

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS

**RAJYA SABHA**  
**UNSTARRED QUESTION NO.2865**  
**ANSWERED ON 24.03.2023**

**DATA MONETIZATION BY IRCTC**

2865 SHRI MOHAMMED NADIMUL HAQUE:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that IRCTC plans to monetize its passenger and freight customer data;
- (b) if yes, the details thereof and the reasons therefor;
- (c) whether Government has any thorough data protection mechanism in place to uphold the right to privacy of citizens before monetizing their data; and
- (d) if so, the details thereof and if not, the reasons therefor?

**ANSWER**

MINISTER OF RAILWAYS, COMMUNICATIONS AND  
ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

(a) to (d) : In the year 2022, IRCTC had invited a tender for engagement of a Consultant to bring out modalities to maximise non-fare revenue for Indian Railways and IRCTC. However, the tender was withdrawn.

A data protection mechanism for the customer data, is in place and the data is stored in encrypted form in data centre hosted in Centre for Railway Information Systems (CRIS), Chanakyapuri, New Delhi, a unit of Indian Railway.

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