, YTSKLs also issue reserved tickets, which require a basic understanding of Railway Ticketing, for YTSKLs, a minimum of 02 years' experience in Railway Ticketing is required.

Agents are appointed for a fixed tenure in accordance with the scheme's terms and conditions and may be terminated for any breach of those terms. Renewal of appointments and the invitation of fresh applications upon expiry of tenure is a continuous and ongoing process.
