DISSERTATION ON A DETAIL STUDY ON THE EXPLORATION OF VARIOUS SERVICES PROVIDED BY IRCTC ON THE DEVELOPMENT OF TOURISM IN INDIA

Submitted to

Department of French

St. Teresa's College (Autonomous), Ernakulam

In partial fulfillment of the requirement for the award of the Degree of

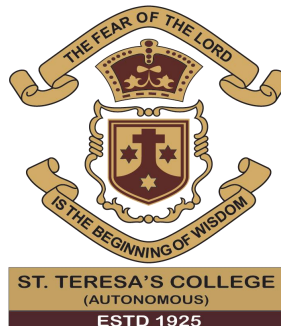**MASTER OF TOURISM AND TRAVEL MANAGEMENT (MTTM)**

Submitted By

ANJANA T V

Register No: SM21MTTM001

Under the Guidance of

Ms. SANDHYA GEORGE

ST. TERESA'S COLLEGE (AUTONOMOUS)

Reaccredited by NAAC with A++ (4th Cycle)

ERNAKULAM, Cochin – 682011

(College with Potential for Excellence)

Affiliated to Mahatma Gandhi University: 2021 – 2023

DEPARTMENT OF FRENCH
ST. TERESA'S COLLEGE (AUTONOMOUS)
ERNAKULAM
(COLLEGE WITH POTENTIAL FOR EXCELLENCE)
Nationally Re- Accredited at 'A++° Grade

CERTIFICATE

This is to certify that the **"A DETAIL STUDY ON THE EXPLORATION OF VARIOUS SERVICES PROVIDED BY IRCTC ON THE DEVELOPMENT OF TOURISM IN INDIA**" submitted by **ANJANA.T.V** towards the partial fulfillment of the requirement for the award of degree of MASTER OF TOURISM AND TRAVEL MANGAEMENT (MTTM) is a record of bonafide work carried out by her during the academic year 2021-2023.

Head of the Department

Project Guide

Smt. SABEENA BHASKAR

Smt. SANDHYA GEORGE

Viva/voice examination held on 9/6/2023.

INTERNAL EXAMINER

EXTERNAL EXAMINER

DECLARATION

I ANJANA T V, student of 2021-2023 batch, St. Teresa's College, Ernakulam, do hereby declare that the project entitled as "**A DETAIL STUDY ON THE EXPLORATION OF VARIOUS SERVICES PROVIDED BY IRCTC ON THE DEVELOPMENT OF TOURISM IN INDIA**" is bonafide record work done by me under the guidance of Ms. Sandhya George, Department of French, St. Teresa's College(Autonomous), Ernakulam and is submitted to the Mahatma Gandhi University as a dissertation for the Post Graduation Degree in Tourism and Travel Management.

I also declare that this project has not previously been formed on the basis for the award of any academic qualifications, fellowship or other similar title of any other university on board.

ANJANA T V

Place: Ernakulam

Date: 09-06-2023

ACKNOWLEDGEMENT

PREFACE

As part of MTTM curriculum and in order to gain practical knowledge in the field of travel and tourism industry, I was required to do a dissertation which is related to Tourism. The basic objective of doing this project is to gain in-depth knowledge about the various services provided by IRCTC. In this report I have included my personal experience of learning, different observations done during the period of study and made necessary suggestions regarding the study

TABLE OF CONTENT

LIST OF TABLES

LIST OF FIGURES

CHAPTER - 1
INTRODUCTION

1.1 INTRODUCTION

According to United Nations World Tourism Organization, Tourism is a social, cultural and economic phenomenon which entails the movement of people to countries or places outside their usual environment for personal or business/professional purposes. Tourism has grown throughout the years in India and keeps growing day by day in a way that it supports the growth of other industries.

On such beneficiary is the Indian railway. The Indian railway system has experienced significant growth and development since its inception in 1853. It has evolved into one of the largest railway networks in the world, spanning across the length and breadth of the country, and playing a crucial role in India's transportation infrastructure and economic growth.

Railways play an important role in the tourism industry as they serve as an essential mode of transportation for travelers. The rail network offers many important advantages for tourism, such as its historical importance, scenic routes, accessibility, affordability and sustainability. Railroads not only facilitate travel between destinations, but offer a unique experience for tourists by offering panoramic views, cultural insights, and opportunities to connect with local communities. Railways contribute to the overall tourism experience and play an important role in promoting and supporting tourism in different parts of the world. The growth of the Indian railway system has been remarkable, with significant expansion, modernization, technological advancements, improved passenger and freight services, employment generation, and green initiatives. It has played a crucial role in connecting people, supporting economic growth, and contributing to the development of India's transportation infrastructure.

And also the expansion of railways in India has had a positive impact on tourism by providing convenient connectivity to popular tourist destinations, offering unique tourist train services, promoting local handicrafts, and upgrading amenities to cater to the needs of tourists. The Indian Railways has emerged as an important mode of transportation for tourists to explore the diverse cultural, historical, and natural attractions of India.

The history of Indian Railways dates back to the colonial era when the British East India Company laid the foundation for the first railway network in the country. Here's an overview of the significant milestones in the history of Indian Railways:

Early Developments (1832-1849):

In 1832, the first proposal for a railway in India was made by the Madras Committee, but it was not implemented.

In 1844, the Great Indian Peninsular Railway (GIPR) was established in Bombay (now Mumbai) under private ownership.

In 1845, the East India Company presented a plan to the British Parliament for a railway line from Calcutta (now Kolkata) to Delhi.

The First Railway line (1850-1853):

On April 16, 1853, the first passenger train in India ran from Bori Bunder in Mumbai to Thane, covering a distance of 34 kilometers.

This marked the inauguration of the Great Indian Peninsular Railway (GIPR) and was a significant step towards developing the railway network in India.

Expansion and Consolidation (1854-1875):

During this period, several railway companies were established, including the East Indian Railway Company, South Indian Railway Company, and the Madras Railway Company.

By 1875, a network of about 9,000 kilometers was constructed, connecting major cities and ports across India.

Nationalization and Integration (1876-1924):

In 1876, the Government of India acquired the GIPR and the East Indian Railway Company, forming the state-owned Indian Railways.

Over the next few decades, various railway companies were nationalized, leading to the consolidation of the railway network.

The completion of the Pamban Bridge in 1914 connected the Indian mainland with the island of Rameswaram, facilitating railway transportation to southern India.

Modernization and Electrification (1925-1947):

During this period, Indian Railways focused on modernization and electrification of railway lines.

The Central Railway Workshop in Matunga, Mumbai, was established in 1925, becoming the first railway workshop in India.

In 1928, the first electric train service began between Bombay VT (now Chhatrapati Shivaji Maharaj Terminus) and Kurla.

Post-Independence (1947 onwards):

After India gained independence in 1947, the management and development of Indian Railways became the responsibility of the Indian government.

The Indian Railways Act of 1989 brought about structural changes and established the Railways Ministry as a separate ministry in the government.

Modernization and Expansion (1990s-present):

In recent decades, Indian Railways has undergone significant modernization efforts, including the introduction of high-speed trains and the adoption of new technologies.

Projects like the Dedicated Freight Corridors (DFCs) are being implemented to enhance freight transportation capacity.

Indian Railways is one of the largest railway networks in the world, covering over 67,000 kilometers of track and carrying millions of passengers and tons of freight annually.

Throughout its history, Indian Railways has played a crucial role in connecting people and facilitating transportation across the vast and diverse landscape of India. It has become an integral part of the country's infrastructure and a symbol of national integration.

The Indian railway system has a rich history that spans over a century and has had a significant influence on tourism in the country. Here is a brief overview of the history and the impact of Indian railways on tourism:

Inception and Expansion: The Indian railway network was introduced during British colonial rule in the mid-19th century. The first passenger train in India ran between Bombay (now Mumbai) and Thane in 1853. Over the years, the railway network expanded rapidly, connecting different regions of the country and facilitating the movement of people and goods.

Accessibility and Connectivity: The Indian railways played a crucial role in improving accessibility and connectivity across the vast and diverse landscape of India. It connected remote areas and brought them into the economic and cultural mainstream, making travel easier and more affordable for people from all walks of life.

Domestic Tourism: The extensive railway network made domestic travel more convenient and affordable, leading to a boom in domestic tourism. Indians began to explore different regions and experience the diverse cultural, historical, and natural attractions within the country. Trains became a popular mode of transportation for tourists, offering comfortable and scenic journeys across India's varied landscapes.

Pilgrimage Tourism: India is known for its numerous religious sites, and railways played a crucial role in facilitating pilgrimage tourism. Trains connected major pilgrimage centers such as Varanasi, Haridwar, Rishikesh, Amritsar, Tirupati, and many more, allowing devotees from different parts of the country to undertake their spiritual journeys.

Heritage and Luxury Trains: Indian railways introduced heritage and luxury trains, which have become iconic symbols of Indian tourism. The Palace on Wheels, Maharajas' Express, Deccan Odyssey, and Golden Chariot are examples of luxury trains that offer tourists a unique and opulent experience, combining heritage, culture, and luxury travel.

Tourism Development: Railway stations located in popular tourist destinations have undergone significant development to cater to the growing tourist influx. Many stations now have improved infrastructure, modern amenities, and facilities like tourist information centers, hotels, and shopping complexes.

Cultural Exchange: The railways have facilitated cultural exchange between different regions of India. People from various states and communities travel together, sharing experiences, traditions, and languages, promoting understanding and unity among diverse cultures.

Economic Impact: The railway system has contributed to the growth of tourism-related industries, such as hotels, restaurants, travel agencies, and local handicrafts. It has created employment opportunities and boosted local economies in areas along the railway routes.

Overall, the Indian railway system has played a vital role in promoting tourism by improving accessibility, connecting diverse regions, and offering travelers a convenient and affordable means of transportation. It has opened up India's rich cultural, historical, and natural heritage to both domestic and international tourists, contributing significantly to the tourism industry's growth and development.

1.2 SCOPE OF STUDY

The scope of the study is mainly related to the perception of people towards the various services provided by IRCTC among the local people in Ernakulum. This study aims at finding the awareness level of the people and the factors influencing people to consider using IRCTC.

1.3 STATEMENT OF PROBLEM

The railway has grown throughout the years and has achieved a great milestone. IRCTC is one such milestone. Being a subsidiary of the Indian Railway IRCTC has helped a lot in the

development and smooth running of the railway. In the highlight, the main services provided by IRCTC are the Online ticketing, Rail Neer and Catering. But beyond that IRCTC also has grown its branches into tourism and various sectors of tourism.

Most of the people are unaware about the tourism services and the accommodation facilities provided by IRCTC. And also how it is constituting to most luxurious trains in India and attracting inbound tourist towards India as well as its own people. It is important that people get to know more about the facilities and services provided by IRCTC and also experience them. Awareness about IRCTC can be beneficial for travelers, passengers, online users, policymakers, and those interested in the railway and tourism industry, as it provides insights into its services, functionalities, operations, and impact, contributing to a better understanding of the broader socio - economic, cultural, and policy aspects associated with it.

1.4 OBJECTIVES OF THE STUDY

The main objectives of the study are:
1. To investigate the awareness of people regarding the services provided by IRCTC.
2. To understand the importance of railway in the development of tourism and how IRCTC play a major role in the same.
3. To analyse the awareness of people regarding the tourism packages offered by IRCTC.
4. To find the level of satisfaction of customers in the services provided by IRCTC.

1.5 RESEARCH METHODOLOGY

Research Methodology is a way to systematically solve the research problem. It is an art of scientific investigation. The present study deals with the exploration of various services provided by IRCTC in the development of tourism in India taking Ernakulum as a base for the study. The following steps are needed for the present study.

PRIMARY DATA COLLECTION

Primary data required for this study were directly collected from the respondents using questionnaire. The respondents are local people of Ernakulum selected on random basis.

SECONDARY DATA COLLECTION

The secondary data is collected from newspapers, internet, books, IRCTC Annual Report etc.

SAMPLE DESIGN & SIZE

The data was collected from 50 respondents in and around Ernakulum district by using structured questionnaire. The respondents were selected using convenience sampling method.

ANALYSIS OF DATA

The collected data was analysed by using simple mathematical tools such as percentage, weighted average method, ranking method etc. Charts and graphs were used for getting clear inference.

1.6 TOOLS OF DATA ANALYSIS

Tool for data analysis used is Percentage Analysis. Percentage analysis, also known as percentage breakdown or percentage distribution, is a data analysis tool that involves calculating and interpreting percentages to understand the relative contribution or distribution of different components or categories within a dataset. It is widely used in various fields such as finance, business, statistics, and social sciences to analyze data and gain insights into the underlying patterns, trends, and relationships. It can be applied to both quantitative and qualitative data, and it can be used in various ways depending on the specific context and goals of the analysis.

1.7 LIMITATIONS OF THE STUDY

- Some of the respondents were reluctant to co-operate.

- The data which has been collected is only from 50 respondents. The views expressed by them may not resemble the views of the entire population.

- Since it is a sample study all the limitations relating to any sample survey will be applicable to it. However, every possible effort has been made to make it Genuine Work.

CHAPTER - 2
REVIEW OF LITERATURE

2.1 REVIEW OF LITERATURE

Dr. Ashvini Ravi, Dr. Lekshmi R S and Dr. Rajamani K (2018), conducted a study on "Passenger satisfaction study of IRCTC's online reservation facility". The study identified at present the IRCTC online reservation is mostly used by students and people under the age of 30. People above 50 are very much less familiar with online reservation. IRCTC must take steps to widen its scope.

Vijetha S. Shetty (2014) focused the consumers" perspectives towards IRCTC"s e-ticketing services. This study showed that the consumers" perception towards IRCTC e-ticketing services is positive; however, there are some glitches which need to be overcome. They concluded that IRCTC can improve by focusing on overcoming technical glitches, enhancing more user friendly interface, with comprehensive plans to tie up with more banks and to offer new services in new areas, constantly innovating in tune with new age websites and providing a positive and enriching customer experience. With the focus on digital inclusion with everyone having access to technology, a new paradigm will be set altogether in which IRCTC will have to strengthen its forte of rail ticketing and operate successfully.

Kumar, D. A. A. (2016), Hospitality & Public Health-A Case Study of Indian Railway Catering and Tourism Corporation (IRCTC). IRCTC has been profitable from its inception and its various food safety practices and professional catering operations across the network is a testimony towards its effort on public health and people well-being. Thereby, increasing the focus on quality and consistent service orientation will best serve the needs of the travelling public at large.

Aamna Shakeel Abbasi, Wajiha Khalid, Madeeha Azam and Adnan Riaz (2010), have found that the customer expectations regarding the services is the most dynamic verb in the lexis of customer satisfaction is 'to improve'. Hence the railways like other industries is realizing the significance of customer centered philosophies with the overall goal in terms of customer satisfaction, Determinants of Customer Satisfaction in Hotel Industry of Pakistan, European Journal of Scientific Research

Anand K Sharma & Mathew J Manimala (2007) outline that there were external as well as internal causes for the declining performance of Indian Railways. The budgetary support from the Central Government was dwindling and its financial situation did not allow higher budgetary support to the Ministry of Railways, besides the competition from road and air was increasing –Sustainability of The Indian Railways Turnaround: A Stage Theory Perspective – The International Workshop on Innovation and Entrepreneurship held at Cankaya University, Ankara, Turkey.

Anil K. Lal and Ronald W. Clement (2005) outline India's economic development strategy immediately after Independence was based primarily on the Mahalanobis model, the Mahalanobis model placed strong emphasis on mining and manufacturing (for the production of Capital goods) and infrastructural development (including electricity generation and transportation). Over time, India created a large number of government institutions to meet the objective of growth with equity – Economic Development in India: The Role of Individual Enterprise (And Entrepreneurial Spirit), Asia-Pacific Development Journal.

Arpita Mukherjee (2009) analyzed that Mass rapid transport such as the DMRC (Delhi Metro Rail Corporation) built with government and private initiatives have increased speed, reduced Congestions, and saved time and fuel. Prior to the DMRC, about 12 million people in the Indian Capital commuted by buses and private transports. The DMRC has provided a comfortable and reliable mode of transportation at reasonable prices for the middle and low-income groups –Social Impact of Globalizing Transport Services: The Case of India – Indian Council on International Economic Relations – International Transport Forum.

Arpita Mukherjee and Ruchika Sachdeva (2004) outline an efficient railway system lowers the cost of transportation, integrates people and markets across the country, links backward regions with the mainstream economy by opening them up to trade and investment, and thereby increases the overall productivity and global competitiveness of the economy. Trade in Land Transport Services: Railways, Indian Council for Research on International Economic Relations.

Christoph Wolff (2001), summarized that Indian Railways must separate tangential areas, such as manufacturing and catering, from its core business of providing logistics service for

freight customers and passenger service. India has the world's most vertically integrated rail system. Getting India's railways on track, McKinsey Research Report.

Dan Bogart & Latika Chaudhary (2010) analyzed that Indian railways experienced rapid TFP Growth of 1.7 percent per year from 1874 to 1912. Moreover, we find no evidence of a decline in TFP relative to trend following state takeovers of private companies. Our estimation relies on a key feature of the institutional background whereby the former private railway companies were taken over by the Government of India at predetermined dates set by contracts negotiated in the 1850s and 1860s. State Ownership, Productivity and Colonialism: The Case of Indian Railways.

G. Raghuram Rachna Gangwar (2007) states that IR needs to respond to the industry specific needs by interacting with them regularly. There is a potential for IR provided high capacity wagons, special purpose wagons, bigger train loads, closed circuit rakes and round the clock operations are given significant focus based on the customer specific requirements – Marketing Strategies for Freight Traffic on Indian Railways a Systems Perspective – Indian Institute of Management Ahmedabad, India – Research and Publications.

John Pucher, Nisha Korattyswaroopam and Neenu Ittyerah (2004) understood an improving and expanding rail system is crucial, since they are insulated from the congestion delays caused by roadway traffic. Private vehicles have a much higher share of total trips in small and medium sized cities precisely because the bus services there are so inadequate – The Crisis of Public Transport in India: Overwhelming Needs but Limited Resources - Journal of Public transportation.

Karan Kumar (2007-08) summarized Metro City Railway Stations like Delhi, Mumbai need to be modernized to provide world – class passenger amenities and services to the large multitude of passengers using these stations. IR is planning to do so by attracting private investments in the area by allowing the areas around the stations and the air space above platform to be commercially developed while operational/passenger – handling areas are separated from such commercial areas as in case of airports. Public-Private Partnership in Indian Railways, Centre for Civil Society, CCS Working Paper no. 182, Summer Research Internship Programme.

Konkan Railway Corporation Limited (2004), (A Government of India Undertaking) The interesting and motivational advances in highway and railway crossing technology and operations, with over 38000 level crossings and complex nature of road traffic, India ranks better than many advanced countries in safety at level crossings with 0.10 accidents per million train kilometres, surpassing France, USA and Japan etc. Cost Effective System for Railway Level Crossing Protection – Konkan Railway.

Manmohan Parkash (2008) summarized that railway industry has been transformed to face the challenges of a market economy. Such transformation includes a continuous restructuring of the organization and its working methods and the introduction of some of the most modern processes and techniques available adapted to best suit the situation in the PRC. - The Railways of the People's Republic of China: An Agenda for Action, Asian Development Bank, Publication Stock

Muzammil Hanif, Sehrish Hafeez and Adnan Riaz (2010), brings in the factors affecting customer satisfaction is of worth importance in order to know the reasons or the factors which are responsible to create satisfaction among customers for a better Indian railway sector, Factors affecting Customer Satisfaction, International Research Journal of Finance and Economics.

Nick Thijs and Patrick Staes (2008), suggests a platform for the exchange of views, experiences and good practices to improve the performance, competitiveness and quality of Indian railway, Primer on Customer Satisfaction Management, European Institute of Public Administration.

Ramesh Nanaji Wasnik (2004) understood that railway authority must take some steps to prevent the accidents by acknowledging the safety engineering, training and awareness among staff, attentive surveillance, high quality maintenance and strict law enforcement - Original research paper Analysis of Railway Fatalities in Central India - J Indian Acad Forensic Med.

Sonia Kolesnikov and Jessop (2003), found that India has climbed aboard more enthusiastically than any country. The Deccan Odyssey features cars resembling a maharajah's palace, Royal Rajasthan on Wheels, offers even more luxurious accommodations that include a spa, a boardroom carriage and Wi-Fi Internet access - The Rails Less Traveled, Corporate Resource Net

CHAPTER - 3
THEORITICAL FRAMEWORK

Puja Kaura (2011), finds when it comes to improving organization effectiveness, hasty transformation and increasingly sophisticated customers poses various challenges before Indian Railway sector operational challenges, Enormity of Emotional Intelligence in Indian Banking Sector, Sri Krishna International Research & Educational Consortium.

Vivek Kumar and Vikas Rastogi (2009), reveals Indian Rail transport is one of the major mode of transportation, so it must offer high comfort level for the passengers and the staff. However, the comfort that passengers experience is a highly complex and individual phenomenon. The improvement of passenger comfort while travelling has been the subject of intense interest for many train manufacturers, Investigation of vertical dynamic behaviour and modelling of a typical Indian rail road vehicle through bond graph, World Journal of Modelling and Simulation.

3.1 IRCTC: A STATUTORY BODY OF INDIAN RAILWAY

IRCTC, also known as the Indian Railway Catering and Tourism Corporation, is a subsidiary of the Indian Railways and is considered a "public sector undertaking" (PSU) in India. It is a statutory body that operates as an extended arm of the Indian Railways and is responsible for managing various services related to various aspects of railway.

On May 1 2008, It was awarded the status of Mini - Ratna (Category-I Public Sector Enterprise) by the Government of India. IRCTC operates one of the most transacted websites www.irctc.co.in in the Asia-Pacific region with transaction volume averaging 25 to 28 million transactions per month during the five months ended August 31 2019. It has also diversified into other businesses including facilities like non-railway catering and services such as e-catering executive lounges and budget hotels which are in line with its objective to build a 'one stop solution' for its customers.

Currently IRCTC operates in four business segments which are internet ticketing, catering, packaged drinking water under the 'Rail Neer' brand and travel and tourism. It is the only entity authorized by Indian Railways to offer online railway tickets through its website and mobile application.

As of August 31 2019 more than 1.40 million passengers travelled on Indian Railways on a daily basis which consisted of approximately 72.60% of tickets booked online. As a result, there are more than 0.84 million tickets booked through www.irctc.co.in and 'Rail Connect' on

a daily basis. IRCTC currently operates as one of the most transacted websites in the Asia-Pacific region with a transaction volume of more than 25 million per month and 7.2 million logins per day. The booking of railway tickets online is now available 24 hours per day and 365 days per year with the only exception of the daily maintenance closure from 23:45 hours to 00:20 hours.

IRCTC has its operations located in the following manner:

- Fourteen Rail Neer manufacturing plants at, which are located in
1. Nangloi (Delhi)
2. Danapur (Bihar)
3. Palur (Tamil Nadu)
4. Ambernath (Maharashtra)
5. Amethi (Uttar Pradesh)
6. Parassala (Tamil Nadu)
7. Bilaspur (Chhatisgarh)
8. Hapur (Uttar Pradesh)
9. Sanand (Gujarat)
10. Mandideep (Madhya Pradesh)
11. Jagiroad (Assam)
12. Maneri (Madhya Pradesh)
13. Nagpur (Maharashtra)
14. Sankrail (Kolkata)

- Eleven Base Kitchens Setups, which are located in
1. New Delhi
2. Howrah
3. Ahmedabad
4. Patna
5. Mumbai Central
6. Mumbai CST
7. Ballarshah
8. Nagpur

9. Balasore
10. Sealdah
11. Kharagpur

- Five Zonal Offices, which are located in:
1. New Delhi
2. Mumbai
3. Kolkata
4. Chennai
5. Secundrabad

In addition to it, IRCTC also has its services extended globally. It provides tour packages to foreign destinations like the USA, Australia, Europe, Russia, Nepal, Macau, China, Hong Kong, Dubai, Singapore, Thailand, Malaysia, and Sri Lanka.

- IRCTC has its main administered office in New Delhi along with ten regional offices situated at:
1. Lucknow
2. Chandigarh
3. Jaipur
4. Bhopal
5. Ahmadabad
6. Guwahati
7. Bhubaneswar
8. Patna
9. Ernakulam
10. Bangalore.

The tourism and ticketing offices are located in New Delhi.

3.2 IRCTC AS AN INDUSTRY

IRCTC comes under the Catering and Hospitality industry. During the 19th century, the network of railways began in the country. At that time traveling was slowly picking up pace as

many people started to travel from one part of the country to another, who needed food and drinks for the journey. Ever since then, the importance of catering and hospitality industry is increasing at a significant rate with the increase in travel by tourists. Compared to US$28.9 billion in the year 2018, the Indian tourism and hospitality industry expects to generate US$50.9 billion in traveler exports by the year 2028.

3.3 MISSION AND VISION OF IRCTC

As a catering and hospitality industry, IRCTC has developed many CSR activities. They truly believe in doing for the society, for which their CSR vision is, "To be the leading provider of high-quality travel, tourism, and hospitality related services, for a range of customer segments, with consistently high level of customer satisfaction."

The mission of IRCTC is to provide efficient, reliable, and customer-centric services related to online ticketing, catering, and tourism to passengers and stakeholders of the Indian Railways. IRCTC aims to simplify the process of booking train tickets, provide a seamless and secure online platform for catering services, and promote tourism and hospitality through innovative initiatives.

The vision of IRCTC is to be a world-class service provider in the areas of online ticketing, catering, and tourism, utilizing advanced technology, customer-centric approach, and strategic partnerships. IRCTC envisions being the preferred choice of travelers for their rail ticketing needs, a trusted provider of catering services with high-quality food and hygiene standards, and a leading player in promoting tourism by offering unique and memorable travel experiences.

3.4 HISTORY OF IRCTC

The Indian Railway Catering and Tourism Corporation (IRCTC) is a subsidiary of Indian Railways that was established with the objective of modernizing ticketing and catering services, as well as promoting tourism related to the Indian Railways network. The history of IRCTC dates back to its incorporation as a public limited company on September 27, 1999, under the Companies Act, 1956.

Timeline of the history of IRCTC :

1999:

On September 27, IRCTC was incorporated as a public limited company under the Companies Act, 1956.

The purpose of IRCTC was to modernize ticketing and catering services of Indian Railways.

2002:

IRCTC launched its online ticketing services, providing passengers with the option to book tickets through its website (www.irctc.co.in).

Initially, the online ticketing system covered a limited number of trains and gradually expanded over time.

e-Ticketing was introduced, allowing passengers to book and print their tickets electronically.

2003:

IRCTC expanded its e-Ticketing services to include I-tickets. These tickets were booked online but delivered to the passengers' address through postal services.

2004:

IRCTC introduced the "Catering on Wheels" service, providing onboard catering services on select trains.

Passengers could order meals while traveling and have them delivered to their seats.

2005:

The Tatkal Scheme was introduced, allowing passengers to book tickets under a short notice quota.

Tatkal tickets provided a solution for last-minute travel plans, ensuring that a limited number of seats were available for immediate booking.

2006:

IRCTC partnered with Indian Railways to manage and operate various catering units and food vending stalls at railway stations across India.

2008:

IRCTC launched e-Catering services, providing passengers with the option to order meals online during their train journey.

Passengers could choose from a variety of meals and have them delivered to their seats at specific stations.

2013:

IRCTC made its initial public offering (IPO) and got listed on the stock exchanges.

The IPO received a tremendous response, indicating the popularity and potential of IRCTC

2014:

IRCTC expanded its online services to include booking of retiring rooms and lounges at railway stations.

Passengers could book accommodations for a few hours during transit or longer stays as needed.

2015:

IRCTC launched a mobile application (app) for iOS and Android devices, providing users with a convenient way to book tickets, check PNR status, and access various services on the go.

The mobile app gained significant popularity, becoming one of the most widely used travel apps in India.

2016:

IRCTC introduced "e-Wallets," a digital payment system that allowed users to load money into their IRCTC accounts for seamless and quick ticket bookings.

2017:

The "IRCTC Tourism" portal was launched, offering a range of tour packages and package holidays to domestic and international destinations.

Passengers could book comprehensive travel packages, including accommodation, transportation, and sightseeing activities.

2019:

IRCTC introduced the "Tejas Express," a semi-high-speed train equipped with modern amenities and catering services.

Tejas Express trains provided enhanced comfort and luxury for passengers on select routes.

2020:

IRCTC launched the "TejasSmart" initiative, integrating various smart features like automated ticket checking, onboard infotainment, and smart coach monitoring systems on Tejas Express trains.

2021:

IRCTC introduced the "Bharat Darshan" tourist train, offering affordable all-inclusive tour packages to popular religious and cultural destinations across India.

Passengers could book a single package that included train travel, accommodation, meals, and sightseeing activities.

IRCTC has continuously evolved and expanded its services over the years, aiming to enhance the passenger experience and provide convenient and reliable travel solutions. Today, it remains an integral part of the Indian Railways ecosystem, facilitating millions of bookings and offering a wide range of services to railway passengers and tourists.

3.5 TAGLINE AND LOGO OF IRCTC

The tagline of IRCTC is "Lifeline of the Nation" which signifies the vital role that Indian Railways play in the transportation and connectivity of people across the country.

The logo of IRCTC features a stylized representation of a train engine with a bold red and yellow color scheme. The logo includes the acronym "IRCTC" prominently displayed, along with the tagline "Lifeline of the Nation" beneath it. The logo conveys the organization's focus on railways, catering, and tourism, and its commitment to providing essential services to the nation.

3.6 SERVICES PROVIDED BY IRCTC

3.6.1 Online – Ticketing

IRCTC pioneered online rail ticket booking through its website and mobile phones using WiFi, GPRS, or SMS. It also offers an SMS facility for checking PNR status and Live Train Status. In addition to e-tickets, IRCTC provides I-tickets that are booked online and delivered by post, with PNR status available. Season tickets for suburban rail can also be booked through the website, and a loyalty program called Shubh Yatra offers discounts for frequent travelers who pay an annual fee.

To simplify e-ticket booking, IRCTC introduced the Rolling Deposit Scheme (RDS), allowing passengers to reserve seats by keeping advance money with the corporation. Additionally, IRCTC has expanded its online reservation services to include flight and hotel bookings.

On 11 August 2021, IRCTC introduced a smart card system for unreserved train tickets, which can be purchased at railway stations and recharged online. This system aims to help passengers avoid long queues.

3.6.2 Tatkal Scheme

Passengers who need to book tickets for Mail/Express trains at short notice can use the Tatkal scheme through the Indian railway's internet portal. The booking window opens at 10:00 AM for AC coach reservations and at 11:00 AM for Non-AC coach reservations, one day prior to the train's departure from the source station. Tatkal E-tickets can be booked for selected trains

one day in advance, excluding the date of the journey from the train's originating station. The website also offers a Lite version without ads or pop-ups, and allows passengers to check PNR status. Passengers traveling on Tatkal tickets should carry a valid photo ID proof to show to the ticket checker.

3.6.3 Bottled Water

The IRCTC introduced Rail Neer, a branded packaged drinking water, as part of its efforts to improve passenger amenities. Rail Neer is processed, purified, and bottled at state-of-the-art plants that operate automatically without any manual handling of the product water. The IRCTC is committed to maintaining high-quality standards and takes responsibility for ensuring the quality of service and products for rail passengers and visitors to railway premises. Currently, there are 14 operational Rail Neer plants in India with a cumulative production capacity of 18.40 lakh bottles per day. This capacity is expected to increase in FY 2021-22 with the addition of six more plants.

3.6.4 Travel and Tourism

Railways have long been a popular mode of transportation for tourists in India, given the vastness of the country and its diverse attractions. With its establishment in 1999, IRCTC was

entrusted by the Government of India to enhance and modernize rail-based tourism in the country. Over the past two decades, IRCTC has played a pivotal role in promoting and developing rail tourism across India.

IRCTC stands out as a unique organization that offers a wide range of tour packages, catering to different budgets, from as low as Rs. 900 per day to as high as USD 900 per day.

In order to make travel convenient for the general public, IRCTC operates a comprehensive website, www.irctctourism.com, which offers a wide range of services including rail-based packages, hotels, and railway retiring rooms. This website serves as a one-stop solution for users, catering to all their travel requirements.

Under the rail based tourism, the following services are offered:

Rail Tour Packages – IRCTC arranges rail tour packages to different destinations, for which Indian Railways reserves seats/berths in trains for the round-trip journey. These packages are offered from various locations in the country and include tours to pilgrimage sites, leisure destinations, and more. Currently, IRCTC offers over 70 rail tour packages, and bookings for these packages can be made on the website (www.irctctourism.com)

Special Tourist Trains – IRCTC arranges train tours for budget-conscious travelers, offering fixed departure dates and itineraries. These trains are known as Bharat Darshan Trains and Aastha Circuit Trains. In the 2018-19 fiscal year, a total of 99 trips were operated for these trains, with over 50,000 tourists choosing to travel on them. Bookings for these trains can be made online at www.irctctourism.com.

Special Interest Trains – IRCTC introduced specialized tours by trains in 2007, starting with the launch of the Buddhist Circuit Tourist Train. Bookings for these tours can be made online at www.irctctourism.com.

Buddhist Circuit Tourist Train – Introduced in 2007, this train tour explores key destinations associated with the life of Buddha. In 2018, a new train with modern amenities was introduced

to enhance the comfort of guests. The 7 Nights/8 Days package encompasses Bodhgaya, Nalanda, Sarnath, Sravasti, Rajgir, Varanasi, Lumbini, and Agra. Booking for this tour can be made online at www.irctcbuddhisttrain.com.
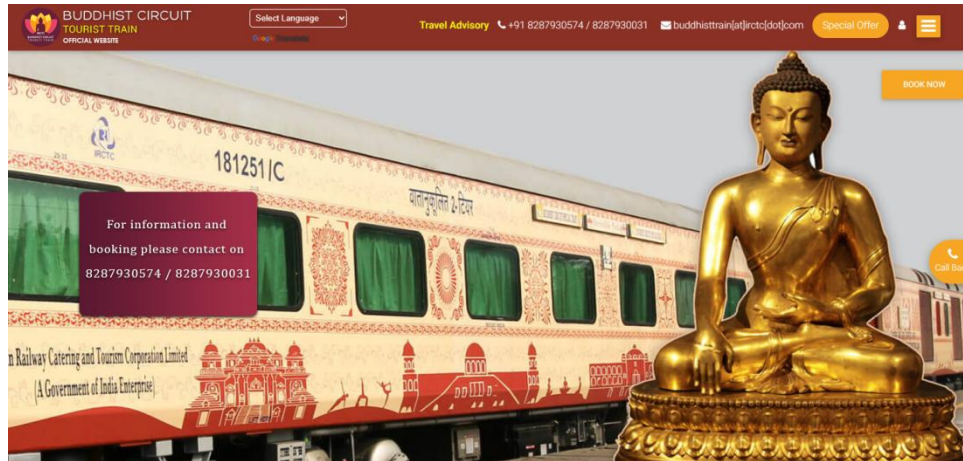
3.6.5 Catering and Hospitality

IRCTC is a prominent hospitality and catering company in India, offering a wide range of services in the field of hospitality and catering. Their operations encompass passenger trains, railway stations, station premises, and various other ancillary business activities throughout the country.

● **Mobile Catering Business:**

IRCTC is responsible for managing the complete on-board catering services for over 460 passenger trains in India, including popular trains like Rajdhani, Shatabdi, Duronto, Gatimaan Express, Mail/Express trains, as well as newly introduced trains like Vande Bharat Express and Tejas Trains. The catering services are provided from pantry cars located on these trains.

● **Train Side Vending:**

IRCTC also oversees Train Side Vending contracts for Mail/Express and Superfast trains that do not have pantry cars. Under this arrangement, on-board vendors take orders from passengers using a menu chart. The vendors then collect the food from designated 'meal pick up points' as per the specified orders and deliver it to the passengers.

● **Redesigning and Development of Pantry Cars:**

IRCTC is currently undertaking the revamp of pantry cars in trains, incorporating modern equipment. The refurbished pantry cars for Rajdhani and Duronto Express trains will be fully air-conditioned LHB coaches, equipped with advanced kitchen appliances like Combi Ovens, Brat Pans, Deep Fryers, and ample storage facilities for dry and perishable items. These redesigned pantry cars will also have proper exhaust chimneys, appropriate garbage bins, and accommodation for kitchen staff.

- **Food Plaza:**

Food Plaza is a collection of multi-cuisine eateries that offer a diverse range of dining options. The quality and pricing of the food items at these plazas are determined by market factors. Typically, Food Plazas provide a variety of multi-cuisine food options in a comfortable dine-in environment with a pleasant ambiance and a shared kitchen that offers a wide array of food items. IRCTC oversees the management of 144 Food Plazas across India.

- **Fast Food Unit:**

Fast Food Units are significant establishments that sell fast food items through self-service counters. These outlets serve packaged food to customers in take-away packets. The quality and pricing of items in Fast Food Units are determined by market factors. IRCTC is responsible for managing 160 Fast Food Units across India on a Pan-India basis.

- **Refreshment Room:**

As per the Catering Policy-2017, IRCTC is entrusted with the responsibility of managing Refreshment Rooms only at A1 & A category railway stations. These Refreshment Rooms offer a variety of snacks, a-la-carte items, standard breakfast, standard meals, and Janta Khana as authorized by the Railways. Additionally, these units also provide approved brands of packed items such as aerated drinks, biscuits, chips, namkeens, chocolates, and ready-to-eat meals (RTE) including Railneer PDW, all sold at MRP basis. IRCTC currently manages approximately 180 Refreshment Rooms at A1 & A category Stations across India on a Pan-India basis.

● **Jan Ahar:**

As per the Catering Policy-2017, IRCTC has been entrusted with the management of Jan Ahaars at various railway stations. Jan Ahaars offer a range of snacks, a-la-carte items, standard breakfast, standard meals, and Janta Khana as authorized by the Railways. These outlets also provide approved brands of packed items such as aerated drinks, biscuits, chips, namkeens, chocolates, ready-to-eat meals (RTE), and Railneer PDW, all sold at MRP basis. Jan Ahaar meals consist of economical regional and local items, catering to the needs of budget-conscious travelers. IRCTC currently manages approximately 58 Jan Ahaars across India on a Pan-India basis.

● **Cell Kitchen:**

Cell Kitchens are typically small-scale base kitchens that provide food to other catering units, both static and mobile, while also selling food and beverages directly to passengers. IRCTC manages 02 Cell Kitchens across India on a Pan-India basis.

● **Base Kitchen:**

A Base Kitchen is a catering unit with a large cooking and packing facility located near or within railway premises, which prepares and supplies food to trains and static units. Food is not sold directly to passengers from the Base Kitchen. These kitchens are equipped with modern cooking equipment to ensure quality meals for train passengers. CCTV cameras are installed for monitoring purposes, and QR code facilities on meal packets are being implemented progressively. Food Safety Supervisors (FSS) are deployed to conduct quality, hygiene checks, and food sampling in these kitchens. Currently, there are 11 Base Kitchens managed by IRCTC.

● **Executive Lounges:**

To cater to the needs of mid-segment and high-end passengers seeking a comfortable place to relax and dine in a clean environment at railway stations, IRCTC has introduced Executive Lounges. Inspired by the concept of airport lounges, IRCTC has already opened 8 Executive Lounges at railway stations in New Delhi (Paharganj Side & Ajmeri Gate side), Agra Cantt, Jaipur, Ahmedabad, Madurai, Sealdah, and Varanasi. These spacious lounges offer various facilities to passengers at nominal charges, including reclining sofas, buffet service meals, Wi-Fi internet services, shower facilities, and more. Currently, IRCTC is managing 8 Executive Lounges across India.

- **Railway Retiring Rooms:**

IRCTC manages Retiring Rooms at major railway stations throughout the country, aiming to enhance accommodation facilities for travelers. Currently, IRCTC oversees 23 Retiring Rooms at railway stations on a PAN India basis.

- **Rail Yatri Niwas / BNR Hotels:**

Currently, IRCTC operates two Rail Yatri Niwas at New Delhi and Howrah railway stations, as well as two BNR Hotels at Puri and Ranchi.

- **Non-Railway Catering (NRC):**

IRCTC oversees the management of canteens, cafeterias, kiosks, and other catering facilities in both government and non-government offices, providing hospitality and catering services. The NRC units, which serve breakfast, lunch, dinner, snacks, and other meals in a quality and hygienic manner, also cater to outdoor events. Currently, IRCTC is managing 7 NRC units across India.

- **E – Catering:**

E-Catering is a recent addition to IRCTC's catering and hospitality business, where technology is combined with food services. This internet-based service is an initiative by IRCTC that enables passengers to order food from partner restaurants and food outlets through a mobile application while traveling on trains. The ordered food is delivered directly to the passengers on their respective seat/berth. Advance booking option is available for this service.

Food served through IRCTC e-catering

Salient features of the E – Catering are :

- The e-catering service provided by IRCTC is exclusively available for passengers with reserved tickets.

- Passengers have the option to choose from a wide variety of delicacies offered through the online app.

- The menu is curated by the partnered restaurants and can also be customized for bulk orders based on passenger preferences.

- Currently, the e-catering service is available at around 300 railway stations, with approximately 20,000 meals being booked per day.

- Passengers can make payment for their meals either through pay on delivery (POD) or online (prepaid) options.

- Additionally, passengers have the option to provide feedback on the e-catering website after the delivery of their meals.

3.6.6 Train Operations

IRCTC, as a private player, also operates multiple express trains in India. In 2020, IRCTC introduced the Tejas Express, which was India's first privately operated train, running from Lucknow to New Delhi. Additionally, IRCTC operates the Ahmedabad-Mumbai Central Tejas

Express as the second private train, and the Kashi Mahakal Humsafar Express as the third private train in India.

3.7 BUSINESS MODEL OF IRCTC

The business model of the Indian Railway Catering and Tourism Corporation (IRCTC) is primarily based on providing online ticketing, catering, and tourism services to passengers and stakeholders of the Indian Railways. IRCTC generates revenue through various streams, including:

- Online Ticketing: IRCTC operates the official website (www.irctc.co.in) and mobile app for online train ticket bookings in India. It earns a commission on each ticket booked through its platform, which is a percentage of the ticket fare. The online ticketing service caters to millions of passengers who book train tickets for their travel needs.

- Catering Services: IRCTC provides catering services on trains and at railway stations through its extensive network of base kitchens, mobile catering units, and food plazas. IRCTC generates revenue through the sale of food and beverages to passengers, and it also charges license fees from vendors who operate food stalls at railway stations.

- Tourism Services: IRCTC offers a wide range of tourism packages, including domestic and international tour packages, hotel bookings, car rentals, and other travel-related

services. IRCTC earns revenue through the sale of these tourism services, which are designed to cater to the travel needs of passengers and tourists.

- E-commerce: IRCTC operates an e-commerce platform (www.shop.irctc.co.in) that offers a variety of products and services, including rail tickets, air tickets, hotels, holiday packages, and other merchandise. IRCTC earns revenue through the sale of these products and services, catering to the needs of online shoppers.

- Advertising: IRCTC also generates revenue through advertising and promotional activities. It allows advertisements on its website, mobile app, and other platforms, and charges fees from advertisers for promoting their products or services to its large customer base.

- Licensing and franchising: IRCTC also generates revenue through licensing and franchising arrangements with vendors and partners for various services, such as setting up food stalls, retail outlets, and other commercial ventures at railway stations, tourist destinations, and other locations.

Overall, IRCTC's business model revolves around providing online ticketing, catering, and tourism services, and generating revenue through commissions, sales of products and services, advertising, licensing, and franchising arrangements.

3.8 REVENUE MODEL OF IRCTC

The majority of IRCTC's earnings come from its internet ticketing facility, with a total amount of Rs. 38178.32 crores collected as ticket fare from E-ticketing users during the fiscal year 2021-22. IRCTC has reported that the total number of tickets booked was 4174.49 Lakhs, which is 140% of the previous year's bookings. E-ticketing contributes to 63% of IRCTC's revenue, followed by 22% from the catering business, 8% from Rail Neer (packaged drinking water), 7% from tourism services, and the remaining from State Teertha (pilgrimage) services.

3.9 LUXURY TRAINS OF INDIA

India is home to seven luxury trains managed by Indian Railways and the IRCTC: Maharajas' Express, Palace on Wheels, The Deccan Odyssey, Golden Chariot, Royal Rajasthan on Wheels, Royal Orient Train, and Fairy Queen Express. These trains cater to tourists seeking a luxurious exploration of India's rich cultural heritage. With stunning interiors, a majestic ambiance, sumptuous cuisine, stringent security, and unmatched comfort, these trains offer an unparalleled experience. Travelers can visit popular tourist destinations and delve into India's beauty in ways that are otherwise unimaginable.

- **Maharajas' Express**

It considered the best among all Indian luxury trains, is also renowned as one of the top five most luxurious trains globally. This impressive train spans half a mile and offers a remarkable level of hospitality with highly trained professionals, well-stocked bars, extravagant suites, and even butler services. It is regarded as one of the most expensive trains in India.

Passengers on board Maharajas' Express have the privilege of experiencing the country's richness in the most distinguished manner. Notably, the train has earned the prestigious title of 'World's Leading Luxury Train' for three consecutive years, namely 2012, 2013, and 2014.

Routes:

➢ The Heritage of India (Mumbai – Ajanta – Udaipur – Jodhpur – Bikaner – Jaipur – Ranthambore – Agra – Delhi)

➢ Gems of India (Delhi – Agra – Ranthambore – Jaipur – Delhi)

➢ The Indian Panorama (Delhi – Jaipur – Ranthambore – Fatehpur – Sikri – Agra – Gwalior – Orchha – Khajuraho – Varanasi – Lucknow – Delhi)

➢ Indian Splendour (Delhi – Agra – Ranthambore – Jaipur – Bikaner – Jodhpur – Udaipur – Balasinor – Mumbai)

➢ Treasures of India (Delhi – Agra – Ranthambore – Jaipur – Delhi)

Its operational from October to April and plies on 5 different routes as mentioned above. The duration and ticket costs for these routes are as follows:

Gems of India and Treasures of India – 4-day journeys for INR 2,57,950 (approx) each

Indian Splendour and The Indian Panorama – 8 days journey for INR 4,00,660 (approx) each

Heritage of India – 8 days journey for approximately INR 4,58,280

Food – Vegetarian food and eggs are served here

● **Palace On Wheels**

Palace on Wheels, an esteemed luxury train ride in India, underwent refurbishment and was relaunched in 2009 with the aim of promoting tourism. The train offers lavish cabins, adorned with beautiful wallpapers, a well-stocked bar, impeccable hospitality, and showcases the local culture through artistic paintings and handicrafts. Resembling a mobile palace, it evokes the grandeur of the past, reminiscent of the opulent palaces of kings. It is no surprise that Palace on Wheels secured the fourth position among the world's most luxurious trains. Undoubtedly, it stands as one of the finest royal trains in India.

Route:

Delhi – Jaipur – Sawai Madhopur – Chittorgarh – Udaipur – Jaisalmer – Jodhpur – Bharatpur – Agra – Delhi

Months of operation for Palace on Wheels are from September to April. The 7 nights, 8 days journey includes 7 stoppages, where tourists are taken for city tours. Key attractions covered by this train are:

➢ Delhi – India Gate, Lotus Temple, Qutab Minar, Humayun's Tomb

➢ Jaipur – Hawa Mahal, Amber Fort, Rajasthali, City Palace, Jantar Mantar

➢ Sawai Madhopur & Chittorgarh – Ranthambore National Park, Chittorgarh Fort

➢ Udaipur – Jag Niwas, Lake Pichhola

➢ Jaisalmer – Yellow Sandstone Fort, ancient mansions

➢ Jodhpur – Mehrangarh Fort, grand palaces, shopping tour in Jodhpur

➢ Bharatpur – Keoladeo Ghana National Park

➢ Agra – Fatehpur-Sikri, the Taj Mahal

Starting fares:

For international travelers: US$3500 + 4.5% Service tax

For Indian travelers: INR 2,10,000 + 4.5% Service tax

Food – Vegetarian and non-vegetarian options are available in Chinese, Continental, and Indian cuisines

- **The Deccan Odyssey**

The Deccan Odyssey draws inspiration from the opulent traveling practices of ancient Indian kings and rulers. It presents itself as a luxurious five-star hotel on wheels, offering captivating journeys to fascinating destinations in India. Passengers are treated like royalty, and the cabins are adorned with interiors reminiscent of palaces. The train boasts of multi-cuisine restaurants, lounges, a conference car, an onboard spa, and various other modern amenities, establishing its status as one of the finest luxury trains not only in India but also worldwide.

Routes:

➢ Maharashtra Splendor (Mumbai – Nasik – Ellora Cave – Ajanta Caves – Kolhapur – Goa – Ratnagiri – Mumbai)

➢ Indian Odyssey (Delhi – Sawai Madhopur – Agra – Jaipur – Udaipur – Vadodara – Ellora Caves – Mumbai)

➢ Hidden Treasures of Gujarat (Mumbai – Vadodara – Palitana – Sasan Gir – Somnath – Little Rann of Kutch – Modhera – Patan – Nashik – Mumbai)

➢ Indian Sojourn (Mumbai – Vadodara – Udaipur – Jodhpur – Agra – Sawai Madhopur – Jaipur – Delhi)

➢ Jewels of the Deccan (Mumbai – Bijapur – Aihole – Pattadakal – Hampi – Hyderabad – Ellora Caves – Ajanta Caves – Mumbai)

➢ Maharashtra Wild Trail (Mumbai – Aurangabad – Ramtek – Tadoba – Ajanta – Nashik – Mumbai)

The Deccan Odyssey operates from October to April and the duration for all 6 routes is 7 nights, 8 days.

Starting fares:

For international travelers: US$5,810 + 4.5% Service tax

For Indian travelers: INR 3,71,900 + 4.5% Service tax

Food – Vegetarian and non-vegetarian options are available in Indian and continental cuisines

● **The Golden Chariot**

The Golden Chariot stands out as an exceptional luxury train in India, offering memorable journeys to renowned tourist destinations in South India. Since its launch in 2008, the Golden Chariot has gained a reputation for providing impeccable hospitality. The train features air-conditioned chambers adorned with regal interiors, along with bars, restaurants serving a variety of cuisines, a mini gym, an Ayurveda spa, and other top-notch 5-star amenities. Renowned as one of India's finest luxury trains, it was honored with the title of 'Asia's Leading Luxury Train' in 2013, solidifying its status in the industry.

Routes:

➢ Pride of the South (Bangalore – Kabini – Mysore – Hassan – Hampi – Badami – Goa – Bangalore)

➢ Southern Splendour (Bangalore – Chennai – Mahabalipuram – Pondicherry – Thanjavur – Madurai – Thiruvananthapuram – Alleppey – Kochi – Bangalore)

The Golden Chariot runs from October to March, and the duration for both routes is 7 nights, 8 days.

The Golden Chariot train price in India per cabin on twin sharing basis for Pride of the South:

For international travelers: US$8,260 + 4.5% Service tax

For Indian travelers: INR 3,08,000 + 4.5% Service tax

Starting fares per cabin on twin sharing basis for Southern Splendour:

For international travelers: US$9,130 + 4.5% Service tax

For Indian travelers: INR 3,50,000 + 4.5% Service tax

Food – Vegetarian and non-vegetarian options are available

- **Royal Orient Train**

Experience a royal expedition through the Royal Orient Train, which offers a delightful journey to renowned tourist destinations and stands as one of India's premier luxury trains. Traveling aboard this train is an extraordinary blend of gallantry and unparalleled opulence. It undoubtedly holds a remarkable position among the regal trains in India.

The cabins of the Royal Orient Train exude a palatial-style comfort, complemented by highly trained hospitality professionals. The train boasts a multi-cuisine restaurant, featuring the "Watering Hole" Bar, spacious bathrooms, a well-stocked library, and virtually all the amenities one would expect in a 5-star hotel. The Royal Orient Train ensures a luxurious and memorable experience for its passengers.

Route:

Delhi – Chittorgarh/Udaipur -Junagarh/Veraval- Sasan Gir/Dilwara – Palitana- Sarkhej- Ahmedabad- Jaipur- Delhi

The Royal Orient Train runs all year round, and the duration is 7 nights, 8 days. City attractions one can see en route are:

➢ Delhi – Qutub Minar, Red Fort, Jama Masjid, India Gate

➢ Chittorgarh/Udaipur – Chittorgarh Fort, City Palace, boating in Lake Pichhola, Shilpgram, and Royal Gardens

➢ Junagarh/Veraval – Ashokan Rock EDICT of 3rd Century BC, Darbar Hall Museum, Mausoleum of Nawab

➢ Mahabat Khanji, Somnath Temple on the shore of the Arabian Sea

➢ Sasan Gir National Park – Lion Sanctuary

➢ Dilwara – St. Paul's church and Mandir Beach

➢ Palitana – Jain Temple atop Shatrunjaya Hills

➢ Ahmedabad – Gandhi Ashram, Calico Museum of Textiles, Sidi Sayyad's Mosque

➢ Jaipur – Amar Fort and elephant ride, Hawa Mahal, City Palace, Jantar Mantar (observatory)

Starting fares per cabin per person for one night on twin sharing basis from October-March:

For international travelers: US$200 + 4.5% Service tax

For Indian travelers: INR 7,480 + 4.5% Service tax

Starting fares per cabin per person for one night on twin sharing basis from April-September:

For international travelers: US$150 + 4.5% Service tax

● **The Fairy Queen Express**

The Fairy Queen Express is among India's oldest luxury train journeys. It is propelled by a steam locomotive that dates back to approximately 1855, lending it a unique and captivating charm as it traverses its route to Alwar in Rajasthan. The train has earned recognition in the

Guinness Book of World Records and has been honored with the National Tourism Award, solidifying its position among the most opulent trains in India.

Route:

Delhi – Alwar – Sariska- Alwar – Delhi

Runs from October to March on 2nd and 4th Saturdays of the month. Duration of the journey is 1 night, 2 days. Attractions at its two stoppages – Sariska and Alwar – are:

➢ Sariska– Lake Palace, Sariska National Park

➢ Alwar– Alwar Museum

Starting fares for full package

(Two-way train journey + sightseeing / stay at Sariska for an adult)

INR 8,600 + Government taxes/Service taxes

Food – Many options are available

● **The Heritage on Wheels**

The Heritage on Wheels, one of the oldest luxury trains in India, beautifully showcases the rich traditions and culture of Rajasthan, preserving the heritage that has been passed down through generations. Its captivating interiors effortlessly transport travelers to the glorious bygone era of the state. Considered one of the most expensive trains in India, it offers an unparalleled experience.

The train features local restaurants onboard, serving both authentic and continental cuisine. The rooms exude a royal ambiance, creating an atmosphere that immerses travelers in regal vibes. Riding aboard this luxury train in India makes one feel like a queen or king, providing an unforgettable and memorable journey.

Route:

Jaipur – Bikaner – Tal Chhapar and Shekhawati – Jaipur – Depart

Some of the popular attractions that one see when traveling on the Heritage on Wheels for 3 nights and 4 days are:

Bikaner: Junagarh Fort, Haat, Camel Safari, Lalgarh Palace, National Research Centre

Tal Chhapar & Shekhawati: Laxmangarh Fort, Goenka Haveli, Sikar, Churu, Mandawa, Nawalgarh

Jaipur: Hawa Mahal, Amber Palace, City Palace, Jantar Mantar

Starting fares:

For single occupancy: $300 per person, per night

For double occupancy: $200 per person, per night

For triple occupancy: $150 per person, per night

Food – Many options are available in Indian, Continental, and Chinese cuisines

3.10 CHALLENGES FACED BY IRCTC

IRCTC has faced criticism for its failure to maintain the privacy of passenger data collected for bookings and travel purposes, with multiple reports of data leaks and exposures, and concerns about the government using passenger information for targeted promotional content.

In 2016, cyber police officials from Maharashtra reported a potential leak of personal information of 10 million passengers. While IRCTC initially denied the leak, a committee was formed to investigate the report, and later IRCTC officials admitted that data shared with third parties had been exposed.

In 2018, a security researcher reported that a free travel insurance scheme offered by IRCTC exposed information of approximately 200,000 passengers for two years. IRCTC discontinued the scheme and fixed the vulnerability.

In October 2020, a data breach resulted in the exposure of passenger data of over 900,000 individuals, and IRCTC denied the leak. However, it was later revealed that IRCTC had announced sharing passenger data with other corporations. This led to criticism from former Railway Minister Dinesh Trivedi as a threat to privacy.

In May 2020, IRCTC made the use of the Aarogya Setu COVID-19 tracker app mandatory, but later clarified that it was optional, amidst concerns about data safety.

In 2020, IRCTC officials used passenger data to email a pamphlet promoting government policies to protesting Sikh farmers during the Indian farmers' protests. Over 20 million such emails were sent without consent, and IRCTC officials admitted that passenger data had been used without prior consent for promotional messages.

3.11 PARTNERSHIP AND COLLABORATION OF IRCTC

Earlier this year, IRCTC announced a partnership with Paytm to digitize its ticketing system through Automatic Ticket Vending Machines (ATVM) installed at railway stations, offering customers QR code-based digital payment solutions.

On 21 February 2022, IRCTC collaborated with Bank of Baroda to launch the IRCTC BOB Loyalty Co-Branded Credit Card on the RuPay platform.

Previously, IRCTC had also partnered with SBI to introduce a travel credit card called the IRCTC RuPay SBI Card, which provides access to various benefits such as railway lounges, travel offers, rewards, and other perks.

3.12 MILESTONES OF IRCTC

- On 19 March 2014, a record of nearly 580,000 tickets were booked in a single day.
- On 1 April 2015, IRCTC set a new national record with 1,345,496 tickets booked in a day.
- On 2 April 2015, almost 1.1 million tickets were booked in a day.
- In April 2015, around 1.34 million tickets were booked in a day.
- The Tejas Express was inaugurated on 24 May 2017, operating from Mumbai CST to Karmali, Goa.
- The Scheme of Alternate Train Accommodation System, also known as VIKALP, was extended from 1 April 2017 to benefit waitlisted passengers on all Mail/Express trains.
- From 3 November 2017, a service was introduced to provide SMS-based information to passengers about delayed trains, initially covering all Rajdhani, Shatabdi, Tejas, and

Gatiman trains. From 15 December 2017, this service was expanded to include all Jan Shatabdis, Duranto, and Garib Rath trains, totaling around 250 trains.

- On 4 October 2019, IRCTC started operating India's first semi-private train, the "Tejas," between Lucknow and Delhi.

- On 17 January 2020, IRCTC started operating its second semi-private train, the "Tejas," between Mumbai and Ahmedabad.

- On 16 February 2020, Indian Prime Minister Narendra Modi inaugurated the first semi-private train by IRCTC, the "Kashi Mahakaal," connecting Varanasi and Indore and passing through four Jyotirlingas of Lord Shiva.

- On 7 August 2019, IRCTC launched a payment wallet called iMudra, providing an easy way to book railway tickets, make payments, and send or withdraw money.

- On 31 December 2020, IRCTC launched its new upgraded e-Ticketing Website & Mobile App for online railway ticket booking.

3.13 TOURISM PACKAGES OFFERED BY IRCTC

A tour package is a comprehensive offering that encompasses various services such as transportation, lodging, meals, and more, allowing travelers to explore a destination without any hassles. It provides a convenient and hassle-free way to experience a vacation. These packages can be personalized to cater to the specific requirements of the user, including additional services like tour guides and road transfers. A wide selection of captivating tour packages are offered by IRCTC Tourism website. Reservations for the ideal holiday experience can be made through the IRCTC Tourism site.

Both domestic and international tour packages are available on IRCTC Tourism. To get started with your booking, visit the official IRCTC Tourism website.

Passengers can insure their train journeys in just 59 paise including GST while booking their e-ticket through IRCTC. The travel insurance provided by IRCTC is worth up to Rs. 10 lakhs in case of death or permanent total disability and Rs. 7.5 lakhs in case of partial disability.

India is a country known for its diverse blend of religions, beliefs, captivating architecture, and stunning landscapes. The tourism industry in India has become increasingly important as

people from around the globe visit the country to explore its rich culture and heritage sites. Prominent tourist destinations in India include Agra, Jaipur, Amritsar, Kerala, Goa, Darjeeling, Ajanta, and Mumbai. To cater to the special needs of travelers, the Indian Railway Catering and Tourism Corporation (IRCTC) provides exceptional services through IRCTC Tourism. As a vital pillar of the tourism industry in India, IRCTC Tourism is a government-run tour package booking portal that handles a significant number of bookings each month.

IRCTC Tourism offers budget-friendly tour packages to all major destinations within India. Some of the noteworthy domestic tour packages provided by IRCTC Tourism include Blissful Tirupati, Glorious Goa, Exotic Kerala, Classical Khajuraho Tour, and Himalayan Golden Triangle Tour.

In addition, IRCTC Tourism also offers international budget tour packages. Some of the notable ones are Mystical Nepal, Shri Ramayana Yatra, Magical Europe, Thrilling Thailand, and Beautiful Bhutan.

These packages are designed to be all-inclusive and are offered at affordable prices by IRCTC Tourism in India. Travelers can easily book these packages on the IRCTC Tourism website, obtaining comprehensive itinerary details for a convenient and hassle-free travel experience around the world.

Some of the tours offered by IRCTC

- **Himachal Tour**

where travelers can experience the colonial history of Shimla and the snow-capped mountains of Manali. Adventure enthusiasts can indulge in activities like trekking, paragliding, and skiing in Solang Valley and Rohtang Pass. Mcleodganj offers a taste of Buddhist culture with its Tibetan temples and monasteries, while Dalhousie provides a leisurely excursion amidst meadows, forests, waterfalls, and misty mountains. Kasol, known as India's Amsterdam, is an off-the-beaten-path destination for camping and trekking.

- **Agra Tour**

Agra, the home to the Seventh Wonder Taj Mahal, the monument that has come to symbolise eternal love, is a city with a rich historical and architectural heritage that attracts a large number of tourists each year. Though the Taj Mahal is the city's most popular tourist attraction, Agra also has other fine works of art and craft, traditional delicacies to sample, and an insight into its vibrant culture.

- **Rann Utsav Tour**

This tour will take you through Gujarat's white desert landscape, where you can witness a spectacular night sky full of stars or enjoy a camel ride along its vast expanse. People can explore the flourishing wildlife and cultural heritage, such as folk dances & music performances that make it a truly unique experience

Goa Tour

One of India's most popular destinations known for its golden sand beaches & vibrant nightlife scene. Here people can explore many things like golden sandy beaches, the architectural beauty of Old Goa Churches, Gigantic Dudhsagar Waterfalls, and the list goes on and on. Tourist can also try adventure activities like scuba diving; boat cruises along the Mandovi River; shopping trips at local markets, etc.

North India Temple Tour Packages:

- **Vaishno Devi Darshan Tour**

Vaishno Devi is a pilgrimage town in Jammu and Kashmir that draws a large number of devotees to its Shri Mata Vaishno Devi Mandir. The town and temple are dedicated to Vaishno Devi, a manifestation of Goddess Durga. It is a widely held belief, and she refers to devotees here.

The Trikuta Mountains are home to the Vaishno Devi Mandir, a temple cave. Devotees pay homage to three naturally formed rocks representing Maha Lakshmi, Maha Kali, and Maha Saraswati.

- **Mathura Vrindavan Tour**

Mathura-Vrindavan is known as the birthplace of Lord Krishna. Here, you can visit temples dedicated to various incarnations of Vishnu, including Sri Radha Raman Temple, Banke Bihari Mandir, etc. Tourist can also experience the unique culture by participating in traditional festivals such as Janmashtami or Holi celebrations here.

- **Buddhist Heritage**

The Buddhist Trail offers an opportunity to discover ancient sites associated with Gautama Buddha's life, like Sarnath and Bodhgaya, where he attained enlightenment under a bodhi tree, respectively. You can also visit other important pilgrimage sites related to Buddhism, such as Lumbini (birthplace), Kushinagar (where Buddha left his body) & Rajgir (a site used by him for meditation). All these destinations provide insight into this beautiful religion which still has millions of followers worldwide today.

- **Golden Temple Tour**

Shirdi Sai Baba temple is one most popular religious destinations in Maharashtra state. It was the home famous saint Sai Baba who devoted his life to helping poor people from all walks of society. Visitors come from faraway places to seek blessings at the shrine inside the complex. Apart from that, there are a few more attractions nearby, like Dwarkamaai Mosque and Chavadi Temple, one shouldn't miss in the trip.

● **Vibrant Rajasthan Tour**

Rajasthan is synonymous with royal, regal, and revered. A magical world of color-coded kingdoms. A place where tiny red turbans and green saris dance to classical music.

It is a diverse vacation destination. Rajasthan has a plethora of exciting activities for thrill seekers as well. Culture vultures will be enthralled by the state's rich history and heritage, which will regale them with heroic tales from its glorious past. A Rajasthan tour is a journey of discovery with something for everyone.

● **Cruise Packages**

IRCTC Cruise Packages helps people to escape the bustling city streets for languid rivers, soak in riverside villages, and discover sacred sites and heritage. Dwell in the cacophony of sights as nature enchants and enthralls your senses. Spend some time this holiday looking out at the glistening waves.

3.14 PROBLEMS FACED BY IRCTC

- Inefficient online ticket booking system: The online ticket booking system provided by IRCTC may suffer from issues such as slow website performance, technical glitches, and difficulties in navigating the booking process, resulting in a poor user experience for passengers. This can lead to delays in booking tickets, inconvenience for passengers, and potential revenue loss for IRCTC.
- Inconsistent catering services: IRCTC provides catering services on trains and at railway stations, but there have been complaints of inconsistent quality of food, unhygienic conditions, and lack of variety in menu options. Such issues can lead to passenger dissatisfaction, health concerns, and negative perceptions of IRCTC's catering services, affecting customer satisfaction and loyalty.
- Limited tourism options and information: IRCTC offers tourism packages for travelers, but there may be limitations in terms of the variety of packages, destinations, and

information provided. This can result in a lack of options for travelers, reduced interest in booking tourism packages, and missed opportunities to promote tourism and generate revenue for IRCTC.

- Lack of transparency and accountability: There may be issues related to transparency and accountability in the services provided by IRCTC, including concerns about fare pricing, refund processes, and customer grievance redressal. This can result in passenger dissatisfaction, mistrust, and negative perceptions of IRCTC's services, affecting its reputation and credibility.

- Infrastructure and logistical challenges: IRCTC operates in a vast and complex railway network, and there may be challenges related to infrastructure, logistics, and coordination with other stakeholders, such as Indian Railways and service providers. These challenges can impact the quality and efficiency of the services provided by IRCTC, leading to operational issues and service disruptions.

- Security and data privacy concerns: As an online platform for ticket booking and other services, IRCTC may face security risks, including data breaches, frauds, and identity thefts. This can result in passenger's personal and financial information being compromised, leading to loss of trust and confidence in IRCTC's services.

- Accessibility and inclusivity concerns: IRCTC's services may not be accessible or inclusive for all passengers, including those with disabilities, senior citizens, or people from marginalized communities. This can result in barriers to access, discrimination, and violation of passenger rights, affecting their travel experience and satisfaction.

Overall, the services provided by IRCTC encompasses a range of issues related to the efficiency, quality, transparency, accountability, infrastructure, security, accessibility, and inclusivity of its services. Addressing these problems can help improve the overall quality and effectiveness of IRCTC's services, enhance customer satisfaction, and strengthen its reputation as a reliable service provider in the railway and tourism sectors.

CHAPTER - 4
DATA ANALYSIS AND INTEPRETATION

"Analysis of data, also known as data analytics, is a process of inspection, cleaning, transforming and modelling data with the goal of discovering useful information, suggesting conclusion, and supporting decision making"

Analysis and interpretation are very important elements as far as the research is concerned. Interpretation is an essential as the usefulness and the utility of research findings lie in proper interpretation. It requires great skill and dexterity from the researcher.

The study mainly indicates costumer's perception about the various services provided by IRCTC.

Based on the objectives of the study, different variables were taken into consideration for the collection of data through structured questionnaire method.

Out of the total population, 50 respondents were taken for the study because it generalises the whole population. Convenient sampling method have been applied for selection of samples.

TABLE 4.1

GENDER BASED CLASSIFICATION

Gender	Number	Percent
Male	13	26.0
Female	37	74.0
Other	0	00.0
Total	50	100.0

Source: Primary data

FIG 4.1 GENDER
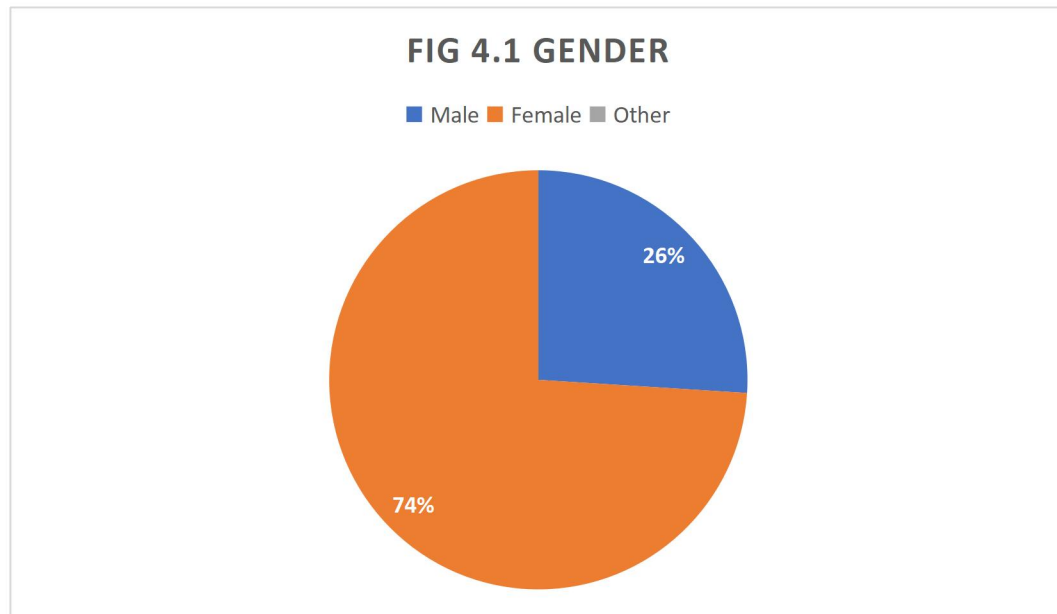
Interpretation: The above table 4.1 and chart shows that about 74 per cent of respondents are female and the remaining 26 per cent of the respondents are male.

TABLE 4.2

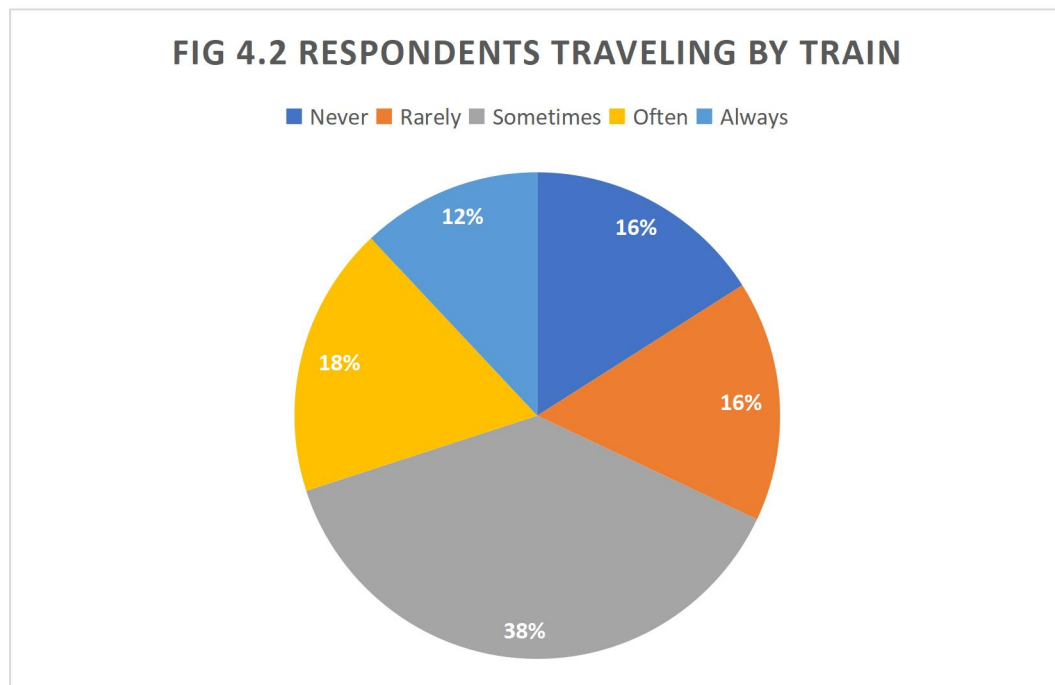## CLASSIFICATION BASED ON HOW OFTEN RESPONDENTS TRAVEL BY TRAIN

Opinion	Number	Percent
Never	8	16.0
Rarely	8	16.0
Sometimes	19	38.0
Often	9	18.0
Always	6	12.0
Total	50	100.0

Source: Primary data


FIG 4.2 RESPONDENTS TRAVELING BY TRAIN

Interpretation: The above table 4.2 and chart shows that about 38 percentage of respondents sometimes prefer train for travel, 18 percentage of respondents most often travel by train, 16 percent of them never wish to travel by train and the same percentage of respondents rarely opt train, Remaining 12 percent always wish to travel by train.

TABLE 4.3

AWARENESS OF THE RESPONDENTS ABOUT THE IRCTC APP

Response	Number	Percent
Yes	44	88.0
No	6	12.0
Maybe	0	00.0
Total	50	100.0

Source: Primary data

FIG 4.3 IRCTC APP AWARENESS
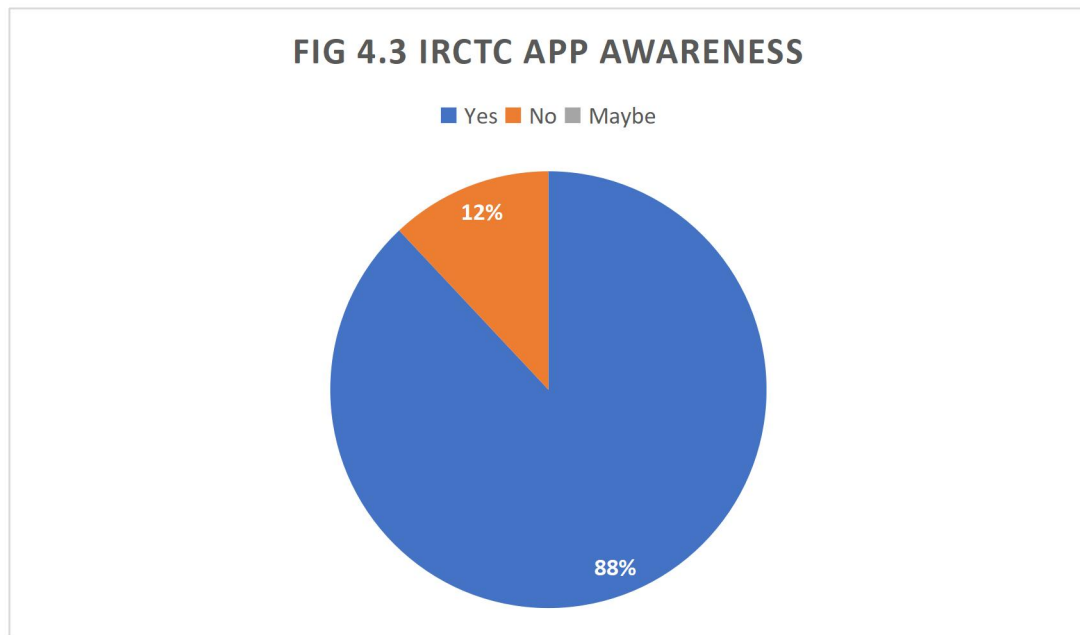
Interpretation : The above table 4.3 and chart shows that about 88 per cent of respondents are aware about the IRCTC app and remaining 12 per cent of respondents are unaware about the IRCTC app and its uses.

TABLE 4.4

THE SERVICES UTILISED BY THE RESPONDENTS PROVIDED BY IRCTC

Services Utilized	No of Responses	Percent
Train tickets	33	66.0
Flight tickets	0	00.0
Bus tickets	1	02.0
Hotel accommodation/railway retiring rooms	1	02.0
Ordering food while on train	4	08.0
Tour package	0	00.0
Doesn't use the app	16	32.0

Source: Primary data

Fig 4.4 Respondants using app facilities
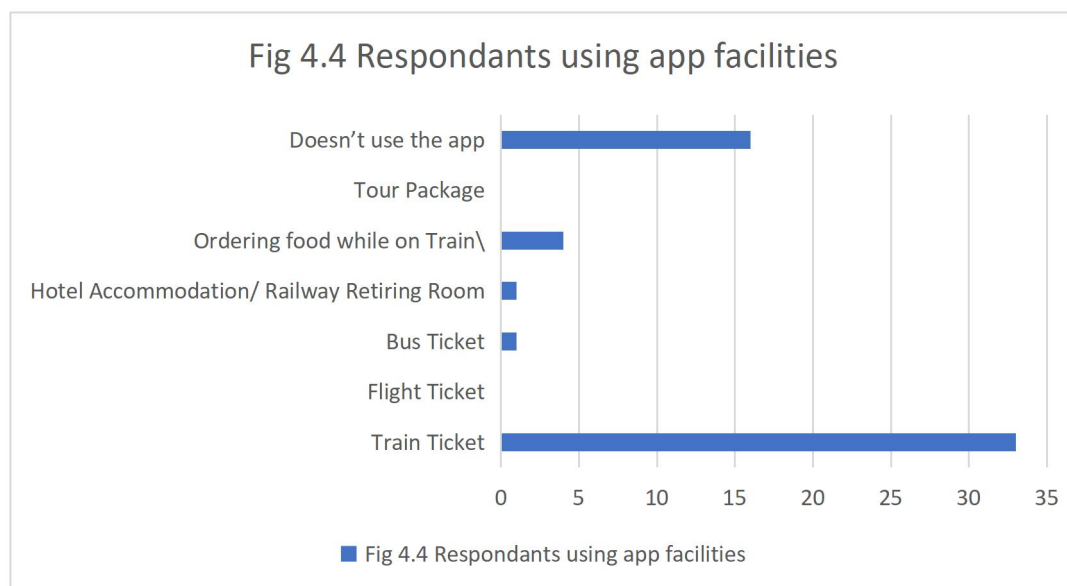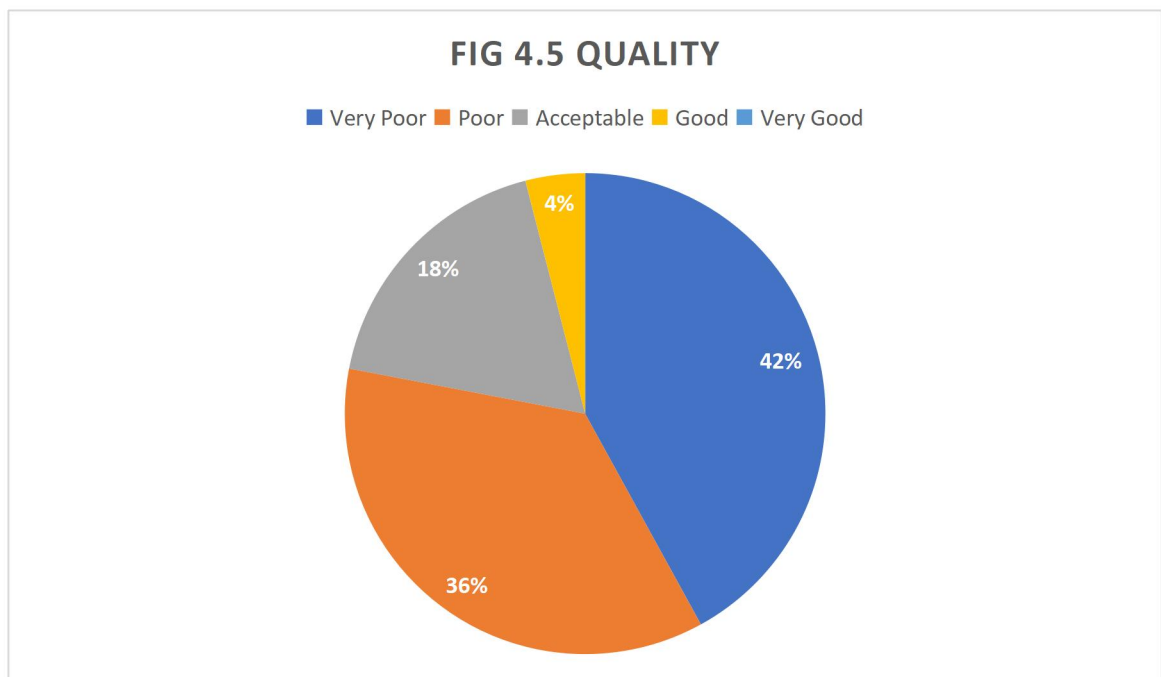
Interpretation : The table 4.4 and figure indicates that about 66 percent of respondents used the IRCTC app for booking train tickets, 32 percent of them doesn't even used the app, 8 percent of respondents operated the app for ordering food while on train, 2 percent of them book bus tickets using app and another 2 percent used the app for hotel accommodation or for railway retiring rooms.

TABLE 4.5

QUALITY OF FOOD AND BEVERAGE PROVIDED BY IRCTC

Quality	Number	Percent
Very Poor	21	42.0
Poor	18	36.0
Acceptable	9	18.0
Good	2	04.0
Very Good	0	00.0
Total	50	100.0

Source: Primary data

FIG 4.5 QUALITY

Interpretation : The above table 4.5 and figure indicates that about 42 per cent of respondents find the quality of food and beverage provided by IRCTC as very poor, 36 per cent of respondents find it poor whereas 18 per cent and 4 per cent of the respondents find the quality acceptable and good respectively.

TABLE 4.6

RATING THE ACCOMMODATION FACILITIES PROVIDED BY IRCTC

Rating Scale	Number	Percent
1	13	26.0
2	16	32.0
3	18	36.0
4	3	06.0
5	0	00.0
Total	50	100

Source: Primary data

FIG 4.6 ACCOMMODATION FACTILICITIES PROVIDED BY IRCTC
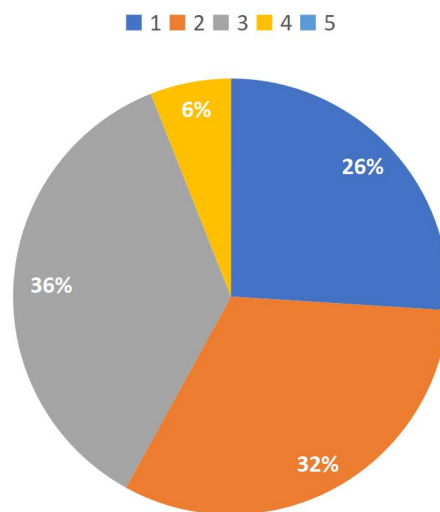
Interpretation : The above table 4.6 and graph indicates that on a scale of 1 – 5 about 36 per cent of respondents find the accommodation facilities to be a 3. And 32 per cent of respondents find it a 2, a rating of 1 is given by 26 per cent of the respondents. The remaining 6 per cent of the respondents find the rating to be a 4.

TABLE 4.7

RATING THE BEHAVIOUR OF RAILWAY STAFF TOWARDS RESPONDENTS

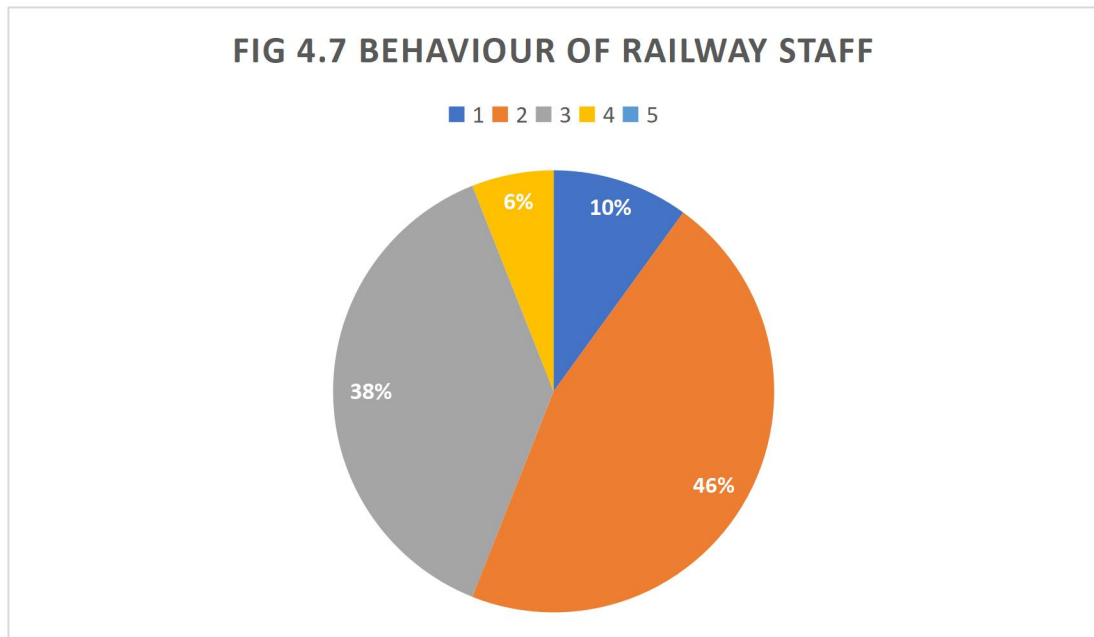| Rating Scale	Number	Percent
1	5	10.0
2	23	46.0
3	19	38.0
4	3	06.0
5	0	00.0
Total	50	100.0

Source: Primary data

FIG 4.7 BEHAVIOUR OF RAILWAY STAFF

Interpretation : The above table 4.7 and graph shows that 46 per cent of respondents rated the behavior of railway staff a 2 on a scale of 1 – 5. About 38 per cent of respondents find it a 3, a rating of 1 is given by 10 per cent of the respondents. Whereas the remaining 6 per cent of the respondents find the rating to be a 4.

TABLE 4.8

CLEANLINESS OF TRAINS AND STATIONS ACCORDING TO RESPONDENTS

Quality	Number	Percent
Very Poor	16	32.0
Poor	25	50.0
Average	9	18.0
Good	0	00.0
Excellent	0	00.0
Total	50	100.0

Source: Primary data

**FIG 4.8 CLEANLINESS OF TRAINS & STATIONS**
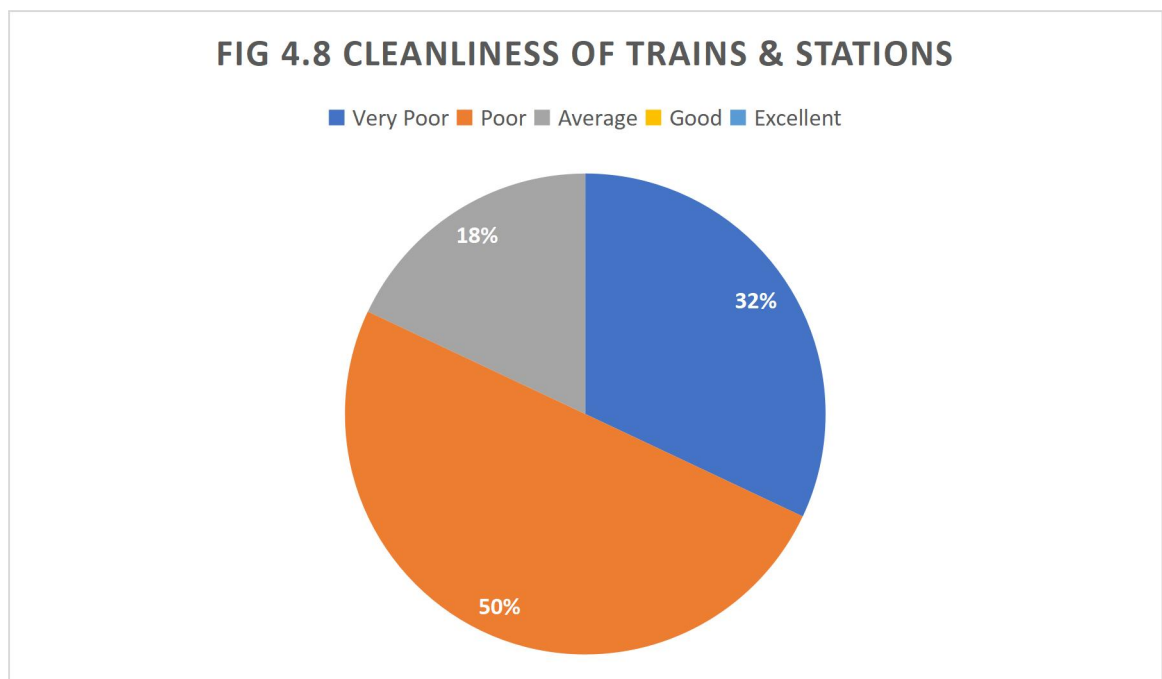
Interpretation : The above table 4.8 and figure indicates that about 50 per cent of respondents find the quality of cleanliness of the trains and station poor, 32 per cent of respondents find it very poor. The remaining 18 per cent of the respondents find it an average.

TABLE 4.9

EFFICIENCY OF THE IRCTC APP ACCORDING TO THE RESPONDENTS

Responses	Number	Percent
Very efficient, the app is working properly	14	28.0
Less efficient, there are places to be improved	23	46.0
Not so efficient, they've a lot of bugs	10	20.0
The app keeps crashing while in use	3	06.0
Total	50	100.0

Source: Primary data

4.9 EFFICIENCY OF THE IRCTC APP
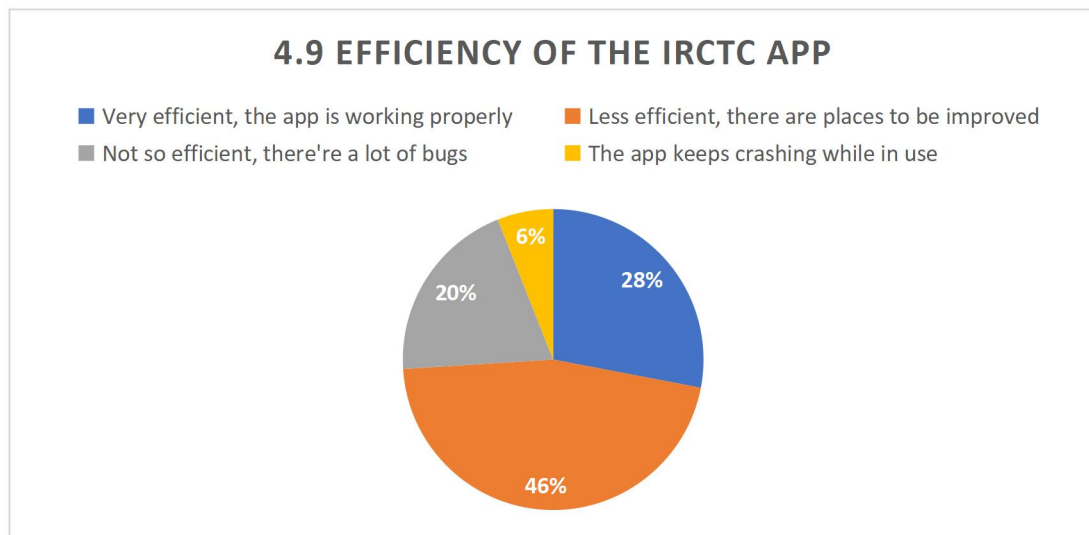
Interpretation : The table 4.9 and figure shows the result of respondents attitude towards efficiency of IRCTC app. About 46 percent opined that app is less efficient and there are places to be improved, 28 percentage of the respondents believe that the app is very efficient and working properly, 20 percentage of the respondents are of opinion that app is not so efficient because the app has a lot of bugs, and 6 percentage of them responded that the app keep crashing while in use.

TABLE 4.10

PAYMENT METHOD USED BY THE RESPONDENTS WHILE USING IRCTC APP

Payment Method	Number	Percent
BHIM / UPI	28	56.0
Credit/Debit Card	7	14.0
Net Banking	6	12.0
Other	9	18.0
Total	50	100.0

Source: Primary data

FIG 4.10 PAYMENT METHOD USED IN IRCTC
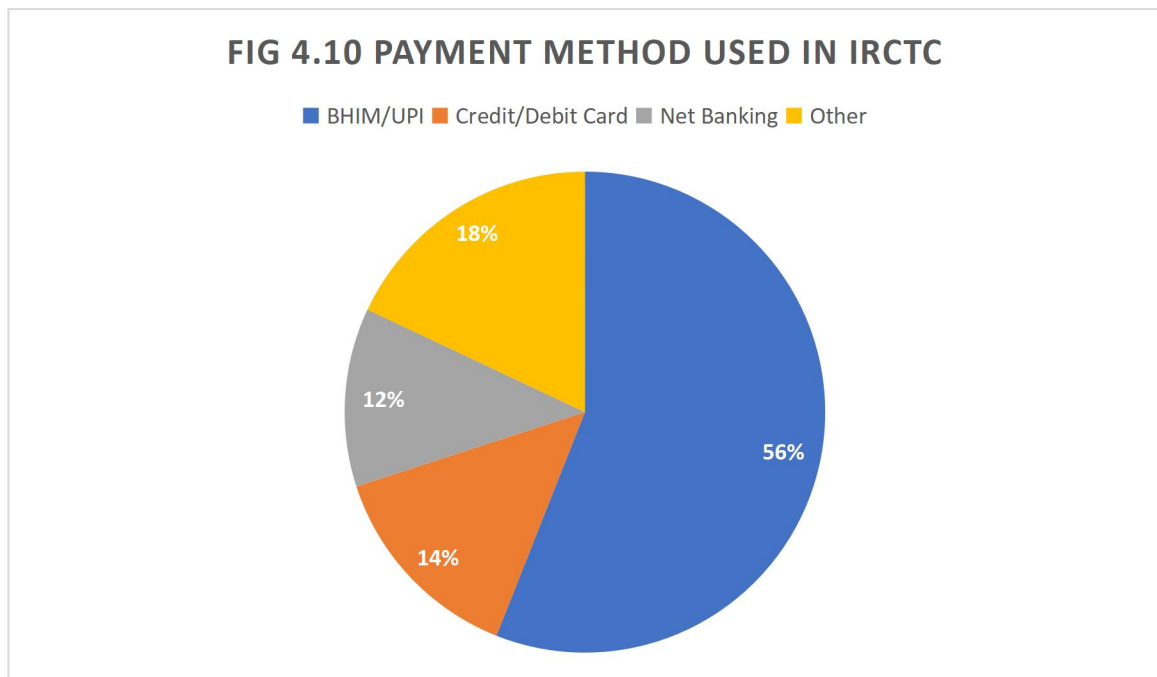
Interpretation : The table 4.5 and figure indicates that about 56 percent of respondents used BHIM/UPI payment method while using the IRCTC app, 18 percentage of respondents used other mode of payment and 14 per cent opted Credit/Debit card. The remaining 10 per cent of them are using Net banking method.

TABLE 4.11

DIFFICULTY OF RESPONDENTS IN UNDERSTANDING THE CODES (JARGONS) USED IN THE IRCTC APP (RAILWAY)

Opinion	Number	Percent
Yes	9	18.0
No	25	25.0
Maybe	16	32.0
Total	50	100.0

Source: Primary data

FIG 4.11 DIFFICULTY IN UNDERSTANDING JARGONS
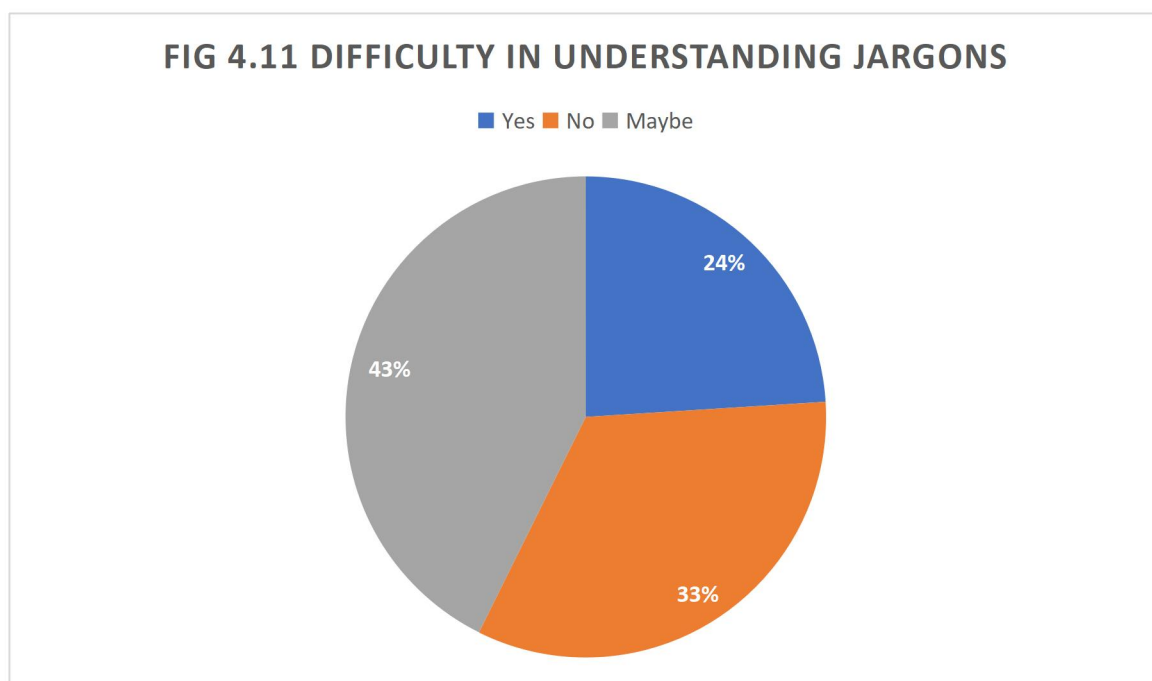
Interpretation : The table 4.11 and figure reveals that 32 per cent of them face difficulty in understanding the codes (jargons) used in the IRCTC app while 25 per cent of respondents are having no difficulty and 18 per cent of them sometimes have difficulty while understanding some codes in the app.

TABLE 4.12

RESPONDENTS ABOUT THE TOURISM PACKAGES OFFERED BY IRCTC

Responses	Number	Percent
Have opted the tourism package offered by IRCTC	0	0.0
Haven't used the tourism package offered by IRCTC	41	82.0
Haven't heard about the tourism package provided by IRCTC	9	18.0
Total	50	100.0

Source: Primary data

FIG 4.12 TOURISM PACKAGES OFFERED BY IRCTC

- Have opted the tourism package offered by IRCTC
- Haven't used the tourism package offered by IRCTC
- Haven't heard about the tourism package provided by IRCTC
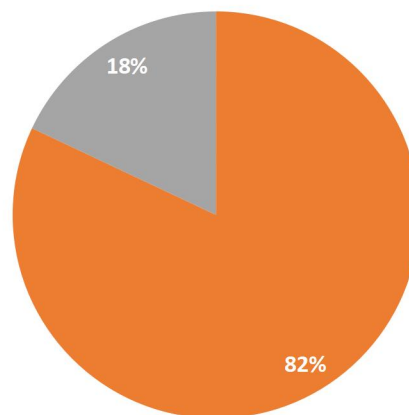
Interpretation : The table 4.12 and figure indicates that 82 percent of the respondents haven't used the tourism packages offered by IRCTC and 18 per cent of them are not aware of the tourism packages offered by IRCTC.

TABLE 4.13

FOOD PREFERENCE OF THE RESPONDENTS WHILE TRAVELING ON TRAIN

Options	Number	Percent
Food on Track (E – Catering)	6	12.0
IRCTC Catered Food (Direct Catering)	8	16.0
Bring your own food	36	72.0
Total	50	100

Source: Primary data

FIG 4.13 FOOD PREFERENCE WHILE TRAVELING IN TRAIN
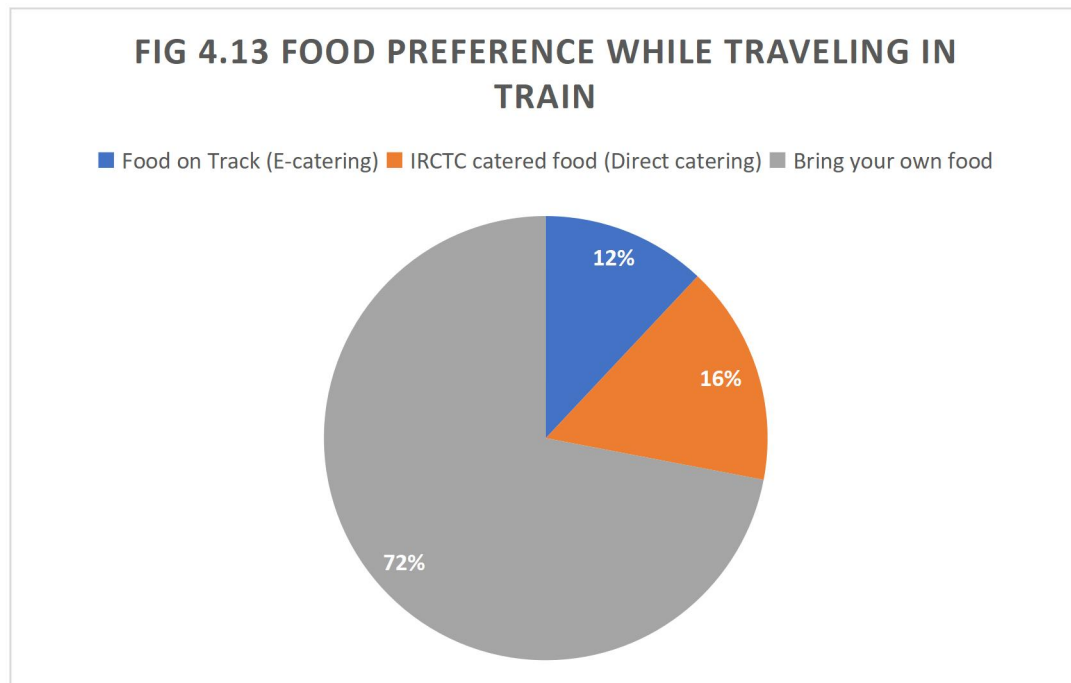
Interpretation : The table 4.13 and figure indicates that majority of the respondents i.e. 72 percent of them wish to bring their own food while traveling on train, 16 percent of respondents prefer IRCTC catering food (direct catering) and other 12 per cent of respondents prefer food on track (E – Catering).

TABLE. 4.14

DISPOSAL OF WASTE BY RESPONDENTS WHILE TRAVELING ON TRAIN

Option	Number	Percent
Throw it in the train dustbin	27	54.0
Throw it outside the window	3	06.0
Throw it in the station dustbin	16	32.0
Take it back home	4	08.0
Total	50	100.0

Source: Primary data

FIG 4.14 DISPOSAL OF WASTE WHILE TRAVELLING IN TRAIN

- Throw it in the train dustbin
- Throw it outside the window
- Throw it in the station dustbin
- Take it back home

8%
32%
54%
6%
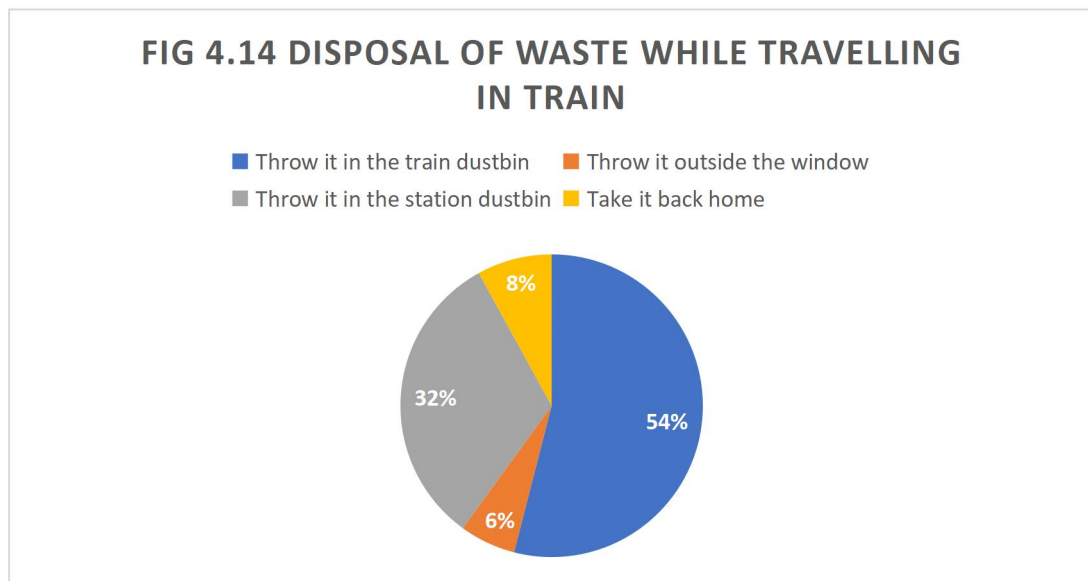
Interpretation : The table 4.14 and figure indicates how respondents dispose waste while on train. Out of which 54 per cent of respondents throw the waste in the train dustbin, 32 per cent of them throw it in the station dustbin and 8 percent of passengers take it back home with them and only 6 percent of them responded that they throw the waste outside the train window.

TABLE 4.15

DELAYING OF TRAIN FACED BY THE RESPONDENTS WHITE TRAVELING

Responses	Number	Percent
The train was on time	8	16.0
The train delayed by less than an hour	23	46.0
The train delayed by 2 – 3 hours	15	30.0
The train delayed by more than 3 hours	4	08.0
Total	50	100.0

Source: Primary data

FIG 4.15 DELAYING OF TRAIN

■ The train was on time
■ The train delayed by less than an hour
■ The train delayed by 2-3 hours
■ The train delayed by more than 3 hours
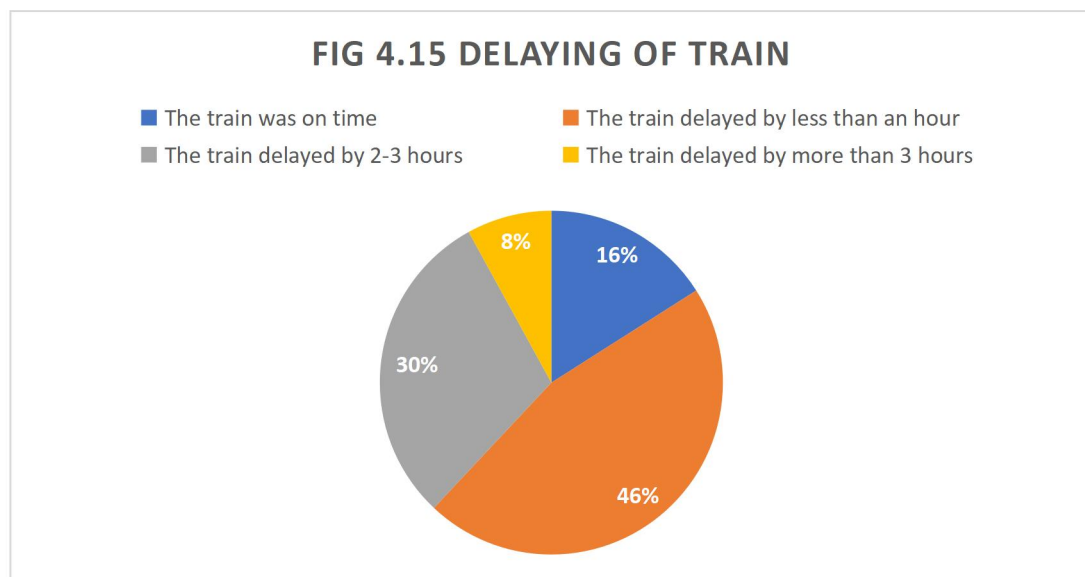
Interpretation : The table 4.15 and figure shows that 46 per cent of respondents have faced problems regarding delay of train by less than one hour, 36 per cent of them faced delay for about 2-3 hours, 16 percent of passengers responded that the train was on time and only 8 percent of them responded that train delayed by more than 3 hours.

TABLE 4.16

AWARENESS OF THE RESPONDENTS ABOUT THE SAFETY MEASURES TAKEN BY RAILWAY WHILE TRAVELING

Responses	Number	Percent
Yes, I have heard about the three digit safety helpline number	24	48.0
No, I haven't heard about any safety helpline number provided by railway	26	52.0
Total	50	100.0

Source: Primary data

FIG 4. 16 AWARENESS OF SAFETY MEASURE TAKEN BY RAILWAY

Interpretation : The table 4.16 and figure reveals that 52 per cent of the respondents are unaware about any safety helpline number provided by railway and 48 percent of them have heard about the three digit helpline number provided by IRCTC for the people travelling by train.

TABLE 4.17

DIFFERENCE IN THE SECURITY CONCERN OF RESPONDENTS WHILE TRAVELING IN TRAIN AND FLIGHT

Response	Number	Percent
Yes, there's a vast difference between the both. Air transportation has higher security concern.	41	82.0
No, there's no difference. Both are moving vehicles in which security concern will be always high.	9	18.0
Total	50	100.0

Source: Primary data

FIG 4.17 DIFFERENCE IN SAFETY CONCERN BETWEEN TRAIN & FLIGHT
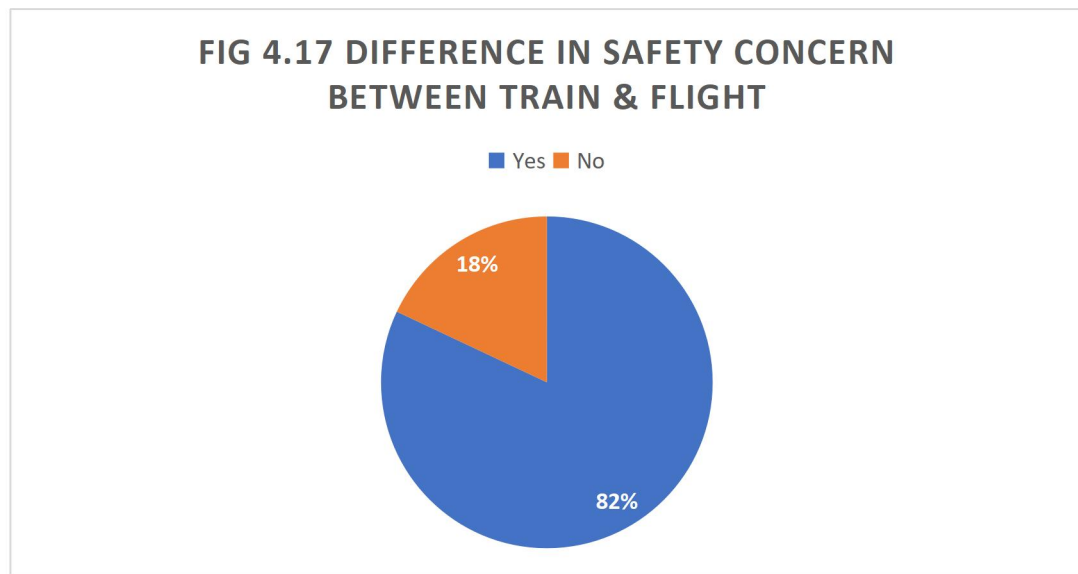
Interpretation : The table 4.17 and figure indicates that 82 percent of respondents are of the opinion that air transportation has higher security concern than that of rail transportation balance 18 percent opined that there is no difference and added that both are moving vehicles in which security concern will be always high.

TABLE 4.18

PREFERENCE OF PEOPLE USING THIRD PARTY APP RATHER THAN IRCTC

Options	Number	Percent
IRCTC	33	66.0
Ixigo	4	08.0
Make My Trip	2	04.0
Other	11	22.0
Total	50	100.0

Source: Primary data

FIG 4.18 PREFERENCE OF USING THIRD PARTY APP INSTEAD OF IRCTC
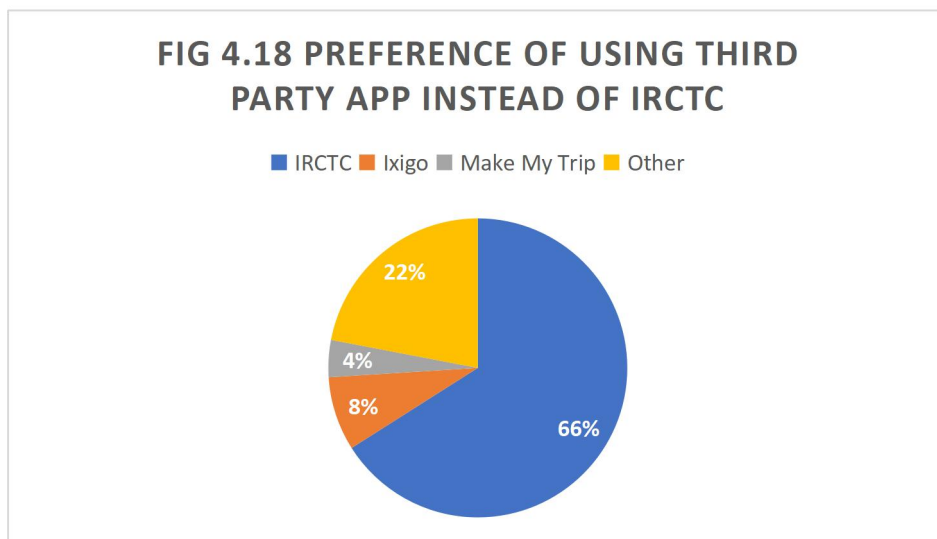
Interpretation : The table 4.18 and figure shows that 66 percentage of respondents prefer using IRCTC app rather than using a third-party app, 22 percent of them wish to use other apps,8 percent of them use Ixigo app and balance 4 percent prefer Make my trip app.

TABLE 4.19

INCONVENIENCES FACED BY RESPONDENTS WHILE USING IRCTC APP

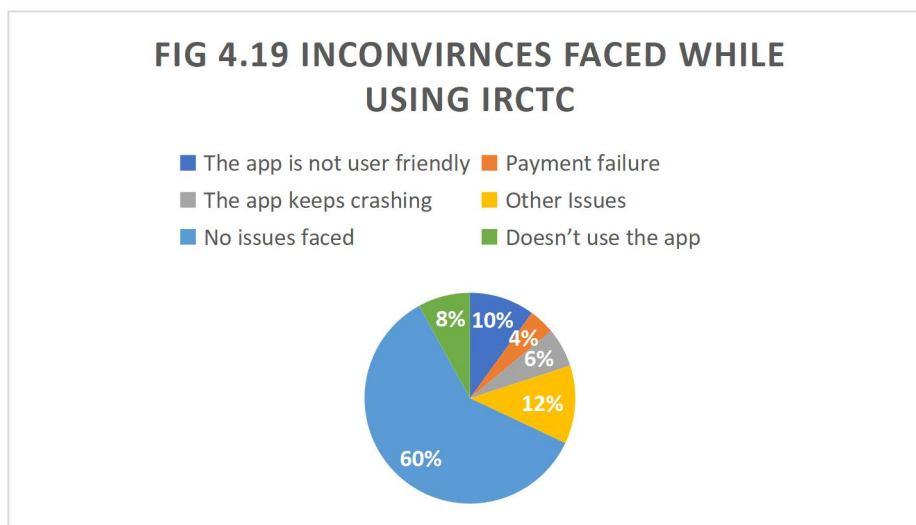| Issue	Number	Percent
The app is not user friendly	5	10.0
Payment failure	2	04.0
The app keeps crashing	3	06.0
Other Issues	6	12.0
No issues faced	30	60.0
Doesn't use the app	4	08.0
Total	50	100.0

Source: Primary data

FIG 4.19 INCONVIRNCES FACED WHILE USING IRCTC

- The app is not user friendly
- Payment failure
- The app keeps crashing
- Other Issues
- No issues faced
- Doesn't use the app

Interpretation : The table 4.19 and figure shows that about 60 percent of the respondents faced no inconvenience while using the IRCTC app, 12 percent of respondents have other issues while using the app, and around 4 percent of them have faced payment issues while operating the app.

TABLE 4.20

THE OVERALL EXPERIENCE OF RESPONDENTS WHILE TRAVELING BY TRAIN

Satisfaction	Number	Percent
Very Dissatisfied	16	32.0
Dissatisfied	14	28.0
Neither Satisfied nor Dissatisfied	16	32.0
Satisfied	2	04.0
Very Satisfied	2	04.0
Total	50	100

Source: Primary data

FIG 4.20 OVERALL TRAIN TRAVELING EXPERIENCE
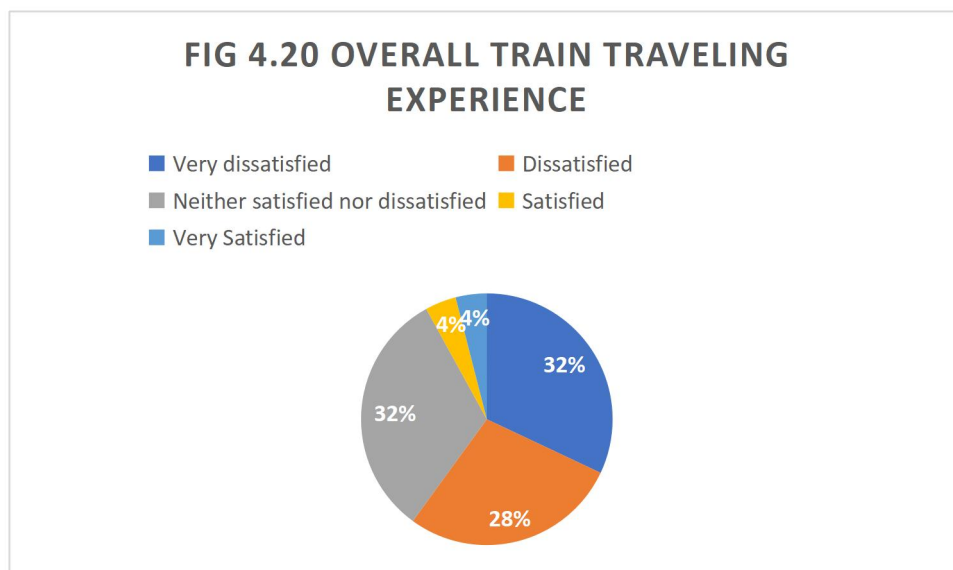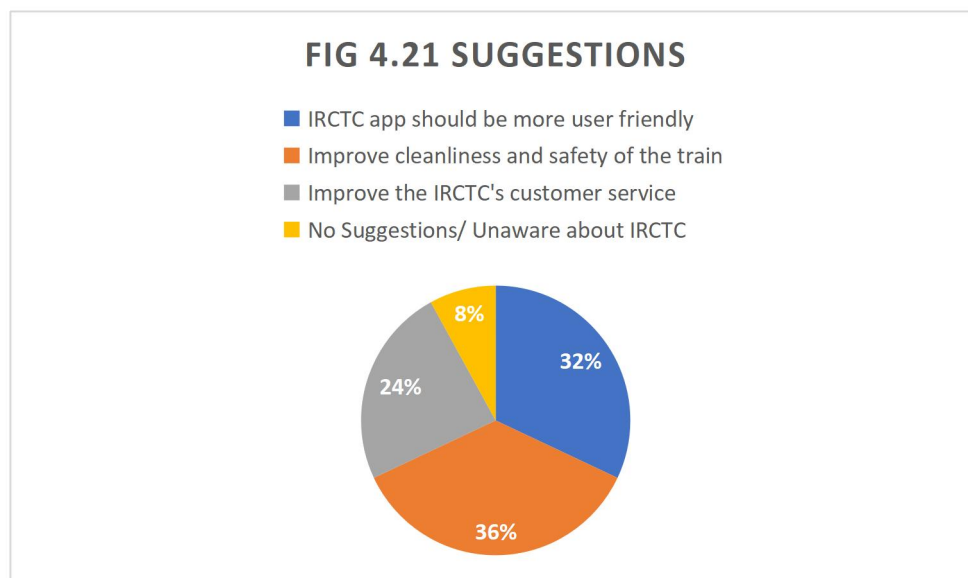
Interpretation : The above table 4.20 and figure indicates the overall experience of respondents while traveling by train. About 32 per cent of respondents each find the overall traveling experience very dissatisfied and neither satisfied nor dissatisfied respectively, 28 per cent of respondents find it dissatisfied. And a remaining of 4 per cent each find it satisfied and very satisfied.

TABLE 4.21

SUGGESTIONS REGARDING THE IMPROVEMENT TO BE MADE BY IRCTC

Suggestions	Number	Percent
IRCTC app should be more user friendly	16	32.0
Improve cleanliness and safety of the train	18	36.0
Improve the IRCTC's customer service	12	24.0
No Suggestions/ Unaware about IRCTC	4	08.0
Total	50	100.0

Source: Primary data

Interpretation : The table 4.21 and the figure above shows the suggestion that the respondents have about IRCTC. In which 36 per cent suggests to improve the cleanliness and safety of the trains, 32 per cent of the respondents wishes that the IRCTC app should be more user friendly and 24 per cent suggests to improve the customer service provided by IRCTC. Only 8 per cent of the respondents doesn't have any suggestions or is unaware about the IRCTC.

CHAPTER - 5
FINDINGS AND SUGGESTIONS

The Ministry of Railways has established the Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) with the aim of separating and improving the catering and tourism services of the railways through a professional and upgraded approach with involvement of public-private partnerships. Rail-based tourism in India will be the key mechanism for achieving significant growth through collaboration with state agencies, tour operators, travel agents, and the hospitality industry. A dynamic marketing strategy is being developed in partnership with public and private entities, including tour operators, transporters, hoteliers, and local tour promoters. The Indian Railways is a major player in the hospitality and catering sectors, serving 13 million passengers daily.

5.1 FINDINGS

- Out of the total respondents 74 per cent belongs to the female category and 26 per cent belongs to the male category.
- Majority of the respondents that is 68 per cent belongs to the age group of 21 – 25. 4 per cent and 6 per cent belongs to the age group of Above 30 and 15 – 20 respectively.
- Most of the respondents that is 68 per cent are Students and 24 per cent belongs under the Professionals. Only 8 per cent belongs to Corporates.
- Among the respondents, 88 per cent are aware of the IRCTC app and 12 per cent are unaware of the app.
- From the respondents, 66 percent of respondents used the IRCTC app for booking train tickets, 2 percent each of the respondents used the app for booking bus tickets and hotel accommodation or for railway retiring rooms.
- The analysis shows that 42 per cent of respondents find the quality of food and beverage provided by IRCTC very poor and only 4 per cent of the respondents find the quality good.
- On a scale of 1 – 5 about 36 per cent of respondents find the accommodation facilities to be a 3.A small portion of 6 per cent of the respondents find the rating to be a 4.
- Among the respondents, 46 per cent of respondents rated the behaviour of railway staff a 2 on a scale of 1 – 5. Where as 6 per cent of the respondents find the rating to be a 4.

- Half of the respondents , i.e. 50 per cent of respondents find the quality of cleanliness of the trains and station poor. Only 18 per cent of the respondents find it a average.

- Out of the total respondents , 46 percent opined that app is less efficient and there are places to be improved and 6 per cent of them responded that the app keep crashing while in use.

- Most of the respondents, i.e.56 percent of the respondents used BHIM/UPI payment method while using the IRCTC app and 10 per cent of them are using Net banking method for payment. However the rest uses credit/debit card and other payment methods.

- A majority of 82 per cent of the respondents haven't used the tourism packages offered by IRCTC and 18 per cent of them are not aware of the tourism packages offered by IRCTC.

- Most of the respondents, that is 72 percent of them prefer bringing their own food while traveling on train. Where as 12 percentage of respondents prefer food on track (E – Catering).

- Analysis shows that 54 per cent of respondents throw the waste in the train as a waste disposal method. However 6 percent of them responded that they throw the waste outside the train window.

- Among the respondents, that is 46 per cent of respondents have faced problems regarding delay of train by less than one hour and only 8 percent of respondents faced a delay of more than 3 hours.

- The analysis reveals that, 52 per cent of the respondents are unaware about any safety helpline number provided by railway and 48 percent of them are unaware about the helpline number provided by IRCTC for the people travelling by train.

- A majority of 82 percent of respondents are of the opinion that air transportation has higher security concern than that of rail transportation balance 18 percent opined that there is no difference and added that both are moving vehicles in which security concern will be always high.

- Out of the total respondents, 66 percent of respondents prefer using IRCTC app rather than using a third-party app, 22 percent of them wish to use other apps. And only 4 percent prefers using Make my trip app.

- Most of the respondents, that is 60 percent of the respondents face no inconvenience while using IRCTC app and around 4 percent of them have faced payment issues while operating the app.

- Among the respondents, 32 per cent of respondents each find the overall traveling experience very dissatisfied and neither satisfied nor dissatisfied respectively. However 4 per cent each find it satisfied and very satisfied respectively.

- Out of the respondents, 36 per cent of the respondents suggests to improve the cleanliness and safety of the trains. Only 8 per cent of the respondents doesn't have any suggestions or is unaware about the IRCTC.

5.2 SUGGESTIONS

On the basis of the findings the following suggestion may be a pin pointer for the beneficiaries:

- IRCTC should focus more on improving their app and website to make it more user friendly. The app is facing a lot of problems because of its poor quality interface.
- The company should improve their marketing strategies as most of the people are unaware about it's services especially the tourism packages provided. Proper marketing will give better exposure.
- The railway department should be more consistent in improving the cleanliness of the trains and railway stations. They should improve the quality of the basic facilities provided in the train like improving the availability of dustbins in every berth and regular cleaning of the compartments.
- The railway department has to enhance the safety and security measures taken for protecting the people travelling in train with improved technology and at most care. And give at most importance to women travelers when it comes to their safety.
- IRCTC should improve its customer service by providing more channels for users to get in touch with the company, such as phone, email, and chat support. The company should also focus on resolving customer complaints and feedback quickly and efficiently.
- The company should improve their quality of food and beverage provided in trains to a great extent. People are upset because of the poor quality and taste of food.
- The overcrowding of the general compartments should be avoided by proper management of ticketing and availability of the seats. It is one of the major issues faced by travelers.

CHAPTER - 6
CONCLUSIONS

CONCLUSION

The study conducted on the topic "A detailed study on the exploration of various services provided by IRCTC in the development of tourism in India" reveals that, people are not completely aware about IRCTC and the services it provides. There is a great potential for IRCTC in the coming future if proper brand positioning and marketing is done for the various services provided by the company so that people get to know more about it's services. The Indian Railway has a lot to improve when it comes to the cleanliness of the trains and stations as well as enhance the safety measures. Many people avoid traveling alone in train especially woman because of lack of security, thus improving the security of the trains is of great concern.

A wide range of opportunities is opening up for IRCTC when it comes tourism, as its an industry which keeps growing as more an more people are interested in it . Traveling by train gives a different experience to the travelers as for the scenic view of the country it provides. Proper marketing of the tour packages it offers other than the luxury trains will bring an incredible growth in tourism as train is one of the local transportation used by majority of Indians.

Bibliography

BIBLIOGRAPHY

"Railway Heritage and Tourism: Global Perspectives" edited by Michael V. Conlin

"Heritage Railways: Preservation, Management and Tourism" by Anna W. Grasskamp.

"Rails Across the Indian Subcontinent: A Journey Through the History of Railways and Railway Tourism in India, Pakistan and Nepal" by Christian Wolmar .

"The Golden Age of Railways: Railway Tourism and the American West" by Elliott West .

"Railway Journeys: The World's Best Train Trips" by Lonely Planet .

"Railway Tourism: A Review of Literature" by Rajesh Nair and Charul Bharwada .

"Railway Tourism Development: A Case Study of the Nilgiri Mountain Railway, India" by Jincy Jayan and Anandam P. Joshi.

"Development of Railway Tourism in Asia: Opportunities and Challenges" by G. Boopathy and R. S. M. Pillai.

"Promoting Railway Tourism in Developing Countries: A Case Study of Sri Lanka" by Niroshan Liyanapathirana and Arosha S. Adikaram.

"Railway Tourism in Europe: Historical Perspectives and Contemporary Trends" by Denis Candiotto and Christian Koller.

"Railway Tourism and Destination Development: A Review of Experiences in Europe and Asia" by Christian Koller and Denis Candiotto.

"Marketing Strategies for Railway Tourism: A Comparative Study of Heritage Railways in India and the United Kingdom" by Prabhat Pankaj, Rana Pratap Singh, and Jagdish Chand Bansal

"IRCTC: Indian Railways Catering and Tourism Corporation" by M. M. Aggarwal..

"Ticket to Ride: The Indian Railway Catering and Tourism Corporation Story" by Sudha Mahalingam.

"IRCTC and Indian Railways: From Strength to Strength" by Abhay Kumar Singh.

"IRCTC: The Story of Indian Railways' E-commerce Journey" by Meenakshi Sharma.

"Role of IRCTC in Promoting Tourism in India" by Monika Bhatia

"E-tailing Strategies of IRCTC: A Case Study of Indian Railways" by Priya Grover and Parul Khanna.

"A Study of IRCTC Tourism and Its Contribution to the Indian Tourism Industry" by Ritu Garg.

"IRCTC's E-ticketing Services: Challenges and Way Forward" by Rahul Goel and Vaibhav Bhavna.

"Role of IRCTC in Promotion of Rail Tourism in India: An Analysis" by S. S. Sareen and Archana Sareen.

"IRCTC Tourism Packages: An Analysis of Customer Preferences and Satisfaction" by Rajesh Kumar and Chanchal Kumar.

WEBLIOGRAPHY

https://www.irctc.co.in

https://insider.finology.in/business/irctc-business-model

http://en.wikipedia.org

https://tourismnotes.com/irctc/

Appendix

Questionnaire

I'm ANJANA T V , currently pursuing Masters in Travel and Tourism Management (MTTM) at St Teresa's College, Ernakulam, is required to submit final dissertation on A DETAILED STUDY ON THE EXPLORATION OF VARIOUS SERVICES PROVIDED BY IRCTC ON THE DEVELOPMENT OF TOURISM IN INDIA. I would be grateful if you could kindly complete this questionnaire. It is part of analyzing the study related to my topic. Your honest opinion will help me to implement this dissertation.

Thank you for your cooperation.

1. Name

2. Age

    - 15 – 20

    - 21 – 25

    - 26 – 30

    - Above 30

3. Gender

    - Male

    - Female

    - Other

4. Occupation

- Student

- Corporate

- Professional

- Homemaker

- Other

5. How often do you travel by train?

- Never

- Rarely

- Sometimes

- Often

- Always

6. Are you aware of the IRCTC (Indian Railway Catering and Tourism Corporation) app?

- Yes

- No

- Maybe

7. Have you used the IRCTC app?

- Yes, I have used the IRCTC app

- No, I haven't used the app so far

8. If yes, which of the following services have you utilised?

- For booking train tickets

- For booking flight tickets

- For booking bus tickets

- For booking hotel accommodation/railway retiring rooms

- For booking tour packages

- Doesn't use the IRCTC app

9. Rate the quality of food and beverage provided by IRCTC.

- Very poor

- Poor

- Acceptable

- Good

- Very Good

10. On a scale of 1 – 5, rate the accommodation facilities provided by IRCTC.

- 1

- 2

- 3

- 4

- 5

11. On a scale of 1 – 5, rate the behavior of the railway staffs towards the customers.

- 1

- 2

- 3

- 4

- 5

12. What is your opinion about the cleanliness of the trains and stations?

- Very poor

- Poor

- Average

- Good

- Excellent

13. How efficient do you find the IRCTC app while using?

- Very Efficient, the app is working properly

- Less Efficient, there's places to be improved

- Not so Efficient, there're a lot of bugs

- The app keeps crashing

14. How do you make the payment while using the IRCTC app?

- BHIM/UPI

- Credit/Debit Card

- Net Banking

- Other

15. Do you find it hard to understand the codes (jargons) used in the IRCTC app?

- Yes

- No

- Maybe

16. Are you aware of the travel packages offered by IRCTC?

- Yes

- No

- Haven't heard about the travel packages offered by IRCTC

17. If yes, which package did you opt for?

18. What do you prefer when it comes to food while traveling by train?

- Food on Track (E – catering)

- IRCTC catered food (Direct catering)

- Bring your own food

19. How do you dispose waste while traveling by train?

- Throw it in the train dustbin

- Throw it outside the train window

- Throw it in the station dustbin

- Take it back home

20. Have the train delayed while you were traveling?

- Train was on time

- Train delayed by less than an hour

- Train delayed by 2 – 3 hours

- Train delayed by more than 3 hours

21. Are you aware of the safety measure taken by the Indian railway while traveling by train?

- Yes, I am aware of the three-digit safety helpline number

- No, I haven't heard about any safety helpline number provided by railway

22. Do you find a difference in the security concern while traveling in train and flight?

- Yes, there's a vast difference between both. Air transportation has higher security concern.

- No, there's no difference. As both are moving vehicles the security concerns are high for both.

23. Do you prefer using a third party app over IRCTC app?

- IRCTC app

- Ixigo

- Make My Trip

- Other

24. Have you faced any inconveniences while using the IRCTC app?

- The app is not user friendly

- Payment failure

- The app keeps crashing

- Other issues

- No issues faced

- Doesn't use the app

25. What is your overall experience of the customer traveling by train?

- Very Dissatisfied

- Dissatisfied

- Neither Satisfied nor Dissatisfied

- Satisfied

- Very Satisfied

26. What is your suggestion regarding the improvements to be made by IRCTC?

- The app should be more user friendly

- Improve cleanliness and safety of the train

- Improve the IRCTC's customer service

- No Suggestions/ Unaware about IRCTC