GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

LOK SABHA
UNSTARRED QUESTION NO. 5212
TO BE ANSWERED ON 02.04.2025

DIGITAL SERVICES AT RAILWAY STATIONS

5212. SHRI MANI A:

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

(a) the current status of digital services at Railway Stations such as mobile ticketing and online reservations, for railway passengers in the country including Tamil Nadu;

(b) the number of railway stations in Tamil Nadu currently offering free Wi-Fi services to passengers along with the details of plans to expand this facility;

(c) the percentage of train tickets in the country currently being booked through mobile ticketing and online reservation systems;

(d) whether any efforts are being made by the Government to streamline or improve the user experience of mobile ticketing and online reservation platforms for passengers in the country, if so, the details thereof;

(e) the number of railway stations in the country equipped with Wi-Fi services along with the details of plans, if any, to extend Wi-Fi coverage to more rural or smaller stations; and

(f) whether the Government has taken steps to improve internet speeds and reliability of Wi-Fi services at major railway stations in Tamil Nadu, if so, the details thereof?

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (f): Currently digital ticketing services are available to passengers through IRCTC Rail Connect App for reserved tickets and UTS on Mobile Application for unreserved tickets. The Percentage of online reserved train tickets booked currently is approximately 86% and nearly 8% of unreserved tickets are being booked through UTS on Mobile Application on Indian Railways. Additionally, Application Programming Interface (API) has been shared with various private applications through which reserved tickets can be booked.

Indian Railways have provided free Wi-Fi services at nearly 6,115 railway stations so far including 415 railway stations in Tamil Nadu. In addition, almost all the railway stations have 4G/5G coverage provided by the Telecom Service providers. These networks are also being utilized by passengers for data connectivity resulting in enhanced passenger experience.

Expansion of the facilities, system improvement and technological upgradation is an ongoing process on Indian Railways subject to technical feasibility and available resources.

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