GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 2843
ANSWERED ON 19.03.2021

EMAIL TO CITIZENS BY IRCTC

2843. SHRI KUMAR KETKAR
SHRI G.C. CHANDRASHEKHAR
SHRI VIVEK K. TANKHA
SHRI RAJMANI PATEL
SMT. PHULO DEVI NETAM
DR. L. HANUMANTHAIAH:

Will the Minister of RAILWAYS be pleased to state:

(a) whether Indian Railway Catering and Tourism Corporation (IRCTC) sent out emails to citizens of the country in December 2020 with a PDF attachment of a document entitled 'PM Modi and his Government's special relationship with Sikhs';

(b) if so, the reasons for conducting this exercise;

(c) if so, the reasons for this subject matter to be chosen by IRCTC, whereas its responsibilities are concerned with catering, tourism and online ticketing operations of Railways; and

(d) if so, the reasons the matter of the emails covered the Sikh community in particular and not any other community in the country?

ANSWER

MINISTER OF RAILWAYS, COMMERCE & INDUSTRY AND CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION

(SHRI PIYUSH GOYAL)

(a) to (d): Every Government reaches out to its citizens about the various development programs and policies being implemented for the benefit of nation. This is done through various available communication platforms. Reaching out to the citizens of the country through e-mailers is one of the fastest modes of communication.

The mailers were sent by IRCTC to passengers without discrimination on the basis of the religion, region etc.

Indian Railways binds nation in so many visible and invisible manners. IRCTC is connected with crores of Indians, using Indian Railways as mode of Transport, through its website www.irctc.co.in

From time to time emails have been sent by IRCTC to its customers updating and informing them on various Government programs and initiatives for participative governance.

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