New Passenger Reservation System Capable of generating over 1.5 lakh rail tickets per minute, i.e. about five times the current capacity of 32000 tickets in a minute, to be ready by year end.

Indian Railways to make Passenger Reservation System multilingual with Focus on Passenger Convenience and Smart Ticketing

To improve your travel uncertainty, Railway Ministry to soon implement advanced charting of waitlisted tickets; For trains departing before 2 pm, chart will be prepared by 9 pm previous day

Tatkal Booking to Have Broad-Based Authentication via Aadhaar or Govt ID Linked to DigiLocker for Enhanced Security and Transparency

Ticket Enquiry Capacity to Rise Tenfold—From 4 Lakh to Over 40 Lakh Enquiries Per Minute in New PRS System

Indian Railways is committed to making the end-to-end travel experience passenger-centric. A passenger's journey with the railways begins at the stage of ticket reservation. Railways is undertaking a series of steps to make ticket booking easier.

Railway Minister Shri Ashwini Vaishnaw recently reviewed the progress of these reforms. He emphasized that the ticketing system should be smart, transparent, accessible, and efficient. Planning should focus on passenger convenience. The system must ensure a smooth and comfortable travel experience to our passengers.

Improved advanced charting to have certainties of travel plan

Charting: Currently, the reservation chart is prepared four hours before the departure of the train. This creates uncertainty in the minds of passengers. Wherever passengers are coming from a nearby area to catch the train, this uncertainty can cause serious problems.

To remove this uncertainty, the railway board has proposed preparing the reservation chart eight hours before the departure. For trains departing before 1400 hours, the chart will be prepared the previous day at 2100 hrs itself. The Railway Minister agreed with this proposal and directed the board to start implementing this in phases so that there is no disruption.

This move will reduce uncertainties for passengers with waitlist tickets. The passengers

will get the first update on waitlist status well in advance. It will benefit passengers travelling from remote locations or suburbs of major cities for catching long distance trains. It will also provide more time to make alternative arrangements in case the wait list is not confirmed.

Modern Passenger Reservation System (PRS) by December 2025

The Railway Minister reviewed the upgradation of the passenger reservation system.The project is being executed for the last few months by CRIS.

The new upgraded PRS design is agile, flexible, and scalable to handle ten times the current load. It will significantly enhance the ticket booking capacity. The new PRS will allow over 1.5 lakh ticket bookings per minute. This will be an increase of roughly five times from 32,000 tickets per minute in the current PRS.

The ticket enquiry capacity will jump ten times i.e. from 4 lakh to over 40 lakh per enquiry will be possible in a minute time.

The new PRS also has a multilingual and user-friendly booking and enquiry interface.

In the new PRS, users will be able to submit their choice of seat and see the fare calendar. It also has integrated facilities for Divyangjan, students, patients, etc.

Streamlined authentication for Tatkal bookings Indian Railways will allow only authenticated users to book Tatkal tickets on IRCTC website and mobile app beginning 1st July, 2025.

Further, OTP-based authentication will be done for Tatkal bookings from the end of July, 2025.

The Railways Minister instructed officials to broadbase the authentication mechanism for Tatkal bookings.The authentication should be done using Aadhaar or any other verifiable Government ID available in the user's DigiLocker account.

These measures reflect the continuous efforts of Indian Railways to modernise its systems and make them more citizen friendly.

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