

Business Responsibility and Sustainability Report (BRSR)

In the modern world, there has been a paradigm shift in how businesses function. The pandemic merely accelerated this positive transition. IRCTC's resilience is demonstrated by its capacity to withstand the disruption brought on by the pandemic and its succeeding waves. As will be seen in this study, we upheld our commitment to environmental, social and governance (ESG) standards. Our ability to uphold and exceed our duties to our stakeholders both in the present and in the future, evidences our commitment. While putting a constant emphasis on strong governance and attention to societal and environmental challenges, we have achieved business success.

IRCTC has always put sustainability at the heart of its business approach. Our ability to fulfil and exceed our responsibilities to our stakeholders today and tomorrow is a testament to our commitment. We have balanced success with unwavering focus on exemplary governance and responsiveness to the ecological and societal needs.

As an early proponent of responsible business, we have readily embraced our obligation to integrate environmental, social and governance (ESG) factors into what we do.

Our BRSR includes our responses to questions on our practices and performance on key principles defined by Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, covering topics across the ESG dimensions.

SECTION A: GENERAL DISCLOSURES

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	011-23311263-64								
8. Website	www.irctc.com								
9. Financial year for which reporting is being done	FY 2021-22								
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) National Stock Exchange of India Limited (NSE)								
11. Paid-up Capital	₹160crore								
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	<table border="1"> <tr> <td>Name</td> <td>Shri. Sandip Trivedi</td> </tr> <tr> <td>Designation</td> <td>Group General Manager (HRD)</td> </tr> <tr> <td>Telephone number</td> <td>011-23701238</td> </tr> <tr> <td>Email Id</td> <td>ggmhrd@irctc.com</td> </tr> </table>	Name	Shri. Sandip Trivedi	Designation	Group General Manager (HRD)	Telephone number	011-23701238	Email Id	ggmhrd@irctc.com
Name	Shri. Sandip Trivedi								
Designation	Group General Manager (HRD)								
Telephone number	011-23701238								
Email Id	ggmhrd@irctc.com								
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (only for the entity) or on a consolidated basis (for the entity and all the entities which form a part of its consolidated financial statements, taken together).	The disclosures under this report are made on a standalone basis.								

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	The Company is engaged in the business of Catering and Hospitality,	26.54
2	Internet Ticketing	Internet Ticketing, Packaged Drinking Water (Rail Neer) and Travel and Tourism including State Teertha.	54.32
3	Rail Neer		9.17
4	Tourism		8.36
5	State Teertha		1.61

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

S. No.	Product/Service	NIC Code	% of total turnover contributed
1	Catering	561, 562	26.54
2	Internet Ticketing	631	54.32
3	Rail Neer	110	9.17
4	Tourism	791, 799	8.36
5	State Teertha		1.61

III. Operations

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

Location	Number of plants/units	Number of offices	Total
National	26 (15 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)	44
International	NIL	NIL	NIL

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of states)	IRCTC has got nationwide operations and the Company's services are available across India. The Company also provides services into booking of international tour and travel packages. The Company has its zonal offices, units, regional offices and plants in 13 states i.e Delhi, Bihar, Tamil Nadu, Maharashtra, Uttar Pradesh, Kerala, Chhattisgarh, West Bengal, Madhya Pradesh, Assam, Gujarat, Himachal Pradesh and Andhra Pradesh.
International (No. of countries)	NIL

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

c. A brief on types of customers

The Company's overall business is contributed by the Ministry of Railways, Government of India, which includes providing facility of internet ticketing for railway passengers, catering services to the trains and at stations within India; providing packaged drinking water (Rail Neer) to the passengers and travellers availing the tourist packages (inbound and outbound) offered by the Company.

IV. Employees

18. Details as at the end of Financial Year 2021-22:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total(A)	Male		Female	
			No.(B)	%(B/A)	No.(C)	%(C/A)
EMPLOYEES						
1.	Permanent(D)	1408	1294	91.90 %	114	8.10%
2.	Other than Permanent (E)	563	415	73.71%	148	26.29%
3.	Total employees(D+E)	1971	1709	86.70%	262	13.30%
WORKERS						
4.	Permanent(F)					
5.	Other than Permanent (G)				Not applicable	
6.	Total Workers(F+G)					

Note:

- All of IRCTC's manpower is categorised as 'Employees' and none as 'Workers'. Hence in all the sections, details sought of the 'Workers' category are Not Applicable to IRCTC.
- Other than Permanent category includes outsourced, trainees and apprentice.

b. Differently abled Employees and workers:

S. No.	Particulars	Total(A)	Male		Female	
			No.(B)	%(B/A)	No.(C)	%(C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent(D)	11	11	100%	Nil	NA
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees(D+E)	11	11	100%	Nil	NA
DIFFERENTLY ABLED WORKERS						
4.	Permanent(F)					
5.	Other than permanent (G)				Not applicable	
6.	Total differently abled workers (F + G)					

* Differently abled type includes Hearing, Visual, Locomotor, Orthopaedic and others.

19. Participation/Inclusion/Representation of women

	Total(A)	No. and percentage of Females	
		No.(B)	%(B/A)
Board of Directors	7	1	14.29
Key Management Personnel*	4	2	50.00

* Key Management Personnel (KMP) includes Chairman and Managing Director (CMD), Director (Finance) & CFO, Director (Tourism & Marketing), Director (Catering Services) and Company Secretary (CS) . Further, KMPs are is taken on actual basis of incumbence as on 31st March, 2022.

20. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY 2021-22 Turnover rate			FY2020-21 Turnover rate			FY 2019-20 Turnover rate		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	1.54%	0.87%	1.49%	2.37%	0	2.18%	0.60%	1.70%	0.69%
Permanent Workers	Not Applicable								

V. Holding, Subsidiary and Associate Companies (including joint ventures)

21. (a) Names of holding / subsidiary/ associate companies / joint ventures

S. No.	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)
1	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 27th November, 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 10th December, 2008 was terminated on 12th August 2011. The Hon'ble Supreme Court permitted IRCTC to operate the said luxury train. Subsequently, Cox & Kings Limited initiated arbitration proceedings seeking restoration of Joint Venture Agreement. The arbitration is at the final argument stage before Arbitral Tribunal. 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 31st March, 2022 vide note no. 37.2 and 45. The parties have also taken permission from the NCLT for not holding the Board and General meetings of RIRTL without its approval in July, 2013.			

VI. CSR Details

22. i) Whether CSR is applicable as per section 135 of Companies Act, 2013 : Yes, please refer to Annexure "C" of the Board's report

ii) Turnover (in ₹): 1879.48 Crore

iii) Net worth (in ₹): 1883.88 Crore

VII. Transparency and Disclosures Compliances

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

The Company has mapped and identified internal and external stakeholders, including disadvantaged, vulnerable and marginalised stakeholders. Our stakeholders include employees, customers, local communities, suppliers, vendors, contractors, investors, shareholders, government, regulators, peers and industry ecosystem.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No). (If Yes, then provide web-link for grievance redress policy)	FY2021-22			FY2020-21		
		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	The Company has an internal department dedicated to implementing its CSR policy. In cases where the company lacks the necessary internal expertise to complete a project, it seeks the help of specialised organisations, such as non-governmental organisations (NGOs), government or semi-government organisations, registered trusts, and societies formed specifically to carry out CSR activities. The CSR Vision Document may be found at https://irctc.com/assets/images/CSR-Vision-Document.pdf on the company's website. Neither a complaint was outstanding nor one was received by the Company during FY 21 and FY 22.						
Investors (other than retail shareholders)	IRCTC regularly organises investors and analyst meets to inform current and potential investors on the Company's operations, including risks and difficulties. The presentations, transcripts, audio, and video recordings, as well as the stock market filings, are all posted on the company's website. A senior employee from the finance department has also been named Chief Investor Relationship Officer (CIRO) by the company to respond to the investor questions. A link to the information and contact information for the CIRO may be found on the Company website at https://irctc.com/investor-contact.html . Investors as a whole have not filed any complaints with IRCTC during FY 21 and FY 22.						

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No). (If Yes, then provide web-link for grievance redress policy)	FY2021-22			FY2020-21		Remarks
		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	
Shareholders	<p>The Company has a Stakeholders Relationship Committee with the express purpose of examining different areas of shareholder interest in accordance with SEBI (LODR) Regulations, 2015 and requirements of Section 178 of the Companies Act, 2013. According to Alankit Assignments Limited (Registrar & Transfer Agent of the Company), 37 shareholder complaints were received during 2020–21, out of which all complaints were resolved as of March 31, 2021. Regarding 2021-22, 17 complaints were received and promptly resolved.</p> <p>The Investor Grievance Redress Mechanism is addressed in SEBI Circular No. SEBI/HO/OIAE/IGRD/CIR/P/2018/58, issued March 26, 2018, which encourages investors to file complaints electronically using SEBI Complaints Redress System (SCORE). The Company promptly addresses concerns that are submitted on SCORES portal.</p>						
Employees and workers	<p>IRCTC is dedicated to operating its business in a fair and transparent way and to provide its employees a work environment where they feel comfortable addressing concerns about any wrong-doings and improper business practises they believe, are being used by the Company. The Company has in place a Whistle Blower policy, with the purpose to give employees a foundation for acting as whistleblowers. It strives to safeguard staff members who desire to voice an issue with anomalies in the Company. The Company's Whistle Blower Policy may be accessed by clicking the following link: https://irctc.com/assets/images/Whistle_Blowers_new.pdf. No whistleblower allegations have been filed during FY 21 or FY 22.</p> <p>We adhere completely to the guidelines set forth in the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013, and its provisions. The Company is dedicated to eliminate sexual harassment of women at workplace and responds quickly when such cases are reported. In compliance with the Act, IRCTC has designated the Internal Complaints Committee(s) with the composition specified under the Act, at the Corporate Office as well as Zonal Offices of the Company, to offer protection against sexual harassment of women at the workplace and to ensure their safety. There were no complaints filed in FY 21. However, the Company did receive one allegation of sexual harassment during FY22, which the relevant Internal Complaint Committee (ICC) investigated and resolved.</p>						
Customers	<p>Ministry of Railways, Government of India, contributes to the Company's entire operations, which includes giving train passengers the option to purchase tickets online, delivering food to trains and stations across India, and giving them bottled drinking water (Rail Neer). IRCTC has a dedicated unit that handles customer complaints on its web-based Catering Services Information Management module (E-CISM). On this portal, IRCTC received 5,596 complaints about catering, all of these were resolved in time. Additionally, 1,660 complaints were documented by CPGRAM, out of which, 1630 complaints were disposed off, with the remaining 30 to be disposed off in the upcoming fiscal year. In addition, 99 complaints were received on the national consumer hotline number (139), and all of them were resolved.</p>						
Value Chain Partners	<p>At the regions, zones, and offices, regular meetings are held with the vendors, contractors, and suppliers to quickly address any difficulties or concerns they may be having. Additionally, all value chain partners are urged to uphold the Company-established safety requirements for hygiene, food safety, and so on. Also, it is disclosed to all value chain partners that a surprise inspection may be carried out to verify compliances with the Company's established safety standards. All the grievances raised by the value chain partners are resolved through periodical meetings by concerned executives and no such grievance is pending at the end of financial year.</p>						

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:

S. No.	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)
1	Increasing instances of cyber security incidents and data breaches	Opportunity, Risk	<p>Opportunity: -</p> <ol style="list-style-type: none"> Increasing revenue from cyber security service offerings and solutions such as Cyber Watch, Cyber Scan, Cyber Gaze, Cyber Compass, modules of Cyber Next. Establish strong strategic partnerships with global cyber security solution companies to help enhance and strengthen our cyber security solutions. Being recognised as industry leader in our information security practices and adoption of leading data privacy standards across all global operations will result in higher client confidence. 	<p>In the past year during Covid, our staffs operated efficiently as a remote and hybrid workforce, we continued to remain vigilant about the evolving cyber security threat landscape. To continue to have robust cyber security processes, the team has remained abreast of emerging cyber security events globally so as to achieve higher compliance and its continued sustenance. Driving a positive cyber security culture is a key constituent of our robust cyber security strategy. This is achieved through different information security awareness programmes.</p>	<p>Positive: To minimise cyber security threats to IRCTC and its customers through advanced cyber security solutions.</p>

S. No.	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)
			Risk:- 1. Our reputation could be at risk and we may be liable to our clients for damages caused by cyber security incidents. 2. Our reputation may be impacted and we may incur financial liabilities if privacy breaches.	We constantly assess our liabilities as processors and controllers and implement controls, where required, to mitigate the risks. We have formulated and implemented policies and procedures to identify and report privacy breaches.	
2	Changing expectations of the workforce and work environments	Opportunity, Risk	Opportunity: 1. Facilitating best in-class employee experience and being recognised among the best employers in our key operating regions will help us attract, hire and retain the talent. 2. Creating a diverse workforce to attract best-in-class talent and improve productivity. Risk: 1. Employee preference to work out of remote locations on a long-term basis, together with expectations from clients to return to office, if not managed adequately, may impact attrition, client satisfaction and our ability to grow profitably.	We have amplified the reach and effectiveness of our wellness initiatives, in response to the disruption caused by the pandemic, with digital experience touch points of 'Connect, Collaborate and Care'. We supported our employees to navigate the pandemic seamlessly through measures such as vaccination centres, hospital support, COVID care centres and more.	Positive: Improved the IRCTC employee experience and enhanced customer satisfaction.
3	Increasing probability of disruptive climate change	Opportunity, Risk	Opportunity: 1. Increased revenue from increased demand in climate-related technologies and services. Savings from use of lower-emission sources of energy (renewable) in Rail Near Plants. Risk: 1. Climate change risks are increasingly manifesting in our business as strategic risks, physical risks and transitional (market and compliance) risks, which if not managed adequately, can affect our operations and profitability.	1. All packaging material of Rail Near are recyclable. 2. IRCTC may establish its own recycling plant.	Positive: Scope to improve IRCTC's competitiveness and capitalise on the shifting client preferences using its sustainability, low-carbon transition and digital / IT expertise to help its clients in their sustainability and low-carbon journey. Negative: Increased operating costs in meeting the environmental standards.

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	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
1b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
1c. Web Link of the Policies, if available	P1								
									<ul style="list-style-type: none"> Code of Business Conduct and Ethics for Board Members and Senior Management (https://irctc.com/assets/images/code-of-conducts-for-board-members-and-senior-management.pdf); Code of Business Conduct and Ethics for Employees (https://irctc.com/assets/images/code-of-conducts-for-board-members-and-senior-management.pdf); Whistle Blower Policy (https://irctc.com/assets/images/Whistle_Blowers_new.pdf); Fraud Prevention & Detection policy (https://irctc.com/assets/images/fraud-prevention-policy.pdf)

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	
	P2	<ul style="list-style-type: none"> Procurement Policy (https://irctc.com/procurement-policy.html); PAD Empanelment Policy (https://irctc.com/empanelment.html); Ready To Eat Policy (https://irctc.com/assets/images/RTE%20updated%20%20October%202021%20(1).pdf) 								
	P3	HR Policies related General Condition of service, General Service Conduct Rule, Promotion, D&AR, Leave, Lease, Leave Travel Concession, Medical, Compassionate Ground Appointment, and so on are available on our Intranet.								
	P4	<ul style="list-style-type: none"> CSR Vision Document (https://irctc.com/assets/images/CSR-Vision-Document.pdf); Dividend Distribution policy (https://irctc.com/assets/images/IRCTC_DIVIDEND%20DISTRIBUTION%20POLICY-_31.07.2019_CB%20Comments%20[05.08.2019].pdf); Related Party Transactions Policy (https://irctc.com/assets/images/IRCTC_Related%20Party%20Transactions-_03.08.2019.pdf); Materiality Policy (https://irctc.com/assets/images/Materiality_Policy.pdf); Policy on determination of materiality of events or disclosures (https://irctc.com/assets/images/IRCTC_Policy%20on%20determination%20of%20materiality%20of%20events%20or%20disclosures.pdf) 								
	P5	HR Policies related General Condition of service, General Service Conduct Rule, Promotion, D&AR, Leave, Lease, Leave Travel Concession, Medical, Compassionate Ground Appointment and so on are available on our Intranet.								
	P6	CSR Vision Document (https://irctc.com/assets/images/CSR-Vision-Document.pdf);								
	P7	-								
	P8	<ul style="list-style-type: none"> CSR Vision Document (https://irctc.com/assets/images/CSR-Vision-Document.pdf); Procurement Policy (https://irctc.com/procurement-policy.html); PAD Empanelment Policy (https://irctc.com/empanelment.html); Ready To Eat Policy (https://irctc.com/assets/images/RTE%20updated%20%20October%202021%20(1).pdf) 								
	P9	<ul style="list-style-type: none"> Catering Services Information Management or (E-CSIM) (www.catering.irctc.co.in) Rail Madad (www.railmadad.indianrailways.gov.in) Train Information Enquiry Services (https://contents.irctc.co.in/en/TIES_Policy.pdf) 								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y	
3. Do the enlisted policies extend to your value chain partners? (Yes/ No)	The Company ensures that its suppliers/contractors comply with the law of the land by getting such clauses incorporated in their respective contracts/agreements and terms and conditions of the tenders.									

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<p>4. Name of the national and international codes/certifications/ labels/ standards (Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trusts) standards (SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.</p>	<ul style="list-style-type: none"> Rail Neer Plant at Nangloi (New Delhi), Danapur(Bihar), Palur(Tamil Nadu) and Bilaspur(Chhattisgarh) are accredited with ISO: 9001- 2015 quality management system certification and Rail Neer Plant Ambernath is accredited with ISO: 22000-2015 certification; Quality of Rail Neer conforms to European Economic Community (EEC) norms for pesticide residue; The Company displays product information on the label of Rail Neer Packaged Drinking Water bottles in accordance with the standards and guidelines laid down by Bureau of Indian Standards (BIS), Food Safety and Standards Authority of India (FSSAI) and Legal Metrology Department; The plant technology employs eight stages of purification processes capable of yielding water quality conforming to BIS standard IS 14543-2004; Food samples are regularly sent for testing in NABL-accredited labs; Food samples of RTE and PAD items are tested to ensure compliance with FSSAI standards; PCI DSS Security Certification for its Travel & Tourism business. 								
<p>5. Specific commitments, goals and targets set by the entity with defined timelines, if any.</p>	<p>The Company has following commitments and targets for FY 23:</p> <ul style="list-style-type: none"> To run Bharat Gaurav Trains, for which numerous measures including modification of coaches, Bharat Gaurav itinerary and costing, planning for non-fare revenue, and so on, have been taken in to consideration to make it successful; Tie Ups with Ministries, Departments & PSU's for providing Corporate Travel services across India; To empanel more chain hotels and aggregator/s (accommodation partner) to provide accommodation inventory for sales on IRCTC website www.hotel.irctctourism.com and its associate portal through extranet/ API label/Inventory based solution; Monetisation of Chatbot Services by extending to Third Party Organisations; National Rail Museum Booking Website and Mobile App; To provide e-Market place and Bill Payments/Recharge services and other third-party services like Online Insurance on its Website and Mobile App in partnership with popular e-Commerce firms like Amazon, Flipkart, HDFC Life, among others. To provide payment aggregator services to third party platforms; To introduce Automated Speech Recognition – an Emerging Innovative Technology for 139 helpline services; To set up and commission new Rail Neer Plants; Third Party Food Safety and Hygiene Audits- to ensure quality service to passengers; Upgradation of more kitchens for maximising supply of meals for service on trains; To integrate SDK (Software Development Kit) with ticketing platforms; To deploy Food Safety Supervisors through NABL accredited agencies in production units. 								
<p>6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.</p>	NA	NA	NA	NA	NA	NA	NA	NA	NA

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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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)

At IRCTC, we undertake wide-ranging initiatives to minimise adverse environmental impacts from our operations, products and services by implementing environment-friendly processes and practices and using materials that avoid, reduce and control pollution. Our strong corporate governance mechanism ensures compliance with relevant environmental laws and effective operation of various pollution control facilities.

In catering operations, the Company has adopted several techniques to save energy and water such as shifting to Piped Natural Gas based cooking instead of traditional LPG cylinder and re-using RO wastewater in cleaning, washing and bathrooms at Base Kitchen NDLS. It has also replaced 3x36 watts/2x40 watts lights with energy-efficient 28-watt LED light fixtures. Our objective is to ensure a clean, safe environment and to progressively optimise /reduce dependence on conventional energy sources.

Rajni Hasija

Director (Tourism & Marketing) and CMD (Additional Charge)

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies). "The Board of Directors of the Company, led by the Chairman & Managing Director, is the highest authority, instrumental to protect and enhance shareholders value. In the capacity of trustees, the Board ensures that the Company has a clear vision, mission and goals to fulfil and exceed the expectations of its stakeholders"

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

The Company has Board Level CSR & Sustainable Development Committee for decision making on CSR & Sustainability related issues. GGM (HRD) is the nodal officer of CSR & SD Committee. As on 31st March, 2022, the CSR & SD Committee comprised of the following members:

S. No.	Members	Position
1.	Smt. Rajni Hasija, Director (Tourism & Marketing) & CMD (Additional Charge)	Chairperson
2.	Shri Ajit Kumar, Director (Finance) & CFO	Member
3.	Shri Debashis Chandra, Director (Catering Services)	Member
4.	Shri Neeraj Sharma, Government Nominee Director	Member
5.	Shri Namgyal Wangchuk, Independent Director	Member

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 departmental and segmental heads. 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 placed before the Board of Directors subsequent to the compliance note signed by all the GGM level officers. Quarterly																	

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
From a best practices perspective as well as from a risk perspective, policies are periodically evaluated and updated by various departmental and segmental heads and approved by the management or Board. An internal assessment of the working of the BR policies is done regularly. In due course, the Company may have an external assessment for the same also.									
12. If answer to question (1) above is "No" (not all Principles are covered by a policy), reasons to be stated									
Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)									
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)									

NOT APPLICABLE

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	2	Online Orientation Programme for Directors of Listed Companies by National Institute of Securities Market and Online orientation programme on capacity building Non-official (Independent) Directors of CPSEs by Department of Public Enterprises and ICAI. Impact : The training programme attended by the Board of Directors were aimed to provide an independent perspective to their role & responsibilities, collaborative leadership, appropriate board practices, developing & implementing policies & procedures and more.	100
Key Managerial Personnel	15	Vigilance Awareness, Procurement/Supply Contract & Earning Contracts, Catering Business (Threats & Opportunities), General Financial Rules & Audit, Role of Finance in Tender Committee and Operational matters – Objective and Limitations, Legal Matters with special reference to IRCTC Tenders/Contracts, RTI, Labour Law etc., Quality Control, Customer Care, Complaint handling and Inspection-Reports, Data safety and Cyber security-General Awareness, Principles and Practices of General Operations Management, Service Conduct Rules & D&AR, Schedule of Power & Insider Trading (Preliminary Knowledge), Procedural Codes Under D&AR such as Issuing Letter, Orders Disciplinary Proceedings Inquiry Do's & Don'ts and Disciplinary Authority , Company Law (Preliminary Knowledge), POSH (Prevention of Sexual Harassment of Women at Workplace)	100

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Employees other than BoD and KMPs		Details of Training given to employees are covered under Directors Report Impact for KMPs and Employees : Training held for KMPs and Employees resulted in bringing accountability and awareness about the various prevalent regulations and practices. The focus of these trainings was on better adherence of rules and increased knowledge of advanced technologies and making a difference at work by being more self aware.	
Workers		Not applicable	

2. **Details of fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings with regulators / law enforcement agencies / judicial institutions, in the financial year:** Nil
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:** 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.**

Yes. IRCTC has laid down two separate codes, such as Code of Business Ethics & Conduct for Board Members and Senior Management Personnel and Code of Conduct for employees of IRCTC in alignment with Company's vision and mission. The Company also has in place Whistle Blower Mechanism and Fraud Prevention & Detection Policy. The whistle blower mechanism has been laid down for employees to raise any ethical issues within the organisation.

The Fraud Prevention & Detection Policy provides a system of disclosure for any fraud or suspected fraud involving employees (all full time, part time or employees appointed on adhoc/ temporary/contract basis) of IRCTC as well as representatives of vendors, suppliers, contractors, consultants, service providers or any outside agency(ies) doing any type of business with IRCTC.

Whistle Blower Policy	https://www.irctc.com/assets/images/Whistle_Blowers_new.pdf
Fraud Prevention & Detection Policy	https://www.irctc.com/assets/images/fraud-prevention-policy.pdf
Code of Ethics and Business Conducts for Employees	https://www.irctc.com/assets/images/code_conduct%20_employees.pdf
Code of Ethics and Business Conducts for Board Members & Senior Management Personnel	https://www.irctc.com/assets/images/code-of-conducts-for-board-members-and-senior-management.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:** None
6. **Details of complaints with regard to conflict of interest:** None
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:** None

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	% of value chain partners covered (by value of business done with such partners) under the awareness programmes

The Company has been conducting various awareness programme on CBSP (Capacity Building for Service Providers) from time to time for its value chain partners (contractors/service providers) through pre-bid meetings, consultation meetings, webinars, and so on.

Leadership indicators

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.

Yes. In accordance with laid down provisions of Companies Act and SEBI Regulations, the Company receives an annual declaration (changes from time to time) from its Board members and KMPs on the entities they are interested in and ensures requisite approvals as required under the statute as well as the Company's policies are in place before transacting with such entities / individuals.

PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and 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.

Your Company does not undertake exclusive research projects as it does not have the presence in such a domain. However, to improve the technical capability and enhance competence, some methods and techniques have been developed and innovative systems have been introduced for its business segments. The CAPEX spent by the company on the above-mentioned activities is mentioned below:

Particulars	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	--	--	NA
Capex	₹51.99 Cr.	₹77.34 Cr.	All out efforts and initiatives are taken by IRCTC to minimise adverse environmental impacts from its operations, products & services by using processes, practices, materials and products that avoid, reduce and control pollution.

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

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

The Company has put in place a well-defined procedure for sustainable sourcing of raw material with a well-documented Material Management Policy. The Company has policies of long-term contracts and rate-contracts to ensure that operations and business pursuits do not suffer due to externalities. For almost all raw materials, more than one source of supply is ensured to maintain uninterrupted supply chain.

Distribution and Sale of Rail Neer is carried out through selected agencies called Carry and Forwarding Agencies (CFA). CFA collects the product from Plant, transports it to the destination/godown at major Railway Stations mandated for sale and distribution to static and mobile units of Indian Railways. CFA also collects the sales proceeds and deposits it to the Company's account. Rail Neer is dispatched to CFA against advance recurring deposit and distribution area for each Plant has been fixed for the CFA.

Carrying and Forwarding Agencies (CFAs) have been empowered to issue invoice through Handheld Terminals (HHTs) to licensees, enabling live record and reconciliation of sale and supply of stock to trains and catering units in one plant as pilot project. This has simplified the process of bill settlement, rendered it accurate offering real time solutions. It has also resulted in savings in stationery and time for reconciliation. Further, it is proposed to be populated on IRCTC's server to enable easy access of data online, rendering its usefulness as a decision-making tool to assess the performance of Rail Neer.

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) Plastics (including packaging)

Measurement of usage of water, fuel, per unit is carried out at plant level at regular intervals. As on date, specific energy consumption of 0.05 kwh per bottle and ground water extraction of 1.6 litres has been recorded for the production of 1 litre water bottles. The Company has put in place all policies and processes to conserve energy and natural resources.

To reduce the consumption of PET bottles, IRCTC reduced the weight of PET preform and HDPE cap, optimising the weight from 22 gm to 20 gm and 2.2 gm to 1.6 gm, respectively. This has resulted in reduction of plastic consumption by approximately 470.64 metric tons annually, at current production level.

The reduced weight of PET preform has resulted in savings of approximately 20 paise per preform. IRCTC has manufactured approximately 19.86 crore Rail Neer bottles in 2021-22 resulting in savings of approximately ₹3.97 crore. Similarly, the optimised weight of caps contributed to savings of approximately ₹0.03 per cap, translating to ₹0.39 crore savings in 2021-22.

b) E-waste

IT Department of IRCTC has in place a mechanism to recycle e-waste and dispose condemned IT infrastructure. The existing mechanism is being followed to identify all electronic/ICT/Office automation items such as Printer/Computer/UPS/Keyboard/Mouse/mini switches, and so on, that crossed their useful life or beyond serviceable condition or defunct and dispose it through auction. Such disposal is being carried out through the recognised bidders which follow the Govt. of India's e-waste handling Rules, 2011, and other country-level regulations.

c) Hazardous Waste

Consumable items such as exhausted or empty Printer Toners and Printer Cartridges are collected by the OEM M/s Hewlett Packard under their Green IT Re-Cycle Schemes on regular basis. Major IT items such as Servers are not disposed but they are returned to OEM through Buyback scheme for new procurements. Similarly, items such as Air-conditioner units are returned under buy-back scheme to the authorised channel partners of OEMs. More than 20% of the Internet Ticketing e-waste/condemned IT Assets have been either disposed by way of auction or returned under Green IT Recycle Scheme of OEMs.

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.

Yes. As per Plastic Waste Management Rules, 2016 and Amendment dated March, 2018, IRCTC, as manufacturer of packaged drinking water (Rail Neer), has to fulfil its obligation towards Extended Producers Responsibility (EPR). Under EPR compliance, IRCTC has to arrange the collection and supply of scrap plastic materials, mainly PET bottles to Plastic Recycling plants. During 2021-22, IRCTC used 4171 MT of Plastics, primarily PET bottles.

To fulfil its obligation towards Extended Producers Responsibility, IRCTC has engaged an agency for arranging EPR compliance. IRCTC has applied for registration at Central Pollution Control Board (CPCB) New Delhi, and also submitted the action plan to CPCB for achieving target of EPR compliance.

As per provisions of the Plastic Waste Management (PWM) Rules 2016, the selected agency has been entrusted to perform:

- (i) registration with CPCB and quarterly EPR compliances to CPCB;
- (ii) collection of PET bottles and shrink-wrapping material from Railway stations or other sources to provide EPR certificate equivalent to the plastic material used by IRCTC;
- (iii) arranging the collection of crushed material generated from the bottle crushing machines
- (iv) installation of bottle crushing machines at nearby places (beyond Railway Stations);
- (v) arranging take back credit equivalent to Metric Ton of PET/PE plastic recycled;
- (vi) making good the shortfall quantity for EPR compliances from their own collection network.

Leadership indicators

1. **Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format? NIL**
2. **If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.**

Name of Product / Service	Description of the risk / concern	Action Taken
NA		

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry):
4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed:
5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category:

Reply of Question 3 to Question 5 is NIL, as no recycled material is used for production of Rail Neer packaged drinking water.

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	%age of employees covered by										
	Total (A)	Health Insurance No. (B)	Health Insurance No. (B)/(A)	Accident insurance No. (C)	Accident insurance No. (C)/(A)	Maternity benefits No. (D)	Maternity benefits No. (D)/(A)	Paternity Benefits No. (E)	Paternity Benefits No. (E)/(A)	Day Care Facilities No. (F)	Day Care Facilities No. (F)/(A)
Permanent employees											
Male	1294	1294	100%	1294	100%	NA	NA	1294	100%	NA	NA
Female	114	114	100%	114	100%	114	100%	NA	NA	0	0
Total	1408	1408	100%	1408	100%	114	100%	1294	100%	0	0
Other than Permanent employees											
Male	415	407	98.07%	0	0	NA	NA	0	0	0	0
Female	148	148	100%	0	0	148	100%	NA	NA	0	0
Total	563	555	98.57%	0	0	148	100%	0	0	0	0

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

	Total (A)	Health Insurance No. (B)	Health Insurance No. (B)/(A)	Accident insurance No. (C)	Accident insurance No. (C)/(A)	Maternity benefits No. (D)	Maternity benefits No. (D)/(A)	Paternity Benefits No. (E)	Paternity Benefits No. (E)/(A)	Day Care Facilities No. (F)	Day Care Facilities No. (F)/(A)
	Permanent employees										
Male	Not Applicable										
Female	Not Applicable										
Total	Not Applicable										
Other than Permanent employees											
Male	Not Applicable										
Female	Not Applicable										
Total	Not Applicable										

2. Details of retirement benefits:

Benefits	FY 2021-22			FY 2020-21		
	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/NA)	No. of employees covered as a % of total employees	No. of workers covered as a % of total employees	Deducted and deposited with the authority (Y/N/NA)
PF	100%	NA	Yes	100%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI*	NA	NA	NA	NA	NA	NA
Others – please specify	-	-	-	-	-	-

* All the employees in the organisation are above the wage limit for coverage under ESIC scheme.

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/offices of IRCTC are accessible to differently abled employees as per the requirements of the Rights of Person with Disabilities Act 2016. The facilities, provided in IRCTC's offices for differently abled people includes free movement space for wheel chairs inside the office as well as to the cabins, awareness drive for front office and security staff on how to interact/ assist differently abled persons; hand railings for customers using the stairs; availability of wheelchairs in identified areas.

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, as of now, doesn't have a specific policy on the above. However, being a Government Company and a CPSE under administrative control of Ministry of Railways, the Company is committed to comply with the provisions of Rights of Persons with Disabilities Act, 2016 and provides the compliance w.r.t. Accessible India Campaign (Sugamya Bharat Abhiyan) to Administrative Ministry and Department of Public Enterprises (DPE), Government of India on an annual basis.

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

	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Gender				
Male	100%	100%		
Female	100%	100%	Not Applicable	
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)
Permanent Workers	Not applicable
Other than Permanent Workers	Not applicable
Permanent Employees	IRCTC redresses grievances through following mechanism: A. Employee portal B. Staff grievance register C. Internal Complaints Committee for 'Prevention of sexual harassment of women at work place'. D. Talk to Management programme.
Other than Permanent Employees	IRCTC redresses grievances through following mechanism: A. Staff grievance register B. Internal Complaint Committee for Prevention of sexual harassment of women at work place.

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

Category	FY 2021-22			FY 2020-21		
	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 (C)	No. of employees / workers in\ respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees						
- Male						
- Female						
Total Permanent Workers						
- Male						
- Female						

NIL

8. Details of training given to employees and workers:

Category	FY 2021-22					FY 2020-21				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B)/(A)	No. (C)	% (C)/(A)		No. (E)	% (E)/(D)	No. (F)	%(F/D)
Employees										
Male	1294	249	19.24%	1152	89.02%	1303	577	44.28 %	401	30.98%
Female	114	56	49.12%	66	57.89%	114	111	97.37%	88	77.19%
Total	1408	305	21.66%	1218	86.50%	1417	688	48.55%	489	34.51%
Workers										
Male	Not Applicable									
Female	Not Applicable									
Total	Not Applicable									

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

Category	FY 2021-22			FY 2020-21		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees (details provided for permanent employees)						
Male	1294	1294	100%	1303	1303	100%
Female	114	114	100%	114	114	100%
Total	1408	1408	100%	1417	1417	100%
Workers						
Male	Not Applicable					
Female	Not Applicable					
Total	Not Applicable					

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

Yes, IRCTC is committed to provide a safe and healthy work environment to its employees, associates and value-chain partners. Organisation comprehends that occupational health and safety and overall physical and mental well-being of its employees is integral part to its success and growth aspirations. The core activities of IRCTC are internet ticketing, Tourism, Catering and Rail Neer, through which IRCTC generates revenue. Most of the work for above mentioned activities are done in the office premises except few such as Rail Neer plants and providing catering service in trains. Accordingly, IRCTC exhibits its occupational health and safety space through following commitments and actions:

- We have adopted processes and measures that focus on the prevention of occupational related accidents, injuries, illness;
- IRCTC ensures occupational health and safety awareness and build competency among associates at all levels to handle individual and team occupational health and safety responsibility, through organising appropriate trainings such as Yoga Sessions, training on strengthening of mental, social and emotional health, online training on food safety and personal hygiene, and so on;
- IRCTC involves its suppliers and contractors, through consultation and participation in its occupational health and safety mission by sharing the expectations and engaging with them to achieve the above objective of ensuring a safe and sustainable supply chain;

- IRCTC has engaged a senior doctor in its office, whose services are availed by all the employees (regular and non-regular) on periodical basis;
- Time to time guidelines are issued to employees working in Offices, Rail Neer Plant and on-board staff regarding their safety and security;
- Training regarding handling of fire-safety equipment are provided 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 non-occupational medical and healthcare services? (Yes/ No)

Yes. IRCTC has its Medical Attendance Rules, which are designed to provide a certain measure of social security and insurance to employees and their family members against various types of illnesses. Cashless medical facility is provided for indoor treatment and for OPD medical allowance @ 7% of Basic pay is paid to employees every month as a part of their salary component. IRCTC Medical facility covers indoor treatment of diseases irrespective of any specified monetary limit which is beneficial for all.

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2021-22	FY 2020-21
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees		
	Workers		
Total recordable work-related injuries	Employees		
	Workers		
No. of fatalities	Employees		NIL
	Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees		
	Workers		

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

The typical hazards of a work place include risks related to the electrical equipments, fire, appropriate illumination, trips, falls, slips etc. Timely identification of risks and their mitigation thereof has helped the Company to create a safe and healthy work place for its employees. Major measures taken to mitigate significant occupational health & safety risks included , regular site review and inspections, periodical trainings to sensitize employees about the health and safety risks, provision and maintenance of fire detection, alarm and suppression systems, digital monitoring of indoor air quality and periodic cleaning of the HVAC ducts, regular employee engagement programmes etc.

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

Category	FY 2021-22			FY 2020-21		Remarks
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending Resolution at the end of year	
Working Conditions						
Health & Safety						NIL

14. Assessments for the year:

Safety Incident/Number	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	
Working Conditions	NIL

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: NA

Leadership indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of
- (A) Employees (Y/N) - Yes
- (B) Workers (Y/N) - NA
2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

All the value chain partners of IRCTC abide with their respective contracts wherein it is clearly provided that they will be responsible for compliance with applicable laws such as GST, Provident Fund, Labour Law or any other applicable law including registration/approval from statutory authority. Further, IRCTC has a system in place to check the statutory dues deducted and deposited through the challans submitted along with the bills by value chain partners.

3. Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment: NIL
4. Does the entity provide transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No) - No

5. Details on assessment of value chain partners:

Value Chain partners including contractors/service providers / vendors are advised to abide by the law of the land and similar clauses are incorporated in their Letter of Awards and Tender Conditions.

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners: NA

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.

The first step in stakeholder's management is understanding the different stakeholder categories as they pertain to workforce planning. There are many different types of stakeholders who have interests in our business and the decisions, some of them from within our organisation and many from outside it. Stakeholder identification helps in empowering people, creating sustainable change, building relationships and a better organisation. IRCTC has always believed that its human capital is its biggest strength. We are fully aware that business can't get far without its customers. The Company is privileged to have a strong relationship with the investors. Our suppliers/vendors/contractors have always made us deliver our promises promptly. Other extremely relevant stakeholders include government, regulators, cognate group and society at large.

On the basis of above-mentioned, the Company has mapped and identified internal and external stakeholders, including disadvantaged, vulnerable and marginalised stakeholders. Our stakeholders include employees, customers, local communities, suppliers, vendors, contractors, investors and shareholders, government, regulators and peers and industry ecosystem.

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 and 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
Customers	No	Events; Mailers; SMS, Newsletters; Brochures, Website.	As required	To acquire new customers and service the existing ones
Shareholders/ Investors	No	Press releases and press conferences; email advisories; facility visits; in-person meetings; investor conferences; conference calls.	Quarterly: Financial statements Earnings calls; Exchange notifications; press conferences Annual: • Annual General Meeting • Annual Report As and when required: • Performance and summary of significant events through press releases • Investors page on the IRCTC website.	Educating the investors community about IRCTC's business model and strategies. • Helping investors raise their concerns regarding company's policies, reporting, strategy, and so on. • Understanding shareholder expectations
Regulators and Government	No	<ul style="list-style-type: none"> • Conferences and seminars. • Working committee meetings. • Surveys. • Other meetings. 	As and when required.	Discussions with regulatory bodies w.r.t. regulations, amendments, approvals and assessments.
Employees	No	Counselling sessions, Interactive meetings, Internal management development programmes and webinar.	As and when required: IRCTC's Newsletter IRCTC's corporate portal, Meetings for targets/KRAs.	To keep employees aware about key developments in the Company and also addressing their issues
Communities/ NGOs	Yes	Meetings and briefings, Partnership in community development projects, Training and Workshops, Impact Assessments, Website and Social Media.	As and when required.	Support CSR Projects
Vendors/ Collaborators	No	Vendor assessment and review, Meetings, calls, training, workshop and webinar, Website, Social Media,	As and when required.	Service Existing Business

Leadership indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

The Board through its Directors participates in investors/analyst calls and deliberates on the queries raised by the stakeholders. Further, the Board takes a holistic approach towards resolving the grievances raised by the stakeholders. The customer grievances/ feedback is taken by the company on various platforms viz. CPGRAM, Rail Madad etc. The company also regularly organises the employee engagement programmes. The outcome of these programmes are submitted to the concerned heads and to the Board of Directors for their review, as required.

The Company's approach towards CSR is in line with vision of the Government of India wherein the Company targets on aspirational districts. We believe in the fact that CSR should not be a one-time activity rather it should have a holistic approach in changing the life of people. As a responsible organisation focused on inclusive growth, your Company has steadfastly followed

a proactive approach towards CSR. In line with the Government of India's approach such as localising Sustainable Development Goals, leading to the progress of the nation, the Company undertook many initiatives towards achieving the same.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, stakeholder consultation is used to support the identification and management of environmental and social topics. Company's CSR model is designed in such a way that inputs received from the stakeholders are taken into consideration. Further, the company in consultation with stakeholders has identified crucial areas where it has been proactively working to bring a visible change. Details regarding the same can be found in CSR section of the Annual Report.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalised stakeholder groups.

The Company is engaged with various vulnerable/ marginalised stakeholder groups and has always addressed their concerns by engaging with them as and when needed. Details regarding our engagement with vulnerable/ marginalised stakeholder groups can be found in CSR section of the Annual 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, in the following format:

Category	FY 2021-22			FY 2020-21		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	1408	1178	83.66	1417	736	51.94
Other than Permanent	-	-	-	-	-	-
Total Employees	1408	1178	83.66	1417	736	51.94
Workers						
Permanent	NOT APPLICABLE					
Other than Permanent	NOT APPLICABLE					
Total Workers	NOT APPLICABLE					

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2021-22					FY 2020-21				
	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	1294	NIL	NIL	1294	100%	1303	NIL	NIL	1303	100%
Female	114	NIL	NIL	114	100%	114	NIL	NIL	114	100%
Other than Permanent										
Male	415	8	1.92%	407	98.07%	423	8	1.89%	415	98.10%
Female	148	4	2.71%	144	97.29%	150	4	2.66%	146	97.33%
Workers										
Permanent										
Male	Not applicable									
Female	Not applicable									
Other than Permanent										
Male	Not applicable									
Female	Not applicable									

3. Details of remuneration/salary/wages, in the following format:

	Male		Female	
	Number	Median remuneration / salary /wages of respective category	Number	Median remuneration / salary /wages of respective category
Board of Directors (BoD)				
Key Managerial Personnel (KMP)				
Employees other than BoD and KMP			NA*	
Workers				

* In accordance with the notification dated June 05, 2015 issued by the Ministry of Corporate Affairs (MCA), Government of India, Government companies are exempted from complying with provisions of Section 197 of the Companies Act, 2013 read with the Rule 5(2) and 5(3) of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014 (including any statutory modification(s) or re-enactment thereof, for the time being in force). Accordingly, the calculation w.r.t. Median remuneration / salary /wages of Board of Directors (BoD), Key Managerial Personnel (KMP) & Employees other than BoD and KMP are not provided. Disclosure in this regard is also stated in Human Resource Development section of in the Directors' Report.

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, the Company is committed to provide equal employment opportunities without any discrimination on the grounds of disability, gender, caste, religion, race, state, background, colour, and maintaining a work environment that is free from harassment based on the above considerations.
- Abiding by the provisions of the Minimum Wages Act 1971, the minimum wages paid to the employees and contractors are revised periodically. The salary paid to employees of all categories fulfils all norms of the Act as prescribed.
- Being a Government Company and a Central Public Enterprise under Ministry of Railways, its HR policies and practices reflect the incorporation of Human Rights, which cover all the employees and relative aspects pertaining to Vendors/ Suppliers/Contractors through contract conditions.
- Further, IRCTC 'CDA Rules' also define the desirable and non-desirable acts and conduct for the employees (including those deputed in Subsidiaries/ Joint Ventures). There is a laid down procedure for actions in case of non-compliance with the defined terms as well as for any inappropriate or unwelcome sexually-oriented behaviour.

The Human Right issues mentioned in paragraph (a) to (d) are overseen by the Head of Human Resource of IRCTC, i.e. GGM/ HRD under overall supervision of CMD/IRCTC and the Board of Directors, as the case may be.

- The Company has a zero-tolerance policy towards sexual harassment at the workplace, which has been implemented across all locations and installations. All reported cases of sexual harassment are inquired into by an Internal Complaints Committee. Internal Complaints Committees (ICCs) have been constituted under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 to redress complaints received on sexual harassment. If proved, disciplinary action is taken in accordance with the Conduct, Discipline and Appeal Rules (CDA Rules) against the delinquent employee. To promote fair and equitable employment relationship, a scheme for Grievance Redressal of employees is also in place which ensures a time bound redressal of grievances.
- IRCTC has a dedicated Vigilance department, which looks after the Whistle Blower Mechanism. It has a comprehensive Whistle Blower Policy in place enabling employees to report malpractices such as misuse or abuse of authority, fraud or suspected fraud, violation of Company rules, manipulations, and matters affecting the interests of the Company with necessary safeguards for the protection of the whistleblower.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues - Yes. As detailed above

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

	FY 2021-22			FY 2020-21		
	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	1	0	One Complaint was resolved during the year.	0	0	-
Discrimination at workplace						
Child Labour						
Forced Labour/ Involuntary Labour						
Wages						
Other human rights related issues						

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

Retaliation is a matter of serious concern, particularly in cases where the alleged harasser is of superior rank. Few of the procedures which are followed to prevent adverse consequences to the complainant in discrimination and harassment cases are as follows:

- IRCTC management puts all the efforts to ensure confidentiality during the investigation and protects the complainant.
- The official responsible for overseeing harassment within the office, periodically checks up on the complainant to ensure that no adverse action have been taken. If anyone found involved in targeting such complainant, is subject to disciplinary action under CDA rules.

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

Yes. The Company ensures that its suppliers/contractors comply with the law of the land regarding human rights by getting such clauses incorporated in their respective contracts/agreements.

9. Assessments for the year:

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)

Child labour

Forced/involuntary labour

Sexual harassment

Discrimination at workplace

Wages

Others – please specify

All plants and offices are assessed regularly and have been found to be in compliance with regulations regarding Child Labour, Forced/involuntary labour, Sexual Harassment, Discrimination at workplace and Wages Law during the year 2021-22.

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above. Not applicable.

Leadership indicators

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints-

IRCTC is committed to provide a congenial work environment to its employees. In line with above, the Company has launched various programmes, platforms where employees can highlight issues or raise concerns faced at the workplace. The details of such programmes are mentioned in the Human Resource Development section of Directors' Report.

2. Details of the scope and coverage of any Human rights due-diligence conducted- As mentioned in reply to Question 1.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?- Yes

4. Details on assessment of value chain partners:

%age of value chain partners (by value of business done with such partners) that were assessed

Child labour

Forced/involuntary labour

Sexual harassment

Discrimination at workplace

Wages

Others – please specify

All value chain partners are advised to abide by and adhere to the law of land and such clauses are incorporated in the Letter of Awards and tender conditions for necessary compliance.

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above. NA

Essential Indicators
1. Details of total energy consumption (in Joules) and energy intensity, in the following format:

Parameter	FY 2021-22	FY 2020-21
Total electricity consumption (A)*	35377056068	13945109509
Total fuel consumption (B)	400760640	151748238.3
Energy consumption through other sources (C)	2214938916	838687847.3
Total energy consumption (A+B+C)	37992755624	14935545594.6
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	2.02	1.92
Energy intensity (optional)—the relevant metric may be selected by the entity	-	-

* It includes the consumption of Corporate Office, IT Centre, Punj House and Rail Neer plants across all India.

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

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, in the following format:

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kilolitres)		
(i) Surface water	78204	207910.90
(ii) Groundwater	284602.95	790943.33
(iii) Third party water	15240	59978.31
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	378046.95	1058832.55
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	0.0002	0.0019
Water intensity per rupee of turnover (Water consumed / turnover)	-	-

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.

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, in the following format:

Parameter	Please specify unit	FY 2021-22	FY 2020-21
NOx		NIL	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.

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2021-22	FY 2020-21
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	NIL	NIL
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent		
Total Scope 1 and Scope 2 emissions per rupee of turnover			
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.

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details: No

8. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2021-22	FY 2020-21
Total Waste generated (in metric tonnes)		
Plastic waste (A)	4370	1656
E-waste (B)	-	-
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-

Parameter	FY 2021-22	FY 2020-21
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by material relevant to the sector)	-	-
Total (A+B + C + D + E + F + G + H)	4370	1656
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Land filling	-	-
(iii) Other disposal	-	-
Total	-	-

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.

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?

No hazardous and toxic chemical are generated at Rail Neer Plants. Recyclable plastic waste generated at plant are sent to recycler through an agency. Further, IRCTC's Rail Neer Plants have adopted Biodigester developed by the Defence Research and Developed Organisation (DRDO). Solid and Liquid Sewage waste enters the biodigester with inoculums, reduces pathogen more than 99% and generates clean water. The generated clean water is thereafter used for gardening application.

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, please specify details in the following format:

S. No.	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
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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 No.	Date	Whether conducted by Independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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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, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

S. No.	Specify the law / regulation / guidelines which were 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				

Leadership indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2021-22	FY 2020-21
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	615260.81	232968.84
Total energy consumed from renewable sources (A+B+C)	615260.81	615260.81
From non-renewable sources		
Total electricity consumption (D)	-	-
Total fuel consumption (E)	111322.4	42152.29
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	111322.4	42152.29

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.

2. Provide the following details related to water discharged:

Parameter	FY 2021-22	FY 2020-21
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	NA	NA
- With treatment – please specify level of Treatment	NA	NA
(ii) To Groundwater		
- No treatment	179400	72816
- With treatment – please specify level of treatment	NA	NA
(iii) To Seawater		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(iv) Sent to third-parties		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(v) Others		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
Total water discharged (in kilolitres)	179400	72816

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.

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

The details of Water withdrawal, consumption and discharge in the prescribed format for each facility / plant located in areas of water stress are as follows:

- (i) Nature of operations: Packaged Drinking Water
- (ii) Name of the area:

a) Nangloi

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater	71349	28528
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)	71349	28528
Total volume of water consumption (in kilolitres)	71349	28528
Water intensity per rupee of turnover (Water consumed / turnover)	19	19
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	38856.02	15536.14
- No treatment		
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	38856.02	15536.14

b) Danapur

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater	24578	4018
(iii) Third party water		

Parameter	FY 2021-22	FY 2020-21
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)	24578	4018
Total volume of water consumption (in kilolitres)	24578	4018
Water intensity per rupee of turnover (Water consumed / turnover)	19	19
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
No treatment		
With treatment – please specify level of treatment		
(ii) Into Groundwater		
No treatment	13215.74	2160.58
With treatment – please specify level of treatment		
(iii) Into Seawater		
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties		
No treatment		
With treatment – please specify level of treatment		
(v) Others		
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	13215.74	2160.58

c) Palur

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater	50137	15929
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)	50137	15929
Total volume of water consumption (in kilolitres)	50137	15929
Water intensity per rupee of turnover (Water consumed / turnover)	13	13
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
No treatment		
With treatment – please specify level of treatment		

Parameter	FY 2021-22	FY 2020-21
ii) Into Groundwater		
No treatment	16813.56	5341.80
With treatment – please specify level of treatment		
iii) Into Seawater		
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties		
No treatment		
With treatment – please specify level of treatment		
(v) Others		
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	16813.56	5341.80

d) Ambarnath

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kilolitres)		
(i) Surface water	78204	29416
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)	78204	29416
Total volume of water consumption (in kilolitres)	78204	29416
Water intensity per rupee of turnover (Water consumed / turnover)	22	22
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
No treatment		
With treatment – please specify level of treatment		
ii) Into Groundwater		
No treatment	47416.79	17835.64
With treatment – please specify level of treatment		
iii) Into Seawater		
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties		
No treatment		
With treatment – please specify level of treatment		
(v) Others		
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	47416.79	17835.64

e) Bilaspur

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater	21177	17321
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)	21177	17321
Total volume of water consumption (in kilolitres)	21177	17321
Water intensity per rupee of turnover (Water consumed / turnover)	40	40
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
No treatment		
With treatment – please specify level of treatment		
ii) Into Groundwater		
No treatment	16586.16	15566.09
With treatment – please specify level of treatment		
iii) Into Seawater		
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties		
No treatment		
With treatment – please specify level of treatment		
(v) Others		
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	16586.16	15566.09

f) Amethi

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater	20957	8906
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)	20957	8906
Total volume of water consumption (in kilolitres)	20957	8906
Water intensity per rupee of turnover (Water consumed / turnover)	12	12
Water intensity (optional) – the relevant metric may be selected by the entity		

Parameter	FY 2021-22	FY 2020-21
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
No treatment		
With treatment – please specify level of treatment		
ii) Into Groundwater		
No treatment	6370.99	2707.16
With treatment – please specify level of treatment		
iii) Into Seawater		
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties		
No treatment		
With treatment – please specify level of treatment		
(v) Others		
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	6370.99	2707.16

g) Parassala

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water	15240	3872
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)	15240	3872
Water intensity per rupee of turnover (Water consumed / turnover)	15240	3872
Water intensity (optional) – the relevant metric may be selected by the entity	17	17
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
No treatment		
With treatment – please specify level of treatment		
ii) Into Groundwater		
No treatment		
With treatment – please specify level of treatment		
iii) Into Seawater		
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties		
No treatment	7578.41	1925.25
With treatment – please specify level of treatment		
(v) Others		
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	7578.41	1925.25

h) Hapur

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater	14900	6051
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)	14900	6051
Total volume of water consumption (in kilolitres)	14900	6051
Water intensity per rupee of turnover (Water consumed / turnover)	12	12
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
No treatment		
With treatment – please specify level of treatment		
ii) Into Groundwater		
No treatment	3863.25	1568.59
With treatment – please specify level of treatment		
iii) Into Seawater		
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties		
No treatment		
With treatment – please specify level of treatment		
(v) Others		
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	3863.25	1568.59

i) Sanand

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater	22736	10146
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)	22736	10146
Total volume of water consumption (in kilolitres)	22736	10146
Water intensity per rupee of turnover (Water consumed / turnover)	24	24
Water intensity (optional) – the relevant metric may be selected by the entity		

Parameter	FY 2021-22	FY 2020-21
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
No treatment		
With treatment – please specify level of treatment		
ii) Into Groundwater		
No treatment	14462.11	6453.86
With treatment – please specify level of treatment		
iii) Into Seawater		
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties		
No treatment		
With treatment – please specify level of treatment		
(v) Others		
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	14462.11	6453.86

j) Mandideep

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater	16148	7416
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)	16148	7416
Total volume of water consumption (in kilolitres)	16148	7416
Water intensity per rupee of turnover (Water consumed / turnover)	12	12
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
No treatment		
With treatment – please specify level of treatment		
ii) Into Groundwater		
No treatment	4616.52	2118.47
With treatment – please specify level of treatment		
iii) Into Seawater		
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties		
No treatment		
With treatment – please specify level of treatment		
(v) Others		
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	4616.52	2118.47

k) Nagpur

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater	9094	2592
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)	9094	2592
Total volume of water consumption (in kilolitres)	9094	2592
Water intensity per rupee of turnover (Water consumed / turnover)	11	11
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
No treatment		
With treatment – please specify level of treatment		
ii) Into Groundwater		
No treatment	1890.76	538.99
With treatment – please specify level of treatment		
iii) Into Seawater		
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties		
No treatment		
With treatment – please specify level of treatment		
(v) Others		
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	1890.76	538.99

l) Jagi Road

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater	11432	532
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)	11432	532
Total volume of water consumption (in kilolitres)	11432	532
Water intensity per rupee of turnover (Water consumed / turnover)	9	9
Water intensity (optional) – the relevant metric may be selected by the entity		

Parameter	FY 2021-22	FY 2020-21
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
No treatment		
With treatment – please specify level of treatment		
ii) Into Groundwater		
No treatment	5716	2066
With treatment – please specify level of treatment		
iii) Into Seawater		
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties		
No treatment		
With treatment – please specify level of treatment		
(v) Others		
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	5716	2066

m) Sankrail

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater	20404	8575.38
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)	20404	8575.38
Total volume of water consumption (in kilolitres)	20404	8575.38
Water intensity per rupee of turnover (Water consumed / turnover)	12	12
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
No treatment		
With treatment – please specify level of treatment		
ii) Into Groundwater		
No treatment	5871.27	2467.57
With treatment – please specify level of treatment		
iii) Into Seawater		
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties		
No treatment		
With treatment – please specify level of treatment		
(v) Others		
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	5871.27	2467.57

n) Jabalpur

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater	5726	3268
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)	5726	3268
Total volume of water consumption (in kilolitres)	5726	3268
Water intensity per rupee of turnover (Water consumed / turnover)	11	11
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
No treatment		
With treatment – please specify level of treatment		
(ii) Into Groundwater	1042.69	595.38
No treatment		
With treatment – please specify level of treatment		
(iii) Into Seawater		
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties		
No treatment		
With treatment – please specify level of treatment		
(v) Others		
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	1042.69	595.38

o) Una

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater	1671	
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)	1671	
Total volume of water consumption (in kilolitres)	1671	
Water intensity per rupee of turnover (Water consumed / turnover)	17	
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		

Parameter	FY 2021-22	FY 2020-21
(i) Into Surface water		
No treatment		
With treatment – please specify level of treatment		
(ii) Into Groundwater		
No treatment	815.33	
With treatment – please specify level of treatment		
(iii) Into Seawater		
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties		
No treatment		
With treatment – please specify level of treatment		
(v) Others		
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	815.33	

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 independent assessment/ evaluation has been carried out by external agency for the above-mentioned Rail Neer Plants during FY 21-22.

4. Please provide details of total Scope 3 emissions and its intensity, in the following format:

Parameter	Unit	FY 2021-22	FY 2020-21
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	NIL	NIL
Total Scope 3 emissions per rupee of turnover		NIL	NIL
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		NIL	NIL

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.

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct and indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

No projects are situated in ecological sensitive area.

6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Solar evaporation ponds	We have constructed solar evaporation ponds around our Rail Neer plants, enabling high Total Dissolved Solid (TDS) reject water released during water treatment processes from RO units to be naturally discharged for evaporation through the solar evaporation pond.	RO reject water naturally evaporated.

7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link

IRCTC's overall business is contributed from Ministry of Railways, Government of India and includes main segments such as Catering & Hospitality, Travel & Tourism, Package Drinking Water and Internet Ticketing. While aiming excellence in the present business segments by ensuring highest quality and standards, the Company also plans to venture into new areas / avenues. The Company's goal is to establish itself as pioneer in the tourism & hospitality sector, for which, it has already started taking big steps. The Company plans to set up new budget hotels at attractive locations, more base kitchens for efficient catering and expand the business of E-catering. It is also exploring to increase the market share of Railneer by setting up more Railneer plants in coming years. Regarding Tourism, in addition to rail tourism, the Company is also focusing on non-rail tourism, air ticketing, niche products like medical tourism etc. The Company is on the track of making itself as a Fintech Company by getting into the vertical of being a I-Pay aggregator.

8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?

Extraction of ground water has resulted into reduction of ground water level. To mitigate this, Rain water harvesting system has been adopted at all Rail Neer Plants. Further, the Company is also engaged in afforestation activity, thereby initiating a cycle for prospective rainfall and improvement in ground water levels. During the year, more than 1,000 saplings have been planted in the vicinity of Rail Neer Plants.

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts. NA.

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

Essential Indicators

1. a. **Number of affiliations with trade and industry chambers/ associations.** Please refer to response below
- 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 Enterprise (SCOPE),	National
2	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
3	Indian Association of Tour Operators	National
4	India Habitat Centre(IHC),	National
5	All India Management Association (AIMA),	National
6	Travel Agents Association of India	National
7	Association of Domestic Tour Operators of India	National
8	Pacific Asia Travel Association	National
9	The Federation of Hotel & Restaurant Association of India	National
10	Hotel and Restaurant Association of Northern India	National
11	Hotel Association of India	National
12	Association of Buddhist Tour Operator	National
13	International Air Transport Association	National

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

Name of authority	Brief of the case	Corrective action taken
None		

Leadership indicators

1. Details of public policy positions advocated by the entity:

S. No.	Public policy advocate	Method resorted for such advocacy	Whether Information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/Half yearly/ Quarterly / others – please specify)	Web Link, if available
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The Company has a strong presence in hospitality sector with majority of its business segments depending on Railways. The Company represents its views through knowledge sharing systems, responses to surveys, feedback on industry needs, among others. The Company regularly interacts with Ministry of Railways, Ministry of Tourism, Department of Public Enterprises and has participated in various policy formulation by providing its inputs.

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development.

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
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Since the Company doesn't have average CSR obligation of ₹10 crore or more in pursuance of sub-section (5) of section 135 of the Act, in the three immediately preceding financial years, requirement of impact assessment of its CSR projects, through an independent agency, is not applicable. Further, the Company did not have any CSR projects having outlays of rupees one crore or more, and which has been completed in not less than one year. However, all the partner NGO/organisations are required to submit utilisation certificates of the funds received by them for the projects of IRCTC. For Impact assessment, Company has its internal Implementation Surveillance Group (ISG) in each zone to monitor the implementation of CSR projects in their areas. Also, the Company is in process to rope in external agencies for impact assessment of the CSR projects.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

S. No.	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 ₹)
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Not applicable

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

We at IRCTC, believe, that our CSR and Sustainability activities should address social, economic and environmental concerns and that the selection of activities should focus on the social, economic and environmental impact thereof, rather than mere output or outcomes. We strive to carry out our activities in such a manner that the philosophy of CSR and Sustainability becomes ingrained in our organisation and reflects in our organisational culture and involves all employees engaged in diverse business operations and activities. The Company takes all steps to integrate social, environmental and ethical concerns into its business processes and programmes to benefit the local communities in and around our area of operation, enhancing the quality of life and economic well-being of the general public with concentrated emphasis on the development of the weaker sections of society.

IRCTC's CSR fund for the year 2021-22 was spent in alignment with the policies outlined by the Government of India. Out of the total CSR Budget of ₹ 9.90 crore, an amount of ₹ 1.33 crore was provided to Swachh Bharat Kosh and ₹ 3 crore was provided to PM Cares Fund. The remaining amount was provided for the projects based on Education, Skill Development, Health, Environment Sustainability, Sanitation, and so on.

The list of projects under the above-mentioned categories are enclosed in the CSR and sustainability Report annexed to Directors' Report.

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

	FY 2021-22	FY 2020-21
Directly sourced from MSMEs/ small producers	5.57%	19.35%
Sourced directly from within the district and neighbouring districts	The Company has a pan India presence. All zones as per their requirement, procure materials or services from within the district and neighbouring districts where they are located.	

Leadership indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference:

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:

S. No.	State	Aspirational District	Amount spent (In ₹)
1.	Bihar	Sitamarhi	₹31,08,716/-
2.	MP	Guna	₹18,00,000/-

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

(b) From which marginalised /vulnerable groups do you procure?

In compliance with Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2018 the Company procures material or services from SC/ST and Women MSE entrepreneurs.

(c) What percentage of total procurement (by value) does it constitute?

Company procured 30.75% of total procurement amounting to ₹62.93 crore from MSEs including SC/ST and Women MSEs.

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:

S. No.	Intellectual property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
Not applicable				

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
None		

6. Details of beneficiaries of CSR projects:

S. No.	CSR project	No. of persons benefitted from CSR Projects	%age of beneficiaries from vulnerable and marginalised groups
1	Railway Children India for providing nutritional and recreational support to vulnerable children.	52	100%
2	Proposal of 'Healthy Aging India' submitted by Dr.Prasun Chatterjee,AIIMS, for purchase of Food Truck for Kitchen upgradation.	500	100%
3	Proposal of IRCTC, North Zone: For providing meals and Rail Neer to the Covid cell of NRCH for Covid-19 3rd wave.	7000	100%
4	Artificial Limbs Manufacturing Corporation of India through adoption of one Aspirational District.	58	100%
5	SULABH International for construction of 9 seated Sulabh Toilet complexes at JankiSthan, Sitamarhi.	117	100%
6	The Wishing Factory for establishing a Chelation Pump, Library-cum-Thalassemia Wellness Centre Singrauli/Damoh/Guna, Madhya Pradesh.	500	100%
7	Sewa Bharti, Jammu & Kashmir, for financial support for construction of Girls Hostel at Changa Gondoh Bhlessa in Doda District, J&K.	200	30%
8	DCM/TVS for providing pet Bottle Crusher Units at 5 railway stations over TVS division.	500	30%
9	Bright Future Organisation for Blind, Mumbai, for financial support towards scholarship for education support to 15 children of blind people.	500	100%
10	Akshaya Patra Organisation: Purchase of electric vehicle (Auto) for distribution of mid-day meals in Vrindavan.	500	30%
11	Proposal from Narmada Samagra for providing one River Ambulance to the people of the village near Narmada.	500	70%
12	Proposal from Anmol-Educational and Social Welfare Society for providing Donation for purchase of crutches and Wheelchairs for people with disabilities in Kharak, Chhattarpur village in South Delhi.	50	100%
13	Two proposals from IIT/M regarding contribution to incubators and R&D projects in the field of Technology	500	30%
14	Proposal from ENNOBLE Social Innovation, the YeloGreen School Infrastructure project in two Govt. Schools in Leh	450	50%

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.

Following are the mechanism in place to receive and respond to consumer complaints and feedbacks:

- (i) **IRCTC Customer Care Call Centre:** About 29,738 calls and around 7,492 mails were handled per day during FY 21-22. Average Call abandoned rate is 2% per month and mail pendency is practically nil. Strict quality checks, strict SLA enforcement and timely training resulted in improved service quality.
- (ii) **Complaint Mechanism and Feedback System:** IRCTC handles Internet Ticketing grievances received from various channels as given below:
 - a) CPGRAM complaints related to refund of tickets or any issues faced by customers during booking on IRCTC ticketing website www.irctc.co.in
 - b) MORLY cases received from Ministry of Railways on CPGRAM Portal.

- c) Complaints received on social media, Twitter, Rail Madad (earlier known as COMs), INGRAM of Ministry of Consumer Affairs.
- d) As per Directorate of Public Grievances (DPG) guidelines, complaints received from DPG/PMO have to be closed within 30 days of receipt while the complaints received from MORLY has to be closed within 45 days of receipt.
- e) E-CISM complaints are pertaining to catering.

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	NA
Safe and responsible usage	NA
Recycling and/or safe disposal	NA

3. Number of consumer complaints in respect of the following:

	FY 2021-22		Remarks	FY 2020-21		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy			NIL			
Advertising			NIL			
Cyber-security			NIL			
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practices						
Other (CPGRAMS/ MORLY / Social Media, Twitter, Rail Madad (earlier known as COMs), and INGRAM/DPG	1,05,469	76		43630	NIL	
Customer Care Call Centre	1,34,03,080	NIL		92,25,985	NIL	

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		NIL

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.

The Company relies on state-of-the-art technologies to ensure that the confidentiality, integrity, and availability of all its online services and its data are adequately secured from the prevailing cyber security threats. The Company safeguards its data with advanced security systems and successfully defends the system against malicious virus or other cyber threats.

IRCTC E-Ticketing System is a well-protected system, equipped with industry-standard state-of-the-art security technologies for protection from cyber threats and data theft. This includes Network Firewalls, Network Intrusion Prevention System and Web Application Firewalls. The website runs on an Extended Validation (EV) SSL/TLS Certificate that provides end-to-end data encryption between the website and its users. Sensitive data like user passwords are stored in encrypted form in the database.

All online payment integration, including net banking and Credit/Debit Card are implemented on the URL-redirection model wherein all users are redirected to concerned banks/payment gateway websites for the on-line payment process, fully eliminating any chance of Credit/Debit card data leakage at the IRCTC end.

Last year, the Company had also refreshed the ICT Infrastructure for its Travel & Tourism and Catering services and has deployed a number of cyber security solutions viz. Web Application Firewalls, Privileged Identity Management, Secure Email Gateway and Malware Sandboxing solutions with the objective of enhancing its cyber security posture.

Showing its commitment toward cyber security, the PCI QSA Services have been hired by the company in Feb 2022 for achieving PCI DSS Security Certification for its Travel & Tourism business. PCI DSS Certification compliance is expected in year FY23.

Information Security Policies including Privacy Policy of IRCTC on cyber security are uploaded on IRCTC Corporate Portal (under Employee Login). The web link is not available publicly.

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

Delivery of essential service:

- IRCTC, Internet Ticketing Anti-Fraud (ITAF) team has taken an initiative to impose IP level blocks of suspected logins on the basis of daily booking details of the peak Tatkal. This has caused improved accessibility to Internet ticketing for the general passengers. Total 09 VPS/Cloud Service Provider Company's IP were blocked for normal user and whitelisted for IRCTC authorised vendors till March,2022.
- IRCTC has conducted 'Anti-Touting & Cyber Threat Intelligence Analysis' through a technology driven firm for pro-active mitigation of touting activities through deep and intelligent data analysis. The outcome of the analysis is that it had enabled to curtail the effectiveness of touting activity through usage of illegal Tatkal software thereby facilitating seamless delivery of service to the general public.

Cyber security and dataprivacy of customers:

IRCTC has taken corrective action, as and when required, for mitigation of application level and system level vulnerabilities reported in IRCTC applications and systems in order to safeguard IRCTC systems and customer data at its end. Around 32 such vulnerabilities were successfully mitigated by IRCTC during FY22.

The Company relies on state-of-the-art technologies to ensure that the confidentiality, integrity and availability of all its online services and its data are adequately secured from prevailing cyber security threats. The Company safeguards its data with advanced security systems and successfully defends the system against malicious virus or other cyber threats. Regular information security audits are being conducted through C-DAC.

There has been no re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

Leadership indicators

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

Internet Ticketing

- <https://www.irctc.co.in/nget/train-search>
- <http://contents.irctc.co.in/en/Rules.pdf>
- http://contents.irctc.co.in/en/IRCTC_andriod_App.html
- <https://apps.apple.com/in/app/irctc-rail-connect/id1386197253>
- <https://contents.irctc.co.in/en/Terms%20and%20conditions.pdf>
- http://contents.irctc.co.in/en/About_IRCTC_eWallet.pdf
- <http://contents.irctc.co.in/en/AboutSBICobrandCard.pdf>
- <http://contents.irctc.co.in/en/AboutIRCTCLoyaltyProgram.pdf>
- <http://contents.irctc.co.in/en/InsuranceTermCondition.pdf>
- http://contents.irctc.co.in/en/Senior_Citizen_Concession.pdf
- http://contents.irctc.co.in/en/Alert_Fraudulent_Emails.pdf

E-Catering

- <https://www.ecatering.irctc.co.in/>

Tourism

<https://www.irctctourism.com/>

Maharajas Express

<https://www.the-maharajas.com/>

Buddhist Special Tourist Train

<https://www.irctcbuddhisttrain.com/index>

Golden Chariot

<https://www.goldenchariot.org/>

Bus Ticket Booking

<https://www.bus.irctc.co.in/home>

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

Various features related to internet ticketing service, terms and conditions for booking online tickets, refund rules, and other important information pertaining to the services are made available on IRCTC website www.irctc.co.in and on the links mentioned above in point no.1, to educate and for the awareness of the consumer.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

Information to the consumers is disseminated in the form of alerts on Website/Mobile App, through mail communication on the registered mail ids and by sending SMS on the registered mobile no. of the user, push notifications, and so on.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (YES/No)

Since service provided to the customer by IRCTC is issuance of online reserved rail tickets of Indian Railways, train ticket issued to the passenger contains the details of passengers travelling, Train No., Class, Names of the passengers, Boarding and Destination Stations, Ticket Fare along with important information pertaining to cancellation/refunds, and so on, as per the Railway guidelines.

The Company displays product information on the label of Rail Neer Packaged Drinking water in accordance with the standards and guidelines laid down by Bureau of Indian Standards (BIS), Food Safety and Standards Authority of India (FSSAI) and Legal Metrology Department.

5. Provide the following information relating to data breaches:

- a. Number of instances of data breaches along-with impact - NIL
- b. Percentage of data breaches involving personally identifiable information of customer - NIL

For on behalf of the Board of Directors

(Rajni Hasija)

Chairperson & Managing Director

DIN: 08083674

Date : 21.06.2022

Place : New Delhi