



IRCTC's CUSTOMER POLICY

(Approved by Board of Directors in its 135th Board Meeting held on 18th March 2024)

CUSTOMER POLICY

1. Introduction

At IRCTC, we are committed to providing world-class railway and tourism services while ensuring the welfare and satisfaction of our valued customers. This Customer Policy outlines our responsibilities and actions to address key customer issues. We are dedicated to providing fair, transparent, and sustainable services and products while respecting consumer rights and privacy.

2. Scope

This Customer Policy applies to all divisions and departments within the Indian Railway Catering and Tourism Corporation (IRCTC) that engage with customers in the delivery of our products and services. This encompasses, but is not limited to, our operations related to railway ticketing, catering, tourism, and associated services.

3. Objectives

3.1 To empower our customers with knowledge and awareness to make informed and responsible choices while using our services.

3.2 To provide clear, honest, and unbiased information to customers regarding railway and tourism services.

3.3 To ensure the safety and well-being of customers during railway travel and tourism activities.

3.4 To promote sustainable travel and tourism practices among customers.

3.5 To ensure customer satisfaction and provide effective support and resolution of customer complaints related to railway and tourism services.

3.6 To safeguard customer data and privacy during railway and tourism activities.

3.7 To ensure access to essential railway and tourism services for all customers.

4. Definitions

- a) **Consumer** - individual member of the general public purchasing or using property, products or services for private purposes.
- b) **Customer** - organization or individual member of the general public purchasing property, products or services for commercial, private or public purposes.
- c) **Product** - article or substance that is offered for sale or is part of a service delivered by an organization.
- d) **Service** - action of an organization to meet a demand or need.
- e) **Sustainable development** – development that meets the needs of the present without compromising the ability of future generations to meet their own needs.

5. Policy Statements

5.1 Consumer Education and Awareness

- a) The Company shall provide educational resources to inform customers about the environmental, social, and economic impacts of their travel and tourism choices.

- b) Special attention shall be given to disadvantaged consumers, including those with low income or low literacy levels.
- c) The Company shall ensure that the information and training will cover various topics, including health and safety during travel, legal rights, product information, tourism options, and environmental protection.

5.2 Fair Marketing and Information Practices

- a) The Company shall not engage in deceptive, misleading, fraudulent, or unfair marketing practices, including the omission of critical information.
- b) The Company shall ensure that marketing materials will be transparent, clear, and identifiable.
- c) The Company shall ensure that prices and charges will be clearly disclosed, including taxes, terms, and conditions. We shall also ensure claims and assertions will be substantiated with factual information.
- d) The Company shall avoid perpetuating stereotypes based on gender, religion, race, disability, or personal relationships in our marketing materials. We shall ensure primary consideration be given to the best interests of vulnerable groups, including children.
- e) The Company shall ensure information provided will be complete, accurate, and understandable, available in commonly used languages, and comply with applicable regulations.

5.3 Protecting Health and Safety

- a) The Company shall provide safe railway and tourism services under normal and reasonably foreseeable conditions.
- b) The Company shall ensure safety as a priority, and shall exceed minimum safety requirements when necessary.
- c) In case of unforeseen hazards or defects in our services, we shall take immediate action to mitigate risks and ensure customer safety.
- d) Harmful chemicals or materials will be avoided in our services, and clear safety instructions will be provided.

5.4 Sustainable Consumption

- a) The Company shall promote effective customer education to help customers understand the impact of their travel and tourism choices on the environment and local communities.
- b) The Company shall ensure our tourism options and services will be designed to minimize negative environmental and social impacts.
- c) The Company shall encourage responsible travel behaviours, including waste reduction and respect for local cultures and environments.
- d) Reliable, accurate, and verifiable information about the environmental and social factors related to our services shall be provided.
- e) The Company shall use independently verified labelling schemes to communicate positive environmental aspects and socially beneficial characteristics of our services.

5.5 Customer Service, Support, and Dispute Resolution

- a) The Company shall offer mechanisms for addressing customer needs during and after travel, including assistance, information, and dispute resolution.
- b) The Company shall ensure customer complaints will be reviewed, and improvements will be made in response.
- c) The Company shall ensure customer service and support will be available and accessible to all passengers, including those with special needs.
- d) The Company shall offer efficient and accessible assistance, maintenance, and support services during travel.

5.6 Customer Data Protection and Privacy

- a) The Company shall ensure that collection of personal data is limited to essential information or with informed and voluntary consent.
- b) The Company shall ensure collection of personal data will be done through lawful and fair means.
- c) The Company shall ensure adequate security safeguards will be in place to protect customer data during online booking and travel.
- d) Information on data protection practices and policies will be readily available to customers.

5.7 Access to Essential Services

- a) The Company shall ensure accessibility and affordability of Railway and tourism services.
- b) The Company shall operate transparently, providing information on pricing, booking, and service accessibility.
- c) The Company shall ensure special attention be given to the needs of passengers with disabilities to ensure equal access to all services.
- d) The Company shall ensure systems be maintained and upgraded to prevent disruptions in railway and tourism services.

6. Compliance and Accountability

We are committed to complying with this Customer Policy and all applicable laws and regulations. IRCTC is dedicated to continuous improvement in customer satisfaction and responsible business practices. Our aim is to provide worldclass services to our consumers keeping sustainable development as our focus area.

7. Amendment

CMD will be the Competent Authority to interpret the policy or any provision thereof, this Policy can be changed, modified, or abrogated at any time by the Board of Directors of the Company.

8. Grievance Redressal

IRCTC is committed to respecting consumer needs and ensuring that any adverse impacts caused by its operations are addressed in a timely manner through an effective grievance redressal system accessible to all individuals and groups. The concerned department may receive any complaints at any time regarding any aspect of customer grievance. In order to support an open, equitable, and transparent system, the recipient is required to promptly and satisfactorily address all complaints.
