

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO. 4360  
TO BE ANSWERED ON 18.03.2026**

**RAILWAY RESERVATION FACILITY FOR LAKSHADWEEP**

**4360. SHRI MUHAMMED HAMDULLAH SAYEED:**

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

- (a) whether the Government is aware that the facility of reservation of railway tickets for residents of the Union Territory of Lakshadweep has been discontinued and if so, the details thereof and if not, the reasons therefor;**
- (b) whether the Government has any proposal to reinstate the reservation of railway tickets for the residents of Lakshadweep and if so, the details thereof;**
- (c) the details of the expected timeline for restoration of this facility; and**
- (d) the details of the steps being taken to ensure that residents of Lakshadweep have fair and affordable access to railway services connecting them to the mainland?**

**ANSWER**

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

**(SHRI ASHWINI VAISHNAW)**

**(a) to (d) : Railways has launched RailOne App on 01.07.2025. This App enables passengers to book reserved as well as unreserved tickets on mobile phone. This 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.**

**....2/-**

**The user can avail all these services in integrated manner through single sign-on facility so that the user need not remember multiple login credentials for availing different services of Indian Railways.**

**The RailOne App has Railway Wallet (R-Wallet) which can be used for purchase of reserved, unreserved and platform tickets. The App can be downloaded from Android Play Store and Apple App Store. The registration is user friendly. This, in effect, brings the Passenger reservation system facility to passenger's palm.**

**The details of total number of downloads and total number of transactions (both reserved and unreserved tickets) of RailOne App for the period 01.07.2025 to 14.03.2026) are tabulated below:**

<b>Total number of downloads</b>	<b>2.57 Cr.</b>
<b>Total number of transactions (both reserved and unreserved tickets)</b>	<b>5.16 Cr.</b>

**At present more than 87% reserved tickets are issued online which provides an option to get railway reservation tickets from anywhere, anytime.**

**The facility for provision of reservation of railway tickets was available at Kavaratti Island, Androth Island & Minicoy Island. However, this facility was discontinued due to poor patronage in 2004 with an average utilisation of only about 20 forms per month.**