



दक्षिणरेलवे/SOUTHERN RAILWAY
चेन्नैमंडल/CHENNAI DIVISION

No. PUB/MAS/2025/11/01

Date: 03.11.2025

प्रेसविज्ञप्ति / PRESS RELEASE

**SMART TICKETING FOR PASSENGERS - M-UTS SAHAYAK SCHEME
LAUNCHED AT CHENNAI CENTRAL RAILWAY STATION.**

In a major step towards promoting digital ticketing and enhancing passenger convenience, Chennai Division of Southern Railway has successfully launched the **M-UTS (Mobile Unreserved Ticketing System) Sahayak Scheme** today at **Dr. M.G. Ramachandran Central Railway Station (MAS)**.

The M-UTS Sahayak Scheme introduces a smart, technology-driven system for issuing unreserved tickets. Trained Sahayaks, equipped with **mobile phones and Bluetooth-enabled printers**, can issue unreserved tickets seamlessly **near booking counters and in passenger circulation areas**, providing greater flexibility, accessibility and ease of travel for passengers.

The project at Chennai Central is part of a pilot scheme identified by the Railway Board, covering five NSG-1 category stations across the country.

The introduction of M-UTS Sahayaks is expected to significantly reduce queues at ticket counters, speed up the ticketing process and enhance passenger satisfaction, particularly during peak travel periods.

This initiative underscores Chennai Division's strong commitment to passenger-friendly services. Through the M-UTS Sahayak Scheme, the Division is taking a significant step in leveraging modern technology to improve ticketing systems, reduce waiting times and make travel smoother and more convenient. It marks yet another milestone in Chennai Division's ongoing efforts to enhance efficiency, adopt digital solutions, and offer a better travel experience to all rail commuters.

SD/

ए. एलुमलै) / A.Elumalai)

जनसंपर्कअधिकारी / Public Relations Officer

चेन्नैमंडल / Chennai Division/S.Rly

Follow us

<https://sr.indianrailways.gov.in/index.jsp>

<https://twitter.com/DrmChennai>

<https://www.facebook.com/Chennai-Division-Southern-Railway-103282828869816>