



RailOne App Reaches 4.76 Crore Downloads, Records 10 Lakh Daily Average Ticket Bookings

RailOne App Integrates Reserved, Unreserved & Platform Ticketing, Train & PNR Enquiry, RailMadad and Other Key Railway Services on a Single Platform

NTES Handles Over 6 Crore Daily Enquiries and 80,000 Concurrent Users, Reducing Queues & Waiting Time at Railway Enquiry Counters

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With a view to expand digital mode of procurement of reserved as well as unreserved tickets 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. This, in effect, brings the Passenger reservation system facility to passenger's palm. The App facilitates users to access multiple services through Single-Sign-On (SSO) facility eliminating the necessity of downloading multiple Applications of Railways & remembering several passwords.

The details of transactions through Railone app as on 02.08.2026 are as under: -

Daily Average tickets	10 lakhs
Reserved tickets	2.79 lakhs
Unreserved tickets	7.24 lakhs
Downloads	4.76 crores

The National Train Enquiry System (NTES), implemented in the year 2000, provides passengers with near real-time train running information, including arrival/departure status and train schedules through multiple interfaces such as enquiry counters, the NTES website, mobile applications (Android & iOS) and the nationwide Rail Enquiry Number 139. Its key features include Spot Your Train, Live Station, Train Schedule, and Trains between Stations, enabling passengers to access authentic and reliable information conveniently. The NTES mobile application, launched in October 2014 (Android) and October 2015 (iOS), has recorded more than 4.5 crore downloads on Android and 16 lakh downloads on iOS as on 01.08.2026. At present, NTES handles about 80,000 concurrent users and processes over 6 crore enquiries daily. It has been generally appreciated by the passengers.

The deployment of the National Train Enquiry System (NTES), which provides passengers with easy access to authentic and near real-time train running information through multiple digital platforms including the website, mobile applications and Rail Enquiry Number 139, has significantly reduced the

need for passengers to visit railway enquiry counters. Consequently, this has helped in reducing queues and waiting time at enquiry counters.

In cases of train cancellation, the online e-ticketing system NGeT(Next Generation E-ticketing) automatically initiates the process of refund immediately after the scheduled time of departure of the train and the applicable refund is credited to the passenger's bank account. Automatic refunds linked to train cancellation are presently available only for e-Tickets booked online and are not available for counter tickets in which case the passenger holding counter ticket is required to visit nearest PRS counter.

RailOne is the Official App of Indian Railways which provides integrated platform for all public facing services of IR. It offers reserved, unreserved and platform ticketing, journey plan, train information, passenger support and allied railway services through a single, seamless mobile application.

Presently approximately 89% of the reserved tickets are booked online as compared to about 49% in 2013-14. Unreserved tickets booked through various non-counter modes has increased to nearly 39%.

This information was provided by the Union Minister for Railways, Information & Broadcasting and Electronics & Information Technology, Shri Ashwini Vaishnaw, in a reply to a question in the Lok Sabha today.

Dharmendra Tewari/ Dr. Nayan Solanki/ Ritu Raj/ Vanshita Jaiswal

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