

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 1312
TO BE ANSWERED ON 14.12.2022**

REVENUE OF IRCTC

**1312. SHRI SELVAM G. :
SHRI GAJANAN KIRTIKAR:
SHRI DHANUSH M. KUMAR:
SHRI C.N. ANNADURAI:
SHRIMATI MANJULATA MANDAL:**

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the revenue earned by IRCTC during each of the last three years has drastically reduced and if so, the details thereof and the reasons therefor;**
- (b) the revenue generated by IRCTC during the said period;**
- (c) the estimated number of rail passengers who have used IRCTC for booking train tickets during the last three years and the current year;**
- (d) the new features introduced by IRCTC for rail passengers during the above period;**
- (e) whether any awareness programme has been launched among masses living in rural areas about booking of tickets through IRCTC and if so, the details thereof;**
- (f) whether IRCTC has lower valuation as compared to other e-commerce companies despite the monistic position, higher web traffic and sales;**
- (g) if so, the details thereof; and**
- (h) the steps taken to provide quality service to customers and also increase the revenue of IRCTC?**

ANSWER

**MINISTER OF RAILWAYS, COMMUNICATIONS AND ELECTRONICS &
INFORMATION TECHNOLOGY
(SHRI ASHWINI VAISHNAW)**

(a) to (h): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (h) OF UNSTARRED QUESTION NO. 1312 BY SHRI SELVAM G., SHRI GAJANAN KIRTIKAR, SHRI DHANUSH M. KUMAR, SHRI C.N. ANNADURAI AND SHRIMATI MANJULATA MANDAL TO BE ANSWERED IN LOK SABHA ON 14.12.2022 REGARDING REVENUE OF IRCTC

(a) & (b): Yes, Sir. Revenue during FY 2020-21 has reduced drastically as compared to FY 2019-20 due to travel restrictions imposed during Covid -19 by the Government of India. However, after lifting of restrictions and starting of cooked food in trains during FY 2021-22, the revenue again gradually increased.

Total revenue for last three year is as under:

Financial Year	Total Revenue (₹ In Cr.)
2019-20	2342.41
2020-21	861.64
2021-22	1952.30

(c) The estimated number of rail passengers who have used IRCTC for booking train tickets during the last three years and the current year is as under:

Year	Passengers (In lakhs)
2019-20	5229.63
2020-21	3052.67
2021-22	7343.26
2022-2023 (till 31st October)	4607.63

(d): Details are Appended.

(e): IRCTC has launched its website and Rail Connect mobile app to reach out to the customers throughout the country. IRCTC authorized agents including Common Service Centers under rural areas also help in reaching IRCTC services to the remote and rural areas of the country.

(f) & (g): Apart from IRCTC, there are various key players across online ticketing, such as Makemytrip, Easemytrip, etc. However, the business of these companies cannot be compared with IRCTC, due to the presence of the IRCTC in other segments such as Catering, Travel and Tourism and Railneer in addition to Internet Ticketing. The Company's market capitalization has, however, increased to Rs. 61,976 Crore as on 31st March, 2022 from Rs. 11,644 Crore since its listing (14th October, 2019).

(h): Steps taken to provide quality service to customers and increase the revenue are appended.

APPENDIX REFERRED TO IN REPLY TO PARTS (d) & (h) OF LOK SABHA UNSTARRED QUESTION NO. 1312 BY SHRI SELVAM G, SHRI GAJANAN KIRTIKAR, SHRI DHANUSH M. KUMAR, SHRI C.N. ANNADURAI AND SHRIMATI MANJULATA MANDAL TO BE ANSWERED IN LOK SABHA ON 14.12.2022 REGARDING REVENUE OF IRCTC

I - New Features introduced for rail passengers in catering & e-ticketing:

- **Upgradation of Base Kitchen/Kitchen Units undertaken.**
- **CCTV Cameras have been installed in upgraded Base Kitchens /Kitchen Units for better monitoring of food preparation right at the source. Real time monitoring of the base kitchens through Artificial Intelligence and sharing of live streaming.**
- **Deployment of on board IRCTC supervisors on trains.**
- **QR codes have been introduced on food packets enabling display of details like name of kitchen, date of packaging, expiry date etc.**
- **Segregation of veg and non-veg food by means of stickers on food packets.**
- **To generate printed bills and invoice reflecting all details of transactions undertaken at catering units, hand held POS machines have been provided in catering units.**
- **Awareness Campaigns launched:**
 - **MRP on all products- " No MRP, the licence get cancelled"**
 - **No Bill- The food is for FREE.**
- **'No Tips' is stitched/displayed on the uniforms of service providers.**
- **Third Party Audit is done to examine hygiene and cleanliness in Pantry Cars and Kitchen Units. Customer satisfaction survey is also conducted.**
- **To ensure compliance of Food Safety Norms, Food Safety and Standards Authority of India (FSSAI) certification from Designated Food Safety Officers of each catering unit has been made mandatory.**

- **Food Safety Supervisors have been deployed at Kitchen Units to monitor food safety and hygienic practices.**
- **Regular and surprise inspections are conducted by Railway/ IRCTC officials including Food Safety Officers.**

II – Initiatives on e-ticketing:

1. **Launch of IRCTC – SBI Cobranded Credit Card on Rupay Platform 28-Jul-2020.**

IRCTC and SBI have together launched a new Co-Branded Contactless Credit Card on RuPay Platform of NPCL.

- **The Card is Designed to reward Frequent Railway Travellers, wherein the new Co-Branded Credit Card offers the rail passengers maximum savings proposition on their travel together with exclusive benefits on retail, dining and entertainment as well as transaction fee waivers.**
2. **Loyalty Scheme for IRTC own Tejas Trains: The Loyalty Scheme for Tejas Trains has been launched w.e.f. 10.10.2020. In the Loyalty Scheme, benefits will be given to the passengers who book their tickets for travelling in IRCTC Tejas Trains by using IRCTC SBI Cobranded Premier Card.**
 3. **Launch of IRCTC New User Interface – 31-Dec-2020:**
Salient features of New UI on website Mobile App are:
 - **Customized Prompts for individual's (on login) Dashboard for Last Transaction, Upcoming Journeys, booking Meals, Hotel and Retiring Room.**
 - **Intelligent Journey and Stations Suggestions from Recent Searches / bookings: Display of Most booked stations and Routes by the individual (on login) or generally, first in the dropdown list of "From Stations".**

4. **E-Ticketing Solution for Central Paramilitary Forces: IRCTC has developed e-ticketing application for Paramilitary Forces for booking reserved rail e-tickets to their personnel. The online ticketing system will bring a major relief to these Central Paramilitary Forces in handling their reserved train ticket requirements and also from cumbersome manual processes for Railway Warrant management and their reconciliation and accounting between Indian Railways and Ministry of Home Affairs.**

- **E-ticketing system was commissioned for Assam Rifles for booking Reserved Rail e-tickets on 06-Oct-2020.**
- **E-ticketing system was commissioned for Central Industrial Security Force (CISF) for booking Reserved Rail e-tickets on 04-Feb-2022.**
- **E-ticketing system was commissioned for Border Security Force (BSF) for booking Reserved Rail e-tickets on 17-Feb-2022.**

5. **Retiring Room booking facility in IRCTC Rail Connect Mobile App: This feature enables the passenger with booking of Retiring Rooms for the tickets booked through App, at the stations wherever available (27-Apr-21).**

6. **Infant Divyaang Concession Booking with Escort in IRCTC Rail Connect Mobile App and Website: Divyang Concession booking for the Infants can now be done through IRCTC Rail Connect Mobile App (Android, 22-Sep-2021) and Website www.irctc.co.in (25-Aug-2021).**

7. **E-ticket booking through AskDisha Chatbot (31-Mar-2022): For the first time, railway e-tickets can be purchased in a convenient conversational manner using voice and chat, even without the need for an IRCTC password. The system requires no passwords but will work based on the One Time Password (OTP) sent to the mobile number. AskDisha (Digital Interaction to Seek Help Anytime) is an Artificial Intelligence and Machine learning based Chatbot, that answers queries pertaining to various services offered by IRCTC through which customer can now book reserved rail e-tickets also.**
