

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO.1870  
TO BE ANSWERED ON 09.03.2016**

**IT ENABLED APPS FOR TRANSPARENCY**

**1870. SHRI C. MAHENDRAN:**

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

- (a) whether the IT enabled applications introduced by the Railways to bring transparency are on the sidelines of Digital India initiative;**
- (b) if so, the details thereof; and**
- (c) the benefits likely to accrue to passengers as a result thereof?**

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF RAILWAYS**

**(SHRI MANOJ SINHA)**

**(a) to (c) Yes, Madam. Railways have introduced several IT enabled applications to bring transparency on the sidelines of Digital India initiative. The details and benefits accruing to passengers are as under:**

- 1. Computerised Passenger Reservation System (PRS) – This system helps in computerised booking of reserved accommodation on trains in a transparent manner. Mobile application for reserved ticketing has also been launched.**

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- 2. Computerised Unreserved Ticketing System (UTS) – This system is implemented for issuing unreserved tickets across counters. Mobile application for unreserved ticketing has also been launched in suburban sections.**
  
- 3. Computerised booking of Railway Retiring Rooms – Passengers can book retiring rooms online.**
  
- 4. Several other IT applications viz., train running status enquiry through Interactive Voice Response System (IVRS), computerised booking of parcels, complaint management, etc., have also been implemented for passenger convenience.**

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