

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO.1201  
TO BE ANSWERED ON 14.12.2022**

**MISUSE OF CUSTOMER DATA**

**1201. SHRI KANUMURU RAGHU RAMA KRISHNA RAJU :**

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether it is a fact that IRCTC is planning to sell its customer data to private parties and earn money;**
- (b) if so, the details thereof and the reasons therefor;**
- (c) the manner in which secrecy of the customer is likely to be maintained and breach of contract with customers is likely to be avoided in this case; and**
- (d) the remedial steps being taken by the Railways to stop this misuse of customer data?**

**ANSWER**

**MINISTER OF RAILWAYS, COMMUNICATIONS AND  
ELECTRONICS & INFORMATION TECHNOLOGY**

**(SHRI ASHWINI VAISHNAW)**

**(a) : No, Sir.**

**(b) to (d): Do not arise.**

**\*\*\*\***