इंडियन रेलवे केटरिंग एण्ड टूरिज्म कॉरपोरेशन लिमिटेड
(भारत सरकार का उद्यम–मिनी रत्न)
INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.
(A Govt. of India Enterprise-Mini Ratna)
IRCTC
"CIN-L74899DL1999GOI101707" E-mail : info@irctc.com Website : www.irctc.com

No. 2023/IRCTC/CS/AGM-24 **August 01, 2023**

BSE Limited 1st Floor, New Trade Wing, Rotunda Building Phiroze Jeejeebhoy Towers, Dalal Street Fort, Mumbai – 400 001 **Scrip Code: 542830**	**National Stock Exchange of India Limited** "Exchange Plaza",C-1, Block-G, Bandra-Kurla Complex, Bandra (East), Mumbai – 400 051 **Scrip Symbol: IRCTC**

Sub: Business Responsibility & Sustainability Report for the FY 2022-23

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("Listing Regulations"), please find enclosed herewith the Business Responsibility and Sustainability Report (BRSR) for the Financial Year 2022-23, which also forms part of the Annual Report for Financial Year 2022-23.

This is for your information and record please.

Thanking You,

Yours faithfully,
For Indian Railway Catering and Tourism Corporation Limited (IRCTC)

SUMAN KALRA

Digitally signed by SUMAN KALRA
DN: c=IN, o=PERSONAL, title=8303, pseudonym=509d150bca62026fffdee75afab37a17a5ece3abb1207faaeedbd7b92127fffd, postalCode=110070, st=Delhi, serialNumber=4deeb12f23f611e01f72faebd9647ad036cef3343d11ad1af4409df02068217c, cn=SUMAN KALRA
Date: 2023.08.02 16:25:30 +05'30'

(**Suman Kalra**)
Company Secretary and Compliance Officer
Membership No: FCS 9199

Encl: as above

Business Responsibility and Sustainability Report (BRSR)

SECTION A : GENERAL DISCLOSURE

I. Details of the listed entity

1.	**Corporate Identity Number (CIN) of the listed entity**	L74899DL1999GOI101707
2.	**Name of the Listed Entity**	Indian Railway Catering and Tourism Corporation Limited (IRCTC)
3.	**Year of Incorporation**	1999
4.	**Registered Office Address**	11th Floor, B-148, Statesman House, Barakhamba Road, New Delhi -110001
5.	**Corporate Address**	11th Floor, B-148, Statesman House, Barakhamba Road, New Delhi -110001
6.	**E-mail**	investors@irctc.com
7.	**Telephone**	011- 22311263-64
8.	**Website**	www.irctc.com
9.	**Financial year for which reporting is being done**	2022-23
10.	**Name of Stock Exchange(s) where shares are listed**	BSE & NSE
11.	**Paid-up Capital**	₹ 1,60,00,00,000
12.	**Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report.**	Mr. Rajesh Rana, General Manager (Quality Projects & Corporate Co-ordination) and Chief Risk Officer (CRO) Tel.: 011-23311264 E-mail: rrana2473@irctc.com
13.	**Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)**	The report includes the company's social and governance performance on a standalone basis. The environmental disclosures are based on the performance of its businesses within its organizational boundaries where it has operational control. Exclusions from GHG Emissions: Area office and refrigerant emission form vehicles.

II. Products/Services

14. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of turnover of the entity
1.	Catering	Catering services offer a range of options, including E-catering, Mobile Catering, & other catering services also, IRCTC manages executive lounges.	41.53%
2.	Internet Ticketing Services	Internet Ticketing service allows users to conveniently book e-tickets for train, bus, flight, and hotel reservations, providing a one-stop platform for seamless travel planning and bookings.	33.70%
3.	Rail Neer	Rail Neer service provides packaged drinking water services, ensuring high-quality and safe drinking water for passengers during train journeys.	8.85%

S. No.	Description of Main Activity	Description of Business Activity	% of turnover of the entity
4.	Tourism	Tourism service offers domestic and international tour packages, air ticketing services, corporate travel arrangements, and a wide range of tourism activities.	11.59%
5.	State Teertha	State Teerath services offer pilgrimage and religious tour packages for spiritual journeys across various states in India	4.33%

15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of turnover of the entity
1.	Catering	561, 562	41.53%
2.	Internet Ticketing Services	631, 799	33.70%
3.	Rail Neer	110	8.85%
4.	Tourism	791	11.59%
5.	State Teertha		4.33%

III. Operations

16. Number of locations where plants and/or operations/offices of the entity are situated

Location	Number of Plants	Number of Office	Total
National	27 (16 Rail Neer Plants and 11 Base Kitchens)	18 (5 Zonal Offices, 10 Regional Offices, 1 Corporate Office, 1 Internet Ticketing Office and 1 Tourism Office)	45
International	Nil	Nil	0

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	13
International (No. of Countries)	Nil

b. What is the contribution of exports as a percentage of the total turnover of the entity?

IRCTC does not engage in exports as part of its business operations. The primary focus of IRCTC is to provide services and facilities related to Indian Railways within the country. As a result, the entity does not have any contribution from exports in terms of its total turnover. The core activities of IRCTC revolve around domestic railway services, catering, tourism, and related operations, catering to the needs of passengers and travelers within India.

c. A brief on types of customers

IRCTC serves a diverse range of customers across various segments. In catering, it caters to regular railway commuters, business travelers, tourists, pilgrims, students, and more. In internet ticketing services, it serves regular railway commuters, business travelers, tourists, students, and government officials for booking bus, train tickets, hotels, and more. Rail Neer provides packaged drinking water for all train passengers. In tourism, IRCTC serves vacationers, cultural enthusiasts, medical tourists, students, government officials, and foreign diplomats. IRCTC aims to meet the specific needs of each segment, providing tailored services and experiences.

IV. Employees

18. Details as at the end of Financial Year

a. Employees and workers (including differently-abled)

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (B)	% (B/A)
		Employees				
1.	Permanent (D)	1,356	1,242	91.59	114	8.40
2.	Other than permanent (E)	873	662	75.89	211	24.16
3.	**Total Employees (D+E)**	**2,229**	**1,904**	**85.42**	**325**	**14.58**
		Workers				
4.	Permanent (F)	Not Applicable				
5.	Other than permanent (G)					
6.	**Total Employees (F+G)**					

b. Differently abled Employees and worker

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (B)	% (B/A)
		Differently abled Employees				
13	Permanent (D)	13	13	100.00	0	0.00
0	Other than permanent (E)	0	0	0.00	0	0.00
13	**Total Employees (D+E)**	**13**	**13**	**100.00**	**0**	**0.00**
		Differently abled Workers				
4.	Permanent (F)	Not Applicable				
5.	Other than permanent (G)					
6.	**Total Employees (F+G)**					

19. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. & Percentage of Females	
		No. (B)	% (B/A)
Board of Directors	7	1	14.29
Key Management Personnel	4	2	50.00

20. Turnover rate for permanent employees and workers

Particulars	Turnover rate in 2022-23			Turnover rate in 2021-22			Turnover rate in 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	0.16%	1.75%	0.29%	1.54%	0.87%	1.49%	2.37%	0.00%	2.18%
Permanent Workers	Not Applicable								

V. Holdings, Subsidiaries and Associate Companies (including joint ventures)

21. Names of holding / subsidiary / associate companies / joint ventures

Name of the holding/subsidiary/ associate/ companies/joint ventures (A)	Indicate whether holding/ subsidiary/ associate/joint venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
Royale Indian Rail Tours Limited (RIRTL)	Joint Venture	50	No. The company's only Joint Venture with Cox & Kings Limited, with 50:50 equity in the name of Royale Indian Rail Tours Limited (RIRTL), was incorporated on November 27, 2008 with an objective to acquire, furnish, maintain, manage and operate luxury trains and to market holiday packages with such luxury trains as an integral part. Accordingly, a luxury train having 23 coaches was manufactured, fabricated and funded by the company and was marketed in the name of Maharajas' Express and was leased to the Royale Indian Rail Tours Limited (RIRTL) for the purpose of running, operating and managing the luxury tourist train for a period of 15 years. However, due to certain issues between the equity partners, the lease of the luxury train was withdrawn and the JV Agreement dated December 10, 2008 was terminated on August 12, 2011. The Hon'ble Supreme Court permitted IRCTC to operate the said luxury train. Cox & Kings Limited initiated arbitration proceedings seeking restoration of Joint Venture Agreement. The final arguments have been addressed before Arbitral Tribunal and the Award has been reserved vide hearing dated 09.05.2023. IRCTC has also filed a petition against Royale Indian Rail Tours Limited (RIRTL) and Cox & Kings Limited and others before National Company Law Tribunal (NCLT) (erstwhile Company Law Board) under sections 388B, 397, 398, 399 and 403 of the Companies Act, 1956 and the said petition is sub-judice and listed for arguments. NCLT has declared the said company (RIRTL) to be in managerial dispute. Details of the Joint Venture are covered in the notes to accounts of the financial statements for the periods ending March 31, 2023 vide note no. 37.3 and 45. The parties have also taken permission from the NCLT for not holding the Board and General meetings of RITRL without its approval in July, 2013. As a result, RIRTL's involvement in IRCTC's Business Responsibility initiatives did not take place.

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)

Yes, CSR is applicable to IRCTC.

(ii) Turnover (₹) ₹ 35,41,57,00,000/-

(iii) Net worth (in ₹) ₹ 24,78,40,00,000/-

VII. Transparency and Disclosure Compliances

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes, https://www.irctc.com/assets/images/CSR-Vision-Document.pdf	Nil	-		Nil	-	
Investors (other than shareholders)	The Chief Investor Relations Officer (CIRO), Compliance Officer and Registrar (Alankit Assignments Limited) serve as a point of contact for investors seeking information and assistance, and their contact information is available on the IRCTC website at https://irctc.com/investor-contact.	Nil	-		Nil	-	
Shareholders	Stakeholders Relationship Committee https://www.irctc.com/board-committees.html , SCORES https://scores.gov.in/scores/Welcome.html	44	Nil	The complaints are resolved effectively according to the established mechanism.	Nil	-	
Employees & Workers	Employee portal, Staff grievance register, Wistleblower Policy, https://www.irctc.com/assets/images/Whistle_Blowers_new.pdf POSH Mechanism https://www.irctc.com/assets/images/IRCTC%20Policy%20for%20Prevention%20OF%20Sexual%20Harassment%20Of%20Women%20At%20Workplace_12_6_23.pdf	3	1	The complaint received is year ending.	1	Nil	

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Customers*	CPGRAM, Rail Madad, MORLY, Social Media Platforms https://railmadad.indianrailways.gov.in https://pgportal.gov.in	2,51,703	52	The cases primarily involve daily delivery services during travel, with most complaints related to status updates, delivery updates, and ticket cancellations.	1,05,469	Nil	
Value Chain Partners	CPGRAM, MORLY https://pgportal.gov.in/	2	Nil	The mechanism in place ensure that complaints are resolved in a timely manner.	Nil	-	
Other (Please specify)		-	-	-	-	-	-

**The reported figures exclude general queries of railway customer reported on a daily basis regarding transactional glitches, and most of the complaints are not part of IRCTC's service delivery.*

24. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format.

Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Climate Change	Risk	Risks include extreme weather events, rising energy costs, regulatory chawC's operations contribute to greenhouse gas emissions and energy consumption.	• Implement energy-efficient technologies • Adopt renewable energy sources • Optimize train operations, monitor emissions • Engage in carbon offset projects	Initial investments required, but long-term benefits include reduced energy costs, potential savings from renewables, and enhanced brand reputation.

Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Employee Health & Safety	Risk and Opportunity	Prioritizing employee health and safety is crucial for a productive and responsible workplace. Risks include accidents, injuries, legal liabilities, and reputational risk. Opportunities include enhanced employee well-being, reduced absenteeism, and improved productivity.	• Implement robust safety protocols • Provide safety training • Conduct regular safety inspections • Maintain a safe work environment • Adhere to occupational health and safety regulations • Promote employee wellness programs • Offer healthcare benefits • Prioritize mental health support	Investments in safety equipment, training, inspections, wellness programs, and healthcare benefits. Positive implications: improved employee well-being, productivity, reduced absenteeism, and potential cost savings from reduced accidents and injuries.
Waste Management	Risk and Opportunity	Essential for sustainability and compliance. Risks include pollution, penalties, and resulting reputational risk. Opportunities include waste reduction, recycling, cost savings, and meeting RailNeer EPR target.	• Implement waste management practices • Recycling, and responsible disposal • Set EPR target for RailNeer bottles • Conduct waste audits • Promote awareness, collaborate with waste management partners • Explore sustainable packaging alternatives.	Investments in waste management infrastructure, recycling, awareness campaigns, and potential cost savings. Positive implications: reduced environmental impact, compliance, meeting EPR target, and potential cost savings.
Business Ethics & Integrity	Opportunity	Crucial for trust, reputation, and long-term success. Opportunities include enhanced reputation and sustainable practices.	• Establish ethics code • Promote ethical behavior • Provide training • Strengthen internal controls • Foster integrity • Engage in transparent and responsible practices. • Implementation of ISO 37001 as a mechanism to display commitment as per standard international practice.	Investments in ethics training, compliance mechanisms. Positive implications: enhanced reputation, trust, and sustainability.

Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Water Management	Risk and Opportunity	Effective water management is essential for sustainable operations and responsible resource utilization. Risks include water scarcity, regulatory compliance, and reputational impact. Opportunities arise from efficient water use, conservation, and mitigating environmental impacts.	• Conduct water audits, implement water conservation measures • Explore alternative water sources, such as rainwater harvesting, • Invest in water-efficient technologies and processes • Collaborate with stakeholders to address water-related challenges	Initial investments in water management infrastructure, equipment, and technologies. Positive implications include reduced water consumption, cost savings, regulatory compliance, and improved environmental performance.
Human Rights and Diversity, Equity & Inclusion	Risk and Opportunity	Important for fair workplaces, positive employee experiences, and stakeholder trust. Risks include discrimination, legal issues, reputation risk, and challenges in supply chain extension. Opportunities include attracting talented work force, fostering diversity, and enhancing employee well-being.	• Promote equal opportunities • Provide DEI training • Create safe work environment • Engaging in community initiatives supporting human rights.	Investments in DEI training, diversity programs, policy development. Positive implications: improved employee satisfaction, productivity, innovation, and reputation. Negative implications: legal fees, penalties, supply chain management costs.
Learning, Development and Employee Engagement	Opportunity	Investing in training and skill development enhances employee capabilities, job satisfaction, and organizational performance.	• Identify training needs • Provide relevant skill development programs • Offer career advancement opportunities	Investments in training programs, resources, career development initiatives, and employee engagement activities. Positive implications include improved employee performance, retention, job satisfaction, and overall organizational productivity.

Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Supply Chain Management	Risk and Opportunity	Effective supply chain management ensures timely delivery, quality control, and regulatory compliance. Risks include disruptions, quality issues, and supplier non-compliance. Opportunities arise from optimizing processes, cost savings, better value chain engagement and sustainable sourcing.	• Establish robust supplier selection criteria • Regular audits • ensure contractual compliance • Implement inventory management systems • Sustainable sourcing practices • Collaborate with licensees to streamline supply chain operations. • Implementation of ISO 20400	Costs associated with supplier assessments, audits, system implementation, and potential investments in alternative suppliers. Positive implications include improved operational efficiency, cost savings, product quality, and customer satisfaction.
Social Development & Community Involvement	Opportunity	Engaging in social development initiatives and community involvement can create positive social impact, enhance reputation, and foster community support. It demonstrates corporate responsibility, provides social license to operate and contributes to sustainable development.	• Identify community needs and priorities • Develop partnerships with local organizations • Support education and skill development programs • Promote inclusive employment practices • Invest in community infrastructure and welfare projects.	Investments in community programs and partnerships. Positive implications include improved brand reputation, customer loyalty, enhanced community relations, and potential long-term economic benefits.
Stakeholder Engagement	Opportunity	Effective stakeholder engagement promotes transparency, trust, and collaboration, leading to better decision-making and long-term business sustainability. Engaging with stakeholders helps understand their needs, expectations, and concerns.	• Identify key stakeholders • Establish communication channels • Conduct regular dialogues and consultations • Seek feedback • Address concerns • Involve stakeholders in decision-making processes.	Investments in stakeholder engagement activities and resources. Positive implications include improved stakeholder relationships, enhanced reputation, reduced conflicts, and increased stakeholder support.
Data Security & Privacy	Risk and Opportunity	Crucial for maintaining trust, regulatory compliance, and avoiding data breaches. Risks include breaches, unauthorized access, legal liabilities, and reputation risk. Opportunities include enhanced trust, compliance, and competitive advantage.	• Implement robust data security measures • Encryption protocols • Access controls • Regular audits. • Develop privacy policies • Obtain consent of customers • Train employees • Comply with regulations.	Investments in data security technologies, training, and compliance. Positive implications: improved trust, reduced risks, compliance, and potential competitive advantages.

Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Corporate Governance	Opportunity	Effective corporate governance practices contribute to transparency, accountability, and ethical behavior.	• Establish clear governance policies and procedures • Ensure board independence and diversity • Promote transparency in financial/non-financial reporting • Implement risk management strategies	Initial investments in governance frameworks and compliance measures. Positive implications include enhanced investor confidence, access to capital, and long-term sustainability.
Economic Performance	Opportunity	Improving economic performance is crucial for achieving financial success and sustainability. It enables business growth, attracts investment, and enhances competitiveness.	• Focus on cost management and operational efficiency • Identify and capitalize on market opportunities. • Invest in research and development for innovation and product improvement. • Build strong customer relationships and enhance customer satisfaction.	Positive implications include increased revenue, improved profitability, and enhanced market position
Product Design & Lifecycle Management	Opportunity	Efficient product design and lifecycle management can optimize resources, reduce waste generation, and comply with EPR regulations. Packaging change presents an opportunity to minimize environmental impact and improve sustainability	• Conduct a lifecycle assessment • Optimize packaging design for reduced material usage, • Explore recyclable or compostable packaging options • Collaborate with suppliers • Track progress towards EPR targets	Initial investments for research, design, and packaging changes. Positive implications include reduced material costs, improved environmental performance, and alignment with regulatory requirements.
Safety & Quality (RailNeer Product & Catering Services)	Risk & Opportunity	Crucial for customer satisfaction, reputation, and regulatory compliance. Risks include foodborne illnesses, contamination, and dissatisfaction. Opportunities arise from meeting customer expectations, regulations, and building trust.	• Stringent quality control • Food safety compliance, audits • Employee training, • Customer feedback	Investments in quality assurance, training, and monitoring. Positive: customer loyalty, increased sales, and reputation. Negative: penalties, legal issues, and reputation damage.

SECTION B : MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions			P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes											
1.	a.	Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b.	Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
	c.	Web Link of the Policies, if available	P1: https://www.irctc.com/assets/images/fraud-prevention-policy.pdf , https://www.irctc.com/assets/images/CODE%20OF%20CONDUCT%20FOR%20IRCTC%20030223(1)3mar.pdf P2: https://www.irctc.com/assets/images/IRCTC%20Sustainable%20Procurement%20Policy_12_6_23.pdf P3: https://www.irctc.com/assets/images/Equal%20opportunity%20Policy%20for%20Person%20with%20Disabilities.pdf https://www.irctc.com/assets/images/IRCTC_Health_&_Safety_Policy_v1.0.pdf P4: for%20Person%20with%20Disabilities.pdf P5: https://www.irctc.com/assets/images/IRCTC_Health_&_Safety_Policy_v1.0.pdf https://www.irctc.com/assets/images/IRCTC_Human_Rights_Policy_v2.0.pdf https://www.irctc.com/assets/images/IRCTC%20Policy%20for%20Prevention%20OF%20Sexual%20Harassment%20Of%20Women%20At%20Workplace_12_6_23.pdf P6: https://www.irctc.com/assets/images/IRCTC%20Policy%20for%20Prevention%20OF%20Sexual%20Harassment%20Of%20Women%20At%20Workplace_12_6_23.pdf P7: https://www.irctc.com/assets/images/IRCTC_Public_Policy_Advocacy_Policy_v1.0.pdf P8: https://www.irctc.com/assets/images/CSR-Vision-Document.pdf P9: **|| IRCTC Corporate Portal ||**								
2.		Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
3.		Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No
4.		Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped	ISO 9000-2015 Quality Management System: Rail Neer Plant ISO: 22000- 2015 Food Safety & Management System: Rail Neer Plant & Base Kitchen PCI DSS Security Certification: Travel & Tourism business BIS standard IS 14543-2004: Rail Neer plant technology employs eight stages of purification processes capable of yielding water quality conforming to the standard								
5.		Specific commitments, goals and targets set by the entity with defined timelines, if any	Implement anti-corruption measures by FY 2023-24 Reduce employee turnover rate by FY 2022-23 Stakeholder engagement exercise in FY 2022-23 Skill upgradation & training platform for employees by FY 2022-23 Improve environmental performance & Scope 3 disclosures by FY 2023-24								

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Strategy planning & ISO implementation in-progress Achieved Conducted a materiality assessment Online training app development in final stage for IRCTC employees Strategy planning & ISO implementation in-progress								
Governance, leadership and oversight										
7.	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	IRCTC places sustainability at the forefront of its daily operations. Recognizing the global significance of sustainability, we firmly believe in upholding good governance and demonstrating sensitivity towards society and the environment. Throughout the year, we have taken numerous strides to minimize the adverse environmental and societal impacts resulting from our operations, products, and services. This includes a steadfast transition to more efficient and environmentally friendly protocols, as well as the judicious utilization of resources. Recognizing the global significance of transitioning to cleaner energy alternatives, we have taken proactive steps to reduce our reliance on fossil fuels and embrace renewable solutions, and we will continue to do so. Within our Base Kitchens, we have implemented measures to tackle the generation of substantial waste. For instance, we have adopted the practice of sourcing frozen vegetables to reduce waste output, while also employing PNG (Piped Natural Gas) as a fuel source. Additionally, we prioritize the reuse of RO wastewater for cleaning purposes in these kitchens. Our RailNeer operations adhere to stringent quality standards and utilize state-of-the-art equipment. To further strengthen our operations, we have embraced ISO 9001 and ISO 22000 certifications. Moving forward, we aspire to enhance and reinforce our governance and social pillars through the implementation of a series of ISO standards. We remain steadfast in our dedication to improving waste management, enhancing passenger safety and comfort, promoting accessibility and inclusivity, ensuring transparency and accountability in our operations, and safeguarding data privacy and security. By proactively addressing these challenges, we strive to enhance our ESG performance and make valuable contributions to fostering a more sustainable and responsible railway ecosystem. **(Seema Kumar)** Chairperson & Managing Director								
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Board of Directors oversees the business responsibility policies and progress on ESG ambitions of the company.								
9.	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details	Yes. The Company has in place a CSR & SD Committee comprised of the following members as on March 31, 2023: 1. **Smt. Rajni Hasija**, Director (Tourism & Marketing) & CMD (Additional Charge) -Chairperson 2. **Shri Ajit Kumar**, Director (Finance) & CFO - Member 3. **Shri Neeraj Sharma**, Government Nominee Director - Member 4. **Shri Namgyal Wangchuk, Independent Director -** Member However, subsequent to the superannuation of Smt. Rajni Hasija on May 31, 2023, the Board has inducted Smt. Seema Kumar, AM (T&C), Railway Board entrusted with additional charge of Chairman & Managing Director of IRCTC, as Chairperson of the CSR & SD Committee w.e.f. June 01, 2023.								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	As a practice, BR policies of the Company are reviewed periodically or on need basis by the Board of the Directors / Committee of the Board. During this assessment, the efficacy of the policies is reviewed and necessary changes to policies and procedures are implemented.																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Compliance of the various applicable laws and regulations is reviewed by the Board of Directors.									Quarterly								

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	Yes, IIM Lucknow, IIT Bombay and Vision360								

Note: The company is in process of implementing various management systems which would include assessment of the said policies and modification thereof (if any)

12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:

	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/ No)	Not Applicable								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Principle 1 **Businesses should conduct and govern themselves with integrity, in a manner that is Ethical, Transparent and Accountable.**

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles in the financial year:

Segment	Total no. of training and awareness programmes held	Topics/principles covered under the training and its impact	% age of persons in espective category covered by the awareness programmes
Board of Directors	2	• Business Responsibility & Sustainibility Reporting: A New Avatar of ESG Reporting in India • Independent Directors (IDs) Orientation Programme	100%
Key Management Personnel	2	• Webinar on POSH • Business Responsibility & Sustainibility Reporting: A New Avatar of ESG Reporting in India	100%
Employees other than BOD and KMPs	70	• Preventive Vigilance • GFR & Public Procurement through GeM • Asian Packaging Congress - Packaging 3s • Labour Laws, PF, ESI, Bonus, Gratuity Statutory Compliances • Meditation for Heathy & Happy Life • Epilepsy: Care Precaution • Call Center Refresher training • Webinar on POSH • Operation and maintenance & Advances in Wastewater • Implementation of CSR • Breach Prevention & Response Colloquium	100%
Workers	Not Applicable		

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies / judicial institutions in the financial year, in the following format.

(Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

	Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/Fine Settlement Compounding fee	There were no cases during the year where monetary action has been taken.				

	Non-Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment Punishment	There were no cases during the year where non-monetary action has been taken.				

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not Applicable	

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy

IRCTC has an anti-corruption and anti-bribery policy in the form of its Fraud Prevention & Detection Policy. The policy includes provisions for disclosure of any fraud or suspected fraud involving employees, including full-time, part-time, or temporary employees, as well as representatives of vendors, suppliers, contractors, consultants, service providers, or any other external entities conducting business with IRCTC. The policy provides a robust system for reporting and investigating instances of fraud, as part of the company's commitment to maintaining high standards of ethical conduct and preventing corrupt practices.

In addition to its Fraud Prevention & Detection Policy, IRCTC has also implemented a Code of Business Ethics & Conduct for Board Members and Senior Management Personnel, as well as a Code of Conduct for all employees. These codes align with the company's vision and mission, and are designed to support the anti-corruption and anti-bribery policy by promoting ethical behavior and integrity across all levels of the organization.

Link of the policy: https://www.irctc.com/assets/images/fraud-prevention-policy.pdf

5. Number of directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption.

	FY 2022-23	FY 2021-22
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	33	55
Workers	Not Applicable	

6. Details of complaints with regard to conflict of interest

	FY 2022-23	FY 2021-22
Number of complaints received in relation to issues of Conflict of Interest of the Directors	No complains have been made regarding instances of disciplinary measures taken by law enforcement agencies against directors, or KMPs regarding conflict of interest.	
Number of complaints received in relation to issues of Conflict of Interest of the KMPs		

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not Applicable

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
The company periodically communicates guidelines set for various principles to the value chain partners. However, IRCTC is in the process of implementing ISO 20400:2017- a sustainable procurement system across all organizational activities. This would ensure that training and awareness programmes on NGRBC principles would be conducted covering all value chain partners associated with the organization for the proceeding reporting period.		

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

The company has a conflict-of-interest policy in place to ensure that Board Members and Senior Management avoid any appearance of impropriety and act in the best interests of the organization. The policy establishes guidelines for identifying, disclosing, and managing conflicts of interest that may arise between members of the Board of Directors and senior management of the organization, and the interests of the organization. To avoid conflicts of interest, IRCTC adheres to certain guidelines. The policy also includes a process for resolving conflicts of interest and a mechanism for addressing conflicts of interest disputes. Violation of this policy may lead to appropriate action, up to and including disciplinary action. Overall, the IRCTC has processes in place to manage and avoid conflicts of interest involving members of the Board.

Principle 2 Businesses should provide goods and services in a manner that is safe.

Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D	Nil	Nil	Currently IRCTC does not separately track R&D, and Capex spend on ESG goals.
Capex	Nil	Nil	

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes, IRCTC has adopted a sustainable procurement policy to ensure that its sourcing practices align with its sustainability goals. This policy emphasizes the use of environmentally friendly products and services, reduction of waste and emissions, and the support of socially responsible suppliers. The policy also encourages the use of renewable energy and energy-efficient technologies in IRCTC's operations. All procurement for IRCTC is done through the GeM (Government e-Marketplace) portal of India. Some of the key provisions of the GeM include legal compliance, ethical standards, conflict of interest disclosure, quality assurance, social responsibility, environmental responsibility, and data protection. IRCTC also follows normal tendering procedures issued by the Stores/Civil Engineering Directorate of the Ministry of Railways for catering and work contracts. Additionally, the company has planned to implement ISO 20400:2017-a sustainable procurement system to strengthen the procurement process of the company in the next FY.

b. If yes, what percentage of inputs were sourced sustainably?

36.5%

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

a) Plastic waste

IRCTC's flagship product, Rail Neer, follows EPR regulations for plastics and packaging. The company has established processes for collecting, recycling, and disposing of Rail Neer products at the end of their life cycle. The waste is collected through designated points and sent to authorized vendors for responsible management. This ensures compliance with EPR regulations and promotes the responsible handling of plastic waste associated with Rail Neer.

b) E- waste

IRCTC has implemented a mechanism for recycling e-waste and disposing of condemned IT infrastructure through an authorized vendor. This mechanism involves identify and dispose of electronic items that have exceeded their useful life or are non-functional, such as printers, computers, UPS, keyboards, mice, and switches.

c) Hazardous Waste

The IT Department of IRCTC implements proper protocols for the disposal of electronic items, including printers, computers, UPS, keyboards, mice, and switches, that have become obsolete or non-functional. These items are managed in a responsible and professional manner.

d) Other waste

IRCTC employs a two-bin waste segregation system to efficiently separate and manage different types of waste. The segregated waste is then handed over to the Municipal Corporation for responsible disposal.

4 Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

IRCTC, as the manufacturer of Rail Neer packaged drinking water is in compliance with the requirements of Plastic Waste Management Rules, 2016 and subsequent amendments. The company diligently upholds its obligations under the PWM Rules through the implementation of Producer Responsibility (EPR) plan.

IRCTC has established a formal partnership with a specialized agency to ensure full compliance with EPR obligations. The agency is responsible for tasks such as registering with the Central Pollution Control Board (CPCB), submitting timely quarterly EPR compliances, collecting PET bottles and shrink-wrapping materials, coordinating the collection of crushed materials, installing additional crushing machines, and facilitating the issuance of take-back credits. This formal arrangement reflects IRCTC's commitment to fulfilling its EPR obligations in a responsible and accountable manner.

Principle 3 — Businesses should respect and promote the well- being of all employees including those in their value chains.

Essential Indicators

1. a. Details of measures for the well-being of employees:

Category	Total (A)	% of employees covered by: Health Insurance No. (B)	Health Insurance % (B/A)	Accident Insurance No. (C)	Accident Insurance % (C/A)	Maternity benefits No. (D)	Maternity benefits % (D/A)	Paternity Benefits No. (E)	Paternity Benefits % (E/A)	Daycare facilities No. (F)	Daycare facilities % (F/A)
Permanent employees											
Male	1,242	1,242	100%	1,242	100%	NA	NA	1,242	100%	NA	NA
Female	114	114	100%	114	100%	114	100%	NA	NA	NA	NA
Total	**1,356**	**1,356**	**100%**	**1,356**	**100%**	**114**	**8.40%**	**1,242**	**91.50%**	**NA**	**NA**
Other than Permanent employees											
Male	662	662	100%	42	6.3%	0	0	42	6.3%	NA	NA
Female	211	211	100%	2	0.9%	211	100%	NA	NA	NA	NA
Total	**873**	**873**	**100%**	**44**	**5.0%**	**211**	**24.10%**	**42**	**4.8%**	**NA**	**NA**

b. Details of measures for the well-being of workers

Category	Total (A)	% of employees covered by: Health Insurance No. (B)	Health Insurance % (B/A)	Accident Insurance No. (C)	Accident Insurance % (C/A)	Maternity benefits No. (D)	Maternity benefits % (D/A)	Paternity Benefits No. (E)	Paternity Benefits % (E/A)	Daycare facilities No. (F)	Daycare facilities % (F/A)
Permanent workers											
Male	Not Applicable										
Female											
Total											
Other than Permanent workers											
Male	Not Applicable										
Female											
Total											

2. **Details of retirement benefits, for Current FY and Previous Financial Year.**

Benefits	FY 2022-23			FY 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Y	100%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI	NA	NA	N.A.	NA	NA	N.A.
NPS	100%	NA	Y	100%	NA	Y

3. **Accessibility of workplaces**

Are the premises / offices of the entity accessible to differently-abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes, the premises and offices of the company are indeed accessible to differently-abled employees in accordance with the requirements stipulated by the Rights of Persons with Disabilities Act, 2016. We have diligently implemented a range of measures to ensure accessibility and eliminate barriers for individuals with disabilities within our establishments. These include:

1. **Ramps:** The office premises are equipped with well-constructed ramps, enabling smooth and unhindered movement for employees and workers who rely on wheelchairs or other mobility aids.
2. **Lift Facilities:** We have installed lifts that strictly adhere to accessibility standards, facilitating convenient vertical access for individuals with mobility limitations to various floors of the office building.
3. **Wheelchair Facilities:** To cater to the specific needs of individuals with mobility impairments, we provide dedicated areas within our office premises for storing and utilizing wheelchairs.
4. **Parking:** We have allocated designated parking spaces located in close proximity to the entrances, ensuring convenient access for individuals with disabilities.
5. **Accessible Toilets:** Our office premises are equipped with thoughtfully designed accessible toilets that cater to the unique requirements of individuals with disabilities.

4. **Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.**

The company has implemented a comprehensive equal opportunity policy in accordance with the Rights of Persons with Disabilities Act, 2016. This policy is designed to ensure that individuals with disabilities are afforded their rights and entitlements as outlined in the Act. It encompasses various aspects, including the provision of reservation as per Section 34 of Chapter VI, the allotment of residential accommodation, and the promotion of accessibility in both physical and digital infrastructure for people with disabilities. Furthermore, the policy incorporates a robust grievance redressal mechanism to address any instances of discrimination faced by individuals with disabilities within the organization Web-link for Equal Opportunity Policy for Persons with disabilities is https://www.irctc.com/assets/images/Equal%20opportunity%20Policy%20for%20Person%20with%20Disabilities.pdf.

5. **Return to work and Retention rates of permanent employees and workers that took parental leave.**

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	Not Applicable	
Female	100%	100%		
Total	100%	100%		

6. **Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief. Yes/No (If Yes, then give details of the mechanism in brief)**

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable
Other than Permanent Workers	
Permanent Employees	IRCTC provides several mechanisms to receive and redress grievances of its employees. This includes an employee portal, where employees can register and track their grievances. The organization also maintains a staff grievance register to address concerns related to work conditions, payments, and other employee-related issues. IRCTC has also established a committee to prevent sexual harassment of women at the workplace and has initiated a program called "Talk to Management" to enable employees to discuss their concerns with the management.
Other than Permanent Employees	IRCTC has taken measures to address employee grievances and promote a secure work environment for its non-permanent and contractual employees. These measures include maintaining a staff grievance register and establishing a committee to prevent sexual harassment of women at the workplace.

7. **Membership of employees and worker in association(s) or Unions recognised by the listed entity**

Category	FY 2022-23			FY 2021-22		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)
Total Permanent Employees	Not Applicable					
Male						
Female						
Total Permanent Workers						
Male						
Female						

8. **Details of training given to employees and workers**

Category	FY 2022-23					FY 2021-22				
	Total (A)	On health & safety mesaures		On skill upgradation		Total (D)	On health & safety mesaures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
					Employees					
Male	1,242	272	21.9%	1,010	81.3%	1,239	369	29.7%	1,097	88.5%
Female	114	72	62.0%	99	86.8%	112	70	62.5%	104	92.8%
Total	**1,356**	**344**	**25.3%**	**1,109**	**86.8%**	**1,351**	**439**	**32.5%**	**1,198**	**88.9%**
					Workers					
Male	Not Applicable									
Female										
Total										

9. Details of performance and career development reviews of employees and worker

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	1,284	1284	100%	1294	1294	100%
Female	116	116	100%	114	114	100%
Total	**1,400**	**1400**	**100%**	**1408**	**1408**	**100%**
Workers						
Male	Not Applicable					
Female						
Total						

Note: The performance & career development review only done for permanent employees & employees on deputation

10. Health and safety management system:

a. **Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?**

The company has a policy on health & safety and the same is communicated and reiterated periodically to various concerned department and also supply chain partners. However, the company is actively working towards implementing ISO 45001 in the upcoming fiscal year to ensure a comprehensive approach to employee health and safety.

b. **What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**

IRCTC has placed great emphasis on ensuring the health and safety of its employees. The organization has implemented several measures and processes aimed at preventing occupational accidents, injuries, and illnesses. IRCTC believes in building occupational health and safety awareness and competency among all its employees, and has organized appropriate trainings such as Yoga Sessions, training on strengthening of mental, social, and emotional health, and online training on food safety and personal hygiene.

In addition to focusing on employee safety, IRCTC also involves its suppliers and contractors in its occupational health and safety mission, sharing expectations and engaging with them to ensure a safe and sustainable supply chain. The organization has engaged a senior doctor in its office whose services are availed by all employees, including other than permanent ones, on a periodic basis. IRCTC also issues guidelines from time to time to ensure the safety and security of employees working in offices, Rail Neer plants, and on-board staff. Furthermore, the organization provides training on handling fire-safety equipment to employees.

c. **Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)**

Not Applicable

d. **Do the employees/ worker of the entity have access to on-occupational medical and healthcare services? (Yes/ No)**

Yes, IRCTC prioritizes the well-being of its employees by providing access to non-occupational medical and healthcare services. Through the company-funded medical insurance, employees and their dependents receive comprehensive medical coverage. This includes cashless facilities for indoor treatments and a monthly medical allowance equivalent to 7% of the basic pay for outpatient care. IRCTC's medical facility ensures coverage for indoor treatments without any specified monetary limit, offering significant support to employees. The company actively promotes physical fitness by organizing yoga programs, marathon sessions, and health awareness sessions, fostering a holistic approach to employee well-being.

11. Details of safety related incidents

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
	Workers	NA	NA
Total recordable work-related injuries	Employees	NIL	NIL
	Workers	NA	NA
No. of fatalities	Employees	NIL	NIL
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL
	Workers	NA	NA

12. Describe the measures taken by the entity to ensure a safe and healthy work place.

1. IRCTC has a comprehensive Health and Safety policy in place, ensuring a safe and healthy work environment.
2. Access to medical facilities is provided to all employees, promoting their well-being.
3. Regular training programs educate employees on fire safety, emergency procedures, and proper equipment handling.
4. Ergonomic workstations and equipment are provided to minimize the risk of injuries.
5. Initiatives such as wellness programs, health check-ups, and awareness campaigns prioritize employee well-being.
6. System for the detection, alarm, and suppression of fires are provided and maintained by the company.

13. Number of Complaints on the following made by employees and workers

Category	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	No instances of complaints regarding working conditions and health and safety were reported in both FY2022-23 and FY2021-22.					
Health & Safety						

14. Assessment for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	0%
Working Conditions	0%

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

Nil

Principle 4 **Businesses should respect the interests of and be responsive to all its stakeholders**

Essential Indicators

1. **Describe the processes for identifying key stakeholder groups of the entity.**

IRCTC recognizes the importance of engaging with a diverse range of stakeholders to gain valuable insights, understand their needs and expectations, and develop sustainable strategies. The company conducts a thorough materiality assessment, considering both internal and external stakeholders' significance and impact on its operations and long-term sustainability. This assessment helps prioritize stakeholders based on their influence and dependence on IRCTC. Peer analysis is also conducted to understand industry-specific stakeholders. By combining these results, IRCTC categorizes stakeholders based on their importance and influence. Effective engagement and understanding of stakeholder needs are achieved through this process, allowing feedback to be incorporated into strategies and decision-making. IRCTC actively consults with stakeholders to gather insights on its vision, environmental practices, social responsibilities, and governance framework. This stakeholder engagement process ensures alignment with stakeholder expectations and fosters mutually beneficial relationships.

2. **List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.**

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholder and Investor Group	No	• Press Release • Investor Conferences • In- person Meetings • Emails • Annual General Meetings • Annual Report & Stock Exchange Announcement • Meetings & calls	Continuous	• Financial Performance, • Business strategy & execution planning • Business Performance • Corporate Governance
Customers	No	• Survey • Engagement Activities • Website • Digital Platform- social media • Advertisements	Continuous	• Availing services • Information • Sustainability Credential • Feedbacks
Employees	No	• Notice Board • Emails & calls • Office orders • Corporate Portal • Employee Engagement Surveys • In-person Meetings	Continuous	• Information • Trainings & learning opportunities • Diversity • Business activities • Counselling sessions
Government & regulators	No	• Notice • Emails • Office Memorandum • Press releases	Continuous	• Corporate Behavior • Information • Regulatory issues
Suppliers & Vendors	No	• Emails & Calls • Website • Purchase Orders • Supplier reviews • In- person visit	Continuous	• Business activities • Quality check • Information
NGOs/ Communities	Yes	• Emails & Calls • Meetings • Letters	Continuous	• Audits • Feedbacks • Report

Principle 5 Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
			Employees			
Permanent	1,356	543	40.0%	1,408	201	14.3%
Other than permanent	873	17	2.0%	563	12	2.1%
Total Employees	**2,229**	**560**	**25.1%**	**1,971**	**213**	**10.8%**
			Workers			
Permanent	Not Applicable					
Other than permanent						
Total Workers						

2. Details of minimum wages paid to employees and workers

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
					Employees					
Permanent										
Male	1,242	Nil	Nil	1242	100.0%	1,294	Nil	Nil	1,294	100.0%
Female	114	Nil	Nil	114	100.0%	114	Nil	Nil	114	100.0%
Other than permanent										
Male	662	132	20.0%	530	80.0%	415	8	1.9%	407	98.0%
Female	211	58	27.5%	153	72.5%	148	4	2.7%	144	97.2%
					Workers					
Permanent	Not Applicable									
Male										
Female										
Other than permanent										
Male										
Female										

3. Details of remuneration/salary/wages

Gender	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	2*	₹48,33,825/-	1*	₹61,43,175/-
Key Managerial Personnel	2	₹48,33,825/-	2	₹26,07,111/-
Employees other than BoD and KMP	1,902	₹7,50,352/-	323	₹4,71,741/-
Workers	Not Applicable			

**This signifies only functional directors.*

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

IRCTC has implemented an effective communication matrix that enables direct interaction between its staff and management. The organization has established several mechanisms to address human rights grievances, including an employee portal, staff grievance register, and a committee dedicated to preventing sexual harassment in the workplace. In addition, IRCTC has launched "Talk to Management," a program that encourages open dialogue between employees and management, ensuring that any human rights-related issues are dealt with promptly and efficiently. Furthermore, IRCTC's human rights policy states that the Human Resource Department is responsible for receiving any complaints regarding human rights violations. To maintain an open, fair, and transparent system, the recipient must address all complaints promptly and satisfactorily. This policy demonstrates IRCTC's commitment to ensuring that all of its employees' human rights are respected and protected, and that they have access to a supportive and safe working environment.

6. Number of Complaints on sexual harassment, discrimination, made by employees and workers

Category	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	3	1	POSH policy cases were treated as top priority and resolved promptly.	1	Nil	
Discrimination at workplace	Nil	Nil		Nil	Nil	
Child Labor	Nil	Nil		Nil	Nil	
Forced Labour/ Involuntary Labour	Nil	Nil		Nil	Nil	
Wages	Nil	Nil		Nil	Nil	
Other human rights related issues	Nil	Nil		Nil	Nil	

7. Mechanisms to prevent adverse consequences to the complaints in discrimination and harassment cases.

IRCTC is committed to respecting human rights and has established a grievance redressal mechanism to address any complaints regarding violations of human rights. The company's Human Resource Department serves as the recipient of these complaints and is responsible for promptly and satisfactorily addressing them. This system ensures an open, equitable, and transparent process for resolving grievances related to human rights concerns.

In accordance with the POSH (Prevention of Sexual Harassment) Act in India, IRCTC has implemented mechanisms to prevent adverse consequences in cases of discrimination and harassment. The company has appointed a Competent Authority responsible for reconstituting the Internal Complaints Committee (ICC). The ICC consists of a presiding officer, two employee members, and one external member knowledgeable about sexual harassment issues. The ICC committee has jurisdiction over all IRCTC offices and establishments at the corporate level. Any female employee of IRCTC, including deputationists and Designated Disciplinary Officers (DDOs), can submit written grievances related to sexual harassment to the committee. This mechanism ensures that a structured process is in place to address and resolve complaints while safeguarding the rights and well-being of individuals involved, in line with the provisions of the POSH Act.

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes, human rights requirements are an integral part of our business agreements and contracts. The Company ensures that its suppliers and contractors comply with both state and central laws pertaining to human rights. These requirements are incorporated into the contracts and agreements, ensuring that all parties involved uphold and respect human rights principles.

9.

Assessments for the year	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	0%
Forced/involuntary labour	0%
Sexual harassment	0%
Discrimination at workplace	0%
Wages	0%
Others-please specify	0%

10. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 9 above.

Nil

Principle 6 Businesses should respect and make efforts to protect & restore the environment

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption **(A)**	73,662.80 GJ	42,156.89 GJ
Total fuel consumption **(B)**	2,491.26 GJ	923.78 GJ
Energy consumption through other sources **(C)**	679.24 GJ	2,214.94 GJ
Total energy consumption (A+B+C)	**76,833.30 GJ**	**45,295.61 GJ**
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.000002	0.000002
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No, the Company did not carry out independent assessment by an external agency.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not Applicable

3. Provide details of the following disclosures related to water

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	1,11,553.00	78,204.00
(ii) Groundwater	33,85,867.14	2,84,602.95
(iii) Third party water	81,541.36	19,008.14
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (I + ii + iii + iv + v)	**35,78,961.5**	**3,81,815.09**
Total volume of water consumption (in kilolitres)	**35,78,961.5**	**3,81,815.09**
Water intensity per rupee of turnover (Water consumed / turnover)	0.0001	0.00002
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

4. **Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

No

5. **Please provide details of air emissions (other than GHG emissions) by the entity**

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx		Nil	
Sox			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No, the Company did not carry out independent assessment by an external agency.

6. **Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity**

Parameter	Please specify unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	169.79	78.77
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	14,630.00	8,373.00
Total Scope 1 and Scope 2 emissions per rupee of turnover		**0.00000042**	**0.00000045**
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No, the Company did not carry out independent assessment by an external agency.

7. **Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.**

No, the company has no projects related to reducing Green House Gas Emission.

8. **Provide details related to waste management by the entity**

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tons)		
Plastic waste **(A)**	8,842.00*	4,370.72
E-waste **(B)**	13.64	4.03
Bio-medical waste **(C)**	-	-
Construction and demolition waste **(D)**	-	-
Battery waste **(E)**	0.49	0.12
Radioactive waste **(F)**	-	-
Other Hazardous waste. Please specify, if any. **(G)**	-	-
Other Non-hazardous waste generated **(H)**. Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	5.05	5.09
Total (A+ B + C + D + E + F + G + H)	**8,861.18**	**4,379.96**

Parameter	FY 2022-23	FY 2021-22
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)		
Category of waste		
(i) Recycled	2,177.00**	4,171.00
(ii) Re-used	-	-
(iii) Other recovery operations- Take back & Selling to Authorized vendor	14.13	4.15
Total	**2,191.13**	**4,175.15**
For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling (Non-Hazardous waste)	6,670.05	204.81
(iii) Other disposal operations	-	-
Total	**6,670.05**	**204.81**

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No, the Company did not carry out independent assessment by an external agency.

*Note: *As per the PWM Rules and the guidelines of CPCB, 100% collection of generated waste in FY 2022-23 will be completed in the FY 2023-24, taking into account the collection based on the previous year's sales.*

*** As per the target for FY 2022-23 is set at 70% of the total previous year's sales, in accordance with the PWM Rules and CPCB guidelines.*

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

IRCTC has implemented effective waste management practices in its establishments to ensure responsible handling of various types of waste. Plastic waste is managed according to EPR regulations, with Rail Neer products being collected, recycled, and disposed of through authorized vendors. E-waste, including obsolete electronic items, is recycled and disposed of through a mechanism in collaboration with an authorized vendor. Hazardous waste, such as electronic equipment, is properly disposed of following established protocols. Waste segregation using a two-bin system is employed, and the segregated waste is handed over to the Municipal Corporation for responsible disposal. IRCTC places a strong emphasis on sustainable practices, including the use of safe and non-toxic materials in its products and processes. The company takes pride in ensuring that its products are free from hazardous and toxic chemicals, both in their production and usage.

10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required

Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any
		Nil

11 Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year

Name and brief details of project	EIA Notification Number	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
			Nil		

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, and Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances.

Specify the law/regulation /guidelines which was not complied with	Provide details of the non-compliance	Any fines/penalties/action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
		Nil	

Principle 7 Businesses, when engaging in influencing public and regulatory policy, should do in a manner that is responsible and transparent

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations: 22

   b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ Associations	Reach of trade and industry chambers/ associations (State/national)
1.	Standing Conference of Public Enterprises	National
2.	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
3.	All India Management Association (AIMA)	National
4.	Indian Chamber of Commerce (ICC)	National
5	Indian Association of Tour operators (IATO)	National
6.	Travel Agents Association of India (TAAI)	National
7.	Association of Domestic Tour Operators of India (ADTOI)	National
8.	Pacific Asia Travel Association (PATA)	National
9.	Ministry of Tourism (Inbound)	National
10.	The Travel Agents Federation of India (TAFI)	National

2. Provide details of corrective action taken or underway on any issues related to anti- competitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of authority	Brief of the case	Corrective action taken
For FY 2022-23, no cases of anti-competitive conduct have been reported.		

Principle 8 Businesses should promote inclusive growth and equitable

Essential Indicators

1. Details of social impact assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
SIA is not applicable to IRCTC due to the nature of its operations and projects. As primarily a service provider within the railway sector, IRCTC's projects typically involve infrastructure development, catering services, tourism initiatives, and online ticketing services. These projects do not involve significant land acquisition, displacement of communities, or major environmental or social impacts that would necessitate a formal SIA process. Therefore, SIA is not applicable to IRCTC's operations and projects.					

2. **Provide information on project(s) for which ongoing rehabilitation and resettlement (R&R) is being undertaken by your entity**

Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not Applicable					

3. **Describe the mechanisms to receive and redress grievances of the community**

IRCTC has put in place a mechanism for receiving and redressing the grievances of the community, as outlined in its CSR policy. The policy provides for a Tier 2 Committee to receive appeals and complaints from stakeholders or implementing agencies. The Tier 2 Committee is responsible for redressing the grievances at their level, and may seek the assistance of legal experts if needed. If the issue is serious or cannot be resolved by the Tier 2 Committee, it may be referred to the Tier 1 Committee for further action. The Tier 1 Committee, headed by the Chairman and Managing Director or an Independent Director, oversees the overall grievance resolution process, ensuring appropriate actions are taken to address the grievances. The Tier 2 Committee, headed by the Nodal Officer, acts as the operational point of contact for receiving and handling grievances. These committees work together to ensure timely and effective resolution of community grievances, promoting transparency, accountability, and fair outcomes.

In addition to the Tier 1 and Tier 2 Committees, all CSR projects contracted by IRCTC include clauses for the resolution of disputes. These clauses are detailed in IRCTC-CSR-D-23 and IRCTC-CSR-D-24 of CSR Vision Document.

4. **Percentage of input material (inputs to total inputs by value) sourced from suppliers**

Particulars	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	36.5%	30.7%
Sourced directly from within the district and neighbouring district	Nil	Nil

Leadership Indicators

1. **Provide details of actions taken to mitigate any negative social impacts identified in the social impact assessments**

Details of negative social impact identified	Corrective action taken
Not Applicable	

2. **Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies**

State	Aspirational District	Amount spent in ₹
Sikkim	West Sikkim	10,66,600
	East Sikkim	30,00,000
Uttarakhand	Udham Singh Nagar	9,80,000
Gujrat	Narmada	9,52,000
Haryana	Mewat	27,81,940
Rajasthan	Jaisalmer	6,73,850
UP	Chitrakoot	6,73,850
	Siddharth Nagar	30,41,168
Maharashtra	Washim	17,98,000

3. a. **Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)**

No

b. **From which marginalized /vulnerable groups do you procure?**

Not Applicable

c. **From which marginalized /vulnerable groups do you procure?**

Not Applicable

4. **Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge**

Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
Nil			

5. **Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.**

Name of authority	Brief of the Case	Corrective action taken
Not Applicable		

5. **Details of beneficiaries of CSR Projects**

CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
Financial assistance for SARAL NGO, providing laptops and printers for girls' application development training in Nalanda, Bihar.	750	90%
Plantation of saplings around Railneer Plant Amethi.	1000	70%
Construction of a stainless-steel modular kitchen for the General Hospital in Varanasi, UP.	15000	80%
Provision of table tennis equipment for Leela Maa Vindhyawasin Sansthan Samiti, Bhopal.	500	90%
Procurement and distribution of innovative HILNET insecticidal nets for marginalized populations in Nalanda, Bihar.	2000	90%
Installation of hand pumps in small villages of Phulpur, Prayagraj.	3200	90%
Procurement of e-carts and e-rickshaws for waste management in Puri and Balasore.	500	90%
Provision of laptops for NAB India for blind women and disabilities.	100	100%
Furniture and equipment provision for Gramin Mahila Magasvargiya Bahu-Uddeshiyas Samaj Vikas Sanstha, Nagpur.	250	90%
Provision of laptops, tablets, and projectors for slum areas in Gurugram, Haryana.	100	100%
Construction of toilets at a boys' hostel in Jabalpur, Madhya Pradesh.	60	100%
Establishment of Mini Science Centers in schools in West Sikkim, Sikkim.	500	60%
Establishment of a bio-fertilizer and bio-pesticides laboratory at Krishi Vigyan Kendra-Medak.	100	50%
School revamp project at government schools in Udham Singh Nagar, Uttarakhand.	500	60%

CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
Upgrading a natural healing and yoga research center in Agar, Malva, Uttar Pradesh.	200	25%
Provision of solar LED tubes to needy families in Odisha.	1000	90%
Establishing a Digital Pathshaala in Araku Valley, Andhra Pradesh.	500	90%
Provision of computers and a printer for the North Eastern Development Council.	500	90%

Principle 9 Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

1. **Describe the mechanisms in place to receive and respond to consumer complaints and feedback**

IRCTC effectively handles customer grievances related to internet ticketing through various channels, including CPGRAM complaints, MORLY cases received from the Ministry of Railways, complaints received on social media platforms, and those received from the Ministry of Consumer Affairs. As per DPG guidelines, complaints received from DPG/PMO are closed within 30 days of receipt, while complaints received from MORLY are closed within 45 days. IRCTC resolves over 95% of CPGRAM complaints within the time limit prescribed for redressal. The organization's complaint mechanism and feedback system are well-established, allowing for timely resolution of customer complaints and feedback, resulting in improved customer satisfaction and service quality.

2. **Turnover of products and/ services as a percentage of turnover from all products/service that carry information about**

	As a percentage to total turnover
Environmental and social parameters relevant to the product	Nil
Safe and responsible usage	Nil
Recycling and/or safe disposal	Nil

3. **Number of consumer complaints**

	FY 2022-23			FY 2021-22		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	-	The complaints are from CPGRAMS/ MORLY / social media, Twitter, Rail Madad (earlier known as COMs), INGRAM/DPG channels	Nil	-	
Advertising	Nil	-		Nil	-	
Cyber-security	Nil	-		Nil	-	
Delivery of essential services	2,51,703	52		1,05,469	Nil	
Restrictive Trade Practices	Nil	-		Nil	-	
Unfair Trade Practices	Nil	-		Nil	-	
Other-	-	-		-	-	

Note: The reported figures exclude general queries of railway customer reported on a daily basis regarding transactional glitches, and most of the complaints are not part of IRCTC's service delivery.

4. Details of instances of product recalls on account of safety issues

	Number	Reasons for recall
Voluntary recalls	Nil	NA
Forced recalls	Nil	NA

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

IRCTC employs cutting-edge technology to secure its online services and data against cyber threats. Its e-ticketing system is protected by industry-standard security measures such as firewalls, intrusion prevention systems, and web application firewalls. The website uses an Extended Validation SSL/TLS Certificate for end-to-end data encryption, and sensitive information like passwords are stored in encrypted form in the database. The payment process is carried out through a URL-redirection model, ensuring that Credit/Debit card data is not leaked at the IRCTC end. The company has recently enhanced its cyber security posture by deploying various solutions such as Web Application Firewalls, Privileged Identity Management, Secure Email Gateway, and Malware Sandboxing. PCI QSA Services have been hired for achieving PCI DSS Security Certification for its Travel & Tourism business, demonstrating the company's commitment to cyber security. Information Security Policies, including Privacy Policy, are available on the IRCTC Corporate Portal for employees only.

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

IRCTC handles customer complaints for essential services like internet ticketing, tourism, and catering on a case-by-case basis. They take appropriate corrective actions to resolve the issues. Regulatory authorities have not imposed any penalties or taken actions in these matters.

For and on behalf of Board of Directors

(Seema Kumar)
Chairperson & Managing Director
DIN: 10064353

Date: 04.07.2023
Place: New Delhi