

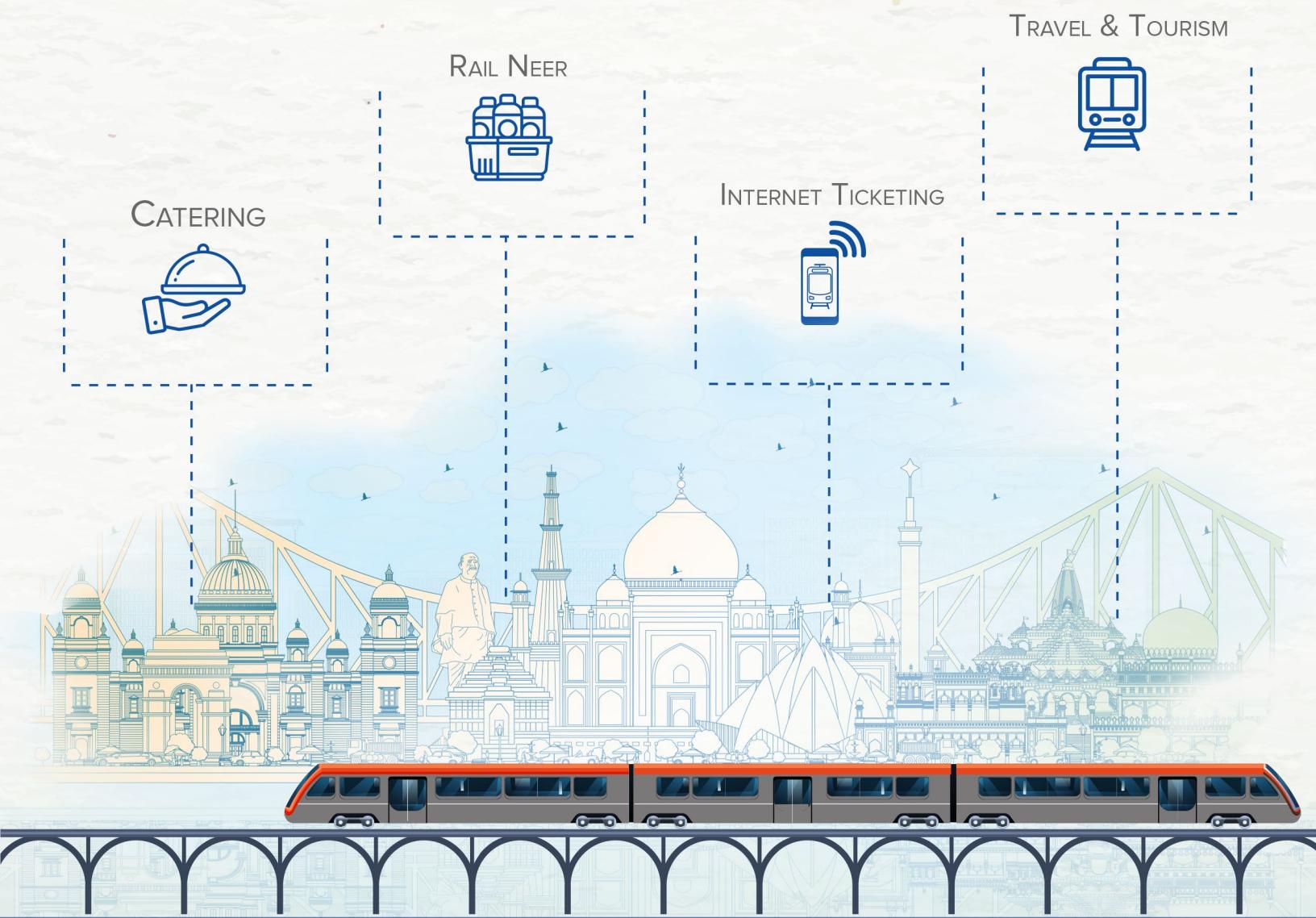
Making

# Travel Easier, Enjoyable & Affordable



Indian Railway Catering and Tourism Corporation Limited  
(A Govt. of India Enterprise-Mini Ratna Category-I )

25<sup>th</sup> Annual Report 2023-24



**The Indian Railways form the lifeline of the country, connecting the diverse subcontinent with a vast network that spans thousands of kilometres. From the bustling cities to the serene countryside, railways cover every nook and cranny of the country—uniting millions of people and places.**



## 02-48 Corporate Overview

- 04 ----- Chairman's message
- 06 ----- Financial snapshot
- 08 ----- Pivoting on a robust value-creation model
- 10 ----- Engaging with stakeholders effectively
- 12 ----- Diverse business segments- Catering
- 20 ----- Rail Neer packaged drinking water
- 24 ----- Internet ticketing
- 26 ----- Travel and tourism
- 32 ----- Engaging effectively with targeted branding endeavours
- 34 ----- Augmenting our digital capabilities
- 35 ----- Environment
- 36 ----- Social
- 38 ----- Sharing our accomplishments
- 39 ----- Insights from passengers: enhancing train travel experiences
- 40 ----- Profile of board of directors
- 44 ----- Senior management
- 45 ----- Zonal heads
- 46 ----- Corporate information
- 48 ----- Ten Years Financial Highlights

At IRCTC, we are cognisant of the significance of the Railways and are dedicated to playing our part in making every journey seamless, enjoyable and as affordable as possible.

For ages, travelling by train has been more of an emotion, one that carries the essence of the country. To enhance this experience further, we strive to transform how passengers plan and undertake their journeys. Through our user-friendly online platform, we simplify the process of booking tickets, enabling travellers to plan their trips anytime from anywhere.

Also, as we understand that food and comfort are key to an enjoyable trip, we seek to ensure that passengers are well-catered for. Our catering services offer a wide array of hygienic and delicious meals, allowing passengers to customise their meals to suit their dietary preferences. Our trains are equipped with state-of-the-art amenities, providing a smooth and comfortable ride.

Our mobile catering services, packaged drinking water, air packages and more are kept affordable, enabling everyone to explore different places without additional financial strain.

## 49-218 Statutory Reports

- 49 ----- Directors' Report
- 90 ----- Management Discussion and Analysis Report
- 113 ----- Report on Corporate Governance
- 155 ----- Annual Report on CSR Activities
- 158 ----- Business Responsibility and Sustainability Report (BRSR)
- 195 ----- Independent Assurance Statement
- 200 ----- Secretarial Audit Report
- 205 ----- Addendum to Directors' Report

## 219-318 Standalone Financial Statements

- 220 ----- Independent Auditor's Report
- 234 ----- Revised Independent Auditors' Report
- 248 ----- Standalone Balance Sheet
- 249 ----- Standalone Statement of Profit and Loss
- 250 ----- Standalone Statement of Cash Flow
- 252 ----- Standalone Statement of Changes in Equity
- 254 ----- Accounting Policies as per Indian Standards (Ind AS)
- 267 ----- Notes to Standalone Financial Statements

Besides ticketing and catering, we also offer a host of value-added services to improve the overall travel experience. Through our tourism packages, we curate memorable travel experiences, making it easier for passengers to explore India's iconic destinations with well-planned itineraries and comfortable accommodations. From a pilgrimage to a corporate tour, our packages are designed to ease the burden of passengers by enabling hassle-free travelling.

**Looking ahead, we will continue to innovate and improve our services, delivering on our promise of making travel easier, enjoyable and affordable.**

## 319-408 Consolidated Financial Statements

- 320 ----- Independent Auditor's Report
- 328 ----- Revised Independent Auditors' Report
- 336 ----- Consolidated Balance Sheet
- 337 ----- Consolidated Statement of Profit and Loss
- 338 ----- Consolidated Statement of Cash Flow
- 340 ----- Consolidated Statement of Changes in Equity
- 342 ----- Accounting Policies as per Indian Standards (Ind AS)
- 356 ----- Notes to Consolidated Financial Statements

## 409-411 Comments of C&AG



# A one-stop solution for passengers across India



With a track record of 25 years, at IRCTC, we have solidified our position as a premier catering and hospitality service provider in India. Serving as a vital component of Indian Railways, our ultimate objective is to deliver a comprehensive and effortless experience to passengers.

## Performance highlights and review of FY 2024



**₹4,270 crore**

Revenue from operations



**₹74,396 crore**

Market capitalisation as on 31<sup>st</sup> March 2024



**₹1,630.68 crore**

EBITDA margin

From facilitating hassle-free online railway tickets bookings to delivering catering services on trains and at railway stations, while ensuring the availability of packaged drinking water—we serve as a one-stop solution for passengers.

As a 'Mini Ratna (category-I)' Central Public Sector Enterprise under the Ministry of Railways, Government of India, we focus on elevating the travel experience for passengers across the Indian railway network. Our comprehensive range of tourism and hospitality offerings includes luxury train tours, hotel bookings, theme based Bharat Gaurav itinerary, domestic air packages, rail tour packages, outbound tour packages, holiday packages and more. We provide customers with multi-modal transport ticket booking facilities, covering railway, roadways and air travel. Our support extends to ongoing efforts aimed at enhancing the travel experience for passengers and promoting tourism throughout India. Through our innovative approach and customer-centric focus, we play a pivotal role in shaping the future of travel in the country.



## IRCTC is now a schedule "A" CPSE

## Our impact story



### Catering



Offering on-board catering services in **1,250+** trains on pan India basis.



### Rail Neer packaged drinking water



**19** plants of Rail Neer



### Internet ticketing



**82.68%** share in reserved ticket booking of Indian Railways.



### Travel and tourism



**134%** growth in number of passengers in FY 2023-2024

### 337 trips of Aastha trains, carrying 5.48 lakh passengers.

**4** Tejas express trains were operated

Specially designed tours for NRIs, Ram Katha Yatra, Kashi Tamil and Saurashtra Tamil Sangam etc operated.

Serving **16 lakh +** meals per day

**39 crore +** bottles of Rail Neer produced in FY 2023-2424

# Chairman's message



We have remained steadfast in our commitment to serving our stakeholders with integrity and dedication. A notable achievement this year is IRCTC's elevation to the esteemed group of Schedule 'A' Public Sector Undertakings, marking a significant milestone in our 25<sup>th</sup> year of incorporation.

## Dear shareholders,

It is a privilege to be writing to you as I take on the role of Chairman at IRCTC—an organisation that has been catering to the travel requirements of millions of people. Over the years, I have closely followed the Company's journey in making travel seamless and delivering an unparalleled customer experience. The Company's commitment to shaping the way people travel makes this a really exciting opportunity for me. As IRCTC embarks on its next phase of growth, I feel honoured to have been entrusted with this leadership position.

As the external environment continued to evolve during the year gone by, we remained steadfast in our commitment to serving our stakeholders with integrity and dedication. A notable achievement this year is IRCTC's elevation to the esteemed group of Schedule 'A' Public Sector Undertakings. This accolade is a reflection of our efficient operations and substantial contributions to the hospitality, travel and tourism sectors besides being a testament to the hard work and dedication of everyone involved with IRCTC over its 25-years.

## FY 2024 at a glance

I am delighted to share that IRCTC recorded its highest-ever revenue and profit during FY 2024. Our operating revenue reached ₹4,270 crore, a nearly 20% year-on-year increase, driven primarily by our catering division. EBITDA surged to ₹1,466 crore, marking a growth of 15.2% year-on-year, while PAT before exceptional items totalled ₹1,170 crore, up from ₹978 crore year-on-year.

IRCTC considers its shareholders as valuable and integral part of the organisation. Your Company has been rewarding its shareholders with regular dividends. The Board of Directors has recommended a Final Dividend of ₹4/- per share (i.e., 200% on the paid-up share capital) for the financial year 2023-24, amounting to ₹320 crore, subject to approval of the shareholders in the ensuing Annual General Meeting (AGM). This Final Dividend is in addition to the Interim Dividend of ₹2.50 per share (i.e., 125% of the paid-up share capital) declared by the Board of Directors in the month of November 2023. This makes total dividend for F.Y. 2023-24 as ₹ 520 crore.

I feel proud to share with you that for 4<sup>th</sup> year in succession, IRCTC has received 'NIL' comments from the CAG on Financial Statements for FY 2023-24.

## Exploring new avenues of growth

Our decision to focus on horizontal growth has led us to substantially expand our catering and tourism businesses. With over 450 catering units and services on more than 1200 trains, we are well-positioned to sustain our growth momentum. We are also seeking to diversify our revenue streams beyond catering and are exploring growth opportunities in packaged drinking water and tourism products.

During the year gone by, the internet ticketing segment showed resilience with 16% year-over-year revenue growth. Our catering business has surged, driven by the addition of new passenger train services such as Vande Bharat. We now provide services across 51 pairs of Vande Bharat trains.

Railneer's current production capacity is around 17.68 lakh litres/day, spread over nineteen working plants. Our Rail Neer segment is also witnessing expansion. With the likely commissioning of one more plant at Mallavalli near Vijayawada (Andhra Pradesh) capacity will be enhanced to approx. 18.40 lakh litres/day.

## Enhancing the passenger experience

Our partnership with Zomato for online food delivery on the Indian Railways network and a similar arrangement with Swiggy will enhance convenience for passengers. Additionally, with 17 aggregators providing services across various stations and trains, our e-catering ecosystem continues to grow.

Our Bharat Gaurav trains are also boosting tourism, with key collaborations such as the MoU with the Uttarakhand government to promote regional tourist destinations. Our 'Shri Ramayana Yatra' themed pilgrimage tours offer spiritual travel experiences following the Ramayana circuit. Moreover, the Maharaja Express continues to bring inbound traffic and foreign exchange to India. These initiatives are part of our broader strategy to diversify our offerings and create greater value for our customers.

## Technological advancements

We are also taking significant strides in technology and fintech. Our diversification into a payment gateway and payment aggregator business through formation of subsidiary business aims to streamline our e-ticketing services. Efforts are underway to expedite the refund process, leveraging technology to ensure faster and more efficient services.

Installation of Artificial Intelligence (AI) based CCTVs in cluster kitchens will strengthen the monitoring mechanism to ensure quality of food in trains over Indian Railways.

We have also set up a War Room to facilitate fast redressal of passenger complaints and grievances on real time basis. It is equipped with latest communication facilities, adequate manpower and is functional round-the-clock.

Our collaboration with Delhi Metro Rail Corporation (DMRC) and Centre for Railway Information System (CRIS) for a seamless travel experience in the Delhi NCR area is promoting the 'One India, One Ticket' initiative. This

is also in line with our vision of offering integrated and convenient travel solutions under one umbrella.

## Way forward

Ministry of Railways has mandated IRCTC to manage onboard catering services in trains through long-term (5+2 Years) cluster-based contracts. Implementation of these long-term cluster-based tenders is likely to help achieve the enhancement of quality in onboard catering services on trains over Indian Railways, network. In the 1st phase, IRCTC has invited tenders for 196 clusters, covering 1393 trains over Indian Railways. These long-term cluster based tenders will have numerous advantages, including, generation of employment in the hospitality sector all over India with better working conditions, focused contract management by IRCTC, assurance of cleanliness, hygiene and standard raw material in preparation of food.

The future looks promising as we anticipate robust growth in the railways sector. With significant capital expenditure earmarked for the coming year and introduction of Vande Bharat sleeper trains, we are well-positioned for continued expansion. Additionally, our newly incorporated subsidiary, IRCTC Payments Ltd., will further enhance our footprint in the payments space.

Looking ahead, our focus on making travel easier, enjoyable and affordable remains steadfast. We will continue to take decisive measures and implement targeted strategies to ensure sustained value creation for all our stakeholders. I am confident in our abilities to respond to challenges with agility and flexibility, supported by our dedicated teams who are focused on delivering exceptional service to our customers.

Warm Regards,

**Sanjay Kumar Jain**  
Chairman and Managing Director

## Financial snapshot

Net worth

(₹ in crore)

**3,229.97**

**25.22%**  
CAGR



FY 2024	3,229.97
FY 2023	2,478.40
FY 2022	1,870.31
FY 2021	1,455.81
FY 2020	1,313.82

Revenue from operations

(₹ in crore)

**4,270.18**

**17.19%**  
CAGR



FY 2024	4,270.18
FY 2023	3,541.47
FY 2022	1,878.57
FY 2021	776.66
FY 2020	2,264.31

EBITDA

(₹ in crore)

**1,630.68**

**20.31%**  
CAGR



FY 2024	1,630.68
FY 2023	1,396.65
FY 2022	949.42
FY 2021	272.74
FY 2020	778.44

PAT

(₹ in crore)

**1,111.26**

**21.31%**  
CAGR



FY 2024	1,111.26
FY 2023	1,005.88
FY 2022	659.55
FY 2021	187.03
FY 2020	513.11

Profit before tax

(₹ in crore)

**1,496.28**

**19.67%**  
CAGR



FY 2024	1,496.28
FY 2023	1,354.01
FY 2022	885.38
FY 2021	257.51
FY 2020	729.58

Dividend paid to paid-up capital

(in %)

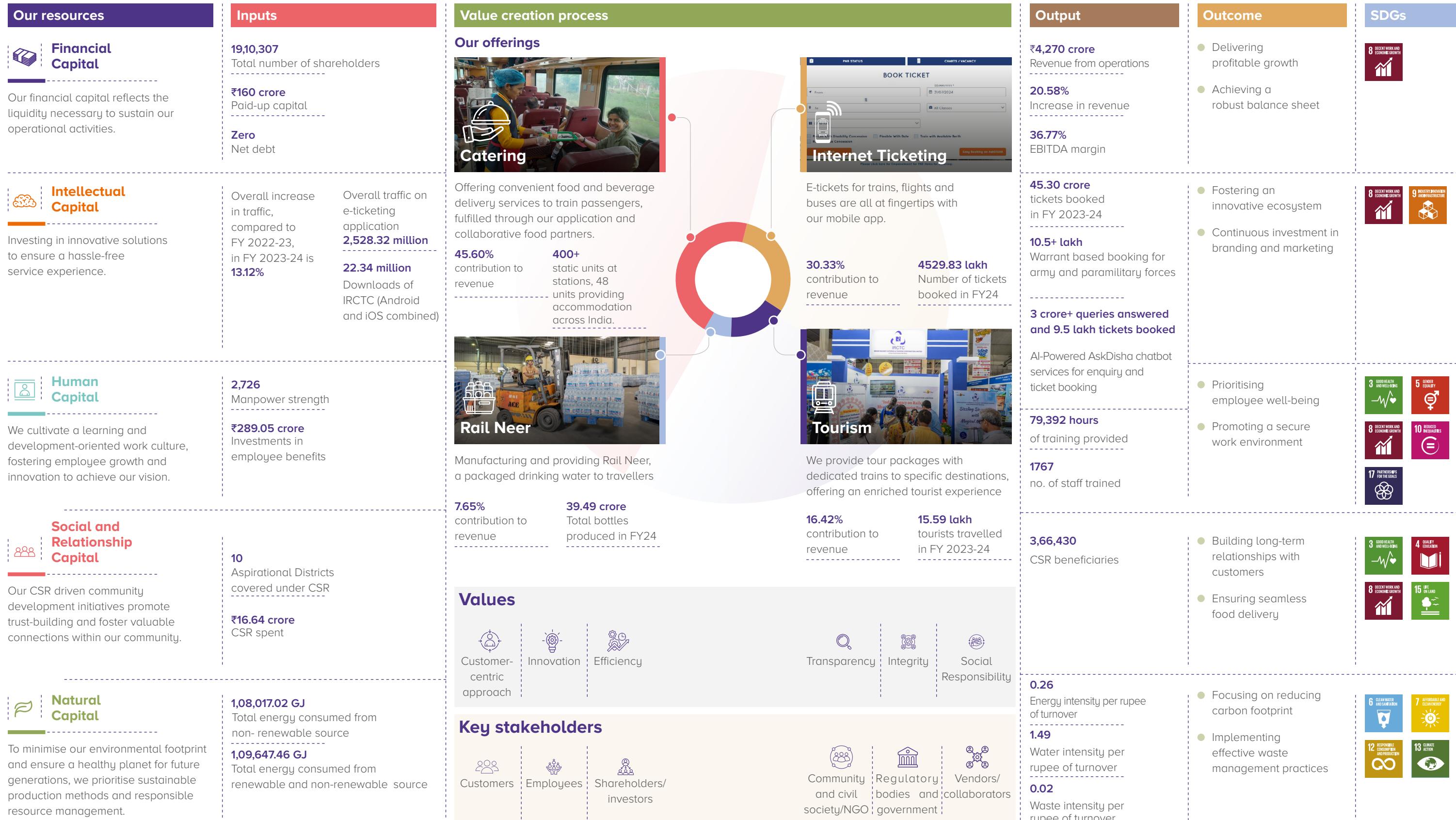
**325**

**26.98%**  
CAGR

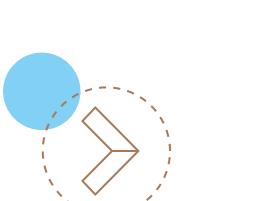
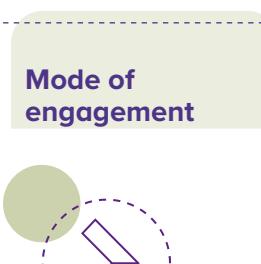


FY 2024	325
FY 2023	275
FY 2022	175
FY 2021	50
FY 2020	125

# Pivoting on a robust value-creation model



# Engaging with stakeholders effectively

Stakeholder groups	Shareholders and investors	Customers	Employees	Government and regulators	Suppliers and vendors	NGOs/communities
	 <p><b>Shareholders and investors</b></p> 	 <p><b>Customers</b></p> 	 <p><b>Employees</b></p> 	 <p><b>Government and regulators</b></p> 	 <p><b>Suppliers and vendors</b></p> 	 <p><b>NGOs/communities</b></p> 
 <p><b>Why are they important</b></p>	<p>Their consistent investment provides us with the capital to fuel expansion plans, upgrade infrastructure and develop innovative services.</p>	<p>By prioritising customer satisfaction and building strong relationships with travellers, we can ensure long-term success in the ever-evolving travel landscape.</p>	<p>Our employees play a crucial role in optimising operations and propelling the organisation towards success.</p>	<p>Government and regulators play a critical role in shaping our business landscape. Through well-defined regulations and policies, we establish a framework for seamless operations.</p>	<p>Suppliers contribute directly to service delivery, quality control and cost-effectiveness. Maintaining strong relationships with suppliers is essential for our long-term success.</p>	<p>By engaging with communities through social initiatives or infrastructure development projects, we earn a social license to operate, which enhances our brand reputation.</p>
 <p><b>Mode of engagement</b></p>	<ul style="list-style-type: none"> <li>Press release</li> <li>Investor conferences</li> <li>In-person meetings</li> <li>Emails</li> <li>Annual general meetings</li> <li>Annual report and stock exchange announcements</li> <li>Meetings and calls</li> </ul>	<ul style="list-style-type: none"> <li>Surveys</li> <li>Engagement activities</li> <li>Website</li> <li>Digital platforms - social media</li> <li>Advertisements</li> </ul>	<ul style="list-style-type: none"> <li>Notice board</li> <li>Emails and calls</li> <li>Corporate portal</li> <li>Employee engagement surveys</li> <li>In-person meetings</li> </ul>	<ul style="list-style-type: none"> <li>Notices</li> <li>Office memorandum</li> <li>Press releases</li> </ul>	<ul style="list-style-type: none"> <li>Emails and calls</li> <li>Website</li> <li>Purchase orders supplier reviews</li> <li>In-person visits</li> </ul>	<ul style="list-style-type: none"> <li>Emails and calls</li> <li>Meetings</li> <li>Letters</li> </ul>
 <p><b>Emphasis areas</b></p>	<ul style="list-style-type: none"> <li>Financial performance</li> <li>Business strategy and execution planning</li> <li>Business performance</li> <li>Corporate governance</li> </ul>	<ul style="list-style-type: none"> <li>Availing services</li> <li>Sustainability credential</li> <li>Feedback</li> </ul>	<ul style="list-style-type: none"> <li>Trainings and learning opportunities</li> <li>Diversity</li> <li>Counselling sessions</li> </ul>	<ul style="list-style-type: none"> <li>Corporate behaviour</li> <li>Regulatory issues</li> </ul>	<ul style="list-style-type: none"> <li>Business</li> <li>Activities</li> <li>Quality checks</li> </ul>	<ul style="list-style-type: none"> <li>Audits</li> <li>Feedback</li> <li>Reports</li> </ul>

# Diverse business segments- Catering



IRCTC is among the country's foremost hospitality and catering enterprises. Our extensive operations span across passenger trains, railway stations, station premises and various ancillary business activities, solidifying our presence in the transportation and hospitality sectors. We excel at providing catering services on board trains through a well-organised network of pantry cars or base kitchens. Our focus on delivering quality culinary experiences to passengers underscores our pivotal role in enhancing the overall travel experience.



## Catering & Hospitality



### Mobile catering services

- Vande Bharat
- Rajdhani
- Shatabdi
- Duronto
- Gatiman
- Tejas
- Mail/Express Trains
- Train Side Vending

### Static catering services

- Food Plazas
- Fast Food Units
- Food Courts
- Refreshment Rooms
- Jan Ahaars
- Base Kitchens
- Executive Lounges
- Retiring Rooms
- Rail Yatri Niwas
- BNR Hotels
- Non railway catering units



### E-catering services

- Food Aggregators
- Direct vendors
- B2C Agents
- Delivery Partners





## Mobile catering

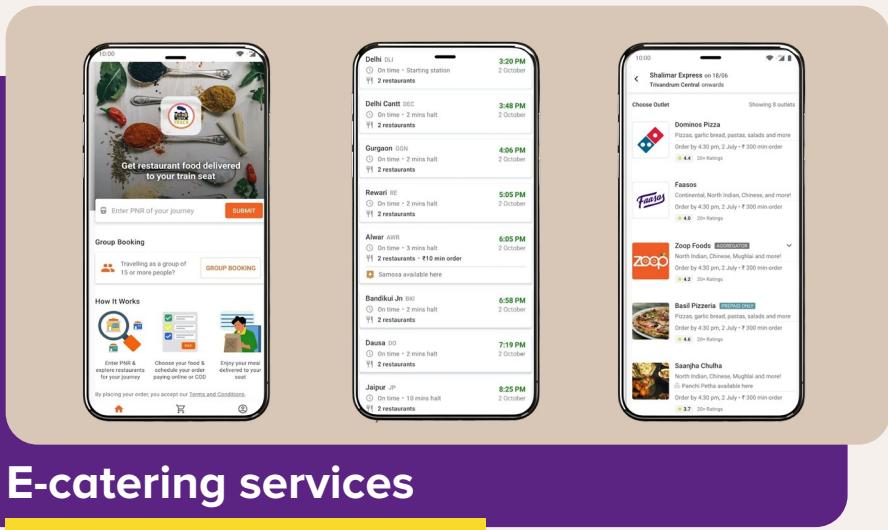
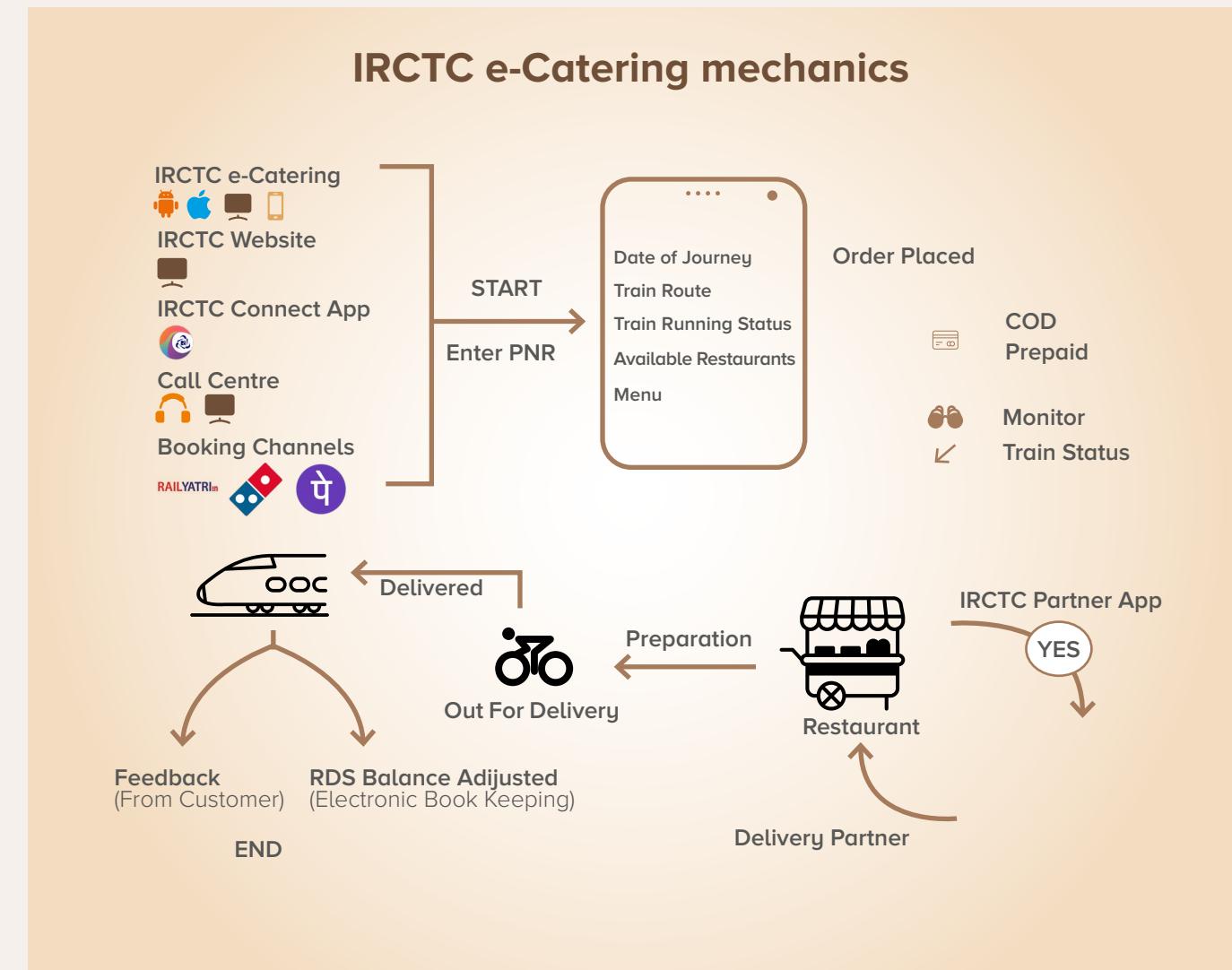
Our expertise in managing on-board catering services for the Indian Railways extends to over 1,200 passenger trains. These include premier trains such as Rajdhani, Shatabdi, Duronto, Gatimaan Express and various mail/express trains. Additionally, we have introduced services to new passenger trains, such as the Vande Bharat Express and the innovative Tejas trains, setting new benchmarks in railway hospitality.

We strive to elevate the dining experience for passengers by offering a wide range of freshly prepared meals that cater to various tastes and dietary preferences. Our pantry cars serve as mobile kitchens and are equipped with advanced facilities for reheating meals, ensuring that passengers can enjoy a delicious and satisfying meal while travelling to their destination.



### Train side vending

We also manage Train Side Vending contracts on mail/express and superfast trains that operate without pantry cars. Our innovative approach to catering enables efficient service delivery through on-board vendors who accept orders from a detailed menu chart. The process involves vendors collecting pre-ordered meals at designated 'meal pick-up spots' in a systematic sequence, ensuring timely and organised distribution to passengers.



## E-catering services

We are embracing technology in the catering and hospitality domain through the e-catering services. This initiative seamlessly integrates technology into the culinary experience for train travellers. Leveraging this internet-based service, passengers can now conveniently book their preferred meals from a selection of partner restaurants and food outlets using a mobile application while travelling on trains. This innovative approach enables passengers to enjoy delicious meals delivered directly to their seat or berth.



**2,000+**  
Partner restaurants

**3 crore+**  
Meals

**40,669**  
Average orders booked  
during FY 2023-24

**49%**  
Increase in  
transaction value

## Case study

### Ensuring quality and hygiene in train travel

IRCTC excels in providing high-quality dining experiences onboard trains through a well-organised network of pantry cars and base kitchens. IRCTC's extensive operations cover passenger trains, railway stations, station premises and ancillary business activities. With a focus on enhancing the overall travel experience, IRCTC plays a pivotal role in ensuring passengers have access to affordable and hygienic food options during their train journeys.

## Steps taken

- Ingredients are sourced from trusted suppliers, ensuring quality meals
- Every meal adheres to the Food Safety and Standards Authority of India (FSSAI) standards, guaranteeing taste, freshness and nutritional value
- Strict hygiene protocols are followed during preparation and packaging, leaving no room for compromise on cleanliness
- IRCTC e-Catering only collaborates with restaurants that have received FSSAI approval, maintaining both quality and hygiene in the delivered food
- The process from kitchen to tray is meticulously orchestrated, guaranteeing on-time delivery and optimal freshness for passengers.



## Impact

- Enhanced passenger experience by offering delicious meals during their train journeys
- Improved brand reputation by providing high-quality food
- By prioritising hygiene, IRCTC e-Catering reduces concerns about food-borne diseases for passengers



## Static catering services

Our static catering service units, located at the railway stations, comprise food plazas, fast food units, food courts, refreshment rooms, Jan Ahars, retiring rooms and dormitories as well as executive lounges. We also offer static catering services to the Rail Yatri Niwas at Howrah railway station and BNR Hotels at Ranchi and Puri.

In addition, catering units outside Railway premises in institutions, offices and other establishments are also managed under the non-railway catering services. Leveraging tie-ups with large corporate houses and government departments, our static catering services go beyond merely catering to the needs of



railway passengers. These culinary establishments ensure quality food, offering a diverse menu crafted to meet the preferences of our patrons.

### The number of operational static catering units under IRCTC as on 31.03.2024 are as under-



**305**

Food Plaza/  
Fast Food Units



**141**

Refreshment  
Rooms



**40**

Jan Ahars



**03**

Rail Yatri  
Niwas/BNR Hotels



**36**

Retiring Rooms



**09**

Executive Lounges



**09**

Non-Railway Catering Projects

## Ensuring quality

### Stringent inspections

Every year, we conduct over 40,600 inspections. These involve designated officials from Indian Railways and IRCTC thoroughly examining both static units (kitchens) and trains. These inspections ensure adherence to hygiene and quality standards.

### Onboard monitoring

We assign dedicated onboard monitoring personnel for all premium trains. They oversee the entire catering service from the preparation of meals to the service to the passengers of trains. This ensures consistent quality and prompt service in premium classes. For mail and express trains, we employ a sectional monitoring approach. This involves inspections at key points along the route, ensuring quality is maintained throughout the journey.

### Centralised kitchen monitoring

We have implemented CCTV camera systems in kitchen units. This enables real-time monitoring from the IRCTC Corporate Office and Central Control Room. This centralised monitoring ensures consistent hygiene practices are followed across all kitchens, further safeguarding food quality.



## Initiatives undertaken during FY 2023-24

- In line with directives issued by the ministry, IRCTC had implemented policy guidelines for awarding of contracts under "Clustering System". The state-of -the-art kitchens will be setup across India to supply quality food to traveling passengers.
- Conducted around 40,600 inspections of its static catering trains to ensure quality and hygiene.
- Engaged in onboard monitoring staff to supervise end-to-end catering services in 100% of premium trains and sectional monitoring in mail/express trains.
- Increase in the revenue of catering services by 31.88%, compared to FY2022-23.
- During FY2023-24, 22.71 lakh meals provided to election special trains/ splinter coaches during Assembly Elections held in the states of Karnataka, Chhattisgarh, Madhya Pradesh, Rajasthan, Mizoram, Telangana and Panchayat Election in West Bengal.





## Rail Neer packaged drinking water

Rail Neer is our flagship brand for packaged drinking water. It is currently focused on meeting 100% of the demand for packaged drinking water within the Railways through strategic capital expenditure and capacity enhancement initiatives. Rail Neer undergoes a meticulous process of purification and bottling at state-of-the-art plants. Our fully automatic plants eliminate manual handling of the product water at every stage, adhering to stringent standards of hygiene.



We aim to leverage our expertise and reputation in the railway sector to diversify into the non-rail-based market. The increasing emphasis on the need for safe drinking water, particularly among middle-class households, is expected to drive the demand for purified and packaged drinking water in the domestic market. Additionally, the resurgence of the tourism sector post-pandemic is anticipated to propel the demand for packaged drinking water, with Rail Neer well-positioned to cater to the needs of travellers both within and outside the railway network.



**7.65%**

Share in total revenue

### Manufacturing process

Our manufacturing process for Rail Neer, ensures the highest quality of packaged drinking water for rail commuters. The process begins with water extraction from bore wells, where it is stored in an underground reservoir before being propelled to our treatment plant. We leverage an eight-stage purification process comprising an activated carbon filter, an auto softener unit, ultra-filtration unit, reverse osmosis, a marble chip filter, two-stage micron filters, an ultra-violet steriliser unit and an ozonizing unit. Each stage is intricately designed to eliminate a spectrum of impurities, ranging from dust and deceased microbes to dissolved impurities and microorganisms.



### Manufacturing plants



- |            |               |             |             |
|------------|---------------|-------------|-------------|
| ① Nangloi  | ② Danapur     | ③ Palur     | ④ Ambernath |
| ⑤ Amethi   | ⑥ Bilaspur    | ⑦ Parassala | ⑧ Hapur     |
| ⑨ Sankrail | ⑩ Nagpur      | ⑪ Sanand    | ⑫ Mandideep |
| ⑬ Jagiaod  | ⑭ Una         | ⑮ Maneri    | ⑯ Bhusawal  |
| ⑰ Kota     | ⑱ Bhubaneswar |             |             |
| ⑲ Simhadri |               |             |             |



**39.49 crore**

Total bottles produced in FY 2023-24



### Automatic bottle blowing machine

We prioritise precision and safety in every aspect of our operations, including the manufacturing of Rail Neer bottles. Utilising an automatic blowing machine at our facility, we employ high-grade resin preforms to create the water bottles. The integration of automated blowing equipment ensures that the bottles are manufactured with utmost precision, guaranteeing durability during journeys.

### Automatic rinsing, filling and capping machine

Rail Neer bottles in our manufacturing process are blown at the automatic blowing machine. Here, the bottles seamlessly transition through an air conveyor system to our advanced automatic rinsing, filling and capping machine. In this advanced facility, each bottle undergoes an extensive rinsing process in an inverted position, achieved through very high-pressure jets that ensure complete drainage of water. The filling stage is executed with precision, utilising nozzles to dispense the water into the inverted bottles before they are swiftly passed to the capping station. The capper securely seals each bottle, completing the packaging process. Maintaining stringent standards, the filling area is enclosed and restricted, with a temperature control set at 20 degrees Celsius. This restricted access ensures the highest levels of hygiene and product integrity.



### Initiatives undertaken during FY 2023-24

- Three new Rail Neer Plants in Kota (Rajasthan), Bhubaneswar (Odisha) and Simhadri (Andhra Pradesh) have been successfully commissioned, each having a production capacity of 72,000 bottles per day. These plants have commenced commercial production during FY 2023-24.
- Maintains strict quality control measures for Rail Neer, with completely automated plants and no manual handling of product at any stage.
- Exploring the use of recycled PET bottles for packaging to promote a circular economy.





## Internet ticketing

We have simplified the ticket booking experience through our Online Ticket Booking system. This platform offers exceptional convenience to users and has emerged as one of the largest e-commerce websites in the country and the Asia Pacific region. Our focus on innovation has led to the evolution of the e-Ticketing System to the advanced Next Generation E-Ticketing (NGeT) System, which has increased the capacity for per-minute ticket bookings. Pioneering internet-based rail ticket reservations, we have seamlessly integrated our services through our website, [www.irctc.co.in](http://www.irctc.co.in) and the user-friendly IRCTC Rail Connect Mobile App, available on both Android and iOS platforms.

**HELPING YOU BOOK TRAIN TICKETS online since 2002**

[www.irctc.co.in](http://www.irctc.co.in) |



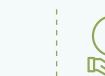
**4,529.83 lakh**

Tickets booked in FY24



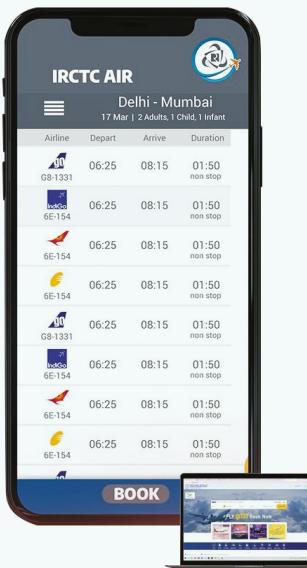
**8,025.06 lakh**

Passengers  
booked e-tickets  
during FY 2023-24



**30.33%**

Share in total revenue



### Initiatives undertaken during FY 2023-24

- Website and mobile app saw a significant increase in transaction volume and daily logins, with over 37.75 million transactions per month and 6.91 million logins per day in FY 2024.
- Rail Connect mobile app saw strong adoption, with 51.27% of total online tickets booked through the app in FY 2024.
- Focused on improving the user experience of its online ticketing platform, with the next-generation e-ticketing (NGeT) system enhancing the overall booking process.
- Implemented same day refund initiation for failed transaction cases (where user's account gets debited and ticket not booked) of online Rail e-ticket transactions.



## Travel and tourism

IRCTC serves as the tourism arm of Indian Railways. Having been entrusted by the Ministry of Railways to develop and promote majorly rail-based tourism in the country, we have been dedicated to developing and promoting rail-based tourism for over 24 years. We operate various rail-based tourism products, including rail tour packages, theme based Bharat Gaurav trains, charter train/coach tours, hill charters/saloon cars, luxury trains- Maharajas' Express and Golden Chariot, Election Special and State Special trains and more.



To further consolidate our business in a competitive market, we also operate non-rail-based tourism products such as domestic and international tour packages, hotel bookings, car rentals, air ticketing, educational tours and cruise packages, among others.

We are working on sustainable tourism to make tourists aware about keeping the environment safe and clean for the future generation. We have played a pivotal role in advancing and nurturing rail tourism nationwide. At present, we are looking forward to venturing in the MICE (Meetings, Incentives, Conferences and Exhibitions) segment.


**16.42%**

Share in total revenue


**134%**

Growth in tourists as compared to FY 2022-23


**15.59 lakh**

Passengers availed various tour packages.


**187**

Chartered trains operated


**5,166**

Average air tickets booked per day





## One-stop solution for travel and tourism



### Domestic tour packages

- Rail tour packages
- Holiday packages
- Packages with charter train/coaches
- Customised tours
- LTC tours
- Domestic air packages



### Inbound tourist - targeted tours

- Maharajas' express
- Golden chariot
- Buddhist special tourist train (Deluxe tourist train)



### IRCTC corporate trains

- Ahmedabad-Mumbai Tejas Express
- Lucknow - New Delhi Tejas Express
- Bharat Gaurav trains
- State special tourist trains
- Election specials



### Mass Tourism

## Railway based tourism

At IRCTC, we operate Rail-based tour packages with confirmed seats/berths from various locations across India and also provide all-inclusive services to various pilgrimage and leisure destinations.

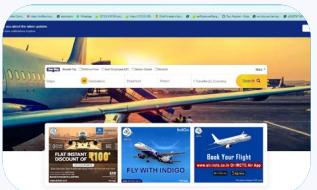
### Corporate travel business

We offer complete travel solutions for corporates, which include air ticketing, booking of domestic including Leave Travel Concession (LTC), as well as international tickets, hotel bookings, Visa facilitation, Insurance and so on. Also, we have decentralised the business at the zonal level to establish more tie-ups with public sector undertakings/ministries/government departments and more for ensuring better co-ordination with the organisations. Currently, we have 280 tie-ups, providing corporate travel services.



### Outbound tour packages

- Sri Lanka
- Nepal
- Dubai
- Singapore
- Malaysia
- Europe
- Bhutan
- Thailand, etc.



### Air ticket and corporate travel

- Air ticketing
- Corporate travel
- Event management
- Booking of charter trains and coaches
- Hill and heritage charters
- Saloon tours and charters
- Online reservation of accommodation facilities
- Cruise packages
- VISA and FOREX



### Other tourism activities



### Special purpose tours



### Cultural exchange tours



### Bus ticketing

In January 2021, we launched a dedicated bus portal, [www.bus.irctc.co.in](http://www.bus.irctc.co.in) for enabling our customers to buy bus tickets online. Following the launch of the bus portal, we aspire to become a one-stop travel solution provider, enabling customers to choose from either or all three modes of transportation namely, air, rail and road. At present, online bus booking can be made across 27 states and 7 UTs. M/s Le Travenues Technology Limited (Abhibus) and M/s Redbus India Private Limited (RedBus) have been engaged as empanelled service providers.

### Educational and cultural exchange tours

IRCTC operates educational tours for students under its 'travel to learn' scheme and has tie-ups with various state governments as well as private schools for operating educational tours for their students. IRCTC also operates various cultural exchange tours, an initiative by Government of India under 'Ek Bharat Shreshth Bharat' scheme to strengthen people to people connect especially between youth belonging to various States/UTs. Operating Kashi Tamil Sangamam 2.0 and Yuva Sangam Season 2, 3 and 4 were the highlights of FY 2023- 24.



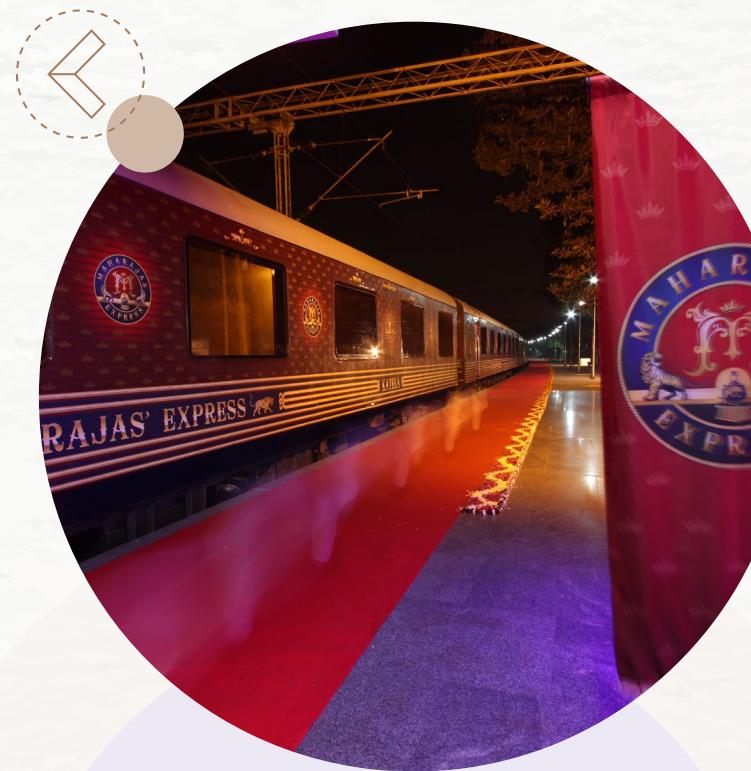
### Bharat Gaurav Trains

Indian Railways is launching a captivating initiative called 'Bharat Gaurav Trains' (BGT), which also comes under the 'Ek Bharat Shresth Bharat' scheme to strengthen and revitalise domestic tourism. At IRCTC, we have 10 rakes of BGPs across India for operating tours which cover all major pilgrimage and religious destinations of India. These special trains are also operated on theme based circuits like Buddhist Special, Ram Katha/Ramayana Yatra, Jain Circuit, Sikh Circuit, NE India, Jyotirlinga Yatra, Dakshin Darshan and so on. This move aims to incentivise travel and position the Indian Railways as a frontrunner in promoting domestic tourism across the country.



### Golden Chariot

The Golden Chariot is a luxurious train that travels through Karnataka, Goa, Tamil Nadu, Kerala and Puducherry. It commenced operations in 2008 and offers a unique mix of history and modern luxury. It is operated by Indian Railways in collaboration with Karnataka State Tourism Development Corporation.



# Special Trains

### Maharajas' Express

The Maharajas' Express is a luxurious train operated by the Indian Railway Catering and Tourism Corporation (IRCTC). It is known for the enriching journeys and exquisite onboard facilities it offers.

The 23-carriage train features four types of cabins-

- Deluxe Cabin
- Junior Suite Cabins
- Suite
- The Presidential Suite



Passengers can dine in two restaurants, Rang Mahal and Mayur Mahal, which serve various Indian and international delicacies. There are also two bar lounges on the train, The Rajah Club and The Safari Bar, which offer house pours and other international brands. House pours are included in the package, with select international wines and spirits available for purchase.

### Vistadome Coach

The Indian Railways has introduced a new way to experience the beauty of India's landscapes through Vistadome coaches. These indigenously designed coaches have a glass top and expansive windows, offering passengers stunning 360-degree panoramic views. Comfort is taken care of, with ergonomically-designed chairs that rotate a full 360 degrees, enabling passengers to enjoy scenic sights from all angles. To further enhance the experience, electrically-controlled blinds are in place for providing adjustable shade.

Vistadome coaches operate on various scenic routes across different Indian Railway zones.



# Engaging effectively with targeted branding endeavours

IRCTC's digital and social media marketing initiatives, combined with effective Search Engine Optimization (SEO) strategies, have significantly enhanced outreach. By leveraging platforms like Facebook, Twitter, Instagram and YouTube, IRCTC provides real-time updates and promotional offers. Interactive content and promotional material on social media foster a vibrant online community. Additionally, IRCTC's focus on SEO has increased the reach and visibility of all its websites, driving traffic. These efforts have strengthened IRCTC's brand presence, resulting in the creation and retention of a larger customer base.

## Search Engine Optimization (SEO)

IRCTC's growth in organic unique visitors across its websites reflect the success of its SEO strategies. By optimizing content with relevant keywords, improving website load times and ensuring mobile-friendliness, IRCTC has enhanced its search engine rankings. Leveraging backlinks and regularly updating content with valuable information further boosts visibility. These SEO strategies have significantly increased IRCTC's online reach, attracting and retaining more visitors.

## Social Media Marketing (SMM)

IRCTC uses social media platforms such as Facebook, Twitter, Instagram and YouTube to increase brand awareness and reach a wider audience. By regularly posting creatives, videos and promotions, IRCTC keeps users informed about its services and offerings. Additionally, IRCTC leverages social media channels to promote



## Promotional campaigns

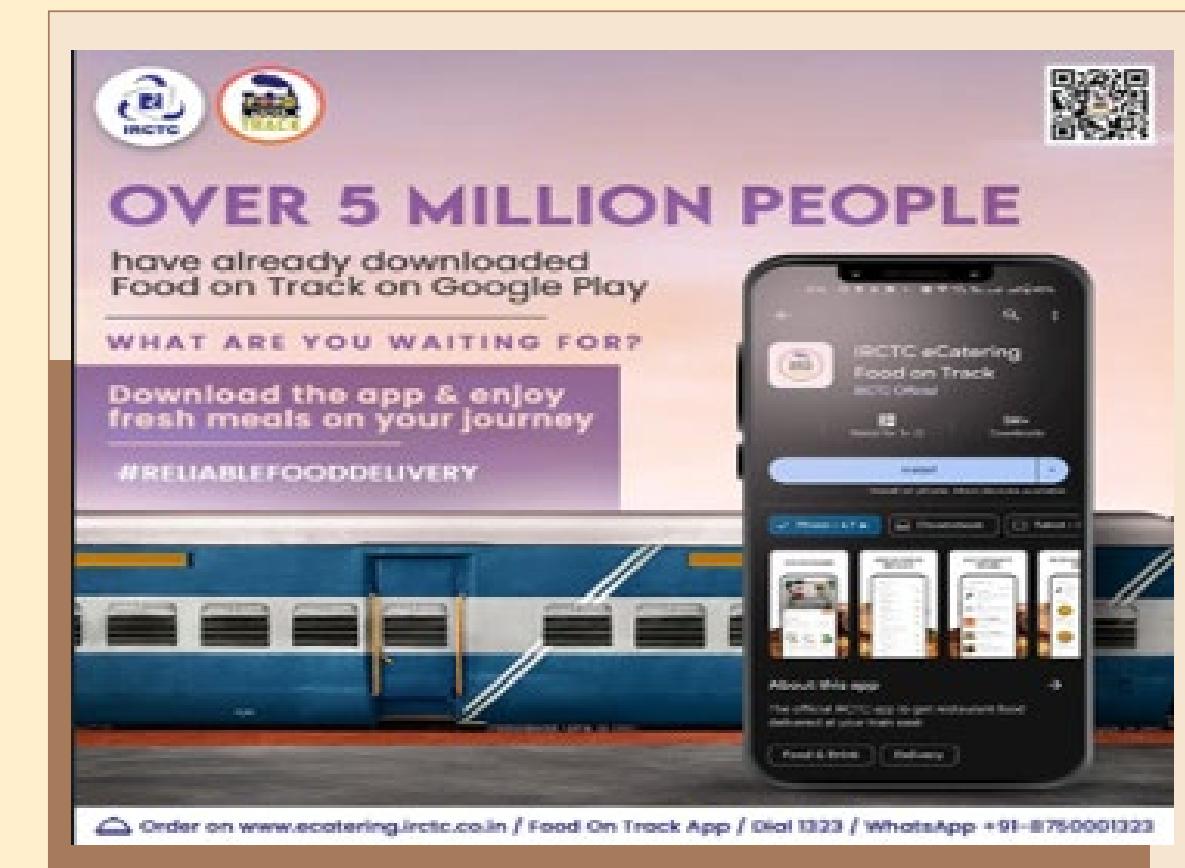
We use targeted online advertising campaigns to promote seasonal discounts and special offers, attracting new customers and encouraging repeat bookings. During festive seasons, we launch special packages and deals to cater to the increased travel demand. Further, we promote our user-friendly mobile app for booking tickets, managing journeys and accessing travel information, demonstrating its heightened convenience.

## Customer Relationship Management (CRM)

We leverage email marketing to send personalised communication to customers, providing updates on bookings, offering targeted promotions and gathering feedback through surveys. Leveraging online feedback platforms on our website and mobile app, we collect customer insights and continuously improve our services.

## Brand loyalty programmes

Our IRCTC cobranded programme rewards frequent travellers with discounts and benefits, encouraging customer loyalty. It benefits users with loyalty reward points for their rail booking which in turn can facilitate them with free tickets. It also urges satisfied customers to leave positive reviews online, building trust and credibility for potential customers. We have partnered with many banks for the cobranded credit card, which is based on the indigenous RuPay and VISA platform. This credit card aims to promote the adoption of indigenous financial technology. It integrates into the IRCTC loyalty programme (cobranded with SBICard, HDFC and BOBCard), allowing our customers to earn and burn reward benefits. We publish travel blogs with informative content and stunning visuals as well as redeem points for train tickets.



# Augmenting our digital capabilities

We are transforming train ticketing in India with a suite of digital initiatives that prioritise convenience, security and ease of use.



## IRCTC e-Market place bill payments and recharge initiative

Online payments for various day-to-day services have become one of the most preferred options for the Indian consumer. At IRCTC, we have a myriad user base, through which we offer diversified services covering tourism, catering, air-ticketing, bus-ticketing, hotel-booking, retiring room-booking and more. We prioritize customer satisfaction by enhancing our e-commerce platform for e-ticketing services. We recognize the enduring value of e-ticketing and plan to integrate additional services to create a more immersive experience. Building on the success of our existing proof-of-concept, we are geared to introduce our e-Marketplace Bill Payments and Recharge Policy. This new initiative aims to provide customers with digital payment options for utility bills and a seamless online shopping experience.

## Comprehensive payment solutions

The intricate and time-consuming nature of individually integrating each payment option and escalated failed transactions refund/delayed cancellation refund cases, has led us to explore a comprehensive and futuristic single-point payment solution that would serve as an orchestration layer, facilitating seamless integration with CRIS and other Payment Gateways.

Streamlined integration has led to significant improvements in the Proof of Concept (PoC) conducted on the IRCTC Rail Connect Mobile App (Android), to efficiently address concerns related to failed transaction refunds and delayed cancellation refunds.

The proof of concept (POC) has delivered exceptional results, which are truly unprecedented in the payment history of IRCTC.

The performance of pilot run is also widely appreciated for its promising results. We look forward to integrating such cutting-edge technologies into our platform for continuously provide seamless e-ticket booking experiences.

## Trains at a Glance (TAG)

In FY 2023-24, we witnessed a notable shift towards digital platforms, as evidenced by the delivery of 2,540 physical copies and the creation of 4,549 digital e-book subscribers. This led us to publish the 44th edition of 'Trains at a Glance' (TAG) in October 2023. This project offered comprehensive information about rail travel and underscored the growing ubiquity of digital resources, which is enhancing accessibility and convenience for rail travellers while also advancing the wider objective of enabling digital transformation.

# Environment

## Waste management

To ensure compliance with Extended Producer Responsibility (EPR) regulations for plastic and packaging waste, we have established a comprehensive waste management system. Used Rail Neer bottles are collected at designated points throughout the IRCTC network and then sent to authorised vendors for recycling. Further, we deploy a two-bin waste segregation system at stations and facilities, ensuring that wastes of different categories are properly separated for disposal by the Municipal Corporation.



**10,229 MT**

Waste generated



**7,320 MT**

Waste recycled



## Biodiversity

As part of the nationwide celebrations of Independence Day (Azadi ka Amrit Mahotsav), we launched a tree plantation drive. Our CMD, along with other senior officials of IRCTC, graced the inaugural day of this initiative. In keeping with our environmental responsibilities, we planted saplings of several varieties during the drive. The event took place at the Northern Railway ECO Park in Chanakyapuri, New Delhi. Through this activity, we aimed to instil the right values and culture among our children while contributing to a brighter and greener future for generations to come.



**310 nos.**

Solar lights installed



## Social

# Corporate Social Responsibility (CSR)

By implementing a comprehensive Corporate Social Responsibility and Sustainability Policy we aim to fulfil our commitment to operate in an economically, socially and environmentally responsible manner. Aligned with our mission, our CSR initiatives are designed to uphold the following key values as articulated in our CSR Policy.



### CSR Vision

To remain a frontrunner for impacting the lives of socially and economically deprived and working towards a sustainable, inclusive developmental change over a horizon of time through the corporate social responsibility activities at IRCTC.



### CSR Mission

At IRCTC, we aim to establish ourselves as a frontrunner in the CSR projects taken up under the Schedule VII of the Section 135 of the Companies Act, 2013. Through our CSR and Sustainability initiatives, we endeavour to achieve the create value for our stakeholders and the society at large.



**₹16.64 crore**

CSR expenditure

Following the CSR Committee's recommendations we have developed a robust CSR framework, along with a well-defined policy approved by the Board. This framework operates through a Two-Tier system-

**Tier-I**  
comprises a Board-level committee

**Tier-II**  
comprises a committee below the Board-level, which includes Senior Executives (GGMs) of the Company who support the Tier-I Committee in the execution of CSR functions.



By undertaking well-thought-out CSR initiatives, we aim to foster community goodwill and cultivate a positive, socially responsible corporate image among all our stakeholders, including investors, shareholders, customers, business partners, civil society groups and government entities.

Our CSR programmes mainly prioritise addressing the needs of underserved segments of the society. We allocated a substantial portion of our CSR budget to the development of areas surrounding our operations, especially in the states where we are expanding our business and in government-identified aspirational districts. The objective of our CSR initiatives is to achieve positive and sustainable outcomes that enhance the quality of life and economic well-being of the local communities over time.

### Key focus areas



#### Healthcare and sanitation



#### Education and literacy enhancement



#### Community development



#### Environment protection



#### Conservation of natural resources



## Sharing our accomplishments

Asia's leading Luxury Train Award 2023 to Maharajas' Express Train by World Travel Awards



## Insights from passengers: enhancing train travel experiences

The collage consists of several social media posts from Twitter:

- Bhavna Bajaj (@BajabBhavnaa)** posted a photo of a meal tray with a box of "Finger Millet Ragi Laddoo".

Appreciation Tweet for @Irctc #lrctc #VandeBharat special #RagiLaddoo Not just promote #Millet #JustDolt @RailMinIndia @AshwiniVaishnaw

16:37 · 12 Mar 23 · 173 Views

4 Likes
- Tripti Singh (@triptidausar)** posted a photo of a meal tray.

#IRCTC @IRCTCOfficial thank you for the hygienic meal ❤️

8:41 AM · Apr 6, 2023 · 796 Views
- Himanshu Gupta (@HimanshuGupta)** posted a photo of a meal tray.

IRCTC welcomes you with great hospitality. You guys don't give any creams rather mostly get隧道 or get condiments. I would love to show gratitude of amazing hospitality on #vandebsr. Kudos to you and your team!!!

11:41 AM · Jun 23 · 104 Views
- subhash laddha (@s9829827077)** posted a photo of a meal tray.

@IRCTCOfficial pnr no 2203700620, coach C2, seat no29, train no.20979.

it's been a very fantastic journey today from Bhilwara to jaipur in vande bharat train, good food, service and staff is well behaved .thank you irctc

1:50 PM · Oct 16, 2023 · 33 Views
- प्रवीण महेश्वरी (@Maheshwari...)** posted a photo of a meal tray.

Thanks IRCTC for the excellent standard of service on board

12 Apr 23 · 12 Views
- Sandesh Kumar (@KumarSa...)** posted a photo of a meal tray.

Hello everyone , this is Sandeep Kumar traveling in Tejas express 82901 train as on date 18- 10- 2023 ,the food served by IRCTC person (Gayathri) all the food was fresh & delicious good job by IRCTC i wish all the best !

18 Oct 23 · 19 Views
- Shivam (@sushilyam)** posted a photo of a meal tray.

Vande Bharat express from Nagpur to Indore and vice a versa is very good, good work IRCTC and the guys maintaining the train Especially the executive class. Feels like luxury. Good food. Good staff. Everything good.

Kudos @IRCTCOfficial

2:02 PM · Nov 17, 2023 · 94 Views

# Profile of Board of Directors

as on 31<sup>st</sup> March, 2024



01

## Shri Sanjay Kumar Jain

Chairman and Managing Director



02

## Shri Ajit Kumar

Director (Finance) and CFO



03

## Dr. Lokiah Ravikumar

Director (Catering Services)



04

## Shri Rahul Himalian

Director  
(Tourism and Marketing)



05

## Shri Neeraj Sharma

Government  
Nominee Director



06

## Shri Manoj Kumar Gangeya

Government  
Nominee Director



07

## Shri Vinay Kumar Sharma

Independent Director



08

## Shri Namgyal Wangchuk

Independent Director



09

## Shri Devendra Pal Bharti

Independent Director

01

## Shri Sanjay Kumar Jain

Chairman and Managing Director  
(Additional Charge from January 10, 2024 to February 13, 2024 and Regular Charge from February 14, 2024 onwards)

Shri Sanjay Kumar Jain is an Indian Railway Traffic Services (IRTS) Officer of 1990 batch. As Principal Chief Commercial Manager, Northern Railway, he was entrusted with the additional charge of Chairman and Managing Director, IRCTC by Ministry of Railways (Government of India) vide its letter no. 2016/E(O)II/40/11 dated January 09, 2024. He assumed the additional charge of the post of Chairman and Managing Director on January 10, 2024.

Ministry of Railways (Government of India) vide its letter No. 2019/E(O) II/40/18 dated 08th February, 2024 approved the appointment of Mr. Sanjay Kumar Jain (DIN: 09629741), IRTS, PCCM/ Northern Railway for the post of Chairman and Managing Director / IRCTC, for a period with effect from the date of his assumption of charge of the post and till the date of his superannuation i.e. 31.12.2026 or until further orders, whichever is the earlier. Accordingly, he has assumed the charge of post of Chairman and Managing Director on regular basis w.e.f. February 14, 2024.

A qualified Chartered Accountant (CA), Shri Jain's career is a blend of leadership roles in policy making, commercial ventures and developmental ventures of the Govt. of India and PSUs. He brings with himself more than three decades of extensive experience of handling important portfolios in Ministry of Railways, PSUs and Department of Public Enterprises, Min of Finance, Govt. of India. His notable leadership roles include Group General Manager (North Zone) IRCTC Divisional Railway Manager Mumbai

Central Railway Joint Secretary in the Department of Public Enterprises, Part-time Chairman and CEO of National Land Monetization Corporation Limited among others. As Group General Manager (North Zone) IRCTC he was instrumental in giving the luxury train Maharajas Express a new dimension through unique marketing initiatives. He was also instrumental in launching Indias first Executive Lounge on the lines of Airport Lounges at New Delhi Railway Station. The Financial and Operational Model developed for Jan Ahar New Delhi during his tenure was later replicated throughout IRCTC. During his leadership, the tourism business of IRCTC NZ grew by 35 times over a period of 5 years. During his tenure as Divisional Railway Manager Mumbai led a force of nearly 30,000 manpower, handling the largest Suburban Railway Network to provide daily services to approx. 40 lakh commuters. In order to make the Swatchta Mission a success, carried many initiatives for which The Chatrapati Shivaji Maharaj Terminus (CSMT) was awarded the Best Iconic Swachhta Place Award by Jal Shakti Ministry. He had the privilege to initiate the prestigious Heritage conservation of Mumbai Byculla Railway Station in 2019 with the support of a leading Industrial House and a well known NGO in Mumbai. The station won UNESCOs Asia Pacific Cultural Heritage Award for cultural heritage conservation in 2023. He championed Women Empowerment by operating the first all women run railway station at Matunga, Mumbai for which the station listed in The Limca Book of Records. Another notable effort during his tenure was the Muck Special a train dedicated to pick up garbage from the settlements along the railway lines in Mumbai. A large number of projects related to passenger amenities and environmental sustainability was completed in record time.

His contributions have been recognized by the Ministry of Railways and he has been honored twice by the highest

award in Indian Railways the Minister of Railways award for his meritorious services in 1999 in his role as Senior Divisional Commercial Manager (Danapur) and in 2019 as Divisional Railway Manager/Mumbai CSMT Central Railway. A thought leader, Shri Jain has always encouraged initiative by his team members and backed them through his experience and long term vision. His career is a testament of his versatile leadership, technical acumen and dedication to the development and efficiency of the system.

02

## Shri Ajit Kumar

Director (Finance) and CFO

Shri Ajit Kumar, Indian Railway Account Service (IRAS) of 1989 Batch is associated with IRCTC since May 29, 2020. He has vast experience in different organizations of Railways as well as outside bodies. Apart from Division and Headquarters, he has worked in Diesel Locomotives Workshop (DLW), Railway Electrification, IRPMU. Shri Ajit Kumar has served as Director/Finance Accounts in NDMC. He was also Member Finance/Rail Land Development Authority (RLDA) and Board member of Indian Railways Station Development Corporation (IRSDC). Being from Legal background, he was instrumental in documentation of Tender and Contracts. In Northern Railway, he was looking after Catering Contracts and earning tenders of Commercial Department. Before taking over charge of Director/Finance, IRCTC, he was posted as Financial Adviser and Chief Accounting Officer (FA&CAO) in Indian Railway Organization for Alternative Fuels under Ministry of Railways (IROAF).

He has also been appointed as Chairman of IRCTC Payments Limited, a wholly owned subsidiary of IRCTC Limited.

03  
**Dr. Lokiah Ravikumar**

Director (Catering Services)

Dr. Lokiah Ravikumar has assumed the charge of Director (Catering Services)/ IRCTC w.e.f. February 11, 2023.

Dr. Lokiah Ravikumar has a vast working experience spanning over 38 years in the Hospitality Industry covering Catering and Tourism businesses with extensive knowledge in business operations and management. He is an eminent scholar and is qualified in Hotel Management and Catering Technology from Institute of Hotel Management, Chennai and is also a Post Graduate in Tourism and has also completed Doctorate in Tourism from Utkal University, Bhubaneswar, Odisha. He had started his career with Taj Group of Hotels followed by a stint each in State Tourism Development Corporation, Govt. of Tamil Nadu. Subsequently, he served the Indian Railways from 1990-2005 (16 Years) and moved to IRCTC during 2006 and worked for the past 18 years in various capacities. His tenure in IRCTC spreads across stints in Regional offices, Zonal Offices and Corporate office. During this period, he has worked as Deputy General Manager, Joint General Manager, Additional General Manager and General Manager in the Catering, Tourism and profiles with specializations in the areas of Operations, Administration, Marketing, Product Development and Contract Management among others.

04  
**Shri Rahul Himalian**

Director (Tourism and Marketing)  
(w.e.f. February 16, 2024)

In accordance with Railway Board's letter dated February 16, 2024, Shri Rahul Himalian has assumed the charge

of Director (Tourism & Marketing)/ IRCTC w.e.f. February 16, 2024 spearheading the Travel, Tourism and IT business of IRCTC.

Sh. Rahul Himalian is Indian Railway Traffic Services Officer of 1999 Exam Batch. He is a product of Lawrence School Sanawar where he was the Headboy and adjudged the Best All Round Student, he graduated in Bachelor's of Technology in Electrical Engineering from National Institute of Technology, Hamirpur as the Gold Medalist. He further pursued Masters in Technology from IIT Delhi where he achieved the rare distinction of 10.00 Cumulative Grade Point Average and Presidents Gold Medal for Best All Round Student. Being a distinguished Traffic Services Officer having held posts in Operating and Commercial in Western Railways and South Eastern Railways, he has had two earlier stints of deputation in IRCTC, First as Additional General Manager in Tourism for Five Years and then as Group General Manager, West Zone, IRCTC, Mumbai. His hobbies include creative writing, playing violin, squash and performing closeup magic.

05  
**Shri Neeraj Sharma**

Government Nominee Director

Shri Neeraj Sharma, ED (Passenger Marketing), Railway Board is the Part-Time Government Director of our Company. He has been on the Board of our Company since July 12, 2018. He is an officer of the Indian Railway Traffic Service (IRTS) of 1991 batch. He is a post graduate from Govind Ballabh Pant University of Agriculture and Technology, Nainital and a Ph.D from Indian Agriculture Research Institute, New Delhi. During his association of more than 25 years with Indian Railways, he has held various positions in North Eastern Railway and Northern Railway including Assistant Operations

Manager, Divisional Operations Manager, Senior Divisional Operations, Senior Divisional Commercial Manager Professor Administration, Disaster Management in IRITM (Indian Railway Institute of Transport Management), Lucknow, Chief Public Relations Officer, Northern Railway and Chief Commercial Manager (Passenger Marketing), Northern Railway. Due to his accomplishments, he has been awarded twice with Minister of Railways Award, the highest recognition in Indian Railways.

06  
**Shri Manoj Kumar Gangeya**

Government Nominee Director

Shri Manoj Kumar Gangeya has been appointed as Government Nominee Director on the Board of the Company w.e.f. September 21, 2022.

Shri Manoj Kumar Gangeya is presently working as Executive Director (Planning), Ministry of Railways. He is an Indian Railway Traffic Service (IRTS) officer of 1999 batch. He is a graduate from IIT Delhi (Bachelor of Technology). He also holds professional certifications, in "Executive Management" from IIM Lucknow, "Urban Transport" from CEPT university, "Data, Economics and Development Policy" from MIT (micro-master programme online), "Railway Financing", "Global Energy and Climate Policy" etc.

He has about 22 years of experience in public service in multiple ministries including NITI Aayog. Before taking charge as ED (Planning), Railway Board, he worked as Director (Infrastructure) and Chief Vigilance Officer in NITI Aayog and was actively involved in policy development for ultra-high speed transport systems, appraisal of programmes/ projects of aviation infrastructure and related

policy issues. He also worked as Director in Ministry of Environment and Forest and Climate Change (MoEFCC) and participated in many global environmental negotiations/ conventions as an Indian delegate. He is also associated with many policy changes related to pollution prevention and waste management in India and in Basel Convention.

In his early career with Indian Railways (about 15 years), he worked in several key positions as Senior Divisional Manager looking after Commercial, Operations and Safety functions. He also worked as Sr Divisional Commercial Manager during "Kumbh Mela, Nashik-2015".

07  
**Shri Vinay Kumar Sharma**

Independent Director

Shri Vinay Kumar Sharma, Independent Director w.e.f. November 09, 2021, is a social activist who holds Bachelor's degree in Business Administration, Master's degree in Economics and Social Work from Devi Ahilya Vishwavidyalaya (DAVV), Indore. He possesses a diverse and wide ranging experience in the areas of Management, Finance, Sales, Marketing, Corporate Governance and planning. He has been Regional Head Credit in IndusInd Bank (2002-2008) and Regional Relationship Manager Head Project Accounts in ICICI Bank Limited (2008-2012). He is presently active in the field of organic farming.

08  
**Shri Namgyal Wangchuk**

Independent Director

Shri Namgyal Wangchuk, Independent Director w.e.f. November 12, 2021, is a lawyer by profession having an experience of 23 Years of practice as an Advocate in various area(s) of practice in Civil/Criminal/Matrimonial/Tribunals/ Corporate etc. He holds a Bachelor's degree in Arts from University of Kashmir in 1991. He obtained LL.B degree from University of Delhi in 1997 and was on the Roll of the Delhi Bar Council as a practicing Advocate in Delhi High Court from March 1998 to March 2000. He worked as an Associate with Kesar Dass B & Associates from 1998 to 2000. He also served as Munsiff/ Judicial Magistrate 1st Class from August 2001 to August 2003. He is also empanelled as an advocate with Nationalized Banks such as State Bank of India, IDBI Bank Ltd., Axis Bank & Union Bank of India.

09  
**Shri Devendra Pal Bharti**

Independent Director  
(w.e.f. June 09, 2023)

Shri Devendra Pal Bharti, Independent Director w.e.f. June 09, 2023, holds LL.B. degree from M.J.P. Rohilkhand University, Bareilly, Uttar Pradesh and has been on the roll of the Bar Council of Uttar Pradesh as a practicing Advocate since 2004. He has also obtained Bachelor's degree in Economics and English Literature from M.J.P. Rohilkhand University, Bareilly, Uttar Pradesh. Shri Devendra Pal Bharti has served as an Advisor in the Telephone Advisory Committee of the Department of Telecommunication, Ministry of Communications. He was also appointed as Member of the District Planning Committee, State Planning Commission of the Uttar Pradesh Govt. from 2008 till 2012 by the Hon'ble, Governor of Uttar Pradesh. He has also been actively involved in social work for almost 27 years.

## Chief Financial Officer (CFO)



**Shri Ajit Kumar**

## Company Secretary and Compliance Officer



**Smt. Suman Kalra**

## Senior management



**Sh. Pradeep Kumar**

Chief Vigilance Officer



**Sh. Sunil Kumar**

Group General Manager  
(Internet Ticketing Services-2)



**Sh. Gaisingam Kabui**

Group General Manager  
(Finance)



**Sh. Sandip Trivedi**

Group General Manager  
(HRD & Rajbhasha)



**Sh. Suresh Kumar Sharma**

Group General Manager  
(Services)



**Smt. Promila Gupta**

Group General Manager  
(Tourism)



**Smt. Rashmi Gautam**

Group General Manager  
(SCS and Legal/CO)



**Sh. Sudeesh V.C.**

Group General Manager  
(Internet Ticketing  
Services-1)



**Sh. Sanjay Priyadarshnam**

Group General Manager  
(Rail Neer Projects)



**Sh. Vinay Kumar Pathak**

Group General Manager  
(Procurement and Tendering)

## Zonal heads



**Sh. Manoj Kumar Sharma**

Group General Manager  
(North Zone)



**Sh. Zafar Azam**

Group General Manager  
(East Zone)



**Sh. P. Rajalingam Basu**

Group General Manager  
(South Zone)



**Sh. Gaurav Jha**

Group General Manager  
(West Zone)



**Sh. P. Rajkumar**

Group General Manager  
(South Central Zone)

# Corporate information

as on March 31, 2024

## Board of Directors

### Shri Sanjay Kumar Jain

Chairman and Managing Director  
(Additional Charge from January 10, 2024 to February 13, 2024 and Regular Charge from February 14, 2024)

### Smt. Seema Kumar

Ex-Member (Operations and Business Development), Railway Board and Chairperson and Managing Director (Additional Charge) (w.e.f. June 01, 2023 upto January 09, 2024)

### Smt. Rajni Hasija

Chairperson and Managing Director (Additional Charge) and Director (Tourism and Marketing) (upto May 31, 2023)

### Shri Ajit Kumar

Director (Finance) and CFO

### Dr. Lokiah Ravikumar

Director (Catering Services)

### Shri Rahul Himalian

Director (Tourism and Marketing) (w.e.f. February 16, 2024)

### Shri Kamlesh Kumar Mishra

ED (BD), Railway Board and Director (Tourism and Marketing) (Additional Charge) (w.e.f. June 01, 2024 upto February 16, 2024)

### Shri Neeraj Sharma

ED (PM), Railway Board  
Government Nominee Director

### Shri Manoj Kumar Gangeya

ED (Planning), Railway Board  
Government Nominee Director

### Shri Vinay Kumar Sharma

Independent Director

### Shri Namgyal Wangchuk

Independent Director

### Shri Devendra Pal Bharti

Independent Director  
(w.e.f. June 09, 2023)

### Internal Auditor

M/s S. K. Misra & Gujrati  
Chartered Accountants,  
New Delhi-110001

### Cost Auditor

M/s H.M.V.N & Associates  
31, Community Cetre, Ashok Vihar,  
Phase - I, Delhi - 110052.

### Secretarial Auditor

M/s. Kumar Naresh Sinha & Associates  
Company Secretaries  
121, Vinayak Apartment, Plot No.:  
C-58/19, Sector-62, Noida-201309 (U.P)

### Registered & Corporate Office

11<sup>th</sup> Floor, Statesman House,  
B-148, Barakhamba Road,  
Connaught Place,  
New Delhi 110001

### Internet Ticketing

Internet Ticketing Centre IRCTC,  
IRCA Building,  
State Entry Road, New Delhi-110055

### Tourism Office

M-13, Punj House, Block M, Connaught  
Place, New Delhi-110001

### Rail Neer Plant, Nangloi

Northern Railway's Wireless Station  
Area, Opp. Nangloi Bus Depot, Rohtak  
Road, Nangloi, Delhi- 110 041.

### Rail Neer Plant, Danapur

Loco Colony, South of R.P.F. Barracks,  
Khagul, Danapur, Patna- 801105 (Bihar)

### Rail Neer Plant, Palur

Palur Railway Station Village and Post  
Palur, Taluk- Chengalpattu, District-  
Kanchipuram (Tamil Nadu) – 603101

### Rail Neer Plant, Ambernath

GIP Dam, Near Additional MIDC, Post  
Anand Nagar, Ambernath (East), Distt.  
Thane, Maharashtra – 421506

### Rail Neer Plant, Kota

Plot No.- E-270 & E-271, Industrial Area  
Kuber (Extn.) Ranpur, Kota (Rajasthan)

### Rail Neer Plant, Bhubneshwar

Plot No. - 13(P) & 14(P), Chhatabar  
Industrial Area, Bhubaneswar- 752011

### Rail Neer Plant, Simhadri

NTPC Premises, Chipurupalli  
Village Road, Ravada, Parawada,  
Visakhapatnam (A.P.)

### Zonal Offices

#### North Zone

Rail Yatri Niwas, Ground Floor, New  
Delhi Railway Station, Ajmeri Gate Side,  
New Delhi - 110 002.

#### East Zone

Old Koilaghata Building (Ground Floor), 3,  
Koilaghata Street, Kolkata - 700 001.

#### West Zone

2<sup>nd</sup> Floor, New Administrative Building,  
Central Railway, CST, Mumbai - 400001.

#### South Zone

6A, The Rain Tree Place, 9, Mc Nicolas  
Road, Chetpet, Chennai - 600 031.

#### South Central Zone

9-129/1/102, 1<sup>st</sup> Floor, Oxford Plaza,  
Sarojini Devi Road, Secunderabad,  
Telangana 500003.

### Supplementary Information

#### CFO

Shri Ajit Kumar

#### Company Secretary and Compliance Officer

Smt. Suman Kalra

### Statutory Auditor

N. K. Bhargava & Co.  
Chartered Accountants  
(Registration No. 000429N)  
C-1, 1<sup>st</sup> Floor, Acharya Niketan, Phase-I,  
Mayur Vihar, New Delhi-110091

### Bankers

HDFC Bank  
ICICI Bank  
Bank of Baroda  
Punjab National Bank  
State Bank of India  
Canara Bank  
Bank of India  
Union Bank of India  
Indian Bank

IDBI Bank  
Axis Bank  
Yes Bank  
UCO Bank  
IndusInd Bank

Kotak Mahindra Bank  
Central Bank of India  
Federal Bank  
Karnataka Bank  
Bank of Maharashtra

Karur Vysya Bank  
Indian Overseas Bank  
RBL Bank  
South Indian Bank

IDFC First Bank  
AU Small Finance Bank  
Equitas Small Finance Bank  
Punjab & Sind Bank

### Registrar and Share Transfer Agent:

Alankit Assignment Limited

**Address:** 4E/2, Alankit House,  
Jhandewalan Extension near  
Jhandewalan Metro Station  
New Delhi-110055

**Email id:** [rta@alankit.com](mailto:rta@alankit.com)

**Phone Number:** 011-42541234

### Share Listed at:

Stock Exchange	SCRIP CODE
BSE Limited	542830
National Stock	IRCTC
Exchange of India Limited	

### Depositories:

National Securities Depository  
Limited (NSDL)  
Central Depository Services (India)  
Limited (CDSL)

### ISIN No:

INE335Y01020

**Website:** [www.irctc.com](http://www.irctc.com)

**E-mail ID:** [investors@irctc.com](mailto:investors@irctc.com)

# Ten Years Financial Highlights

Sr. No.	Particulars	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
1	Total Income	1,141.21	1,523.41	1,598.71	1,544.75	1,958.94	2,342.41	861.64	1,954.48	3,661.90	4,434.66
2	Expenditure(including increase/decrease in stock)	906.76	1,193.58	1,242.31	1,184.45	1,486.78	1,563.98	588.90	1,005.06	2,265.25	2,803.98
3	Operating Margin	234.45	329.82	356.40	360.30	472.16	778.44	272.74	949.42	1,396.65	1,630.68
4	Interest Expenses	-	1.81	2.54	2.91	2.35	9.76	8.27	11.05	16.11	18.64
5	Depreciation	20.42	21.22	22.41	23.66	28.64	40.21	46.35	48.99	53.73	57.22
6	Profit before Tax	214.03	306.79	331.45	338.98	478.56	729.58	257.51	885.38	1,354.01	1,496.28
7	Profit after tax	130.63	197.30	214.69	219.52	308.56	513.11	187.03	659.55	1,005.88	1,111.26
8	Dividend Declared	26.13	75.45	84.68	88.81	122.37	200.00	80.00	280.00	440.00	520.00
9	EPS*	65.31	49.32	52.93	13.72	19.12	32.07	2.34	8.24	12.57	13.89
10	Transfer to General Reserve	35.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00
11	Reserve and Surplus	424.25	680.57	738.34	905.37	911.02	1,153.82	1,295.81	1,710.31	2,318.40	3,069.97
12	Fixed Assets(Gross Block)	276.84	310.69	337.62	336.63	356.35	380.96	450.32	438.91	484.21	515.22
13	Inventories	9.54	8.26	6.58	7.41	7.89	9.76	6.54	7.93	9.61	10.97
14	Foreign exchange earnings	21.89	35.23	47.51	37.59	33.54	43.32	9.85	19.37	27.37	36.06
15	Share Capital	20.00	20.00	40.00	40.00	160.00	160.00	160.00	160.00	160.00	160.00
16	Capital Employed	444.25	700.57	778.34	945.37	1,071.02	1,313.82	1,455.81	1,870.31	2,478.40	3,229.97
17	Net Worth	444.25	700.57	778.34	945.37	1,071.02	1,313.82	1,455.81	1,870.31	2,478.40	3,229.97
18	Profit before tax to Capital employed (in%)	48.18	43.79	42.58	35.86	44.68	55.53	17.69	47.34	54.63	46.33
19	Operating Margin to capital employed (in %)	52.77	47.08	45.79	38.11	44.09	59.25	18.73	50.76	56.35	50.49
20	Profit after tax to share capital (in%)	653.15	986.48	536.73	548.80	192.85	320.69	116.89	412.22	628.68	694.54
21	Expenditure to income (in %)	79.46	78.35	77.71	76.68	75.90	66.77	68.35	51.42	61.86	63.23
22	Number of employees	1,511	1,483	1,494	1,464	1,509	1,446	1,417	1,408	1,562	1,770
23	Income per employee	0.76	1.03	1.07	1.06	1.30	1.62	0.61	1.39	2.34	2.51
24	Foreign exchange earning per employee	0.01	0.02	0.03	0.03	0.02	0.03	0.01	0.01	0.02	0.02
25	Current Ratio	1.55	1.96	1.80	1.60	1.55	1.61	1.76	1.88	1.82	1.95
26	Investments	-	-	-	-	-	-	-	-	-	-
27	Market Capitalisation**	-	-	-	-	-	15,718.40	28,099.20	61,968.00	45,840.00	74,396.00

\* Face value of the share was ₹ 10 per share up to FY 2020-21, thereafter ₹ 2/- per share

\*\* IRCTC is listed on BSE & NSE since 14.10.2019.

Note : -Figures are based on IND AS financial statements from 2016-17 onwards.

# Directors' Report

Dear Shareholders,

We are delighted to present the 25<sup>th</sup> Annual Report on the business and operations of Indian Railway Catering and Tourism Corporation Limited (herein referred to as 'IRCTC' or 'Company') and its Audited Statements of Accounts for the financial year ended March 31, 2024 (FY'24), together with the Auditors' Report and Comments on the Accounts by the Comptroller and Auditor General (C&AG) of India. The detailed financial and operational performance of the Company is produced in the report.

## KEY PERFORMANCE HIGHLIGHTS FOR FY 24:

- Highest ever Revenue from operations of ₹ 4,270.18 Crore from Catering, Rail Neer, Tourism & Internet Ticketing business.
- Highest ever PAT of ₹ 1,111.26 Crore.
- Catering Services in 1250+ trains and served more than 16 lakhs meals per day.
- Transactions value for e-Catering crossed ₹ 250 crore, subsequent to tie-ups with Food Aggregators in FY 24.
- Under the aegis of Ministry of Railways, IRCTC operated 181 Bharat Gaurav Train Tours and provided services to 1.17 lakh tourists in FY 24.
- Provided services in 337 Aastha trains carrying 5.48 lakh passengers.
- Highest ever average per day 12.38 lakh rail e-tickets issued in FY 24.
- Incorporation of IRCTC Payments Limited, wholly owned subsidiary of IRCTC for payment aggregator business.

## FINANCIAL PERFORMANCE OVERVIEW

The summarised financial performance of the Company during F.Y. 2023-24 along with the corresponding performance of F.Y. 2022-23 are mentioned below:

Particulars	F.Y. 2023-24	F.Y. 2022-23	Amount (₹ in Cr.)
			% age Increase/ Decrease
Revenue from Operations	4,270.18	3,541.47	20.58
<b>Total Income</b>	<b>4,434.66</b>	<b>3,661.90</b>	<b>21.10</b>
EBITDA (Profit Before Exceptional Items, Finance Cost, Tax, Depreciation & Amortisation)	1,630.68	1,396.65	16.76
Depreciation	57.22	53.73	6.50
Profit Before Tax & Exceptional Items	1,554.81	1,326.81	17.18
<b>Profit before tax</b>	<b>1,496.28</b>	<b>1,354.01</b>	<b>10.51</b>
Provision for Tax	385.03	348.13	10.60
<b>Profit after tax</b>	<b>1,111.26</b>	<b>1,005.88</b>	<b>10.48</b>
Interim Dividend	200.00	280.00	-28.57
Final Dividend	320.00	160.00	100.00
General Reserve	35	35	0
Reserves & Surplus	3,069.97	2,318.40	32.42
Net Worth	3,229.97	2,478.40	30.32
Earnings Per Share (₹)	13.89	12.57	10.50



- **Capital Structure**

As on March 31, 2024, the authorized share capital of the Company stood at ₹ 250 Crores consisting of 125 Crore equity shares of ₹ 2/- each and paid-up share capital of the Company was ₹ 160 Crores consisting of 80 Crore equity shares of ₹ 2/- each. During the financial year 2023-24, the Company has not issued any shares.

The details of dematerialisation of shares, Demat Suspense Account / Unclaimed Suspense Account are provided in the Corporate Governance Report, as annexed to this report.

- **Shareholding of the President of India (Pol)**

President of India (Pol) holds 49,91,72,170 equity shares (i.e., 62.40% of the total paid-up equity share capital) in the Company with face value of ₹ 2/- each.

- **Dividend**

The Board of Directors has recommended a Final Dividend of ₹ 4/- per share (i.e., 200% on the paid-up share capital) for the financial year 2023-24, amounting to ₹ 320 Crores, subject to approval of the shareholders in the ensuing AGM. This Final Dividend is in addition to the Interim Dividend of ₹ 2.50 per share (i.e., 125% of the paid-up share capital) declared by the Board of Directors in the month of November 2023 and already paid to the shareholders in December 2023.

Accordingly, total dividend for the financial year 2023-24 amounts to ₹ 520 Crores (i.e. 325% on the paid-up share capital) which works out to 46.79 % of the post-tax profits for 2023-24 and 16.10% of Networth as of March 31, 2024.

The declaration of dividend by the Company for the financial year 2023-2024 is in compliance with the guidelines issued by the Department of Investment and Public Asset Management (DIPAM), which prescribes that the minimum dividend to be paid for the year should be at least 5% of net worth or 30% of profit after tax, whichever is higher.

The Dividend Distribution Policy of the Company is available on the Company's website at

[https://www.irctc.com/assets/images/IRCTC\\_DIVIDEND%20DISTRIBUTION%20POLICY\\_31.07.2019\\_CB%20Comments%20\[05.08.2019\].pdf](https://www.irctc.com/assets/images/IRCTC_DIVIDEND%20DISTRIBUTION%20POLICY_31.07.2019_CB%20Comments%20[05.08.2019].pdf)

- **Unpaid/Unclaimed Dividend**

The details of unpaid/unclaimed dividend are available on the website of the Company at the link <https://www.irctc.com/iepf.html>, and is also disclosed in the Corporate Governance report.

- **Transfer to Reserves**

During 2023-24, the Company transferred ₹ 35 Crores to General reserves.

- **IRCTC's Rank at Stock Exchanges (BSE and NSE)**

Based on the market capitalization of the Company as on 31<sup>st</sup> March 2024, your Company was ranked at 113<sup>th</sup> position at both BSE and NSE.

- **Market capitalization**

Market capitalization (BSE) of the Company increased from ₹ 45,840 crore on March 31, 2023 to ₹ 74,396 crore on March 31, 2024.

- **Company's contribution by way of revenue share to Ministry of Railways**

The Company contributes by way of revenue share to Ministry of Railways (MoR) and the total share of such contribution was ₹ 944.62 Crores during the year as against ₹ 704.90 Crores in FY 2022-23.

Contribution to the revenue to MoR comprises of Haulage Charges, Railway Share and Dividend.

- **Employee Stock options**

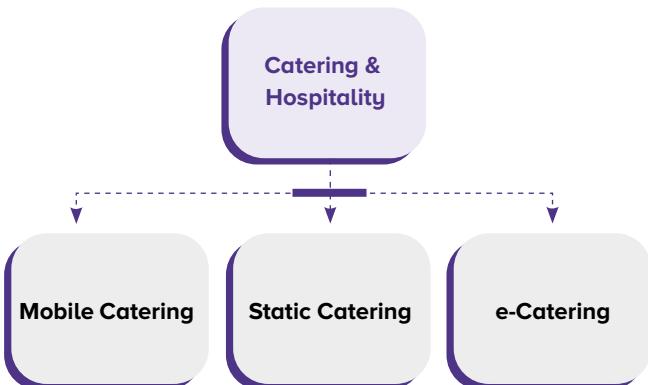
Your Company has not provided any Employee Stock Option, therefore, disclosure requirement in relation to ESOP under Rule 12(9) and Rule 16(4) of the Companies (Share Capital and Debentures) Rules, 2014 is not applicable.

## OPERATIONAL PERFORMANCE

The segment wise operational performance of the Company during 2023-24 is detailed below:

- a. **CATERING & HOSPITALITY:**

The Catering and Hospitality segment of IRCTC is segregated as produced below:



## Mobile Catering

Mobile Catering segment caters to passengers travelling while in a train through onboard catering services arrangements and comprises of following:

### Mobile Catering

- Gatiman Tejas & Vande Bharat
- Rajdhani, Shatabdi & Duronto (RSD)
- Mail Express
- Train Side Vending (TSV)

Mobile Catering segment caters to passengers travelling while in a train through onboard catering services arrangements. Mobile Catering services are being provided through pantry cars/ mini pantries (with on-board storage, reheating and cooling facility) in the trains or through Train Side Vending (TSV) in trains, which do not have pantry cars/ mini pantries. The food for service on the trains is picked up from originating/ en-route stations and is served to the passengers.

As on March 31, 2024, IRCTC provided Onboard Catering Services in 1265 trains.

- **Vande Bharat Trains:**

Vande Bharat train is the pride of Indian Railways. As on 31.03.2024, IRCTC had managed onboard catering services in 51 Vande Bharat Trains over Indian Railways.

The menu of catering services for Vande Bharat train is designed on the basis of regional cuisine and popular demand of the passengers, including millet items.





- **Rajdhani, Shatabdi & Duronto Express Trains:**

These are the premium segment trains over Indian Railways. The catering charges are included in the ticket fare. Depending on the duration and timings of the journey, the catering services include morning tea, breakfast, lunch, high tea and dinner. The tariff for catering services of these trains is governed by Railway whereas the menu is decided by IRCTC duly considering regional preferences. As on 31.03.2024, IRCTC provided on-board catering services in 25 Rajdhani Express, 21 Shatabdi Express and 18 Duronto Express trains.

- **Gatiman & Tejas Express Trains:**

These are also the premium segment trains over Indian Railways under prepaid model. The catering charges are included in the ticket fare. The tariff for catering services of these trains is governed by the Railway Board whereas the menu is decided by IRCTC duly considering regional preferences. As on 31.03.2024, IRCTC provided on-board catering services in 01 Gatiman and 02 Tejas Express trains.

- **Mail Express Trains:**

These are the trains where catering charges are not included in the ticket fare and passengers have to purchase the meal items onboard. The food item menu issued vide Commercial Circular no. 60 of 2019 is applicable in these trains. The menu items consist of Breakfast (Veg/Non Veg), Std. Veg. and Non-Veg. meal (with Egg curry and Chicken Curry). As on 31.03.2024, IRCTC provided on-board catering services in 443 Mail/Express trains.

- **Train-Side Vending:**

There are a large number of trains which do not have pantry cars or mini pantries. In such Mail/Express trains, Onboard Catering Services is arranged by IRCTC through Train Side Vending. In this arrangement, food and beverages for servicers are arranged from originating and en-route stations.

As on March 31, 2024 IRCTC provided Onboard Catering Services through Train Side Vending arrangements, (sectional / end to end) in 702 trains.

- **War Room for Handling Complaints/Grievances:**

An exclusive War Room for complaint and feedback management has been set up at IRCTC's Corporate Office, to facilitate fast and prompt redressal of passenger complaints and grievances on real time basis.

The War Room is equipped with latest communications facilities and manned by qualified, skilled and trained manpower. The War Room is functional round-the-clock 24x7 on all days.



- **Quality Control**

To improve the standard quality meals and service for passengers, IRCTC has put the following systems in place.

- **Regular & Surprise Inspections:**

Regular onboard inspections are being conducted by IRCTC officials periodically in trains and catering units at stations, in addition, surprise inspections are also being carried out by IRCTC's officers from the Corporate and the Zonal offices and designated Railways' officials. Necessary corrective actions are taken on the deficiencies noticed during these inspections. During the FY 2023-24, around 11,840 onboard monitoring checks and 9,600 surprise inspections were carried out .

- **Food Sampling:**

In order to ensure food safety, food samples of Raw Material, Cooked Food, Ready to Eat (RTE) and Proprietary Article Depot (PAD) items are being tested on regular basis to ensure compliance with FSSAI standards by sending samples regularly for testing in NABL-accredited labs. During the financial year 2023-24, a total of 24,269 samples of Raw

Material, Cooked Food, RTE and PAD items were collected and tested in NABL labs.



➤ **Third Party Food Safety and Hygiene Audits:**

Third Party Food Safety & Hygiene audits are undertaken by IRCTC to get feedback on hygiene, quality of food, infrastructure facility, implementation of FSSAI regulations etc. During the FY 2023-24, Third Party Food Safety and Hygiene Audits were conducted in 259 Mobile Units and 163 Static Units.

➤ **Customer Satisfaction Survey:**

Third party Customer Satisfaction Surveys are also undertaken by IRCTC to get the feedback and opinion of travelling passengers, through reputed professional agencies. During the FY 2023-24, Customer Satisfaction Survey was conducted in 370 Static units and 332 Mobile units by M/s Foresight Research & Consulting Pvt. Ltd.

➤ **On-Board deployment of Catering Supervisors:**

IRCTC deploys Supervisors/Catering assistants to conduct end-to-end monitoring of catering services on all premium prepaid trains and also sectional monitoring of all Mail/Express trains where catering services are being rendered. This is to ensure that the on-board monitoring staff addresses the grievances of passengers on a real time basis.

➤ **On-Line Empanelment:**

To ensure transparency in system, IRCTC has introduced online empanelment process for Propriety Article Depot (PAD) and Ready to Eat (RTE) products. Any applicant sitting in the comfort of his or her office or home can apply for empanelment of its products to IRCTC through an online process placed at [www.irctc.com](http://www.irctc.com) and [www.tenderwizard.com/IRCTC](http://www.tenderwizard.com/IRCTC). The applicant is informed about the outcome of the application in a time-bound process.

➤ **Introduction of MSEMs:**

In line with the Govt. of India's initiative for promotion of MSMEs, IRCTC has provided various exemptions for the promotion of MSMEs. During FY 2023-24, IRCTC empanelled 08 brands promoted by MSME firms for supply of food items over Indian Railways network.

➤ **Complaint Monitoring & Redressal:**

A passenger can give feedback or register complaint against catering services on 'Rail Madad' module that allows passengers to lodge complaints through mobile app/web platform. There are other various methods to register complaints such as, CPGRAM, National Consumer helpline, Complaint Books, etc.

There is a monitoring team designated by IRCTC, which forwards the complaints feedback data to the concerned department/s and files interim reply to passengers online followed by final remarks on the action taken. Complaints / feedback pertaining to IRCTC are recorded on E CSIM(Catering Service Information Management)



on the action taken and disposal thereof. During the FY 2023-24, a total number of 19,891 catering complaints were registered on E-CSIM platform, and all complaints were disposed off.

➤ **QR Codes:**

To enhance the travel experience of passengers, the concept of QR Codes was started to provide information on the meals prepared in the Base Kitchens i.e. date of preparation, name of the kitchen, FSSAI, weight, live CCTV streaming link etc. which builds the confidence and assurance to the passengers on the quality and hygienic standards maintained. The above facility is being implemented in phases across various base kitchens pan India.



➤ **CCTV Monitoring:**

During the FY 2023-24, IRCTC enabled live monitoring in 36 kitchens through CCTV cameras on IRCTC portal. To ensure the hygiene levels of the cooked food and safety parameters, IRCTC installed CCTV cameras facilitating 24X7 monitoring of kitchen units/ Base kitchens, which is overseen by the War Room located at Corporate Office and Central Control Room.



➤ **Point of Sale (POS) Handheld Billing Machines:**

To curb overcharging, issuance of invoices through POS machines in all the catering units has been made mandatory for all the vendors. The same is being implemented in various phases. These machines enable issuing of bills for every transaction, both in Mobile and Static catering units which facilitates proper accounting system and control. Efforts have been made for cashless transactions in all Trains, Train-Side Vending etc. under the Digital India initiative of the Government of India. As on 31.03.2024, 4128 POS machines have been made available in 891 rakes of Pantry cars trains and 4035 POS machines in 1106 rakes of TSV trains. In addition, 657 POS machines have been made available in 534 static catering units viz, Refreshment Rooms, Jan Ahaars, Food Plazas, Fast Food units, Retiring Rooms, Executive Lounges and RYN/ BNR Hotels under IRCTC.

**Static Catering:**

Static catering units are located at station premises and offers catering services to the travelling passengers across the country. Static Catering comprises of the following:

**Static Catering Services**

- Food Plazas
- Fast Food Units
- Refreshment Rooms
- Jan Ahaars
- Base Kitchens
- Executive Lounges
- Retiring Rooms
- RYN/BNR Hotels
- Non Railway Catering (NRC)

As on March 31, 2024 IRCTC managed **141 Refreshment Rooms, 40 Jan Ahaars, 9 Base Kitchens, 146 Food Plazas and 159 Fast Food Units**. Refreshment Rooms and Jan Ahaars are located at Railway platform and sell low budget meal items to the travelling passengers. The tariff of the items sold through Refreshment Rooms and Jan Ahaars are regulated and approved by Ministry of Railways/IRCTC. A list of the items to be sold on these units along with their prices is provided by the Ministry of Railways/IRCTC. These units usually sell items to passengers on the platform and sometimes supply food to moving trains.

- Jan Ahaars:**

Jan Ahaar serves snacks and a-la-carte items, standard breakfast, standard meals, Janta Khana, as authorized by the Railways. In addition, Jan Ahaar also serves approved brands of packed items such as aerated drinks, Biscuits, Chips, Namkeens, Chocolates and Ready to Eat meals (RTE) and Railneer Packaged Drinking Water (PDW) etc. on MRP basis.



- Refreshment Rooms:**

IRCTC manages Refreshment Rooms at A1 & A category stations at all stations. These units are generally part of station building. The meal items served at these units includes snacks, a-la-carte items, standard breakfast/meals, Janta Khana etc. The tariff of the cooked food items is regulated. In addition, approved brands of packed items such as aerated drinks, Biscuits, Chips, Namkeens, Chocolates and Ready to Eat meals (RTE) and Railneer PDW etc. are also served.



- Management of Base Kitchens:**

Base Kitchen is a large cooking and packing facility set up in the vicinity of Railways premises from where food is prepared, packed, transported and served in trains. There is no sale of food items directly to the passengers from Base Kitchens. The food from Base kitchen is supplied in all types of trains. IRCTC managed total 09 Base kitchens as on 31.03.2024.

- Up-gradation of Kitchens:**

As per the provisions contained in Catering Policy-2017 and to execute the unbundling of catering services, IRCTC upgraded 48 Kitchens in order to cover more trains for supply of meals from Kitchen units/Base kitchens. During the year 2023-24, IRCTC has further upgraded 23 kitchens duly installing the modern and mechanized kitchen equipment for meal production. The upgraded kitchens have the facility of QR code on meal packets, live monitoring through CCTV cameras etc. Food Safety Supervisors (FSS) have been deployed for collection of Food samples for lab testing. Commercial Circular No. 24/2023 issued by Railway Board has permitted long term contracts for train cluster tenders, for which "State of Art" Base Kitchens will be set up and managed by the successful licensees of the train contract in each of the sections where cluster trains are operational. The implementation is under process.

- Food Plazas (FPs)/Fast Food Units (FFUs):**

**Food Plazas** are multi-cuisine outlet in the stations providing a variety of food items under one roof, in a relaxed dine-in atmosphere with a good ambience and a common kitchen to provide a wide variety of food items. The quality and rates for items of Food Plazas are market-driven. As on 31.03.2024, IRCTC managed 146 Food Plaza across Indian Railway network.

**Fast Food Units** are major units in the stations serving fast food items through self-service counters and facility of take away service is also available for passengers across the counters. The quality and rates for items in Fast Food Units are also market-driven. As on 31.03.2024, IRCTC managed 159 Fast Food units across Indian Railway Network.





- **Executive Lounges:**

IRCTC has been mandated for management of Executive Lounge at stations, which provides a range of services on payment basis. These services include, facilities such as wash and change, wi-fi internet, live TV, channel music, newspaper/book stand, buffet services concierge services for pre-departure and post arrival assistance to the passengers. As on 31<sup>st</sup> March, 2024, IRCTC managed Executive Lounges at 9 stations viz. New Delhi (Paharganj Side & Ajmeri Gate side), Agra Cantt, Jaipur, Ahmedabad, Madurai, Sealdah, Dwarka and Varanasi. Executive Lounge is also under commissioning at Bhopal Railway Station and Varanasi Railway Station.



- **Retiring Rooms:**

IRCTC manages Retiring Rooms at major railway stations to improve the accommodation facilities for the travelling passengers and to provide affordable and comfortable stay facilities. Retiring Room offers facilities such as Air-Conditioned Rooms and Dormitories, Quality Linen, Locker facility for luggage, LED Television, Bathrooms with all basic facilities such as WC, Geysers, Shower etc. with pantry and housekeeping services. As on March 31, 2024, IRCTC managed 36 Retiring Rooms. IRCTC has taken over 100 sites from Ministry of Railways, which are in the process of tendering.



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

IRCTC manages various canteens, cafeterias, kiosks etc. located in various Govt. as well as non-Govt. offices including institutional catering for provision of hospitality and catering services. The NRC unit serves quality & hygienic breakfast, lunch, dinner, snacks etc. As on 31.03.2024, IRCTC managed 09 Non-Railway projects.

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

IRCTC also develops, operates and maintains Rail Yatri Niwas/BNR Hotels. The sites have been given to IRCTC on licence with permission to sub-license the rights to third parties through Public-Private Partnership. As on March 31, 2024, IRCTC operated One Rail Yatri Niwas at Howrah and two BNR Hotels at Puri and Ranchi.



#### e-Catering:

To provide quality and a wider range of cuisine while traveling, IRCTC has introduced its new e-Catering Website & Mobile app (Food on Track) for food delivery in trains at selected stations. Available for download from Google Play and iTunes, passengers can now easily

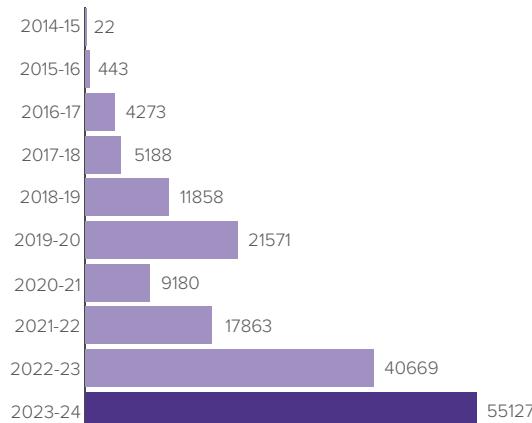
install the app on their android or iOS smart phones and get palatable yet affordable food delivery in trains from a variety of food partners. The prices of food booked under e-Catering are market driven, where the restaurant fixes the menu.

With this new online food delivery app, passengers can order food on train by simply entering their travel details such as PNR number, Train name, seat/berth number and expect a delicious and quick food delivery on train. This effective system of online food delivery on train not only guarantees tasty food on your seat but also a revamped railway food menu making your journey a bit more fun. With multiple food aggregators at stations, travellers can now enjoy an extensive set of meals ranging from North Indian to South Indian, Pizzas to mouthwatering Biryani's, butter chicken and Chinese delicacies etc.

IRCTC e-Catering has integrated with B2C partners. Some are already made LIVE such as Ixigo, Confirmkt, Make My Trip, Yatra, Railofy etc. to improve the process of reach out to customers.

Some of the major brands associated with e-Catering services are Domino's Pizza, Haldiram's, Faasos, A2B, Oven Story, Behrouz Biryani, Wow Momo's etc.

#### • Growth of e-Catering



\*Average meals booked per day

#### • Booking of e-Catering orders through Zomato & Swiggy

Recently, IRCTC e-Catering services has partnered with M/s Zomato Ltd. and M/s Swiggy with the shared vision of bringing convenient food options to our passengers, to make their train journeys delightful. *"We are confident that our collaboration will bring immense delight to our customers as we remain committed to exploring the unique ways that make train journeys more comfortable and memorable for our passengers."*



#### Future Strategy:

##### 1. Identification of Fresh sites for Food Plazas & Fast Food unit at A1 and A Category Stations:

To provide catering services at market driven rates and standards, Railway Board has been requested to handover fresh sites at 146 stations for setting up of Food plaza & Fast Food Units.

##### 2. Retiring Room & Dormitories:

In order to increase the approach towards accommodation services at stations and revenue of IRCTC, Railway Board has been requested to issue instructions to Zonal Railway to expedite handing over of the 100 more sites of Retiring Rooms especially at A1 & A category Stations to IRCTC.

#### Budget Hotels:

IRCTC plans to built a network of a well-planned chain of hotels that target the economy / budget travellers. Hotels at following locations are being/have been planned:

##### • Budget Hotel at Lucknow:

Work for setting up of 109 Keys Budget Hotel at Lucknow is nearing completion.



Due process of acquiring regulatory / operational licenses is in process. The Hotel is being set up through PPP Model with investment of ₹ 20 crore. The hotel will have facilities to cater to demand of tourists and Meetings, Incentive, Conferences and Exhibitions (MICE). Expected date of Soft Operation of Budget Hotel at Lucknow is September, 2024.

- **Budget Hotel at Khajuraho:** Work for setting up of 60 Key Budget Hotels at Khajuraho is in progress. Development of Hotel is through PPP Model with investment of ₹ 7.5 crore. Expected date of completion of Budget Hotel at Khajuraho is August, 2025.
- **Budget Hotel at Kevadia:** Due to increase in footfall at Statue of Unity and to tap the tourism potential of upcoming tourist destination of Kevadia, IRCTC is in process to create 500 Key Budget accommodation in the town. In the first phase, work for setting up of 125 Key Budget Hotels at Kevadia is in progress through PPP Model with investment of ₹ 20 crores. Expected date of completion of Budget Hotel at Kevadia is December, 2025.
- **Other Hotels in pipeline:** To have presence on pan India basis, IRCTC has approached other states governments i.e, Himachal Pradesh, Uttar Pradesh, Uttarakhand, Sikkim, Meghalaya, Andhra Pradesh, Nagaland and J&K for allotment of land as follows:
  - a. **Budget Hotel at Goa:** IRCTC is in process for allotment of land near New Manohar International Airport, MOPA, Goa. Govt. of Goa has already identified land parcel for IRCTC Hotel at Goa.

**b. Budget Hotel at Ayodhya, Uttar Pradesh:**

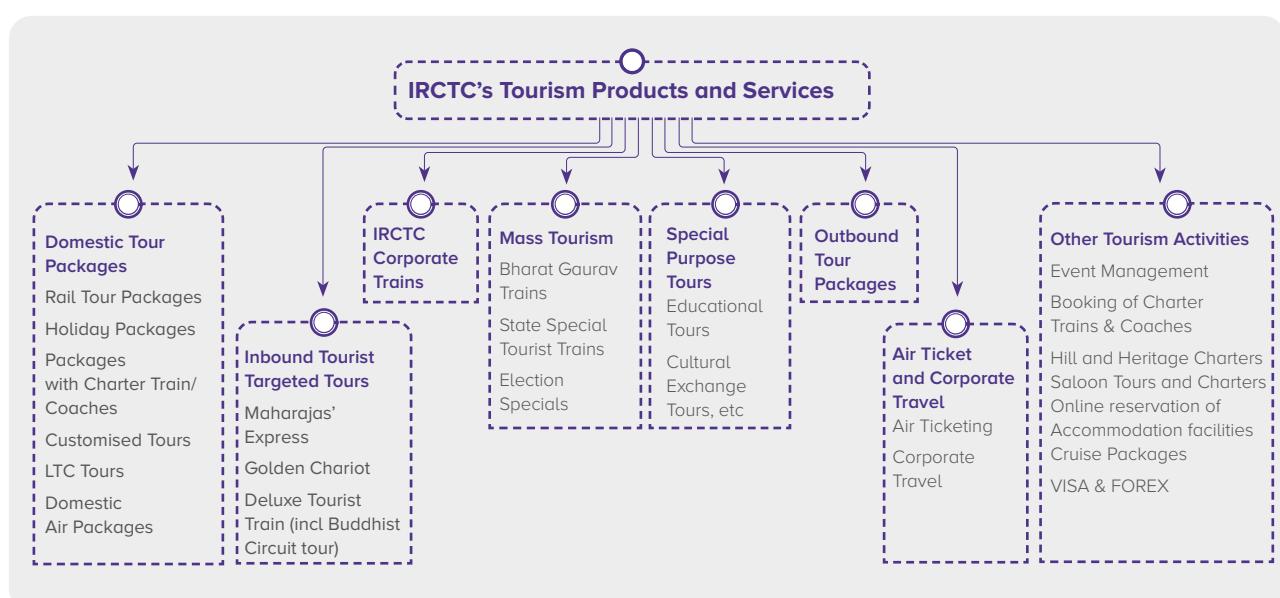
IRCTC is in process to purchase suitable land parcel for development of Budget Hotel at Holy City of Ayodhya.

**c. Budget Hotel at Kohima, Nagaland:** Govt. of Nagaland has approached IRCTC for setting of budget hotel in Kohima, Nagaland. Discussions are in advanced stage for allotment of land to IRCTC for the above said project.

**d. Budget Hotel at Gangtok, Sikkim:** Govt. of Sikkim has offered a land parcel to IRCTC for setting of Hotel at Gangtok, Sikkim. Discussions are in process for allotment of land to IRCTC for the above said project.

**b. TRAVEL AND TOURISM**

Being a Railway PSU, IRCTC specialises in rail-based products and is the market leader in this segment. IRCTC is one of the leading travel and tourism companies in the market, catering to the needs of diverse tourist segments be it land, customised or LTC packages. Besides rail based tourism products, IRCTC has also diversified into various other tourism businesses for increasing the market share in the immensely competitive tourism market. Further new avenues have also been explored by planning new packages based on heritage, culture, adventure, medical wellness and special interest tours. IRCTC has launched attractive, competitive and economical tour packages on its exclusive tourism portal, [www.irctctourism.com](http://www.irctctourism.com) for showcasing and booking of various tourism products in a single space, shown below as:



During FY 2023-24, IRCTC has marketed its tourism products across India through various marketing activities especially Digital Marketing & Social Media. In addition to the conventional methods of marketing and advertising, Digital Marketing & Social Media has contributed significantly due to large number of followers on social media. The major contributors in achieving the highest tourism revenue are Bharat Gaurav Trains (including State Special trains and the Deluxe Tourist Train), IRCTC Corporate Tejas Trains, Maharajas' Express, Domestic Air Packages, Holiday/ Customised/ Education Tours etc.

The performance of tourism products is provided below:

## 1. Domestic Tourism

- i. **Rail Tour packages** – IRCTC offers comprehensive rail tour packages with all inclusive services like confirmed onward and return rail journey, road transfers, accommodation, meals and sight-seeing at reasonable rates. During FY 2023-24, IRCTC provided service to 26,395 passenger through Rail Tour packages, with an increase of 21.41% as compared to 21,741 tourists in FY 2022- 23.
- ii. **Holiday packages** – IRCTC also operates Holiday Packages (Land Packages) which includes road transfers, accommodation, meals and sightseeing as per the itinerary. In these packages, services are offered ex-destination (whether from Railway Station/ Airport / Bus Stand). During FY 2023-24, a total 45,477 passengers availed IRCTC land packages.
- iii. **Packages with charter coach and train** – These are all inclusive packages like Rail Tour Packages, where the train travel is arranged through chartered coaches or trains by IRCTC. During FY 2023-24, IRCTC operated 17 RTP with charter coaches catering to 972 passengers in comparison of 14 RTP charter coach tours during FY 2022- 23.
- iv. **Customized tour package** – These packages are tailor-made based on the requirement of the tourists such as, budget, level of luxury, places of Interest, length of stay, etc. During the financial year 2023-24, total 6,671 number of passengers availed customised packages of IRCTC.
- v. **Leave Travel Concession (LTCs):** Government of India has authorised IRCTC as one among three PSUs for operating LTC tours. IRCTC offers general and customised LTC packages to Government employees. All IRCTC tours qualify for LTC travel.



- vi. **Domestic Air packages:** IRCTC operated various Domestic Air packages from all the Zones to various destinations like Shirdi, Goa, Delhi, Tirupati, Gangtok, Darjeeling, Kalimpong, Andaman and Nicobar, Ladakh, Srinagar, Mumbai, Puri, Konark, Ayodhya and more. During FY 2023-24, IRCTC operated 598 Domestic Air packages and provided services to 12,122 passengers.

IRCTC provides accidental insurance coverage of ₹ 10 lakhs to every passenger who makes booking for IRCTC Domestic packages.

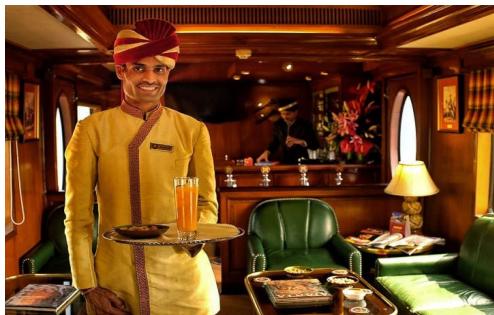
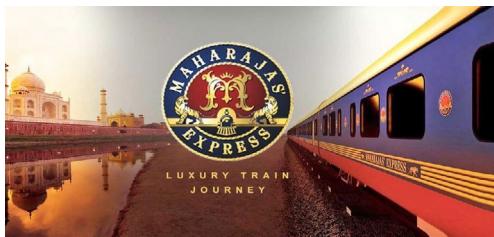
## 2. Inbound Tourist Targeted Tours

### i. Maharajas' Express:

Maharajas' Express has created a brand image for IRCTC in the field of luxury tourism in the international arena. Since its launch in the year 2010, Maharajas' Express has been awarded as the World's leading Luxury Tourist Train on several occasions right from the year 2012 to 2018 at the World Travel Awards. Maharajas' Express was also awarded with Seven Stars 2022 in the category "Luxury Hospitality and Life style Awards" in November 2022 and Asia's leading Luxury Train Award 2023 by World Travel Awards.

Maharajas' Express operates on four different itineraries out of which three itineraries are of 6 Nights/ 7 Days and one of 3 Nights/ 4 Days which cover places like Udaipur, Jodhpur, Bikaner, Jaipur, Ranthambore, Agra, Khajuraho and Varanasi. The itineraries have been uploaded with departure dates on the website of the train [www.the-maharajas.com](http://www.the-maharajas.com). The train is operated during the tourist season September to April.

During the FY 2023-24, IRCTC operated 26 trips for 995 tourists (paid passengers), as compared to, 23 trips for 975 tourists (paid passengers) in FY 2022- 23.



- ii. Golden Chariot:** Golden Chariot, the only luxury train being operated in South India by Karnataka State Tourism Development Corporation, was taken over by IRCTC for marketing, operations and maintenance for a period of 10 years through an Agreement signed between the two organisations in 19<sup>th</sup> November, 2019 with physical possession of the train by IRCTC in January, 2020.



The itineraries and departure dates of the train for the season 2023-24 and 2024-25 have already been announced and published on the official website [www.goldenchariot.org](http://www.goldenchariot.org). Three itineraries viz. Pride of Karnataka (5 Nights/6 Days), Jewels of South (5 Nights/6 Days) and Glimpses of Karnataka (3 Nights/4 Days) have been planned various destinations in Karnataka, Tamil Nadu, Kerala and Goa.

**iii. Deluxe Tourist Train :** IRCTC has been operating the new rake of Deluxe Tourist Trains with International level features like Two Dining Cars, Vacuum Bio-toilets, Air Suspension springs, Security lockers, modified 2AC coaches with side seating facility, On-board housekeeping and security, CCTV camera security, accidental insurance facility, Foot massager and Mini library, etc. This rake is utilised for operating Buddhist Circuit Tour, which is under operations since 2007. The Buddhist tour is of duration of 7 Nights and 8 Days package covering all major Buddhist Pilgrim locations in India and Lumbini in Nepal.



During FY 2023- 24, IRCTC operated 04 trips of Buddhist circuit Tours with 218 tourists against 01 trip with 44 tourists in FY 2022- 23.

IRCTC has been working to increase the utilization of Deluxe Tourist Train by operating itineraries including Buddhist Special as well as Ramayana Circuit, North East Circuit, Garvi Gujarat etc. In FY 2023-24, IRCTC operated 11 trip with 1592 passengers whereas, in FY 2022-23, IRCTC operated 05 trips with 833 passengers on-board.

- iv. Outbound Tour Packages:** IRCTC has formulated various tour packages covering destinations outside India. During FY 2023-24, IRCTC operated 81 tours and provided services to 2,299 passengers whereas, in FY 2022-23, IRCTC operated 95 outbound packages and provided services to 3,195 tourists.



### 3. Air Ticketing and Corporate Travel

- i. Online Air ticketing:** IRCTC's air-ticketing micro-site [www.air.irctc.co.in](http://www.air.irctc.co.in) provides online booking facility of Domestic as well as International Air-tickets at very competitive prices with the lowest

convenience fee as compared to other portals of Online Travel Agents (OTA) in the market.

Mobile app of IRCTC facilitates the booking of air tickets on the go for Android and iOS users. The average number of air ticket booked per day through IRCTC during FY 2023-24 was 5,166 as compared to 5,322 in FY 2022-23. IRCTC also provides complimentary travel insurance coverage of ₹50 lakhs to passengers of all the booking made through IRCTC web page and App.

- ii. Corporate Travel Business:** IRCTC offers complete Travel Solutions for Corporate, which includes air ticketing, booking of domestic (including LTC tickets), as well as international tickets, hotel bookings, Visa facilitation, Insurance etc. IRCTC has decentralised this business at Zonal level to make more tie-ups with PSUs/ Ministries/ Government Departments, etc. and better co-ordination with the organisations. IRCTC has tie-ups with **more than 280 PSUs/ Ministries/ Government Departments and institutions** for providing corporate travel services.

#### 4. Mass Tourism

- i. Bharat Gaurav Trains:** IRCTC has initialised the operation of Bharat Gaurav trains across India with the procured LHB rakes provided by Indian Railways for promotion of Rail based tourism in domestic market at reasonable price. With the change of policy issued by Railway Board, all tourist trains are operated under "Bharat Gaurav Policy". IRCTC has 10 rakes for operation of Bharat Gaurav trains across India and one additional rake of Karnataka Govt is also managed & operated by IRCTC. In FY 2023-24, IRCTC operated 75 Bharat Gaurav train tours and provided services to 42,255 number of passengers in comparison of 10 trips and service to 5,330 passengers (including 03 tours operated for Karnataka Govt.) in FY 2022-23.



#### ii. State Tirth Special tours:

- a) State Special tours by Trains:** IRCTC operates the state special tourist train tours in collaboration with various state governments. The government selects the beneficiaries of the tour package who are mostly senior citizens. These train tours cover various destinations of tourist and pilgrim importance across India. In FY 2023-24, IRCTC operated 95 State Special Trains for Delhi, Rajasthan, Madhya Pradesh, Goa, Chhattisgarh & Odisha Government carrying 70,213 tourists to various pilgrim places. Whereas in FY 2022-23, IRCTC operated 96 State Special trains for Madhya Pradesh, Rajasthan, Delhi, Goa, Odisha & Jharkhand and provided services to 94,508 passengers.



- b) State Special tours by Air:** For the very first time, IRCTC operated State Special tours for elderly residents of state through Air. These air tours were organised for Rajasthan State Government ex- Jaipur to Kathmandu on regular basis as well as ex- Bhopal/ Indore to Mathura/ Vrindavan- Gangasagar- Varanasi- Shirdi. In FY 23-24, IRCTC operated 87 tours for total 8,291 passengers.

#### 5. IRCTC Corporate Trains:

During FY 2023-24, IRCTC operated Corporate Trains on regular basis (i.e. 6 days a week) and is successful in placing it as a unique train among general public. ADI-MMCT Tejas operated with 95% occupancy level and LJM-NDLS Tejas operated with 70% occupancy levels. IRCTC is trying to increase the occupancy level by offering various options to passengers like Advance Reservation Period (ARP) of 120 days, lean & peak season pricing to attract passengers, etc.



- i. Election Special Trains:** IRCTC has been nominated as Single window for booking and movement of Election Special Trains alongwith provision of on-board catering services to the forces on movement. IRCTC operated 542 election special trains and provided services to 4,93,944 para-military forces during FY 2023-24 as compared to 244 Election Special Trains in FY 2022-23 in connection with assembly elections of Madhya Pradesh, Rajasthan, Jharkhand, Odisha, Goa and Delhi .

## 6. Special Purpose Tours:

- i. Educational Tours:** IRCTC operates educational tours for students under its “travel to learn” scheme and has tie-ups with various State Governments as well as private schools for operating educational tours for their students. During the year 2023-24, IRCTC has operated various education tours as:
- Special educational train tour such as “College on Wheels” was operated for Jammu & Kashmir University to various parts of India like Ahmedabad, Mumbai, Goa, Wardha, Nagpur, etc. ex- Shree Mata Vaishno deve Katra with 762 students & faculties.
- ii. Cultural Exchange tours:** IRCTC operated the following Cultural Exchange tours in FY 2023- 24 as:
- Tamil Kashi Samagam 2.0 was operated from Chennai to Ayodhya- Kashi - Prayagraj and service was provided to 1,512 participants.

- b. IRCTC operated Yuva Sangam tours-an initiative by Government of India under “Ek Bharat Shresth Bharat” scheme to strengthen people to people connect especially between youth belonging to various States/UTs. IRCTC successfully conducted 54 tours and provided service to around 2650 participants.**



## 7. Other Tourism Activities

- i. Event Management:** IRCTC has been organizing various Conferences, Events and Incentive packages for Indian Railways, PSUs, Education Department and other prominent institutions. During FY 2023-24, IRCTC conducted 19 Events and provided services to 13,411 beneficiaries as compared to 5 Events in FY 2022-23 for 180 beneficiaries.
- ii. Logistic Business:** IRCTC ventured into Cargo / Logistics Sector for offering transportation and supply chain management solutions to Government Organizations and targeting both domestic and international freight business. IRCTC is awarded work by BSF, Mod Headquarter and Ordnance Factory Khamaria.
- iii. Booking of Charter Trains and Coaches:** Ministry of Railways nominated IRCTC as the single window agency for online booking of all trains and coaches on charter basis. The online booking of FTR Trains/ coaches is done through IRCTC's exclusive web page, [www.ftr.irctc.co.in/ftr.IRCTC](http://www.ftr.irctc.co.in/ftr.IRCTC) also provides list of trains where coaches can be added to facilitate the customer, which is updated on regular basis. During FY 2023-24, 576 (187 trains & 389 coaches) charter trains/ coaches were booked through IRCTC, whereas in FY 2022-23, 539 (140 trains and 399 coaches) charters were booked through IRCTC.
- iv. Hill and Heritage Charters:** IRCTC actively promotes the 5 Hill Railways of India viz Nilgiri Mountain Railway (NMR), Darjeeling Himalayan Railway (DHR), Kalka-Shimla Railway, Kangra Valley Railway and Matheran Railway. IRCTC operates hill charters over Kalka-Shimla, Nilgiri

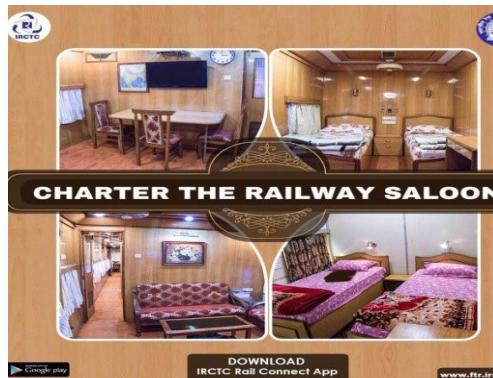
Mountain Railway and Darjeeling Himalayan Railways UNESCO's "World Heritage Sites".



- v. **Luxurious Railway Saloon Car:** Ministry of Railways has entrusted IRCTC with the task of marketing and booking of Saloon Cars across India, which is now open to be booked by any passenger or company as special rail products.

A Saloon Car generally has a living room, two air-conditioned bedrooms – one twin bedroom and the other similar to AC First Class coupe with attached baths, dining area and a kitchen.

Optional services like in-house attendant, catering, pick and drop are arranged as per demand of tourists. During FY 2023-24, IRCTC successfully operated 80 Saloon Cars across India.



- vi. **Online booking of Retiring Rooms at Stations and Hotel Booking:** IRCTC provides the convenience of booking of retiring rooms online to Railway passengers having confirmed PNR across 387 Railway stations through IRCTC tourism portal. Passengers can also book Retiring Rooms on the go on Android and iOS mobile through IRCTC App.

Hourly booking is also available at 65 stations. At present, about 80% of total retiring room bookings of Indian Railways are being done online.

IRCTC has upgraded Retiring Rooms at 14 stations viz. Kacheguda (KCG), Nanded (NED), Parbhani (PBN), Kazipet (KZJ), Guntur (GNT), Karwar (KAWR), Udupi (UD), Dahod (DHD), Kakinada (CCT), Varanasi (BSB), Hosapete (HPT), Ayodha Dham (AY), Araku (ARK), Thanjavur (TJ) under PPP model and booking has been made online in 2023-24. The upgraded retiring rooms have hotel like facilities such as fully Air-conditioned rooms with WiFi, TV, Geyser, linen, sofas etc.

During FY 2023-24, total bookings for Retiring Rooms was 8.04 lakhs with a total revenue of ₹48.43 Crores as against 6.23 lakh bookings with revenue of ₹38.83 Crores in FY 2022-23.

- vii. **Online Hotel Booking:** IRCTC has direct integration with accommodation partners (Hotels, Home stays, Dormitories, paying Guest Houses, Yatri Nivas, Holiday Homes, etc.) for online booking through [www.hotels.irctc.co.in](http://www.hotels.irctc.co.in) and IRCTC Tourism mobile apps – Android and iOS.

Further to boost hotel business, IRCTC has also carried out integrated with Hotel Aggregator to widen the range of hotel inventory on IRCTC's Hotel website. Customers now can book more than 70,000 hotels across 2,773 cities with starting tariff as low as ₹ 300. Most of the hotels are located near Railway Stations, Airports and city centers.

In 2023-24, there were 12,290 bookings with total revenue of ₹ 4.14 Crores as against 10,667 bookings with total revenue of ₹ 2.67 Crores during FY 2022-23.

- viii. **Booking of Tickets in Special Trains for 'Meri Maati Mera Desh (MMMD) campaign organised by Ministry of Culture, Govt. of India:** Ministry of Culture, Government of India has launched Meri Maati Mera Desh (MMMD) campaign as a part of closing ceremony of 'Azadi Ka Amrit Mahotsav' in August- September 23, encouraging people from each district/ village to take part in Amrit Kalash Yatras. Soil and rice from villages were collected in Amrit Kalash which were then sent to Blocks and from Block level to the capital city of the respective state/ UT. Furthermore, the Amrit Kalash from across the country was transported to Delhi from 28<sup>th</sup> – 30<sup>th</sup> October for the culmination of the campaign.

As per the directions of Ministry of Culture, IRCTC booked tickets in special trains to facilitate movement of Amrit Kalash from across the country to Delhi. Accordingly, total 2704 PNRs were booked for 16,147 passengers



in 20 Special Trains amounting to ₹ 1.82 Cr in October - November 2023.

#### **ix. Aastha Special Trains to Ayodhya:**

Ministry of Railways decided to run special Aastha Trains as a tourism project to socio-cultural destination Ayodhya from across India. Booking of tickets was done through the IRCTC Tourism Portal with round-trip ticketing. A special ticketing application was developed on the portal for easy booking in a record time.

The Aastha Train operations commenced on January 28, 2024. IRCTC issued region-wise color-coded ID card cum tickets which were printed by concerned IRCTC's Zones and handed over to the Organisations/ passengers.



Communication with passengers and team/coach leaders was done through WhatsApp and SMS channels. Additionally, for the first time in the Railways, IRCTC has issued cutting-edge blockchain-based Non-Fungible Token (NFT) Digital tickets cum Memorabilia through SMS and WhatsApp. These digital tickets act as a souvenir and allow pilgrims to upload photos and share their experiences on social media.

A total of 337 Aastha Trains were operated, carrying over 4.5 lakh pilgrims. The trains originated from 22 states and 03 UTs. The operation of Aastha Trains has been immensely successful among the pilgrims with a customer satisfaction rating of 4.59 out of 5. For Aastha trains, the ticketing system was fully developed by IRCTC internal team. For the first time in Indian Railways, blockchain based dynamic NFT (Non-Fungible Token) was issued as tickets with the theme of the pilgrimage.

The Aastha Train initiative has been a success, strengthening national unity through pilgrimage while showcasing the government's commitment to Swachh Bharat, Digital India, and effective citizen service.

**x. Online Bus booking:** Since January 2021, IRCTC's dedicated Bus Portal [www.bus.irctc.co.in](http://www.bus.irctc.co.in) provides online ticket booking to its customers and also facilitates last mile connectivity, where trains and flight services are not available. Presently, online bus booking can be done across 27 states and 7 UTs. During FY 2023-24, total 1,95,416 passengers availed the online bus booking service with total no. of TIDs booked during FY: 2023-24 as 1,26,015. On an average about 345 bus tickets were booked per day through IRCTC's Bus Portal during FY 2023-24 as against 300 tickets booked per day during FY 2022-23.

As compared to FY 2022-23, during FY 2023-24, the portal registered an increase of 19% in passengers travelled and 23% in revenue generated.

Going ahead in this direction, IRCTC signed an Memorandum of Understanding (MOU) with Maharashtra State Road Transport Corporation (MSRTC) on 13<sup>th</sup> September 2023 to enable MSRTC's online bus booking services via IRCTC's bus booking portal/website to enhance passengers' experience by allowing them to simplify their travel arrangements from a single point and giving the passengers, advantage of seamless access of last-mile connectivity via IRCTC Bus Booking Portal, ensuring a smooth journey.



*The exchange of MoU Folders between CMD/IRCTC and Principal Secretary/Transport in the August Presence of Hon'ble Chief Minister, Maharashtra – Shri Eknath Shinde.*

#### **xii. IRCTC Mobile Apps:**

In a step towards promoting IRCTC products, the company has its user-friendly Travel and Tourism Mobile Apps for Android and iOS users. It hosts various products & services like Bus, Flights, Hotels, Retiring Room, Lounge, Tour Packages, Bharat Gaurav, Cruise, Buddhist Train, Maharajas, Golden Chariot, National

Rail Museum, Trains at a Glance, Train Tickets, Heliyatra& Digital Memories.



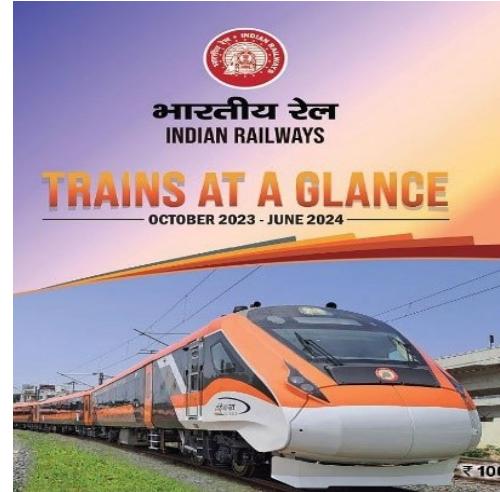
#### xii. Tourism Portal:

Realising the potential of Online Travel Agency, IRCTC's upgraded tourism portal [www.irctctourism.com](http://www.irctctourism.com) offers on-line booking of Tourist Trains, Air tickets, Tour packages be it through rail, air or land, Hotel, Saloon Cars, AC Tourist Trains, Event Management, etc. To be at par with the user friendliness and facilities which other OTAs offer, IRCTC has revamped its tourism website.

During FY 2023-24, total 10,23,785 transaction IDs (TIDs) were generated for 23,17,989 passengers with a revenue of ₹ 773.68 Cr, in comparison to 8,15,630 transaction IDs (TIDs) for 18,08,548 passengers with the revenue of ₹ 537.24 Cr in FY 2022-23.



**xiii. Trains at a Glance (TAG):** The Trains at a Glance – time table of Indian Railways with a high readership gives detailed information about routes, timings of important passenger trains, premium trains; other details, which are handy for rail travel such as reservation procedures, rules and regulation of travelling, passenger amenities on trains and in stations including catering, menu types and rates, and also about rail-based tourism. IRCTC has been entrusted with the work of printing and publishing of TAG.



Ministry of Railways has released the 44<sup>th</sup> edition of Trains at a Glance for the customers, which has been dedicated to the service of the nation in October, 2023.

During FY 2023-24, a total of 2540 TAGs were delivered at the doorsteps of the customers.

Trains at a Glance - 2023 is also available in digital format as "E-Book". During FY 2023-24, a total of 4549 E-Books (English and Hindi) were subscribed.

**xiv. Indian Railway Magazines:** Since its launch in 2020, IRCTC's segment of online platform for booking of two Annual Railway Magazines (both in English & Hindi) - Indian Railways & Bhartiya Rail has enhanced the reach of magazine to prospective readers owing to digitalization.

During FY 2023-24, total TIDs generated was 504 with revenue of ₹ 1.57 lakhs.

Made live on 29.02.2024, these magazines are also being booked in digital format as



"e-Magazine" and have garnered good response from the subscribers.

#### **xv. Online Ticketing for National Rail Museum**

**(NRM):** IRCTC manages Online Ticketing System of National Rail Museum (NRM), Chanakyapuri, New Delhi by facilitating visitors, who wish to book their online tickets in advance through website ([www.nrmindia.org](http://www.nrmindia.org)) for visiting Museum, and for different Rides. Institutional Bookings by Schools & other Institutions are also enabled in the system.

Ticket booking can be made via multiple payment modes, i.e., Credit/Debit cards, Net banking, Wallets, UPI, etc. Further, counter bookings are also enabled with POS machines for digital payments.

QR codes enabled tickets can be scanned through the Mobile App provided to the Ticket checking staff at the different counters for facilitating the easy entry of visitors.

During FY 2023-24, 81,921 tickets were booked with a transaction value of ₹ 2,52,47,922 as compared to 63,574 tickets booked with a transaction value of ₹ 2,18,99,590.

#### **xvi. Shri Kedarnath Heliyatra Ticketing System:**

As per the signed MoU between IRCTC and UCADA (Uttarakhand Civil Aviation Development Authority) for providing Helicopter ticket booking system for passengers to visit Shri Kedarnath Dham, IRCTC has developed the Helicopter ticketing website [www.heliyatra.irctc.co.in](http://www.heliyatra.irctc.co.in) and has successfully launched online Helicopter ticket booking from 08.04.2023 for a tenure of 5 years.

The online ticketing system for Helicopter service to visit the Holy Shrine of Shri Kedarnath Dham by the pilgrims, is a prestigious project for IRCTC, which is unique with complexities and multiple variations. IRCTC will be handling administrative & Technical operations, Payment Gateway accounting/reconciliation, etc.

During FY 2023-24, a total of 83,714 tickets were booked for 1,92,551 pilgrims, with total transaction value of ₹121 Cr., and out of which IRCTC's Convenience Fees amounted to ₹5.38 Cr. (Excl. GST).

#### **Future Strategy:**

Being a tourism arm of Indian Railways, in initial phases, IRCTC has developed and promoted more of Rail based tourism products. But to manage the competition in the market, IRCTC also launched and operated various

non-rail based tourism products. With this extremely diversified tourism product lines, there is tremendous scope of growth in the field of tourism and it is seen that as per the projection given by WTTC (World Travel & Tourism Council), the tourism business will grow by 5.1% approx. (compound annual growth rate) in next 10 years (2023- 2033).

IRCTC has been adding new ventures into his cap by launching more Rail as well as non-rail based tourism products to further enhance and consolidate tourism business in the coming years.

IRCTC has been mandated to promote domestic tourism with launch of "Bharat Gaurav Trains" which are also being used for operation of State Special tourist trains. Also to promote International Tourism, more of outbound tour packages are being launched.

IRCTC has total 10 Bharat Gaurav rakes, which has been utilised to promote domestic tourism across India and operation of 01 rake of Karnataka Govt is also managed by IRCTC. The composition of the rakes has been kept with minimum composition of 14 coaches.

However, specific thrust of the company areas identified now for the coming financial year 2024-25 are:

**i. Bharat Gaurav Trains:** IRCTC has initialised the operation of Bharat Gaurav trains across India with the procured LHB rakes provided by Indian Railways for promotion of Rail based tourism in Domestic market at reasonable price. It is expected that IRCTC will operate more than 200 tours in FY 2024-25 including State Special Train Tours.

**ii. Rail Tour Packages:** To give a boost to Rail based tourism, IRCTC has plan to launch more and more pilgrimage and leisure based tourism packages in addition to make in concerted efforts to increase the occupancy of existing rail tour packages.

**iii. Customised Holiday packages:** On the basis of demand of customers, IRCTC will plan and develop more customized packages for small groups of family and friends, which will give variety to customers.

**iv. Outbound tours:** Destination Management Companies (DMCs) are being engaged to provide competitively priced packages with quality deliverables in the land arrangements for outbound tours.

**v. Domestic Air Packages:** Special thrust has been given for this segment and the plan is to increase the business tremendously. Like to outbound tours, all zones have been given stiff target on number of trips to be operated as well as on number of tourists to be carried.

**vi. State Special tours by Air:** State Government of Rajasthan and Madhya Pradesh has planned to operate State Special trains through IRCTC. IRCTC will operate State Special Tours and also co-ordinate with other States to operate such packages from their states too.

**vii. Online Hotel Business:** A revamp of Hotel Business is being envisage in terms of website design, prospective collaborations with more partners and focus marketing/promotional activities.

**viii. MICE:** IRCTC is foraying into the segment of MICE by strengthening the panel of back-end service provider as well as targeting more and more corporate to patronize IRCTC.

### c. INTERNET TICKETING

Since its launch in 2002 and after more than two decades of unparalleled progress, IRCTC's website is the largest e-commerce website in Asia Pacific region. The growth of this platform has enabled the common man, to reap the benefits of new technology, making online ticketing more accessible, convenient and affordable. Through IRCTC internet ticketing website and mobile app, people can book tickets from the comfort of their homes, offices etc. eliminating the need to physically visit the PRS counter, saving time, and reducing the hassle.

IRCTC pioneered internet-based rail ticket booking through its Website and Mobile App which accounted for 82.68% of the total reserved tickets booked online on Indian Railways in 2023-24, which is likely to further increase through AI based booking, seamless payment methods on single platform.

The site offers round-the-clock ticket booking services, except for a 35-minute break from 23:45 hrs to 00:20 hrs. In the financial year 2023-24, the IRCTC Website and Mobile App recorded an average daily ticket sale of 12.38 lakh tickets, representing an increase of 5% from the previous financial year's average of 11.82 lakh tickets. These numbers highlight the system's impressive growth and ascendancy in the Indian e-commerce space.

#### Convenience Fee

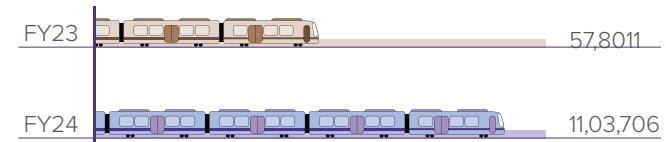
IRCTC collects Convenience Fee on e-ticket bookings at the rate of ₹ 15/- + GST per ticket for Non-AC Classes and ₹ 30/- + GST per ticket for AC Classes (including First Class/FC). For those users, who make online payment for e-tickets through BHIM/UPI payment mode, Convenience Fee is charged at a reduced rate @ ₹ 10/- + GST per ticket for Non- AC Classes and ₹ 20/- + GST per ticket for AC Classes (including First Class), to promote digital payments, thereby fulfilling the Digital India mission of the Government of India.

### Internet ticketing through Ask Disha Chatbot



Since its launch on 31<sup>st</sup> March, 2022, Ask DISHA Chatbot (Digital Interaction to Seek Help Anytime) has heralded a revolutionary paradigm shift in IRCTC e-ticketing . This Artificial Intelligence (AI) and Machine Learning (ML) based innovative system marks a significant improvement over traditional methods. This cutting-edge feature has streamlined the booking process and enhanced the user experience. The booking growth of Ask DISHA itself proclaims the success and bright future ahead.

### Booking of Ask Disha Chatbot



It is highly anticipated that above trend will continue to proliferate and shape the future of IRCTC e-ticketing in future with modern cutting edge technologies.

#### Overview

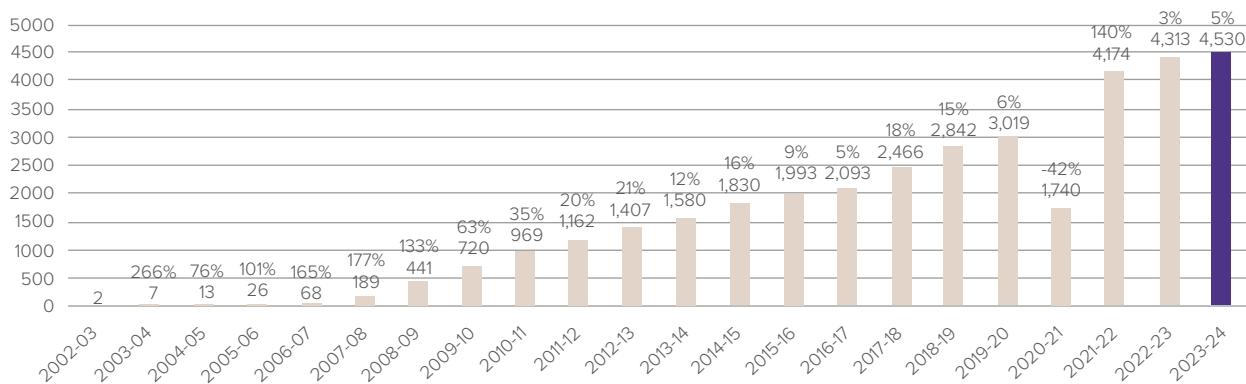
**i. Internet Ticketing:** With a transaction volume of more than 37.75 million per month and 6.91 million logins per day, the Company operates as one of the most highly populated and transacted websites in the Asia-Pacific region. During FY 2023-2024, on an average 12.38 lakh tickets per day were booked online for approx 22 Lakh passengers per day for travelling on Indian Railways, which comprises of approximately 82.68% of Indian Railways' reserved tickets booked online.



- ii. NGeT System:** The Next Generation E-Ticketing (NGeT) System was implemented as a replacement for the previous e-ticketing system. It has increased the per-minute ticket booking capacity from 2000 to 7200 tickets, significantly improving the system's efficiency. In addition, a state-of-the-art data center has been setup in CRIS premises at Chanakyapuri, New Delhi, to support the upgraded system, increase the capacity and inflow of daily bookings which is regularly updated to keep up with technological advancements. The Company has a strong customer database and leverages the same to cross sell and add value to its products to enhance customer engagement and derive top-line growth.

The NGeT System has capacity to book over 28,000 tickets per minute, making it one of the most efficient online ticketing systems globally. However, IRCTC has achieved Highest ticket booking record of 28,434 tickets in a minute.

**Year Wise e-Tickets Booked (in Lakhs)**

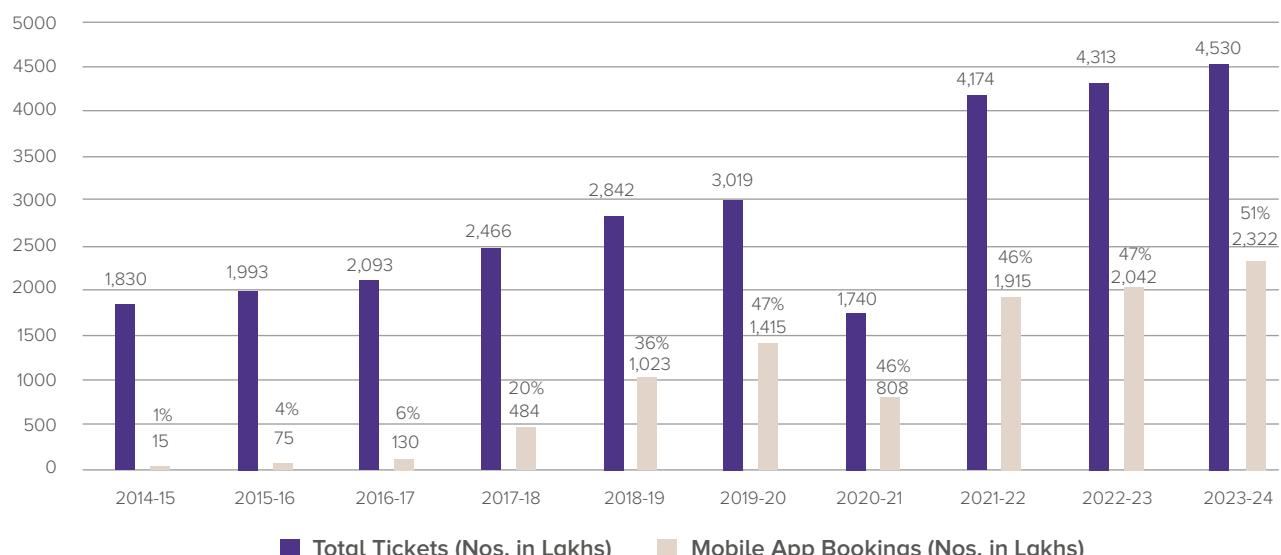


The NGeT System's outstanding performance and success is another break through to the IRCTC's commitment to innovation and technological advancement. The magnificent growth, efficiency, and seamless experience have enabled millions of people to access affordable and convenient online ticketing service, further solidifying its status as a leading e-commerce website.

- iii. IRCTC Rail Connect Mobile App e-ticketing:** During FY 2023- 24, average mobile ticket booking was 6.35 Lakhs per day, with 12.20 Crore downloads on the Mobile App and Daily Mobile Logins as 51.77 Lakhs. During FY 2023-24, more than 2322 lakh tickets were booked using Mobile App, as against 2042 Lakh tickets booked in FY 2022-23. **IRCTC Rail Connect Mobile is one of the top most rated Mobile App of India in Google play store.**

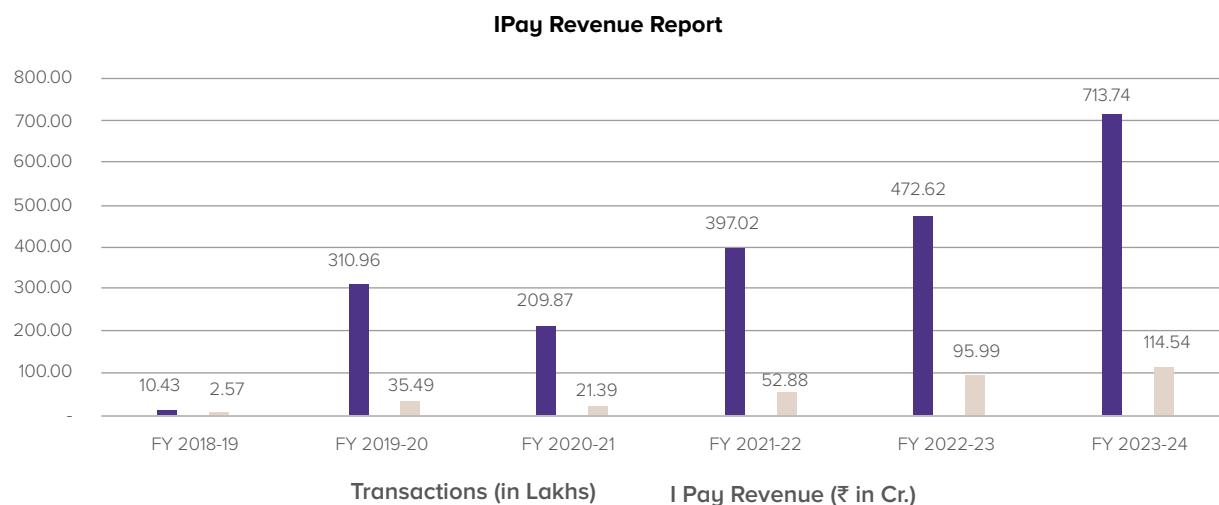
Rail Connect Mobile App is available on both Android and iOS platforms.

**Mobile App Booking Share (in Lakhs)**



■ Total Tickets (Nos. in Lakhs) ■ Mobile App Bookings (Nos. in Lakhs)

- iv. IRCTC i-Pay – Payment Aggregator:** IRCTC's own Digital Payment Gateway- IRCTC i-Pay (A PCI-DSS Compliant Payment Solution) is one-stop payment solution facilitates payments through all payment modes (like Internet Banking, Debit Card, Credit Card, Wallets, UPI Account & Autopay) and for safe and secure transaction between the merchant website, multiple issuing institutions, acquiring banks and the payment gateway providers. During FY 2023- 24, i-Pay has generated a revenue of ₹ 114.54 Crores with growth of 19.33% in comparison of revenue of ₹ 95.99 Crores in FY 2022-23.



- v. New User Interface (UI):** IRCTC has been constantly contributing to enhance the customer experience and convenience while booking reserved rail e-tickets through its Website and Rail Connect Mobile App with the aim of retaining its customer base. Keeping in mind the same, IRCTC had launched the New User Interface of e-ticketing Website and Mobile App with modified functionalities and some additional features. Revamping of IRCTC e-ticketing user interface was a Digital India initiative, which promises to transform the service delivery experience offered to travellers. Further, the New Interface for e-ticketing enhances user personalisation and facilitation of the IRCTC Website [www.irctc.co.in](http://www.irctc.co.in) and the IRCTC Rail Connect Mobile Apps (Android & iOS: Platforms) with user-friendly features and more comfortable navigation, which is secured with advanced data systems and processes. The look-and-feel of the interface is being changed with time, with a simplified and appealing design.

- vi. IRCTC Payment System:** Payment options and successful transaction rates are critical for the success of the e-commerce industry. IRCTC over the years has developed and nurtured a robust system of payment gateways with various payment options such as Net Banking, Credit Card, Debit Card, BHIM/UPI, Multiple Payment Provider, Pay-Later, EMI among others for the IRCTC website application and other dedicated web applications and App. Even, foreign users can book tickets using their International Credit Card (Issued outside India) on the available Payment Gateways provided by Atom Technologies, PayU-MPP, Razorpay-MPP and

Pine Lab (Powered by Plural) along with other Multiple Payment Options.

The transactions on IRCTC's website are completely safe and have been certified by VISA, VeriSign, RuPay, American Express, Safe Key, mVisa, UPI and Master Secure etc. Bank Account or Card Account details of users are not saved in the servers of IRCTC at the time of booking tickets, thereby ensuring prevention of any misuse.

- vii. Tatkal Scheme for Reserved Tickets:** The Tatkal charges have been fixed as a percentage of fares at the rate of 10% of the basic fare for second class and 30% of the basic fare for all other classes subject to minimum and maximum limits. Tatkal tickets are issued for the actual distance of travel, instead of end-to-end, subject to the distance restrictions applicable to the train. The same Tatkal berth/seat may be booked in multiple legs till preparation of the charts. At the time of preparation of charts, the unutilised ones are released to the General RAC/Waiting list passengers. Tatkal facility is also available in the Executive Class of Shatabdi Express trains by earmarking 10% of the accommodation available i.e. 5 seats per coach. Tatkal booking opens at 10 AM for AC Classes and 11 AM for Non-AC Classes. Tatkal tickets can be booked one day in advance from the train originating station excluding the date of journey of enroute stations. The scheme is available on [www.irctc.co.in](http://www.irctc.co.in) and IRCTC Rail Connect Mobile App where customers can book tickets on the Tatkal scheme seamlessly.



**viii. VIKALP Scheme:** Travellers who have been put on the waiting list, irrespective of a booking quota or concessions, can choose maximum five trains under this scheme. It does not confirm a berth, since it depends on the availability of seats in the given train. There is no refund or extra fare charged for these changed trains, including the Tatkal prices. Either all passengers of a PNR opting for this scheme will be transferred to alternate trains in the same class or none will. Once confirmed in an alternate train, the cancellation charges apply as per the usual rules. A person can be transferred to any train available within the window as per selection made by the user. The train list once selected under VIKALP can be changed or updated only once.

**ix. Loyalty Program:** IRCTC offers co-branded credit card to customers with SBI Bank of Baroda and HDFC Bank on the indigenous RuPay platform. The passengers may book their tickets and purchase other goods from market using IRCTC Cobranded Credit Card. On IRCTC portal, the passenger on booking of Rail tickets, earns loyalty points, which in turn can be redeemed at IRCTC's e-ticketing website to book rail tickets. These cards when used at IRCTC's e-ticketing website, extends benefit by giving 1% waiver on payment gateway charges.

During FY 2023-24 revenue of ₹ 39.54 Crores was generated from this segment as against ₹ 37.52 Crores earned in FY 2022-23. There are 10.12 Lakh active card holders in this scheme which also includes 4.33 Lakh card holders of Credit Card on RuPay platform.

**x. BHIM/UPI Payment Mode:** During FY 2023-24, total BHIM/UPI transactions were 1806.12 which is 39.87% of total online ticketing as against 1454.71 transactions in FY 2022-23.

**xi. Travel Insurance:** IRCTC introduced the travel insurance for Indian citizens who use the IRCTC website application to book their tickets. The travel insurance provides accidental coverage to passengers during their travel with the Indian Railways. In case of an accident due to collision between trains, derailing of the train carrying passengers or any other kind of train accident, the passengers or the nominee can claim compensation. The coverage of the policy is on a PNR basis and includes death, permanent total disability, permanent partial disability as well as hospitalisation charges. This travel insurance, up to ₹ 10 lakhs, is provided to passengers who opt for it by paying a premium ₹ 0.45 per passenger. During the fiscal year, a total of 46.55 Crores passengers have opted for Travel Insurance.

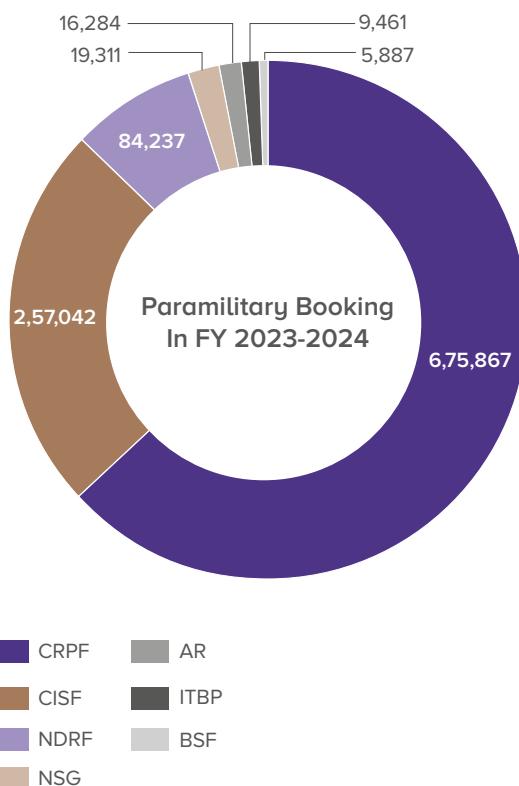
**xii. Concessional Bookings:** The concessional booking facility is available for Journalists and Divyang (physically challenged) passengers for booking of online tickets on IRCTC's Website and Mobile Apps using ID cards provided by the Indian Railways.

**xiii. Online Booking for Railway Pass Holders:** Online booking of Reserved Rail ticket, using the Railway Pass has been implemented for Railway employees who are in service. Convenience Fee and Travel Insurance is not applicable for these bookings. During FY 2023-24, 33.67 lakh tickets were booked online using Railway Pass/PTOs as compared to 27.40 lakh tickets in FY 2022-23.

**xiv. E-ticketing Portal for Para Military Forces:** IRCTC's e-ticketing facility has proved to be an extremely convenient tool for the Paramilitary Forces for handling their reserved train e-ticket requirements. It has also eliminated the need for cumbersome manual processes of railway warrant management, the reconciliation and accounting between Indian Railways and the Ministry of Home Affairs.

IRCTC has developed a dedicated website to maintain the e-ticketing system along with the Warrant Management System for booking of e-tickets through this portal for travel in trains in a hassle-free manner. As a result, there is continuous growth in ticket booking. During FY 2023-24, total 10.68 lakh tickets were booked through paramilitary forces, which is 18.85% more, as against 8.99 tickets booked in FY 2022-23.

Presently IRCTC is serving Seven Central Paramilitary Forces, namely, NSG, CRPF, NDRF, AR, CISF, BSF and ITBP.



**xv. Data & Cyber Security:** The Company relies on state-of-the-art technologies to ensure that the confidentiality, integrity and availability of all its online services and its data are adequately secured from the prevailing cyber security threats. The Company safeguards its data with advanced security systems and successfully defends the system against malicious virus or other cyber threats.

IRCTC's E-Ticketing System is a well-protected system, equipped with industry-standard state-of-the-art security technologies for protection from cyber threats and data theft. This includes Network Firewalls, Network Intrusion Prevention System and Web Application Firewalls, DDoS Protection Services etc. The website runs on an Extended Validation (EV) SSL/TLS Certificate that provides end-to-end data encryption between the website and its users. Sensitive data like user passwords are stored in encrypted form in the database. **In continuous efforts to improve the security posture of NGeT System, IRCTC has engaged CERT-In empanelled Security Auditor for Bi-Annual Cyber Security Audit of Applications and ICT infrastructure.**

All online payment integration, including net banking and Credit/Debit Card are implemented on the URL-redirection model wherein all users are redirected to concerned banks/payment gateway websites for the on-line payment process, fully eliminating any chance of Credit/Debit card data leakage at the IRCTC end.

**b. The ratio of Passenger to Ticket during the year was 1.77:1.**

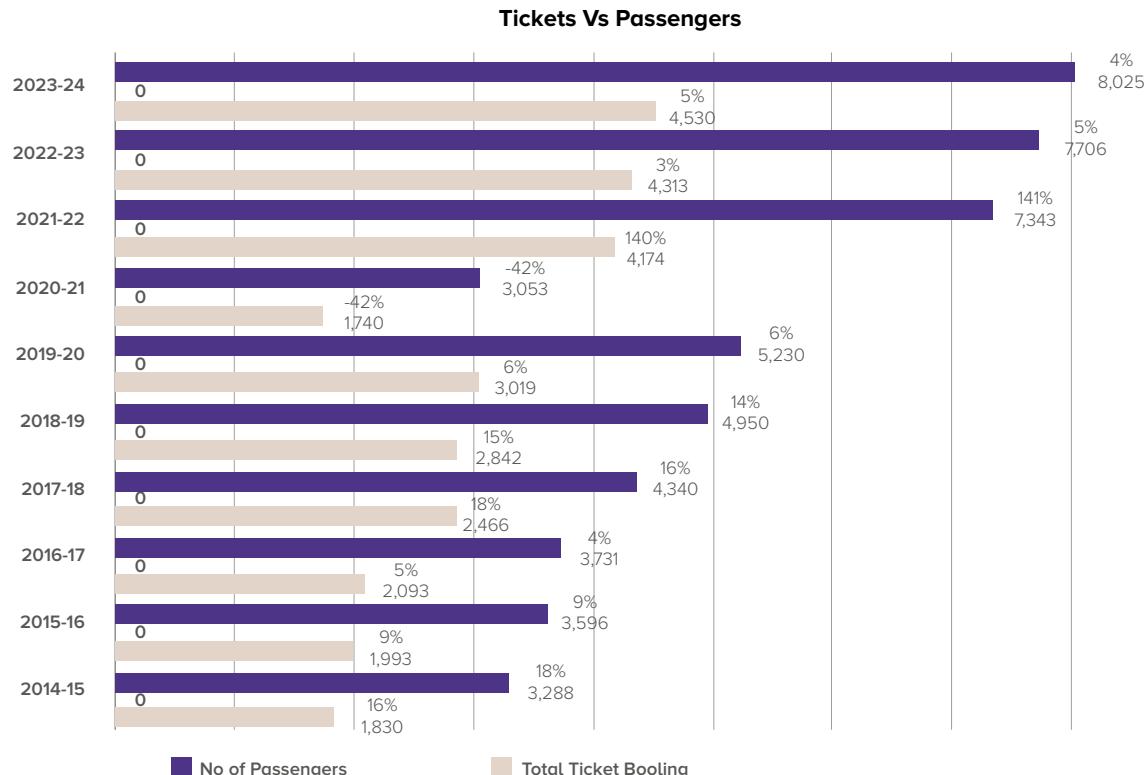
The company has deployed a number of security solutions viz. Web Application Firewalls, Privileged Identity Management, Secure Email Gateway and Malware Sandboxing solutions, DDoS Protection Services (Clean Pipe Services) etc. with the objective of enhancing its cyber security posture for its Travel & Tourism and Catering services. A Vulnerability Management Solution has been deployed by IRCTC for overview of vulnerabilities in its environment and timely remediation of same.

In order to provide secure and reliable remote access to its enterprise applications for its workforce, a Zero-Trust based Secure Access Solution with multi-factor authentication capability has been implemented. The solution will allow IRCTC workforce to safely log in to corporate applications and desktops any-time any-where and to access private applications/systems they need to be efficient and productive.

Information Security Policies, including Privacy Policy, of IRCTC are uploaded on IRCTC Corporate Portal (under Employee Login). The web link is not available publicly.

#### Internet Ticketing Statistics

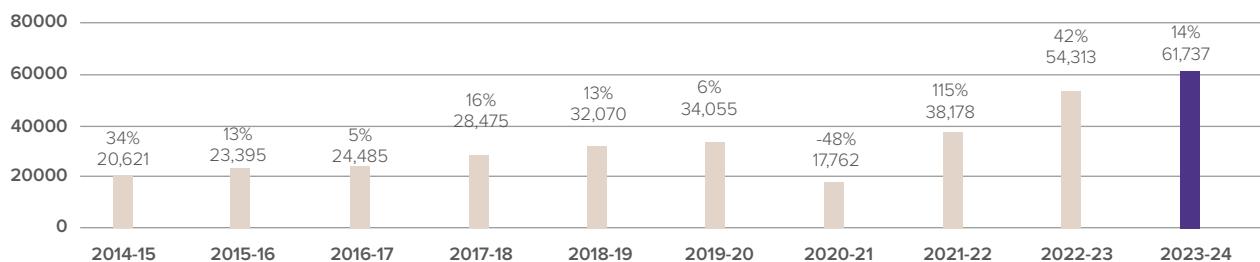
- a. **No. of E-Tickets and Passengers Booked:** A total of 4529.83 lakh tickets have been booked in 2023-24 as compared to 4313 lakhs tickets in 2022-23. In total, 8025.06 lakh passengers booked E-Tickets in 2023-24 as compared to 7706.40 lakh passengers in 2022-23





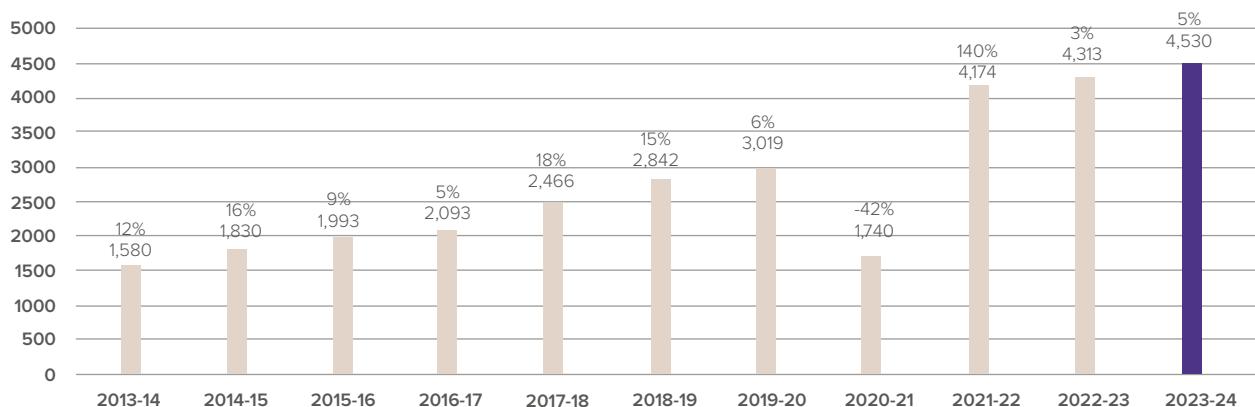
- c. **E-ticketing fare Collection:** During the year 2023-24, an amount of ₹ 61,736.71 crores was collected as Ticket Fare from the users as E-ticketing revenue, which is 13.67% more than the last year's collection of ₹ 54,313.46 crores.

**Year Wise e-Ticketing Fare Collected (₹ in Cr.)**

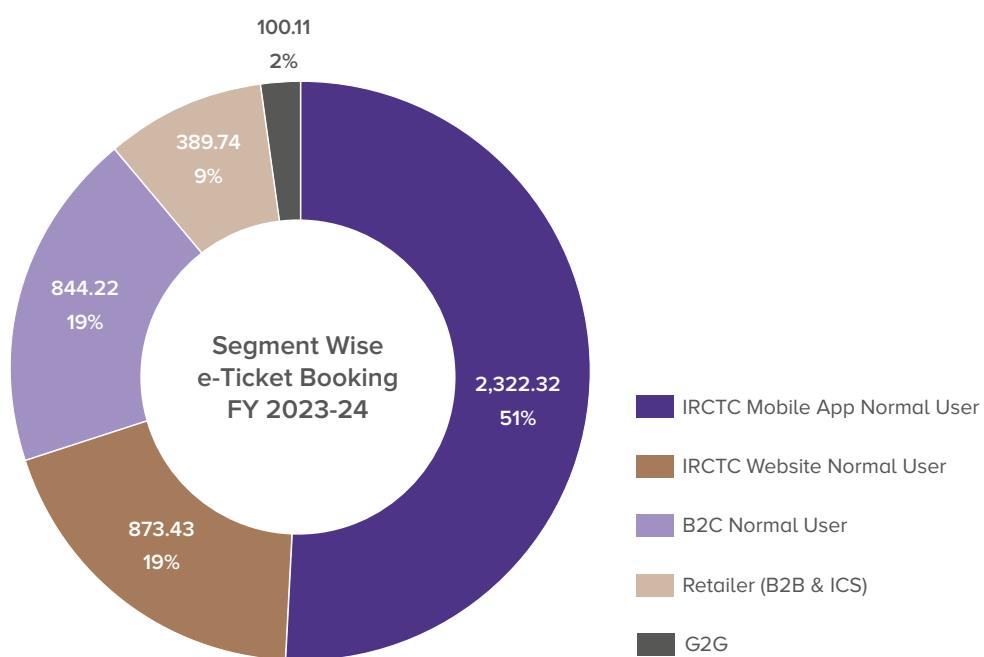


- d. **Growth of Online Reserved Rail Ticketing**

**Year Wise e-Tickets Booked (in Lakhs)**



- e. **Segment-wise Online Ticket Booking Share 2023-24**



## New Initiatives Taken During 2023-24

### Integrated Railway Helpline & Enquiry System (IRHES-139):

The Integrated Railway Helpline & Enquiry System (IRHES-139) is a comprehensive service that offers railway information and assistance to passengers facing any issues. IRCTC has upgraded the service with advance technological features. The system employs IVRS with Automatic Speech Recognition (ASR), powered by Natural Language Understanding (NLU) / Natural Language Processing (NLP), enabling passengers to interact naturally in their mother tongue and supported in 13 Languages - Hindi, English, Marathi, Gujarati, Tamil, Telugu, Kannada, Malayalam, Bengali, Assamese, Punjabi, Oriya, and Urdu.

This innovative approach incorporates APIs from PRS, NGet, UTS, Rail Madad, NTES, and more, without utilizing railway space or incurring additional expenses. The infrastructure is cloud-based (MeitY empaneled) and adheres to ISO 27000 compliance standards for IT security compliance. This ensures scalability and an SLA-based approach, while boasting an impressive 85% automation rate. Approx. 2.5 Lakhs calls are being handled per day, out of which, 14-15 % calls are handled by agents and rest by the AI based IVR system. Approx. 1 Lakh SMSs are being handled every day with approx. 6500 complaints being registered on Rail Madad every day through 139. Calls abandoned rate is registered as approximately 1%.

#### a) New services added on IRCTC Website during FY 2023-2024:

1. Passengers of Vande Bharat trains can now choose Tea / Coffee as catering option while booking tickets w.e.f. 25.07.2023
2. Same day refund feature for Rail e-ticketing has been introduced for transactions, whereas amount deducted but ticket not booked.
3. In Vande Bharat trains, new SMS service has been implemented to confirmed passengers to book meal through link provided via SMS w.e.f. 17-01-2024. Besides, functionality of sending menu of available meal plans through SMS, Confirmation of meal booking, Failed meal booking, Cancellation of Meal booking & Refund of Cancelled meal booking through SMS and Mails also implemented w.e.f. 21-02-2024.

#### b) New services added on IRCTC Rail Connect Mobile Apps during FY 2023-2024:

1. Login through Biometric or pattern lock avoiding PIN and without CAPTCHA is started in iOS Mobile App w.e.f. 07-Apr-2023.
2. Tea/Coffee as food option added in trains as catering service during booking process in Android Mobile App on 26-Jul-23 and on iOS Mobile App on 8-Aug-23.

3. Integration of Amazon Associates as Advertisement partners for Deals, Offers and Shopping Experience and as Bill Payment and Recharge partners is enabled and product made live on Android Mobile App on 14-Sep-23.
4. Integration of (Comprehensive Payment Solution) enhanced payment and refund flow implemented on IRCTC Rail Connect Mobile Apps w.e.f. 16-Nov-2023 due to which success rate of ticket booking and timely refund rate has been improved.
5. In Vande Bharat trains passengers can book Meals post booking on Mobile Android Apps w.e.f. 11-Jan-2024 & on Mobile iOS Apps w.e.f. 22-Feb-2024.
6. Ordering of food using e-Catering services in Mobile iOS Apps started w.e.f. 22-Feb-2024.

### Highlights of Internet Ticketing FY 2023-24

1. IRCTC e-ticketing platform achieved 2<sup>nd</sup> highest per minute booking record of 26,672 on 01-March-2024 at 11:02 AM. and 3<sup>rd</sup> highest per minute booking record of 25,712 on 08-02-2024 at 10:01 AM.
2. IRCTC e-ticketing platform achieved highest hourly booking record of 1,85,513 during tatkal hours between 10 A.M. to 11 A.M. on 21-03-2024
3. IRCTC e-ticketing platform achieved highest hourly booking record of 2,23,193 during tatkal hours between 11 A.M. to 12 Noon on 22-03-2024.
4. Total number of tickets booked were 4529.83 Lakhs, which is 5.03% more than last year.
5. Total 12.20 Crore Mobile App (on Android & iOS:) Downloads till 31<sup>st</sup> March, 2024.
6. The average Mobile App bookings during 2023-24 were 6.35 Lakh tickets per day, as compared to 5.60 Lakh tickets in 2022-23. 13.70% of IRCTC e-Tickets have been booked through IRCTC Rail Connect Mobile App during FY 2023-24.
7. Share of Reserved Rail tickets booked online was 82.68% in 2023-24, as compared to 80.99% of the reserved tickets booked online in 2022-23. There has been continuous increase in online booking share over the years.
8. Substantial and consistent revenue growth shown in ticket booking through AskDisha Chatbot. During FY 2023-24, total tickets were 11.04 Lakhs (which is 91% in comparison to previous year) and Total Revenue Earned was ₹ 162.21 Crores.

### Future Strategy:

IRCTC with its optimistic outlook has planned to bring into its system some new projects which not only promise to promote IRCTC Brand name but also proves the company's expertise and adaptability to latest innovative technologies in vogue in the market place. At the same time, it is also anticipated



to create new businesses and thereby generate additional revenues for the company. Not only widening its business arena, IRCTC will be using innovative technologies in vogue, for system improvement.

**Following are some future projects to be undertaken by Internet Ticketing:**

**a) Towards One India - One Ticket Initiative (DMRC)**

In a significant step towards enhancing the convenience and ease of travel for passengers, the Indian Railway Catering and Tourism Corporation (IRCTC) and the Delhi Metro Rail Corporation (DMRC) have entered into a Memorandum of Understanding (MoU) to introduce QR code-based ticketing for DMRC services through the IRCTC portal, as part of "One India-One Ticket Initiative." CMD/IRCTC and MD/DMRC signed the MoU in the presence of senior officials from the Corporations on 14<sup>th</sup> August, 2023.

Under this partnership, passengers who book online tickets through the IRCTC platform will have the added convenience of seamlessly booking DMRC QR code-based tickets. These DMRC tickets can be issued in sync with the Advance Reservation Period of Indian Railways. By integrating these services, passengers can effortlessly plan their entire journey in one go. The DMRC QR code-based ticket will be seamlessly generated and printed on the Electronic Reservation Slip (ERS) of IRCTC. This integration aims to streamline travel experiences, eliminating the need for passengers to endure long queues and saving valuable time.



**b) Diversification of IRCTC as Fintech Company**

iPay, being own business initiative of IRCTC, was started as a pilot project in 2018-19 eyeing its usage in IRCTC websites and huge market opportunity in government businesses where IRCTC iPay becomes a good fit and better equipped to provide customized payment service. In the era of digital payments and Government of India's push to make India a less cash economy, there is an immense gap in the demand and supply for such kind of product. Further being a product of IRCTC, a public sector, it shall have an added advantage over private players in lieu of trust and reliability.

To fulfill this vision and for business diversification of IRCTC in fintech space, a wholly owned subsidiary of IRCTC i.e IRCTC PAYMENTS LIMITED has been incorporated on 10<sup>th</sup> February, 2024.

In this regard, IRCTC PAYMENTS LIMITED is planning to operate as a payment aggregator ("PA") as per RBI Guidelines on Regulation of Payment Aggregators and Payment Gateways for Non-bank PAs.

**c) GSA B2B Policy**

IRCTC is exploring the possibility of extending its Web Services B2B facility to organizations of foreign countries. Agents affiliated with foreign country organizations, referred to as 'GSA Retail Service Providers' (GRSP), shall be allowed to book IRCTC reserved rail e-ticket through the portal or website of the General Sales Agent (GSA), referred to as the 'GSA B2B Principal Service Provider'. This arrangement allows these GRSPs to facilitate ticket bookings for the general public in their respective countries. The objective of this policy is to target and encourage the potential foreign countries agents to register themselves as GSA for providing IRCTC reserved rail e-ticketing service.

**d) Same Day Online Refund**

IRCTC has been constantly contributing to enhance the customer experience and convenience for reserved rail e-tickets through its Website and Rail Connect Mobile App with the aim of retaining its customer base. IRCTC e-ticketing system has to address the payment and refund issues which is the main reason for the largest number of complaints.

The earlier traditional file based method of refund were getting initiated for refund to user on T+1 day. However, now, IRCTC has implemented the functionality of same day refund initiation for failed transaction cases (where user's Account gets debited and ticket not booked) of online Rail e-ticket transactions. The first step put forward in this process was laid in the month of December'2023. Now all such transactions are being initiated for refund on the same day. The refund for the transactions done through UPI are being refunded on the same day in user's account.

IRCTC is in the process to implement the same day refund for cancelled tickets also, so that the refund will be initiated same day for cancelled ticket also.

**e) IRCTC Co-Branded Co-Sell (Cross-Selling) Chatbot**

IRCTC Co-Branded Co-Sell/Cross-Selling Chatbot is a Conversational AI Platform solution on platform buy out model to cater to all information/queries, transactions & feedback across organizations (PSUs, Government Departments & Private Enterprises) in association with technical Partner. In this arrangement, complete platform, dashboard, customer / merchant care support and support

the installation, customization and other AI services etc. shall be provided. This product will be launched on DMRC website shortly.

#### f) ICT Refresh

The NGeT system was launched on April 2014, since then, the ICT Infra has been upgraded/augmented to enable the system handle increasing loads and integration of new services/functionalities. The ICT infra were placed under AMC support from respective OEMs so that support is available for the system 24x7. Procurement and implementation of ICT Infrastructure and Help Desk Services for NGeT System under NGeT ICT Refresh Project is under process, in coordination with CRIS for development of new Data Centre space for hosting new ICT Infra of NGeT under ICT Refresh. The project will ensure the sustainability of the NGET system for another 5 years with the capability to handle changing requirements, added functionalities, services and load.

#### d. PACKAGED DRINKING WATER (RAIL NEER)

Rail Neer is an exclusive brand of packaged drinking water of Indian Railway Catering and Tourism Corporation (IRCTC). Our packaged drinking water is processed, purified, bottled, and packaged at the state of the art plants and widely available at all major railway stations across the Indian Railways Network.

Rail Neer Packaged Drinking Water has been made mandatory at major railway stations and to step up the production to meet growing demand, IRCTC is setting up various Rail Neer plants across the country.

During FY 2023-24, three new Rail Neer plant at Kota (Rajasthan), Simhadri (Andhra Pradesh) and Bhubaneswar (Orissa) with production capacity of 72000 bottles per day each has been set up. All three new plants have 100% rain water harvesting system to conserve water. To save energy, LED lighting fixture and energy efficient blowing machine and air compressors have been installed at all new Plants.

As on 31<sup>st</sup> March, 2024, IRCTC has 19 operational Rail Neer plants located at Nangloi, Danapur, Palur, Ambernath, Amethi, Parassala, Bilaspur, Sanand, Hapur, Mandideep, Nagpur, Jagiroad, Maneri, Sankrail, Una, Bhusawal, Kota, Simhadri and Bhubaneswar. out of which plants at Amethi, Parassala, Sanand, Hapur, Mandideep, Nagpur, Jagiroad, Maneri, Sankrail, Una, Bilaspur, Bhusawal, Kota, Simhadri and Bhubaneswar are operated under the PPP model.

Performance of Rail Neer plants during FY 2023-24 as compared with FY 2022-23 is tabled hereunder:

Financial Year	Production (bottles in Crore)	Turnover (In ₹ crore)	Plant Utilisation (%)
2023-24	39.45	326.66	74.00
2022-23	35.77	300.97	73.32

**Quality:** Rail Neer Plant at Nangloi, Danapur, Palur and Bilaspur are accredited with ISO 9001:2015 quality management system certification and Rail Neer Plant, Ambernath is accredited with ISO:22000-2015 certification.

The result of the tests carried out by the accredited laboratories on Rail Neer Packaged Drinking Water indicates that the quality of Rail Neer conforms to European Economic Community (EEC) norms for pesticide residue.

#### Technology/Capacity upgradation

- Rail Neer Plant Simhadri has been set up in association with NTPC Ltd. The plant has been set up within the premises of NTPC Power Plant Simhadri. This project is based on desalinated water. NTPC treats the desalinated water through the process of Flue Gas Based Sea Water (FGSW) desalination system and supply to Rail Neer Plant through 1.2 km SS pipeline where it is further mineralised to meet BIS requirement for packaged Drinking Water. This project of Packaged Drinking Water based on flue gas based sea water (FGSW) desalination system is innovative, low carbon intensive plant. This plant is first of its kind in our country. The waste heat from existing flue gas in fossil fired power plant is utilised for distillation of sea water instead of steam or electricity as used in conventional desalination system.
- We are also planning to upgrade the existing conventional Fork Lift Truck drive-in racking system to Battery and remote operated Cassette Drive in racking system.
- IRCTC has developed a Rail Neer App for billing and monitoring Rail Neer distribution operations in plants. This App has improved performance of Rail Neer distribution operations and helpful to utilise it as a decision-making tool. Rail Neer Carrying and Forwarding Agencies (CFAs) have been empowered to issue invoice through Rail Neer App to licensees, enabling live record and reconciliation of sale and supply of stock to trains and catering units. This has simplified the process of bill settlement in real time, rendering accurate results every time. It has also resulted in savings in stationary and offers time for reconciliation. Further, the data of billing is automatically uploaded on GST portal.

#### Future Strategy:

To meet increased demand of Rail Neer over Indian Railways, capacity enhancement of Rail Neer Plant Palur, Ambernath and Danapur is under process and work is likely to be executed in FY 2024-25. With the capacity augmentation work, additional production of approx. 3 lakh bottles per day is expected to be created.

IRCTC's current production capacity is around 17.68 lakh litres/day, spread over nineteen working plants. With the likely commissioning of one more plant at Mallavalli near Vijayawada (Andhra Pradesh) July, 2024, capacity will be enhanced to approx. 18.40 lakh litres/day.



#### e. HUMAN RESOURCE DEVELOPMENT

The Company continues to invest in the Human Resource Development with a push on HR policy changes and introduction of online systems. Many progressive schemes have been implemented to improve alignment between individuals and the organisation. Revamping the Performance Management System with the introduction of PMS for E7 & E8 employees, introduction of separate Skill Development Section, enhancing employee engagement and strengthening internal communication with "Talk to Management Programmes", internal grievance handling and use of e-platform based interventions for learning and development.

As on 31<sup>st</sup> March, 2024, the Company had a total manpower strength of 2726 personnel with the following details:

Category	No. of Employees
Regular Employees	1,348
Deputationists	48
On Contract	374
Out-sourced	926 <sup>#</sup>
Consultants	24
Re-employed	06

#Engaged through Manpower Service Provider Agency for providing support services.

The percentage of women employees, SC/ST/OBC employees, persons with disabilities and ex-servicemen out of regular employees of the Company is mentioned below:

Category	No. of Employees	% of total no. of regular employees (1348)
Women employees	114	8.48
SC Personnel	263	19.51
ST Personnel	70	5.19
Other Backward Classes	337	25
Persons with Disabilities	13	0.96

#### Employee Welfare:

Employees are the backbone of a successful company. They are valuable assets that must be invested in, nurture and encouraged to be the best they can be. It is the responsibility of the company to create a positive work environment that fosters employee engagement, motivation, satisfaction and retention. It has to be ensured that all employees are happy, healthy, safe, and productive. Employee welfare refers to the services and benefits provided to the employee for their well-being which includes physical safety, mental health, and stress-management programs.

Going ahead in this direction, the Company took following initiatives:

- Talk to Management:** The employees/contractual staffs can interact with HR head of IRCTC regarding his/her long pending grievances or any innovative idea for improving the performance of organization or any other issue, without the intervention of his controlling officer/supervisor. The basic idea behind this scheme is to get suggestions from the employees through 'brainstorming' for system improvement of the organization, besides resolving the grievance of the employee.

her long pending grievances or any innovative idea for improving the performance of organization or any other issue, without the intervention of his controlling officer/supervisor. The basic idea behind this scheme is to get suggestions from the employees through 'brainstorming' for system improvement of the organization, besides resolving the grievance of the employee.

- Introduction of Skill Development Section:** IRCTC has introduced a Skill Development & Training Section wherein the Training Cell has conducted various training programs related to Food Safety & Hygiene, POSH, MDPs, Orientation programs, Virtual campus, GeM, HR conclaves, Cyber Security, Stress Management, Wellness Programs during the FY 2023-24 and covered training across all levels. IRCTC has introduced its own LMS (Learning Management System) known as i-Prepare which is available on Google Play. 629 staffs/officers attended various training programs through IRCTC i-prepare app.
- Empanelment of in-house doctors at office premises:** IRCTC is providing free consultation services of AYUSH Physicians, General Allopathic Physician and Gynaecologist to the employees of the Corporate Office and North Zone. Ayush treatment has helped a large number of staff and their families in recovering from illnesses i.e. common cough, cold and prevention of seasonal diseases. With the empanelment of a General Allopathic Physician, the employees are saved from rushing to clinics/dispensaries for normal clinical ailments saving their time & money. Further, women employees are being attended to for their gynae issues with the empanelment of in-house Gynaecologist.
- Compassionate Ground appointments in place of deceased regular employee:** IRCTC is providing Compassionate Grounds appointment for dependents of IRCTC regular employees who lose their lives while in service (except in case of suicide) in order to support the family/dependants and liabilities left by the deceased employee.
- Provision of financial aid to the family in the event of death of employee:** IRCTC Employees' Contributory Welfare Scheme has been introduced with an aim to provide immediate financial aid to the family in the event of death of an IRCTC's employee. An employee can become a member of scheme on voluntary basis, by contributing a nominal amount of ₹ 100/- per month.
- Empanelment of hospitals for OPD and IPD treatments:** For medical treatment requiring hospitalization and indoor attention, full reimbursement is being made of the expenses incurred in Empanelled Hospitals, Government Hospitals, Government aided Hospitals, etc. The empanelled hospitals are also providing OPD consultations to employees and their dependants either on CGHS rates or on discounted rates.

- Social Security measure for retired employees and their spouse:** As a social security measure, IRCTC has introduced the Post Retirement Medical Scheme which has been extended to post-retirement medical benefit to the eligible employees in IDA pay scale and their spouses who have superannuated/retired/died on or after 01.01.2007 after putting in 15 years of service in CPSE(s). This scheme also covers those employees who have already superannuated, retired or medically retired on or after 01.01.2007.
- Coverage of accidental deaths:** With the introduction of Group Life Insurance scheme, IRCTC has extended the coverage of accidental death as well as natural death with monetary limit of 70 months basic pay plus Dearness Allowance for all employees of IRCTC, including deputationists.
- Ex-gratia for deceased employee:** An amount of ₹ 25,000/- is granted as ex-gratia to the dependent family members of the deceased employee as funeral expenses.
- Engagement of apprentices:** As per the Ministry of Skill Development and Entrepreneurship guidelines, IRCTC is duly fulfilling its obligation of engaging apprentices for training in the band of 2.5% to 10% of the sanctioned strength. For this period of training, a stipend is paid to each apprentice as per directives of the Ministry of Skill Development & Entrepreneurship. During the year 2023-24, 73 apprentices (i.e. 5.41% of the total employee strength) were engaged.

A small glimpse of the trainings conducted during the last two financial years is as under:

Financial Year	Number of Training Programs	Number of staff trained	Man days
2022-23	68	1,285	8,529
2023-24	39*	1,767	9924

\*Excluding the Programs available at i-Prepare app.

#### No of staff trained through LMS (i-prepare)

S. No.	Detail of Training/Program	Number of Officers/staff attended the program
1	Prevention of Sexual Harassment of Women at Workplace (POSH) Awareness through online LMS app (i-prepare).	288
2	Vande Bharat Catering Staff course module through online LMS app (i-prepare).	122
3	Cyber Security Awareness through online LMS app (i-prepare).	183
4	Government e-market place	36
<b>Total Staff</b>		<b>629</b>

#### Steps and initiatives taken by IRCTC for Health & Safety Improvements of Human resources

IRCTC is fully aware of the Health & Safety issues pertaining to its employees and, therefore, regularly conducts Training sessions/ Workshops/Webinars on health and allied activities. The programmes conducted during FY 2023-24 are listed below:-

S. No.	Activities	Period/Duration	Attended by
1.	Organized -Online Wellness Session on IBS “Irritable Bowel Syndrome” Gastric Problems care By Dr. Reddy’s Foundation- on <b>World Day for Safety &amp; Health</b>	28-4-2023	All IRCTC Employees
2.	Organized "Breast Health Awareness cum Screening Camp for IRCTC female employees.	12/13-04-2023	138 Female employees attended
3.	Organized Blood Donor Camp on 14Th June, 2023 at IRCTC Corporate Office on the Occasion of <b>World Blood Donor Day</b> .	14-6-2023	IRCTC Employees at Delhi Offices.
4.	Organized 02 hours online Session on Yoga at Work Place for Work-Life Balance by Jagan Institute of Management, Delhi on <b>World Yoga Day</b> .	21-6-2023	All IRCTC Employees
5.	Organized Lecture on Meditation for Healthy & Happy Life” by Prajapita Brahma Kumaris Ishwariya Vishva Vidyalaya on <b>World Yoga Day</b>	21-6-2023	All IRCTC Employees
6.	Organized General Preventive Health Check-up Camp for IRCTC Employees .	24-7-2023	IRCTC Employees at Delhi Offices.
7.	Organized a webinar on Diabetes & Kidney	11 & 28-07-2023	All IRCTC employees
8.	Organized Webinar on POSH for the Safety of IRCTC Women Employees	9-12-2023	180 IRCTC Employees
9.	Nominated Officers to attend Five days Residential Program on Stress Management & Strategic Financial Planning – Organized by National Productivity Council at Gangtok.	18-12-2023 to 22-12-2023	05 IRCTC Officers



S. No.	Activities	Period/Duration	Attended by
10.	Organized Health talk on <b>Universal Health Coverage Day</b>	12-12-2023	All IRCTC Employees
11.	Planned & executed POSH training course- "Highlighting the Women Employees" through IRCTC 'I- prepare' Android based AI integrated App	Through-out the year	For all IRCTC Employees
12.	Organized a webinar on ' <b>Epilepsy</b> '	15-02-2024	All employees of IRCTC
13.	Organized Health Camp on <b>World Tuberculosis Day</b>	24-03-2023	All IRCTC Employees
14.	Arrangement of Homeopathic Doctor by IRCTC at Corporate Office for general health check-up & wellness of staff & providing Homeopathic medicine.	Through-out the year	Corporate Office & allied IRCTC Offices at Delhi.
15.	Arrangement of Doctor (General Physician) from Sita Ram Bhartiya Institute of Science & Research. for general health check-up & wellness of staff	Through-out the year	Corporate Office & allied IRCTC Offices at Delhi.

### Industrial Relations

The industrial relations climate in the Company has traditionally been harmonious and cordial. A collaborative and seamless IR atmosphere has been maintained in the Company so that IRCTCians are ready for the challenges faced by the Company due to the changing business environment. An effective work culture has been established in the company through empowerment, transparency, decentralisation and practice of participative management to support the management in overcoming challenges faced by the Company.

### Particulars of Employees

The provisions of Section 134(3)(e) of the Act are not applicable to a Government Company. Consequently, details on Company's policy on Directors' appointment and other matters as required under Section 178 (3) of the Act, are not provided.

Similarly, Section 197 of the Act is also exempt for a Government Company. Consequently, there is no requirement of disclosure regarding the statement showing the names and other particulars of every employee of the Company, who if employed throughout / part of the financial year, was in receipt of remuneration in excess of the limits set out in the rules are not provided in terms of Section 197 (12) of the Act read with Rule 5 (1) & (2) of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014.

### Digitisation of HR data

During the year, the Company took various steps towards the digitization. Various in-house developed software applications have been successfully implemented :

- Performance Management System for online assessment of all the officers / staffs upto E-8 level.
- Development of online receipt of ID card request from all employees / staff of IRCTC.
- Online application for receipt of training requests from employees.

- Vigilance Complaint management System.
- Vendor Authentication management System.
- New modules integrated in HRMS system.
- IOS based HRMS mobile app for all the employees is in testing phase for launch:
  - NoC for external employment,
  - Sanctioning of Marriage Gift to the regular employees,
  - NoC for Passport (Fresh/Renewal) are developed in HRMS system.

### Use of Information Technology/ERP

Information Technology works as a key link among the various user departments. Various initiatives have been taken during the year for benefit of employees, such as E-office upgradation.

In addition to the above and aiming to widely use of electronic means in daily routine work, various in-house applications have been designed, developed and implemented in the organization.

Efforts were taken for involvement as well as transparency in official work involving general public outside IRCTC with in-house developed applications such as, successful completion of Online vendor empanelment system with Integrated Payment Gateway for Packaged items and Ready To Eat products, Agency Integration of Gift Voucher/ Gift Card based White Label Solution, Advertising Agency on DAVP/BOC Rates, Authentication through online Vendor Authentication management System.

Further, the Company also undertook integration of Air ticketing portal with ERP and relaunched New Railneer App during 2023-24.

#### **f. VIGILANCE**

Vigilance wing in IRCTC is a key department acting as direct link between CVC, Railway Board Vigilance and the Organization. It has been entrusted with the responsibilities of mandate to carry on various surprise checks and scrutinize records/documents of various other departments from time to time for detection of any, malpractices, corruption and unwarranted/unlawful business conduct in the organization. It coordinates with IRCTC management and Railway Board Vigilance in dealing with matters of vigilance administration, policy and disciplinary proceedings against erring officials. IRCTC vigilance wing is headed by a full time CVO assisted by Deputy CVO, 2 Vigilance Officer, and 3 Vigilance Inspectors in Corporate office. Further, there are 5 Vigilance Officers, one in each zone for handling vigilance related matters in the Zonal office & field units. CVO being the extended arm of CVC is deeply engaged in furthering culture of transparency, fair procedures, good business conduct and raising vigilance awareness in the organization. The focus area of vigilance department is to promote work culture of intelligence gathering, monitoring and surveillance. Efforts are being made to undertake pro-active preventive Vigilance measures. This is to ensure fair systems and procedures in place thereby increasing transparency and reducing scope for discretion.

During 2023-24, the vigilance department investigated 27 complaints in detail, and, 47 complaints having no Vigilance angle were forwarded to concerned department for necessary action. Total 111 preventive/surprise checks were conducted in catering and e-ticketing sector. The malpractices and incidents of corruption so detected were communicated to the concerned department for stringent action against the licensees and erring employees. The resultant fine recovered was to the tune of ₹ 13,33,455/-.

Further, on the recommendation of Vigilance department, two system improvements were implemented by management to minimise instances of malpractices, especially in the procurement, catering, tourism and e-ticketing sectors. As a mandate of CVC, CMD/IRCTC undertook periodical review of activities and performance of vigilance department with the CVO.

As per the directives of Central Vigilance Commission (CVC) "Vigilance Awareness Week" was observed at IRCTC from 30<sup>th</sup> October, 2023 to 5<sup>th</sup> November 2023 with the theme, "प्रणाली का विरोध करें; राष्ट्र के प्रति समर्पित हों," Say no to corruption; commit to the Nation" and all employees took "Integrity Pledge". Various programmes/ competitions/ seminars were conducted in all the offices of the IRCTC with a view to create awareness about preventive measures through system improvement. Moreover, new initiatives were implemented like "TEJASathon" in which interactive session with passengers were done for increasing awareness among general public. It was observed to encourage all stakeholders, employees, associated vendors

and citizens to collectively participate, fight against corruption and to raise public awareness regarding existence, causes, gravity and the threat posed by corruption.



#### **Integrity Pact**

IRCTC has implemented the integrity pact programme in line with the recommendations of the Central Vigilance Commission with an objective to ensure that all activities and transactions between a Company or Government departments and their Suppliers are handled in a fair, transparent and corruption-free manner. The adoption of the Integrity Pact by IRCTC has helped in establishing healthy business practices. To ensure transparency and healthy competitiveness in public procurements/ contracts, IRCTC has adopted the Integrity Pact. Two (02) Independent External monitors are appointed in IRCTC with the approval of the CVC. Currently, Shri Apurva Varma, IAS (Red.) and Shri Bharat Prasad Singh, IFoS (Red.) are IEMs for Integrity Pact in IRCTC. A coordinator has also been appointed for Integrity Pact for monitoring and implementation of Integrity Pact. Integrity Pact now being used in all the tenders which are beyond the identified threshold values.

#### **Establishment of Vigil Mechanism**

Disclosure regarding establishment of vigil mechanism is included under the Corporate Governance Report at **Annexure-"B"**.

Your Company has established Whistle Blower Policy/ Vigil Mechanism to report genuine concerns about unethical behaviour, actual or suspected fraud, violation of Code of conduct and also instances of leak of unpublished price sensitive information. The said vigil mechanism provides for adequate safeguards against victimization of persons who use the mechanism and has provision for direct access to the Chairperson of the Audit Committee in appropriate or exceptional cases.



#### **g. CORPORATE SOCIAL RESPONSIBILITY**

The Company has been actively engaged in various CSR activities over the years, encompassing the entire gamut of social welfare / upliftment activities across the nation. The Company has identified thrust areas under CSR, which inter alia include healthcare and sanitation, education and empowerment of women and socially / economically backward groups, etc. During the year, the Company spent the entire budget of ₹ 16.64 crore on various CSR activities. A report on the Company's CSR activities as per the provisions of the Companies Act along with the CSR highlights for the year is annexed at **Annexure-C** to the report. The composition of the CSR Committee is provided in the Corporate Governance Report. The CSR policy of the Company can be accessed at the website of the Company on the web link <https://www.irctc.com/assets/images/CSR-Vision-Document.pdf>

#### **h. COMPLIANCES**

- **Right to Information Act**

An elaborate mechanism has been set up throughout the Company to deal with matters relating to the Right

to Information Act 2005. As required under the RTI Act, detailed information is hosted and regularly updated on the official website of the Company, i.e., <https://www.irctc.com/rti.html> which inter-alia includes details of CPIOs / APIOs/Appellate Authorities, third party audited reports on mandatory disclosures, etc. To deal with RTI applications in a fast track mode, IRCTC generates one Unique Registration No. (URN) for each application and the same is replied by the concerned CPIO/PIO well within the prescribed time limit.

The Company has aligned with the online RTI portal launched by DoPT, Govt. of India, and all the applications/ appeals received through the portal are disposed off through the portal only. The Quarterly Reports / Annual Reports are submitted, within the prescribed timeline, on the website of the Central Information Commission, i.e., [www.cic.gov.in](http://www.cic.gov.in).

During 2023-24, a total of 2351 RTI Applications and 162 RTI Appeals under the RTI Act, 2005 were received and all the applications were dealt/disposed-off in a timely manner.

**Detail of RTI Applications and Appeals is as below.**

Particulars	Opening Balance as on 01.04.2023	No. of Applications received as transfer from other PAs u/s 6 (3)	Received during the year	No. of cases transferred to other PAs u/s 6(3)	Decision where requests / appeals rejected	Decision where requests / appeals replied	Closing as on 31.03.2024
Requests	49	3	2,351	260	25	2011	107
Appeals	3	0	162	0	0	143	22

#The pending cases were within stipulated time line of 30 month as per the RTI Act, 2005.

- **Presidential Directives**

The Company follows the Presidential Directives as and when received from Ministry of Railways. However, no Presidential Directive was received during the year.

- **Rajbhasha (Official Language)**

Rajbhasha section has been set up in the Corporate Office of IRCTC, so that implementation of Rajbhasha Policy of Govt. of India can be ascertained. Experienced Official Language officers and employees have been deployed in the Rajbhasha Department. Presently, in the Corporate Office of IRCTC, Group General Manager/ HRD has been designated as Chief Official Language Officer and Assistant Manager, Rail Neer as Rajbhasha Adhikari to look after the administrative work of Hindi in addition to their normal work. Apart from this, DEO and Consultant are performing all types of work under them. Such as execution of works related to the Department of Official Language in all zonal and regional offices of IRCTC, following and guiding the Annual Program issued by the Ministry of Home Affairs, Department of Official

Language and informing about all the work related to the Department of Official Language.

In all the Zonal offices of IRCTC, retired Senior Official Language Officer/Official Language officers from the Department of Official Language of Central Government Offices/Undertakings/Public Bodies/Departments have been engaged as Consultant/Official Language. 05 Consultants/Rajbhasha have been posted in 03 zonal offices, and appointment of Consultants/Rajbhasha is in process for other 02 zones.

A library has been established in the Official Language Department of the Corporation Office. Different types of interesting and informative Hindi books are available in the library. These include novels, story collections, poetry collections and many analytical and informative books on various contemporary subjects by eminent and well-known writers and creators of Hindi literature.

#### **Hindi Saptah 2023**

Hindi Saptah week was organized from 14<sup>th</sup> to 21<sup>st</sup> September, 2023 at IRCTC Corporate Office. During

Rajbhasha Week, propagation of the Hindi Day messages of Railway Minister and Chairman and Managing Director/IRCTC in all regional and subordinate offices along with corporate office was done and Rajbhasha Competitions in every subordinate office/corporate office were organised.



During Rajbhasha week Hindi workshops, Noting, Drafting and Shabd Gyan Competitions were organized. 95 contestants participated in the competitions out of which 16 employees were awarded with prizes.

#### **Inspection by Parliamentary Committee on Official Language:**

During 2023-24, various regions/zones were inspected, viz, Patna/ Regional Office, Lucknow/Regional Office, Bengaluru/Regional Office, Vijaywada/Area Office, Vishakhapatnam/Area Office and Danapur/Area Office.



Inspection of Regional Office, Bengaluru by Second Sub Committee of Parliament on official Language on 14.07.2023



Inspection of Area Offices of Vishakhapatnam & Vijaywada by Second Sub-Committee of Parliament on official Language on 23.08.2023 & 25.08.2023



Inspection of Area Office, RailNeer Plant, Danapur by Second Sub-Committee of Parliament on official Language on 29.12.2023

- **Disclosure Requirement under Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal ) Act 2013**

The provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the rules thereon are being strictly complied with. The Company is committed to the prevention of sexual harassment of women at workplace and takes prompt action in the event of reporting of such incidents.



In accordance with the Act, to provide protection against sexual harassment of women at workplace and to maintain their safety, IRCTC has nominated Internal Complaints Committee(s) with the composition as required under the Act, at the Corporate Office as well as Zonal offices of the company.

The detail of complaints, received, disposed off and pending during the year 2023-24 is reproduced below:

Status as on 1 <sup>st</sup> April 2023	Received during the year	Disposed off during the year	Pending as on 31 <sup>st</sup> March 2024
1 (One)	2 (Two)	2 (Two)	1 (One)

- Procurement from Micro and Small Enterprises (MSEs)**

In line with the Public Procurement Policy of the Government of India, as amended, the Company is required to procure minimum 25% of the total procurement of Goods and Services from MSEs, out of which 4% is earmarked for procurement from MSEs owned by SC / ST entrepreneurs and 3% from MSEs owned by women. The procurement from MSEs during FY 2023-24 was as under:

Parameters	Targets	Actual
Total Procurement from MSEs (General, Reserved SC/ST & Women)	25%	63.02 %
Procurement from Reserved SC/ST MSEs	4% (Sub-target out of 25%)	7.77 %
Procurement from Women owned MSEs	3% (Sub-target out of 25%)	3.05 %

Several initiatives were undertaken to identify the entrepreneurs for procurement of goods and services from MSEs owned by SC / ST enterprises and women owned MSEs.

- Facilitation for payment of invoices through TReDS Portal:**

In exercise of powers conferred by Section 9 of the Micro, Small and Medium Enterprise Development Act, 2006 (27 of 2006), the Central Government issued instructions that all CPSEs shall be required to get themselves onboarded on the Trade Receivables Discounting System (TReDS) platform, set up as per the notification of the Reserve Bank of India.

In compliance with the above instructions, your Company is on the TReDS platform, registered with Receivables Exchange of India Limited (RXIL), to facilitate financing of trade receivables of MSEs by discounting of their receivables and realisation of their payment before the due date.

The company is having real time bill tracking system with facility for uploading of bills by vendors and releasing payments. In order to enable MSEs to avail the benefit of TReDS portal, the company is ensuring decision on acceptance/rejection of Goods & Services and payment to MSE vendors within the stipulated time period of the contracts.

- Mandatory use of GEM for procurement:**

During the year, GEM portal was extensively used for procurement of capital goods, consumables as well as services across zones & regions. During FY 2023-24, IRCTC's total procurement through GeM is as under.

Financial Year	Total Procurement (In ₹ cr)	Procurement through GeM (In ₹ cr)	Procurement through GeM (In %)
2022-23	144.84	85.76	59.21%
2023-24	213.19	122.06	57.25%

- i. **COMPLIANCES UNDER THE COMPANIES ACT 2013 / SEBI (LODR) REGULATIONS 2015**

- Annual Return**

As required under the provisions of the Companies Act, 2013, the Annual Return is hosted on the Company's website and can be accessed from the link <https://irctc.com/Annual%20Return.html>

- Deposits**

The Company has not accepted or invited any deposits from the public under Chapter V of the Companies Act, 2013 read with Companies (Acceptance of Deposits) Rules, 2014 during the year under review. Therefore, the information required to be reported under Rule 8 (5) (v) of Companies (Accounts) Rules, 2014 is NIL.

Further, as provided in Secretarial Standards, information regarding details of National Company Law Tribunal (NCLT)/National Company Law Appellate Tribunal (NCLAT) orders with respect to depositors for extension of time for repayment, penalty imposed, if any is also NIL.

- Particulars of loans & guarantees given, investments made and securities provided**

During the year, the Company has not provided any loan or provided any guarantee under section 186 of Companies Act, 2013 read with Companies (Meetings of Board and its Powers) Rules, 2014.

The details of investments made by the Company in its wholly owned subsidiary company i.e., IRCTC Payments Limited during the FY 2023-24 forms part of the notes

to the standalone financial statements provided in the Annual Report.

- **Contracts and arrangements with related parties**

During the Financial Year, the Company has not entered into any material transaction with any of its related parties, which have potential conflict with the interest of the Company at large. All the contracts / arrangements / transactions entered into with related parties were in the ordinary course of business and on arm's length basis. Accordingly, the disclosure of Related Party Transactions as required under Section 134(3)(h) of the Companies Act, 2013 read with Section 188 of the Act and Rule 8(2) of the Companies (Accounts) Rules, 2014 in Form AOC-2 is "Nil" and is annexed to the report as "**Annexure-H**".

In accordance with the requirements prescribed under Companies Act, 2013, SEBI (LODR) Regulations, 2015 and Accounting Standard -24 on Related Party disclosures, the details of transactions with related parties are disclosed in Note No. 44 of the Notes to Financial Statements for the year ended 31<sup>st</sup> March 2024.

- **Internal Financial Control System**

Your Company has established adequate Internal Financial Controls by laying down policies and procedures to ensure the efficient conduct of its business, safeguarding of its assets, prevention and detection of frauds and errors, accuracy and completeness of the accounting records, and timely preparation of reliable financial information commensurate with the operations of the Company. The effectiveness of these Internal Financial Controls is ensured through management reviews, self-assessment and independent testing by the Internal Auditor. These assessments indicates that your Company has adequate Internal Financial Controls over Financial Reporting in compliance with the provisions of the Companies Act, 2013 and such Internal Financial Controls are operating effectively. The Audit Committee reviews the Internal Financial Controls to ensure its effectiveness for achieving the intended purpose. Independent Auditors Report on the Internal Financial Controls of the Company in terms of Clause (i) of Sub-Section 3 of Section 143 of the Companies Act, 2013 by the Statutory Auditors is placed along with the Financial Statements.

M/s Ashok Shyam & Associates, Chartered Accountants were engaged for certification of Internal Financial Control (IFC) for FY 2023-24, in accordance with the applicable provisions of the Companies Act, 2013 and rules framed thereunder.

The report of M/s Ashok Shyam & Associates, Chartered Accountants on Internal Financial Control was placed before the Audit Committee for the consideration and deliberations. Details of the internal control system are

provided in the Management Discussion and Analysis Report given at **Annexure-A**.

- **Risk Management**

The Company has in place a Board Level Risk Management Committee and the details of the composition, meetings held and terms of reference are included under the Report of Corporate Governance placed as **Annexure -B**.

The Company also has a below Board level Committee comprised of GGM level officers, including GM (Quality projects & Corporate Co-ordination) as Chief Risk Officer (CRO). The functions of the Committee are to identify the risks related to the specific business segments of IRCTC in order to establish an appropriate risk management framework in the Company.

During quarterly meetings of below Board Risk Management Committee, various risks are identified and deliberated at the Board level committee. The details of the identified risks with their mitigation strategies are mentioned in the Management Discussion & Analysis Report enclosed as **Annexure-A**.

- **Significant and Material Orders**

There are no significant or material orders passed by the regulators or courts or tribunals impacting the going concern status and the Company's operations in future.

- **Secretarial Standards**

The Company has complied with Secretarial Standards issued by the Institute of Company Secretaries of India to the extent applicable.

- **Investor Education & Protection Fund (IEPF)**

The details related to status of shares transferred to the IEPF in compliance with the provisions of the Companies Act, 2013 has been provided in the Corporate Governance Report.

- **Reporting of frauds by Auditors**

The Auditors in their report for the year have not reported any instance of fraud committed by the officers/employees of the Company.

- **Credit Rating of securities**

During FY 2023-24, the Company has not received any credit rating by the rating agencies.

- **Corporate Insolvency Resolution Process initiated under the Insolvency and Bankruptcy Code, 2016**

The Company has no information to disclose under above.



- Failure to implement any Corporate Action**

The Company has implemented all Corporate Actions successfully within prescribed timelines. Therefore, the Company has nothing to report.

- Particulars relating to Conservation of energy, Technology Absorption and Foreign Exchange Earnings and Outgo etc.**

The details pertaining to Conservation of Energy and Technology Absorption; and Foreign Exchange Earnings and Outgo, as required to be disclosed under Section 134(3)(m) of the Companies Act, 2013 read with Rule 8 of the Companies (Accounts) Rules, 2014 is given as under:

#### **Conservation of Energy:**

Your Company is committed to minimizing adverse environmental impacts resulting from its operations, products, and services. To achieve this, the company implements various efforts and initiatives aimed at utilizing processes, practices, materials, and products that prioritize pollution avoidance, reduction, and control.

Furthermore, IRCTC ensures compliance with relevant environmental laws and regulations while effectively operating pollution control facilities across all its plants and units. This proactive approach is integral to safeguarding the environment, promoting a safe and clean environment, and reducing dependence on conventional energy sources.

The particulars on Conservation of Energy in details are mentioned in Business Responsibility and Sustainability Report enclosed as **Annexure – “D”**.

#### **Technology Absorption:**

S. No.	Particulars	Status
(a)	the details of technology imported;	Nil
(b)	the year of import;	NA
(c)	whether the technology has been fully absorbed;	NA
(d)	if not fully absorbed, areas where absorption has not taken place, and the reasons thereof;	NA

- Expenditure incurred on Research and Development.**

Your Company does not undertake exclusive research projects as it does not have the presence in such a domain. However, to improve the technical capability and enhance competence, various methods and techniques are developed and innovative systems have

been introduced for its business segments viz. Rail Neer, Catering and Internet Ticketing.

- Foreign Exchange Earnings and Outgo**

The Foreign Exchange earned in terms of actual inflows during the year and the Foreign Exchange outgo during the year, in terms of actual outflows, compared to previous year is mentioned below:

Particulars	2023-24	2022-23
<b>Foreign Exchange Earning</b>	36.06	27.37
<b>Foreign Exchange Outgo</b>		
Foreign Travelling Expenses	0.41	0.23
Other Expenses	1.47	0.24

- Retirement of Directors by Rotation**

In accordance with the provisions of the Companies Act, 2013 and the Articles of Association of the Company, Shri Manoj Kumar Gangeya, ED (Planning), Railway Board & Government Nominee Director is liable to retire by rotation at the ensuing 25<sup>th</sup> AGM of the Company and being eligible, offers himself for re-appointment. The details of Shri Manoj Kumar Gangeya, ED (Planning), Railway Board & Government Nominee Director, seeking re-appointment at ensuing AGM are contained in the Notice of AGM.

- Policy on Performance Evaluation of Directors**

The provisions of Section 134(3)(p) of the Companies Act, 2013 require a listed entity to include a statement indicating the manner of formal evaluation of performance of the Board, its Committees and of individual Directors. However, the said provisions are exempt for Government Companies as per Ministry of Corporate Affairs (MCA)'s notifications dated 05.06.2015 and 05.07.2017. IRCTC being a Government Company under the administrative control of the Ministry of Railways is also exempted from the above-mentioned provisions of Companies Act.

In IRCTC, the evaluation of performance of Functional Directors includes self-evaluation by the respective functional directors and subsequent assessment by CMD with final evaluation by the Ministry of Railways.

The performance evaluation of CMD includes self-evaluation and final evaluation by the Ministry of Railways.

In respect of Government Nominee Directors, their evaluation is done by the Ministry of Railways as per the procedure laid down. Since, Independent Directors are appointed by the administrative ministry, their evaluation is also done by the Ministry of Railways and Department of Public Enterprises.

### j. MEMORANDUM OF UNDERSTANDING

Evaluation of MoU performance for the year 2022-23 as per DPE parameters is finalized, and, the Company secured a rating of “Very Good” based on the outcomes achieved with reference to the key performance indicators (KPIs) enshrined in the Memorandum of Understanding (MoU) for the financial year 2022-23.

The company signed Memorandum of Understanding (MoU) with the Ministry of Railways for 2023-24 and its evaluation is under process with DPE.

The MOU for FY 2023-24 includes some of the compliance parameters and their compliance status are as follows:

S. No.	Name of Parameter	Remarks
1.	Acceptance/ Rejection of Goods & Services through TReDS Portal	Complied with. Please refer para related to TReDS portal in the Directors' Report.
2.	Procurement from GeM as per approved Procurement Plan	Complied with. Please refer to para related to procurement from GeM in the Directors' Report.

S. No.	Compliance of Parameters	Remarks
1.	DPE guidelines issued from time to time on CSR expenditure by CPSEs.	Complied with. Please refer CSR Report enclosed as <b>Annexure - "C"</b>
2.	Compliance of provisions in the Companies Act, 2013 (or SEBI (LODR) regulations in case of listed entities) on Corporate Governance such as: (i) Composition of Board of Directors (ii) Board Committees (Audit Committee etc.) (iii) Holding Board Meetings (iv) Related Party Transaction (v) Disclosures and Transparency	Complied with except composition of the Board of Directors. Please refer Report on Corporate Governance enclosed as <b>Annexure - "B"</b> .
3.	Target as given by NITI Aayog on Assets Monetization Milestones	Complied. Nil Target has been communicated by Ministry of Railways

S. No.	Compliance of Parameters	Remarks
4.	Procurement of goods or services through MSEs as % of Total procurement of goods and services - 25%	
5.	Procurement of goods or services through SC/ ST MSEs as % of Total procurement of goods and services - 4%	Complied with. Please refer para related to procurement through MSEs in the Directors' Report.
6.	Procurement of goods or services through Women MSEs as % of Total procurement of goods and services - 3%	
7.	Steps and initiative taken for Health & Safety improvement of Human Resources in CPSEs (Target to be prescribed by the Administrative Ministry)	Complied with. Please refer para related to steps and initiatives by IRCTC for Health and Safety Improvements of Human Resources in the Directors' Report.
8.	Compliance with provisions relating to TReDS as outlined in DPE OM No. DPE-7(4)/2007- Fin dated 04-05-2020	Complied with.

### k. AWARDS AND ACHIEVEMENTS

Asia's leading Luxury Train Award 2023 to Maharajas' Express Train by World Travel Awards (30<sup>th</sup> Annual World Travel Awards in September 2023).

### l. DETAILS OF SUBSIDIARIES AND ASSOCIATE/Joint VENTURE COMPANIES

Your Company has following subsidiaries and associate/joint venture companies as on March 31, 2024:

#### i. Subsidiary Companies:

##### IRCTC Payments Limited:

IRCTC Payments Limited was incorporated on February 10, 2024 as a wholly owned subsidiary of the Company for the purpose of payment aggregator business. It has an authorized share capital of ₹ 25 Crores, consisting of 2.5 Crores equity shares of ₹ 10/- each, and a paid-up share capital of ₹ 15 Crores, consisting of 1.5 Crores equity shares of ₹ 10/- each. Details of Directors, CEO,



CFO & Company Secretary of IRCTC Payments Limited are available on the website of Company at the web-link <https://www.irctc.com/Subsidairy.html>.

## **ii. Associate/Joint Venture companies:**

### **Royale Indian Rail Tours Limited (RIRTL):**

Royale Indian Rail Tours Limited (RIRTL) is a joint venture between IRCTC and Cox & Kings Limited in the ratio of 50:50 incorporated on 27<sup>th</sup> November, 2008 with an objective to acquire, furnish, maintain, manage and operate luxury trains and to market holiday packages.

Accordingly, a luxury train having 23 coaches was manufactured, fabricated and funded by the company and was marketed in the name of Maharajas' Express and was leased to the Royale Indian Rail Tours Limited (RIRTL) for the purpose of running, operating and managing the luxury tourist train for a period of 15 years. However, due to certain issues between the equity partners, the lease of the luxury train was withdrawn and the JV Agreement dated 10<sup>th</sup> December, 2008 was terminated. Cox & Kings Limited initiated arbitration proceedings seeking restoration of Joint Venture Agreement. The Arbitral tribunal after concluding the Arbitration proceedings passed an Award dated 31.07.2023 in favour of IRCTC by rejecting all the claims of Cox & Kings.

IRCTC has also filed a petition against Royale Indian Rail Tours Limited (RIRTL) and Cox & Kings Limited and others before National Company Law Tribunal (NCLT) (erstwhile Company Law Board) under sections 388B, 397, 398, 399 and 403 of the Companies Act, 1956 and the said petition is sub-judice. NCLT has declared the said company (RIRTL) to be in managerial dispute. Details of the Joint Venture are covered in the notes to accounts of the standalone financial statements for the period ending 31<sup>st</sup> March, 2024 vide note no. 37.2(ii) and 45. The parties have also taken permission from the NCLT for not holding the Board and General meetings of RIRTL without its approval in July, 2013. The matter relating to the winding up of RIRTL, whereby an express order from NCLT is to be obtained, is under process and further course of action would be taken accordingly based on the developments in this process.

## **iii. Companies which have become/ ceased to be Company's Subsidiaries, Joint Ventures and Associates Companies during FY'24**

i.	Companies which have become subsidiaries	1 (IRCTC Payments Limited)
ii.	Companies which have ceased to be subsidiaries	Nil
iii.	Companies which have become a joint venture or associate	Nil
iv.	Companies which have ceased to be a joint venture or associate	Nil

## **m. CONSOLIDATION OF FINANCIAL STATEMENTS**

As mentioned in the paragraph above, the Board meetings and general meetings have not been held in RIRTL since financial year 2010-2011, due to pending dispute with Cox & Kings Limited. Therefore, the consolidation of financial statements as required under section 129(3) of the Companies Act 2013 could not be done as also explained and disclosed vide Note No. 45 of the Notes to accounts of the standalone financial statements for the period ending 31<sup>st</sup> March 2024.

Also, as IRCTC's wholly owned subsidiary company i.e., IRCTC Payments Limited, was incorporated after 31<sup>st</sup> December 2023, its first financial year will end on 31<sup>st</sup> March, 2025; hence, the financial statements of IRCTC Payments Limited will be placed on the website of the Company from the FY 2024-25 onwards. However, IRCTC Payments Limited has prepared its Financial Statements (certified by the Management) for the period from February 10, 2024 to March 31, 2024 for consolidation purpose.

The salient features of financial statements of subsidiary company as per the first proviso of Section 129(3) of the Companies Act, 2013 is given under Note No. 84 of the Consolidated Financial Statements forming part of this Annual Report.

The Board of Directors of the Company at its meeting held on May 28, 2024 had approved the audited (Standalone and Consolidated) Financial Statements for FY 2023-2024.

## **n. AUDITORS**

### **Statutory Auditor**

In accordance with Section 139(5) of the Companies Act 2013, Comptroller & Auditor General of India has appointed M/s N.K. Bhargava & Co., Chartered Accountants as Statutory Auditor of the Company to audit the financial statements for the financial year 2023-24. The details of payment made to Statutory Auditor during financial year 2023-24 on consolidated basis is mentioned below:

<b>Payment to Auditors</b>	<b>(₹ in Crore)</b>	
	<b>Year ended March 31, 2024</b>	<b>Year ended March 31, 2023</b>
Audit Fees	0.18	0.16
Tax Audit Fees	0.05	0.04
Certification and Other Services	0.11	0.11
Travelling and Out of Pocket Expanses	0.09	0.12

### **Secretarial Auditor**

Pursuant to Section 204 of the Companies Act, 2013 read with Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014, IRCTC has appointed M/s Kumar Naresh Sinha & Associates, an independent firm of practicing Company Secretaries to conduct Secretarial Audit for the financial year 2023-24.

The Secretarial Audit Report for the financial year ended March 31, 2024 is enclosed as **Annexure-E** to this report.

#### **Internal Auditor**

As per Section 138 of the Companies Act, 2013 read with Rule 13 of Companies (Accounts) Rules 2014, the Company has appointed M/s S. K. Misra and Gujrati, Chartered Accountants, an independent accounting firm to undertake the assignment of internal audit for FY 2023-24. The details regarding scope and functions of the firm is placed in the Management Discussion and Analysis Report.

#### **Cost Auditor**

The business segments of IRCTC are not covered under Cost Audit Rules notified by Ministry of Corporate Affairs. However, the Company conducted the cost audit of cost records maintained by the Rail Neer Plants on a *voluntary basis* only through M/s HMVN & Associates as the Cost Auditor for the year 2023-24.

#### **O. COMMENTS OF COMPTROLLER & AUDITOR GENERAL (C&AG) OF INDIA**

The Comptroller & Auditor General of India has undertaken supplementary audit on the financial statements (Standalone & Consolidated) of the Company for the year ended 31<sup>st</sup> March, 2024 under Section 143(6) of the Companies Act, 2013.

The comments of the C&AG on the financial statements (Standalone & Consolidated) of the Company for the year ended 31<sup>st</sup> March, 2024 shall also form part of this report.

**C&AG paras from other audits:** In addition to the supplementary audit of the financial statements mentioned above, the C&AG conducts various types of audits. During the FY 2023-24, the C&AG team issued three paras during the transaction audit of the IRCTC corporate office for the period related to FY 2020-21 to 2022-23. These three paras are pertaining to the operating losses of the Tejas train, Golden Chariot train, and Buddhist train operated by IRCTC. The replies have been submitted to the C&AG and are currently under scrutiny.

<b>Part II A</b>			<b>Part II B</b>			<b>Total</b>		
<b>No. of Para Received</b>	<b>No. of Para Replies</b>	<b>Remark</b>	<b>No. of Para Received</b>	<b>No. of Para Replies</b>	<b>Remark</b>	<b>No. of Para Received</b>	<b>No. of Para Replies</b>	<b>Remark</b>
3	3	Under Scrutiny of CAG	Nil	Nil	NA	3	3	Under Scrutiny of CAG

#### **p. DIRECTORS' RESPONSIBILITY STATEMENT**

The Board of Directors of the Company in pursuance of section 134 (5) of Companies Act, 2013 confirms that:

- (i) in the preparation of the annual accounts, the applicable accounting standards have been followed along with proper explanation relating to material departures;
- (ii) the Directors have selected such accounting policies and applied them consistently and made judgments and estimates that are reasonable and prudent so as to give a true and fair view of the state of affairs of the company at the end of the financial year and of the profit or loss of the company for that period;
- (iii) the Directors have taken proper and sufficient care for the maintenance of adequate accounting records in accordance with the provisions of this Act for safeguarding the assets of the company and for preventing and detecting fraud and other irregularities;
- (iv) the Directors have prepared the annual accounts on a going concern basis; and
- (v) the Directors have devised proper systems to ensure compliance with the provisions of all applicable laws and that such systems were adequate and operating effectively.

#### **q. DIRECTORS AND KEY MANAGERIAL PERSONNEL (KMPs)**

The Chairman & Managing Director (CEO), Director (Finance), Director (Catering Services), Director (Tourism & Marketing), Chief Financial Officer and Company Secretary are Key Managerial Personnel (KMPs) of the Company.

The following changes have taken place in the Board of Directors and Key Managerial Personnel of your Company since the last Annual General Meeting:

1. Smt. Seema Kumar (DIN: 10064353), former Member (Operations & Business Development)/Railway Board, who was appointed as Chairperson and Managing Director (Additional Charge) on the Board of IRCTC w.e.f. June 01, 2023, relinquished the additional charge of post of CMD/IRCTC on January 09, 2024, due to appointment of Shri Sanjay Kumar Jain (DIN: 09629741), PCCM/Northern Railway as CMD/IRCTC (Additional Charge).
2. Shri Kamlesh Kumar Mishra (DIN: 10186377), Executive Director (Business Development), Railway Board, who was appointed as Director (Tourism & Marketing) (Additional charge) on the Board of IRCTC w.e.f. June 01, 2023, relinquished the additional charge of post of Director (Tourism & Marketing)/IRCTC on February 16, 2024, due to appointment of Shri Rahul Himalian (DIN: 10393348) as Director (Tourism & Marketing) on the Board of IRCTC.



3. Shri Sanjay Kumar Jain (DIN: 09629741), PCCM/Northern Railway, who was appointed as Chairman and Managing Director on the Board of IRCTC, assumed additional charge w.e.f. January 10, 2024 and regular charge w.e.f. February 14, 2024.
4. Shri Rahul Himalian (DIN: 10393348) was appointed as Director (Tourism & Marketing) on the Board of IRCTC w.e.f. February 16, 2024.

The Board of your Company wishes to place on record their sincere appreciation for the valuable services rendered by Smt. Seema Kumar (DIN: 10064353), former Member (Operations & Business Development)/Railway Board and Shri Kamlesh Kumar Mishra (DIN: 10186377), Executive Director (Business Development), Railway Board during their association with the Company.

The following directors are holding office as on the date of the report:

S. No.	Particulars	Date of Appointment
1.	Shri Sanjay Kumar Jain (DIN: 09629741) Chairman and Managing Director	Additional Charge from 10 <sup>th</sup> January, 2024 to 13 <sup>th</sup> February, 2024
2.	Shri Ajit Kumar (DIN: 07247362) Director (Finance)	Regular Charge from 14 <sup>th</sup> February, 2024 onwards
3.	Dr. Lokiah Ravikumar (DIN: 10045466) Director (Catering Services)	From 29 <sup>th</sup> May, 2020 onwards
4.	Shri Rahul Himalian (DIN: 10393348) Director (Tourism & Marketing)	From 11 <sup>th</sup> February, 2023 onwards
5.	Shri Neeraj Sharma (DIN 08177824) ED (PM), Railway Board & Part-time Government Director	From 16 <sup>th</sup> February, 2024 onwards
6.	Shri Manoj Kumar Gangeya (DIN: 09744752) ED (Planning), Railway Board & Part-time Government Director	From 12 <sup>th</sup> July, 2018 onwards
7.	Shri Vinay Kumar Sharma (DIN: 03604125) Independent Director	From 21 <sup>st</sup> September, 2022 onwards
8.	Shri Namgyal Wangchuk (DIN: 09397676) Independent Director	From 9 <sup>th</sup> November, 2021 onwards
9.	Shri Devendra Pal Bharti (DIN: 10198557) Independent Director	From 12 <sup>th</sup> November, 2021 onwards

#### r. INTEGRAL REPORTS

The following reports as reproduced in the table below with relevant sub-appendices form an integral part of this Directors' Report, and have been placed with their Annexures respectively:

Name of Report(s)	Annexure
Management Discussion and Analysis Report	"A"
Report on Corporate Governance	"B"
Annual Report on CSR and Sustainability Activities	"C"
Business Responsibility & Sustainability Report (BRSR)	"D"
Independent Assurance Statement on BRSR	"D1"
Secretarial Auditor Report	"E"
Management replies to observations contained in the Secretarial Auditor Report	"F"
Management replies to remarks contained in the Independent Auditor's Report	"G"
Form AOC-2	"H"

The Management Discussion and Analysis Report provides an overview of the affairs of the Company, its legal status and autonomy, business environment, mission & objectives, sectoral and segment-wise operational performance, strengths, opportunities, constraints, strategy and risks and concerns, as well as human resource and internal control systems [**Annexure – “A”**].

The Report on Corporate Governance highlights the philosophy of Corporate Governance and Key Values of the Company, composition of its Board of Directors and its Committees, their details including profile of directors who joined the Board during 2023-24 and thereafter, attendance and remuneration of directors, declaration of independent director etc., other relevant disclosures and general information for shareholders [**Annexure – “B”**]. It is supplemented by the following compliance certificates:

- i. Certificate signed by the Chairman & Managing Director affirming receipt of compliance with the Code of Conduct and Key Values from all Board members and Senior Management personnel during the year 2023-24. (Placed at **Appendix – “B1”**);
- ii. Certificate from Chairman & Managing Director and Director Finance (CFO) with respect to the truth and fairness of the Financial Statements, due compliances, and financial reporting (placed at **Appendix – “B2”**);
- iii. Certificate of compliance of Corporate Governance provisions signed by a practising company secretary (placed at **Appendix – “B3”**);
- iv. Certificate by practising Company Secretary regarding non-disqualification of directors of the Company (placed at **Appendix- “B4”**).

The Annual Report on CSR and Sustainability Activities provides a brief outline of the company's CSR and Sustainability policy, the composition of the CSR Committee, the average net profit of the Company for the last three financial years, prescribed CSR expenditure, and details of CSR spent on the activities / projects undertaken during the financial year etc. [**Annexure – “C”**].

As per Regulation 34 of SEBI (LODR) Regulations, 2015 the top one thousand listed entities based on market capitalisation (calculated as on March 31 of every financial year) shall include in its Annual Report, a business responsibility and sustainability report (BRSR), describing the initiatives taken by them from an environmental, social and governance perspective, in the format as specified by the SEBI from time to time.

Accordingly, considering the fact that the Company, as of 31<sup>st</sup> March 2024, is amongst the top 1000 listed entities as per the criteria, the business responsibility and sustainability report is prepared and annexed to this report as **Annexure – “D”**.

The independent reasonable assurance of the core indicators of BRSR by TUV India (P) Limited is annexed as **Annexure-“D-1”**.

Pursuant to Section 204 of the Companies Act, 2013 read with Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014, IRCTC has appointed M/s Kumar Naresh Sinha & Associates, Company Secretaries, an independent practicing firm of Company Secretaries to conduct Secretarial Audit for the financial year 2023-24. The Secretarial Audit Report for the financial year ended March 31, 2024 is annexed to this Report [**Annexure –“E”**].

The replies of the management to the observations contained in the Secretarial Audit Report for the FY 2023-24 are placed as **Annexure-“F”**.

The replies of the management to the remarks/emphasis of matter made by the Independent Auditor in his report on the financial statements for the year 2023-24 are placed as **Annexure-“G”**.

The Form AOC-2 prescribed under clause (h) of sub-section (3) of Section 134 of Companies Act and Rule (8) of the Companies (Accounts) Rules is enclosed as **Annexure-“H”**.

## ACKNOWLEDGEMENTS

Your directors are highly grateful for all the support and guidance extended by Ministry of Railways, Ministry of Tourism, DIPAM, Ministry of Finance, Department of Public Enterprises, various State Governments, and all other departments and agencies of the Government of India in the Company's operations and growth strategies. The Directors also express their gratitude to the Comptroller and Auditor General of India (C&AG), Statutory Auditors, Secretarial Auditor, Internal Auditor and Cost Auditors for constructive suggestions and continuous cooperation.

The Directors place on record their sincere appreciation towards the Company's valued customers and esteemed shareholders for the support and confidence reposed by them in the management of the Company and look forward to the continuance of the same in future.

The Directors wish to place on record their appreciation for the continued cooperation received from all the technology collaborators, suppliers, contractors and for the support provided by the financial institutions, bankers and stock exchanges.

Your directors also wish to express their sincere appreciation for the dedicated efforts, hard work, and commitment exhibited by all employees of IRCTC.

## For and on behalf of Board of Directors

Sd/-  
**(Sanjay Kumar Jain)**  
 Place: New Delhi  
 Date: July 19, 2024  
 Chairman & Managing Director  
 DIN: 09629741



## Annexure- "A" to the Directors' Report

# Management Discussion and Analysis Report

### Indian economy overview

The Indian economy showcased impressive GDP growth of 9.7% in 2021-22 followed by 7.0% in 2022-23, underscoring its resilience and economic potential. The first three quarters of 2023-24 saw estimated growth rates of 8.2%, 8.1%, and 8.4%, primarily fueled by sustained momentum in manufacturing and construction sectors<sup>1</sup>. Key indicators such as e-way bills, freight traffic, GST collections, and air cargo traffic surged by double digits, indicating a robust economy and potential for heightened demand.

The current account deficit remained manageable at 1.2% of GDP during April-December 2023-24, a decrease from the previous year. Foreign Direct Investment remained strong at \$59.9 billion during April-January 2023-24, signaling ongoing investor confidence. External commercial borrowings also rebounded, with net inflows of \$3.7 billion during April-February 2023-24, offering additional financing options for industries. Moreover, the external debt/GDP ratio decreased to 18.7% by end-December 2023, and the net International Investment position to GDP ratio improved to -10.8%, indicating a bolstering of the country's external position.

### Outlook

India's economic prospects are promising, as outlined by the Finance Ministry, which envisions significant growth and milestones in the years ahead. Projections indicate India ascending to the position of the world's third-largest economy within three years, with a GDP reaching \$5 trillion, and aiming for a further milestone of \$7 trillion by 2030. Despite grappling with challenges such as macro imbalances and a troubled financial sector in the past, India has made substantial strides, rising from the 10<sup>th</sup> largest economy a decade ago to the 5<sup>th</sup> largest today, with an estimated GDP of \$3.7 trillion for FY24. This upward trajectory is credited to a series of reforms, both substantive and incremental, that have enhanced economic resilience and positioned India to adeptly navigate unforeseen global shocks<sup>2</sup>.

The service sector is a pivotal driver of economic development in India, with railways serving as a crucial component. Indian Railways not only promotes formal employment but also generates a substantial number of informal jobs through its

ancillary services. As the service sector continues to expand its employment share, enhancing the capacity of existing railway lines becomes imperative. This capacity augmentation facilitates the efficient transportation of freight and drives up passenger traffic. A concerted effort to improve the operating ratio is essential, as it bolsters financial resources for future projects. Additionally, the introduction of e-catering services aboard trains promises to catalyze railway growth and create enhanced job opportunities. This initiative has proven to be instrumental in employment generation, thereby supporting the overall growth trajectory of the Indian economy.

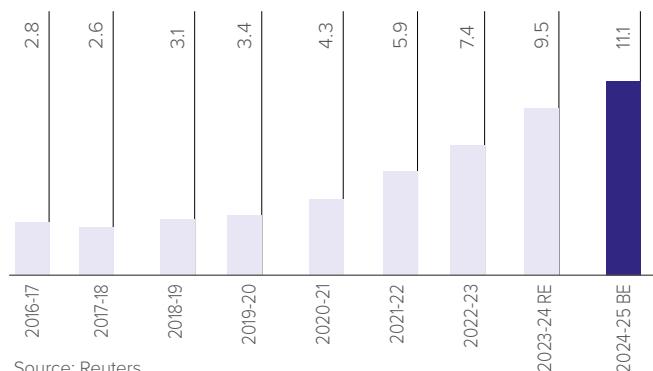
### Government's thrust on "CAPEX"

In a bid to sustain India's position as one of the globe's fastest-growing major economies, the Indian government has earmarked a historic sum of 11.11 trillion rupees (equivalent to approximately \$134 billion) for infrastructure development in the fiscal year 2024/25<sup>3</sup>. This allocation for capital expenditure, slated to commence on April 1, represents a notable increase of 11.1% compared to the current fiscal year. The substantial increase underscores the government's commitment to bolstering infrastructure across the nation, a crucial driver for economic growth. By investing heavily in infrastructure projects, the government aims to stimulate economic activity, create jobs, and facilitate long-term sustainable development.

### Record "CAPEX" for FY25

The Indian government will spend a record 11.11 trillion rupees on infrastructure creation in 2024/25.

12 trin rupees



<sup>1</sup>[https://www.rbi.org.in/scripts/BS\\_PressReleaseDisplay.aspx?prid=57638#:~:text=Imports%20of%20capital%20goods%20expanded,per%20cent%20in%20January%202024.&text=India's%20merchandise%20exports%20expanded%20by,to%20%2460.1%20billion%20in%20February.](https://www.rbi.org.in/scripts/BS_PressReleaseDisplay.aspx?prid=57638#:~:text=Imports%20of%20capital%20goods%20expanded,per%20cent%20in%20January%202024.&text=India's%20merchandise%20exports%20expanded%20by,to%20%2460.1%20billion%20in%20February.)

<sup>2</sup><https://www.thehindu.com/business/Economy/india-to-become-third-largest-economy-with-gdp-of-5-trillion-in-three-years-finance-ministry/article67788662.ece>

<sup>3</sup><https://www.reuters.com/world/india/india-budget-government-raises-202425-capex-spend-record-1111-trln-rupees-2024-02-01/>

The ratio of capital expenditure (CAPEX) to GDP, which reached 3.3% for the fiscal year 2023-24, is projected to increase slightly to 3.4% in the upcoming financial year. However, the anticipated rise in capex targets for the next fiscal year sharply contrasts with the significant 37% spike witnessed in the current fiscal year<sup>4</sup>. This difference stems from the government's efforts to restrain public spending in order to adhere to fiscal consolidation goals. Despite the crucial role that a substantial boost in capex plays in realizing India's ambition of becoming the world's third-largest economy and generating ample employment opportunities, fiscal prudence remains a priority.

The government foresees the economy expanding at a faster pace of 7.3% in the current financial year compared to the 7.2% growth recorded in the previous year, surpassing the Reserve Bank of India's projection of 7% growth. This optimistic outlook comes amid numerous uncertainties in the global economy, including geopolitical tensions.

However, some economists have raised concerns regarding the sustainability of this growth momentum, emphasizing the necessity for an uptick in consumption. They also question the feasibility of achieving the 7.3% growth target, citing slowing capex and a lackluster agricultural outlook as potential hindrances.

## Industry overview

### Indian Railways

The Indian Railways system stands as the backbone and lifeline of the economy, spanning thousands of kilometers and virtually covering the entire nation. It ranks as the fourth largest in the world, following the US, China, and Russia and contributes to about 1.5% of the country's GDP by building infrastructure to support 45% of the modal freight share of the economy. Overseeing this extensive infrastructure is the Railways Board, holding a monopoly over rail services provision in India. Due to its cost-effectiveness and efficient operations, Railways remain the preferred mode of long-distance travel for the majority of Indians.

The Indian government has prioritized investment in Railway infrastructure through investor-friendly policies, swiftly enabling Foreign Direct Investment (FDI) to enhance freight and high-speed train infrastructure. Currently, numerous domestic and foreign entities are exploring investment opportunities in Indian rail projects.

In a significant development, Indian Railways has introduced Semi-high-speed self-propelled trains featuring state-of-the-art amenities such as rapid acceleration, substantial reduction in travel time, a maximum speed of 160 kmph, onboard

infotainment, GPS-based passenger information systems, automatic sliding doors, retractable footrests, and Zero discharge vacuum bio-toilets, along with other contemporary features meeting global standards.

Indian Railways has consistently strived to enhance the ease of doing business and improve service delivery at competitive rates. These efforts have resulted in the Railways attracting new traffic from both conventional and non-conventional commodity streams. Through a customer-centric approach and the effective work of business development units, supported by agile policy-making, Indian Railways achieved a significant milestone by surpassing the 1400 MT Freight Loading mark for the first time in 2022. Furthermore, Indian Railways achieved its highest-ever Freight Loading in any Financial year, reaching 1512 MT in 2023.<sup>5</sup>

### Major initiatives of Indian Railways

With a target to achieve Net Zero Carbon Emission status by 2030, Indian Railways has embarked on numerous initiatives to reduce its carbon footprint. These include embracing energy-efficient technologies across its operations. The focus lies on transitioning entirely to manufacturing three-phase electric locomotives with regenerative capabilities, adopting head-on generation (HOG) technology, integrating LED lighting in buildings and coaches, utilizing star-rated appliances, implementing water conservation measures, and actively participating in afforestation efforts.

The Cabinet Committee on Economic Affairs gave the green light to six projects from the Railways Ministry, totaling ₹ 12,343 crore. These initiatives aim to streamline operations and alleviate congestion on some of the busiest sections of the Indian Railways. Aligned with Prime Minister Narendra Modi's vision of a New India, these projects are poised to empower the local populace by fostering comprehensive development in the region, thereby boosting employment and self-employment opportunities.

Covering 18 districts across six states—Rajasthan, Assam, Telangana, Gujarat, Andhra Pradesh, and Nagaland—the approved projects have been strategically chosen by the Ministry of Railways for their significance in transporting various commodities such as food grains, fertilizers, coal, cement, and more. The capacity augmentation endeavors are anticipated to facilitate an additional freight traffic of around 87 MTPA (Million Tonnes Per Annum). The Railways' commitment to being environmentally friendly and energy-efficient aligns with national climate goals, aiding in reducing logistics costs, curbing oil imports, and lowering CO<sub>2</sub> emissions. These projects entail expanding the existing Indian Railways network by 1020 kilometers, promising to generate approximately three

<sup>4</sup><https://economictimes.indiatimes.com/news/economy/infrastructure/budget-2024-budget-raises-capex-target-by-11-1-to-rs-11-1-lakh-crore-to-steer-indias-economy-to-third-largest-spot/articleshow/107315590.cms?from=mdr>

<sup>5</sup><https://pib.gov.in/PressReleaseFramePage.aspx?PRID=1991568>



crore man-days of employment opportunities for residents across these states.

### **Government initiatives to improve Railways**

The Indian government has taken certain initiatives to improve the services offered by the Indian Railways. Some of them are:

#### **Technological Advancements**

**Smart Railways Mission:** This mission incorporates digital technologies like Automatic Train Protection (ATP), Train Management Systems (TMS), and automated inspection systems for enhanced safety and real-time train tracking.

**Innovation in Rolling Stock:** Developments include introducing 'SMART' coaches with integrated diagnostic systems, 'SMART' locomotives with advanced features, and automated train examination systems for improved maintenance and reliability.

#### **Passenger Amenities and Safety**

**Project Swarn and Utkrisht:** These initiatives focus on upgrading existing coaches, including toilets, to enhance passenger comfort and hygiene. Introduction of trains like Humsafar and Antodaya caters to specific passenger segments, offering improved amenities.

**Enhanced Cleanliness:** Provision of dustbins in all coaches, mechanized laundries for better linen quality, and stricter pest control measures are some steps towards improved cleanliness onboard trains.

#### **Focus on Safety**

Elimination of all unmanned level crossings on Broad Gauge lines by January 2019 significantly reduced accidents at these vulnerable points.

#### **Private Participation and Investment**

To introduce modern trains and improve passenger services, the government is inviting private participation in operating specific routes. This is expected to bring in fresh investment, enhance technology adoption, and provide a world-class travel experience.

#### **Catering Services**

The India Catering Service Market experiences substantial momentum propelled by factors like urbanization, tourism, and evolving lifestyles. This shift in demand for catering services is evident with the burgeoning business-to-business (B2B) events sector and the integration of food and beverage offerings in corporate events. Moreover, the market witnesses growth due to the prevalence of busy lifestyles, prompting individuals to seek convenient alternatives to cooking.

Obtaining the FSSAI license is mandatory for operating a food catering business in India, covering various stages of manufacturing, storage, packaging, processing, and catering services. Increasing customer preference for fresher, healthier food options drives the global catering services market. Operators in this sector pivot towards offering homemade meals crafted from fresh ingredients, while leveraging technology to enhance customer experiences and reduce waiting times.

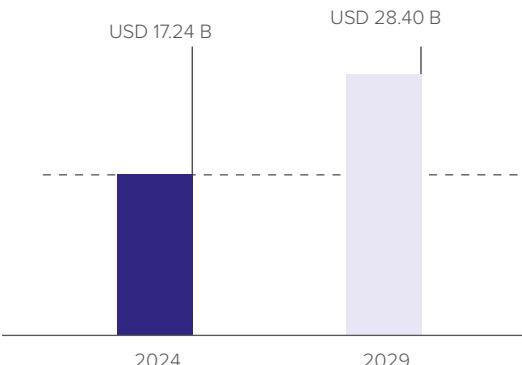
Segmented into Contract and non-Contract types, non-Contract catering emerged as the dominant category in the India Catering Service market in FY23. The industry's growth is further fueled by ongoing urbanization, tourism influx, and lifestyle changes. Additionally, technological advancements, product innovation, and diversification play pivotal roles in shaping the market dynamics.

Projected to witness significant expansion in the foreseeable future, the India Catering Service Market anticipates accelerated growth driven by the flourishing B2B events sector and the increasing integration of food and beverage services into corporate events. Rising health consciousness, including dietary preferences such as veganism and green food consumption in Indian cuisines, significantly influence individual ordering patterns, serving as key drivers of market growth.

#### **E-booking industry**

The India Online Travel Market is projected to grow significantly, with an estimated size of \$17.24 billion in FY25, expected to reach \$28.40 billion by FY30, reflecting a CAGR of 10.5% during the forecast period<sup>6</sup>. While the COVID-19 pandemic dealt a severe blow to India's online travel industry, its long-term growth fundamentals remained robust. The crisis served as a major challenge but also presented acquisition opportunities for stronger players, leading to industry consolidation. Conversely, domestic tourism is anticipated to rebound swiftly, driven by pent-up demand, indicating a relatively rapid recovery.

#### **Growth of the Indian e-booking industry**



Source: Mordor intelligence

<sup>6</sup><https://www.mordorintelligence.com/industry-reports/online-travel-market-in-india>

Notably, mobile apps have emerged as a significant channel for travel bookings, with leading travel companies in India offering user-friendly mobile platforms for ticket and accommodation reservations on the go. According to a report by the World Travel and Tourism Council (WTTC), India's travel and tourism industry ranked seventh in contributing to the country's GDP. With India's robust economic growth over the past decade, there's optimism that positive economic developments will further bolster the tourism sector. Rising disposable incomes among Indians are expected to translate into increased domestic and international travel, reinforcing the industry's growth trajectory.

### **Travel and Tourism**

Tourism and Hospitality stand as pivotal sectors within India's service industry, driving the nation's growth and fostering prosperity. India's vast market for travel and tourism offers a diverse array of niche products, including cruises, adventure, medical, wellness, sports, MICE, eco-tourism, film, rural, and religious tourism. Notably, India has gained recognition as a destination for spiritual tourism, attracting both domestic and international visitors.

Projections indicate substantial growth for India's tourism and hospitality industry, with revenue surpassed \$28 billion in 2023 then with the CAGR of 5.1%, it is expected that by 2033 it will surpass \$46 approx., accompanied by an anticipated increase in Foreign Tourist Arrivals (FTAs) to 20.4 million (9.24 mn in 2023, with CAGR of 8.4%).

Asia-Pacific's strong economic and middle-class expansion in recent years, combined with exceptional blends of natural, cultural and non-leisure resources, have historically helped drive rapid growth in travel demand. Countries such as China, Japan and India are home to some of the largest tourism economies in the world and all three rank near the top for natural, cultural and nonleisure assets.

In 2024, Japan (3<sup>rd</sup>) is the top performer in the APAC region, with Australia (5<sup>th</sup>) and China (8<sup>th</sup>) ranking in the global top 10. China also has the region's largest and the world's second-largest T&T economy, while India (39<sup>th</sup>) has the largest Travel &Tourism sector in South Asia and scores as the TTDI's top lower-middle-income economy.

Tourism is one of the world's largest economic sector that creates jobs, drives exports, and generates prosperity across the world. It also has the major potential to contribute to the local economy. India being diverse in landscapes, cuisines, heritage, adventure, wildlife and culture is emerged as a well-known destination for both overseas and domestic travelers in recent years. Tourism being integral pillar of the economy, various development initiative has been taken up by Ministry of Tourism, Government of India.

### **Digitalization in Tourism**

India has a rich tapestry of tourism offerings, encompassing adventure, cultural, eco-tourism, historical, medical, religious, and wildlife experiences. Despite its wealth of tourist destinations, India's ranking of 39<sup>th</sup> on the World Economic Forum's Travel and Tourism Development Index 2023 demonstrates the need for enhanced focus. Tourism has historically served as a vital catalyst for socio-economic advancement in India. However, amidst pressing global challenges like climate change and escalating energy and food costs, fostering sustainable business practices is imperative, prioritizing both local communities and environmental conservation.

The tourism industry has always been at the forefront of embracing technological advancements to enhance the travel experience. As we step into the second half of 2023, the convergence of technology and tourism continues to revolutionize the way we explore the world. From personalized recommendations to immersive experiences, the travel and scape is being transformed by cutting-edge innovations. We will dive into the top tech trends shaping the future of the tourism industry in 2023.

The tourism industry is embracing a new era of innovation, fueled by cutting-edge technologies. In 2023, Artificial Intelligence, Augmented Reality, Virtual Reality, Internet of Things, Blockchain, and sustainable solutions are shaping the future of travel. These tech trends are revolutionizing the way we plan, book, and experience our journeys. As the industry continues to evolve, travelers can look forward to more personalized, immersive, and sustainable travel experiences, ensuring unforgettable adventures in the years to come.

### **Technologies shaping the tourism industry<sup>7</sup>**

- **Artificial Intelligence (AI) and Machine Learning (ML):**

Artificial Intelligence and Machine Learning have become integral components of the tourism industry, enabling personalized and tailored experiences for travelers. AI-powered chatbots and virtual assistants are assisting travelers throughout their journey, from trip planning to real-time support. These intelligent systems can provide instant responses, offer suggestions based on individual preferences, and even handle bookings. Machine Learning algorithms are analyzing vast amounts of data to predict trends, optimize pricing, and improve customer satisfaction.

- **Augmented Reality (AR) and Virtual Reality (VR):** AR and VR technologies are transforming the way travelers interact with their destinations. Through AR-enhanced mobile applications, tourists can access real-time information and immersive experiences, overlaying digital

<sup>7</sup> <https://economictimes.indiatimes.com/news/economy/infrastructure/budget-2024-budget-raises-capex-target-by-11-1-to-rs-11-1-lakh-crore-to-steer-indias-economy-to-third-largest-spot/articleshow/107315590.cms?from=mdr>



information on their physical surroundings. VR, on the other hand, allows travelers to explore and experience destinations virtually, making it easier to plan trips and make informed decisions. Hotels and travel agencies are utilizing VR to provide virtual tours, giving customers a taste of their offerings before they book.

- ⦿ **Internet of Things:** The Internet of Things is making travel smarter and more convenient. IoT devices such as smart luggage, wearable tech, and connected hotel rooms are enhancing the overall travel experience. Smart luggage equipped with GPS tracking and digital locks ensures travelers' peace of mind, while wearable devices can provide real-time information about health and safety. Connected hotel rooms offer guests personalized experiences by adjusting temperature, lighting, and entertainment preferences based on individual preferences.
- ⦿ **Blockchain Technology:** Blockchain technology is revolutionizing the tourism industry by enhancing transparency, security, and trust. Smart contracts powered by blockchain enable secure and efficient transactions, eliminating the need for intermediaries. Travelers can make instant and secure payments, while suppliers can maintain an immutable record of transactions. Additionally, blockchain-based identity verification systems are simplifying the check-in process and reducing the risk of identity theft.
- ⦿ **Sustainable Tourism Solutions:** As sustainability becomes an increasingly important factor for travelers, technology is playing a vital role in promoting responsible tourism practices. Mobile applications and platforms are providing information about eco-friendly accommodations, sustainable activities, and carbon offset options. Additionally, AI-powered algorithms are optimizing travel routes, reducing carbon emissions, and minimizing the environmental impact of transportation.

#### **Government initiatives and schemes to aid the tourism industry**

In collaboration with pertinent stakeholders, the Tourism Ministry has developed a preliminary draft of the '**National Tourism Policy**' for FY24. The objective is to bolster tourism's role in India's economy by amplifying visitor numbers, extending stays, and boosting expenditures, with the aim of positioning India as a year-round tourist hotspot.

With the "**vocal for local**" initiative in mind, the updated Swadesh Darshan 2.0 scheme aims to promote self-reliance in India's tourism sector. It's not just a small change, but a significant shift aiming to develop sustainable and responsible tourist destinations across the country. This new approach focuses on both tourists and the destinations themselves.

**'Swadesh Darshan 2.0'** will establish benchmarks and standards for the development of various types of tourist

spots, and states will use these guidelines when planning and executing projects. The scheme highlights several major themes for tourism development, including Culture and Heritage, Adventure, Eco-Tourism, Wellness, MICE (Meetings, Incentives, Conferences, and Exhibitions), Rural, Beach, and Cruises, both ocean and inland.

The '**Adarsh Station Scheme**' by the Ministry of Railways aims to enhance the quality of suburban railway stations across India. Stations are chosen for this scheme based on their need for improvements in amenities. The key features of Adarsh stations include beautification and modernization efforts such as improving the station building's appearance, managing traffic flow, enhancing platform surfaces, upgrading waiting halls and retiring rooms, providing better toilet facilities, constructing foot overbridges, and installing lifts and escalators. The Indian Government and Indian Railways will oversee the upgrade process.

The Ministry of Tourism launched the '**National Mission on Pilgrimage Rejuvenation and Spiritual Augmentation Drive**' (PRASAD) in 2014-15. This initiative aimed at the comprehensive development of selected pilgrimage destinations. Later, in October 2017, the scheme was renamed '**National Mission on Pilgrimage Rejuvenation and Spiritual Heritage Augmentation Drive**' (PRASHAD). Following the discontinuation of the HRIDAY scheme by the Ministry of Housing and Urban Development, the PRASAD scheme expanded its scope to include the development of heritage destinations, leading to its rebranding as PRASHAD. Under this scheme, various religious cities and sites across India have been identified for development, including Amaravati and Srisailam in Andhra Pradesh, Kamakhya in Assam, Parasuram Kund in Lohit District of Arunachal Pradesh, Patna and Gaya in Bihar, and many more.

The Ministry of Tourism launched the '**Dekho Apna Desh**' initiative with the objective of creating awareness among the citizens about the rich heritage and culture of the country and encouraging citizens to travel within the country.

The '**National Digital Tourism Mission**' aims to bridge the current information gap among various stakeholders of the tourism sector with the help of a digital highway. The objective is to harness the full potential of digitization in the tourism sector by enabling the exchange of information and services.

Few other initiatives of The Ministry of Tourism for development and promotion of tourism sector in the country are:

1. Financial assistance has been provided to the State Governments/UTs for organizing fairs/festivals & tourism related events under Domestic Promotion & Publicity including Hospitality (DPPH) Scheme.
2. Thematic tourism like wellness tourism, culinary tourism, rural, eco-tourism etc., amongst other niche subjects are vigorously promoted so as to expand the scope of tourism into other sectors as well.

3. Providing facility of e-Visa for 7 sub-categories i.e. e-Tourist Visa, e-Business Visa, e-Medical Visa, e-Medical Attendant Visa, e-Conference Visa, e-Ayush Visa and e-Ayush Attendant Visa for the nationals of 167 countries.
4. E-Visa has been further liberalized and the visa fee has been substantially reduced.
5. Lowering of GST on hotels rooms with tariffs of ₹1,001 to ₹7,500/night to 12%; those above ₹7,501 to 18% to increase India's competitiveness as a tourism destination.
6. Ministry of Tourism has collaborated with Ministry of Civil Aviation under their RCS-UDAN Scheme. As on date, 53 tourism routes have been operationalized to improve air connectivity to tourist destinations.
7. Ministry of Tourism is running Pan-India Incredible India Tourist Facilitator (IITF) Certification Program, a digital initiative that aims at creating an Online learning platform with the objective of creating a pool of well trained and professional Tourist Facilitators/Guides across the country and generating employment opportunities at local level.
8. Conducting Programmes under the 'Capacity Building for Service Providers' (CBSP) Scheme to train and up-grade manpower to provide better service standards.
9. The National Integrated Database of Hospitality Industry (NIDHI) is a technology driven system, which is to facilitate digitalization and promote ease of doing business for hospitality & tourism sector<sup>1</sup>. This initiative has been upgraded as NIDHI+ to have more inclusivity, that is, of not only Accommodation Units, but also Travel Agents, Tour Operators, Tourist Transport Operators, Food & Beverage Units, Online Travel Aggregators, Convention Centres and Tourist Facilitators.

#### **Initiatives by Ministry of Railways to improve rail tourism**

The Ministry of Railways in India has been actively working to boost rail tourism in the country. Here's a look at their key initiatives:

**Bharat Gaurav Train tours:** Indian Railways introduced the concept of operating tourist trains on theme-based circuits under the banner of 'Bharat Gaurav' Tourist Trains. These theme-based tourist circuit trains aim to showcase India's rich cultural heritage and magnificent historical places. They offer comfortable travel with well-maintained coaches and itineraries

that include sightseeing and guided tours. Under this concept, also cover theme- based tourist trains, operates on specific circuits like Buddhist Circuit, Jain Circuit, Sikh Circuit, Ramayana Circuit (Ram Katha/ Ram Yatra), Jyotirlinga Circuit, etc.

**Luxury train experiences:** In collaboration with the Indian Railway Catering and Tourism Corporation (IRCTC) and state tourism corporations, the Ministry runs luxury trains. These trains provide opulent amenities, delectable meals, and meticulously planned tours to popular tourist destinations. Some examples include the Maharajas' Express and the Golden Chariot.

**Improved connectivity:** The Ministry recognizes the importance of good connectivity for rail tourism. They are continuously working on expanding the railway network and introducing new trains to connect popular tourist destinations. This ensures easier access for tourists and opens up new routes for exploration.

**Enhanced passenger experience:** Understanding that a comfortable journey is crucial for a positive tourism experience, the Ministry has undertaken initiatives to improve passenger amenities. This includes Project Swarn for upgrading Rajdhani and Shatabdi trains, Project Utkrisht for improving important Mail/Express trains, and introducing Humsafar trains with better facilities. Launching of Vande Bharat Trains across major cities of India providing enhanced passenger experience will promote rail based tourism.

**Developing Railway stations:** Railway stations are often the first point of contact for tourists arriving by train. The Ministry is revamping stations to provide a more welcoming and convenient experience. This includes initiatives like building executive lounges with premium amenities at major stations.

**Promotional efforts:** The Ministry, along with IRCTC, actively promotes rail tourism through various channels. This includes online advertising, participation in travel fairs, and collaborating with state tourism bodies to create well-packaged rail tour itineraries.

By implementing these initiatives, the Ministry of Railways aims to make train travel a more enjoyable and convenient option for tourists. This not only boosts tourism but also allows travellers to experience the unique charm and scenic beauty of India from the comfort of a train.



## Company overview

The Indian Railway Catering and Tourism Corporation Limited (IRCTC) was established as a public limited company under the Companies Act 1956. It holds the exclusive authorization from Indian Railways to provide catering services, online railway ticketing, and packaged drinking water at railway stations and on trains across India. The primary objective of its incorporation was to modernize and professionalize catering and hospitality services, managing these facilities at railway stations, trains, and other locations.

**1,999**

Year of establishment

Additionally, IRCTC aims to promote both international and domestic tourism in India through public-private participation. Recognized as a Mini-Ratna (Category-I Public Sector Enterprise) by the Government of India on May 1, 2008, IRCTC has expanded its operations into various other businesses, including non-railway catering services such as e-catering, executive lounges, and budget hotels. This diversification aligns with its goal of providing a comprehensive 'one-stop solution' for customers. Presently, the company operates across four key business segments: internet ticketing, catering, packaged drinking water under the 'Rail Neer' brand, and travel and tourism. As the sole entity authorized by Indian Railways, IRCTC offers railway tickets online through its website and mobile application.

The Company extends its services to passengers through its mobile application 'Food on Track' and the e-catering website, offering e-catering options. Additionally, it manages executive lounges, budget hotels, and retiring rooms to enhance the travel experience for Indian Railways passengers. As the sole entity authorized by the Ministry of Railways, the Company manufactures and distributes packaged drinking water under the 'Rail Neer' brand, serving all railway stations and trains, as confirmed by CRISIL.

The company has a significant presence across various tourism segments, including hotel bookings, rail, land, cruise, and air tour packages, as well as air ticket bookings, establishing itself as a leading travel and tourism provider catering to diverse tourist segments. Leveraging its status as a CPSE under the administrative control of the Ministry of Railways, the Company specializes in rail tourism. With a proven track record of delivering robust annual returns to shareholders, it maintains a reputation for reliability and excellence.

## E-Ticketing services

IRCTC has significantly transformed the travel experience for common individuals utilizing Indian Railways. Its online ticket booking system has become a technological blessing for the average citizen, empowering them with convenience and accessibility. It has now emerged as one of the largest e-commerce websites not only in India but also in the Asia Pacific region.

The introduction of the Next Generation e-Ticketing (NGeT) System since FY15, has progressively increased the capacity for ticket bookings per minute. Supported by high-capacity servers, the NGeT system will be able to handle 28,000 lakh ticket bookings per minute. IRCTC leads the way in internet-based rail ticket bookings through its website, [www.irctc.co.in](http://www.irctc.co.in), and the IRCTC Rail Connect Mobile Apps available on both Android and iOS platforms. These platforms accounted for a significant 82.68% of total reserved tickets booked on Indian Railways during FY24. On average, IRCTC's website and mobile app facilitated the sale of approximately 12.38 tickets daily throughout the same fiscal year.

### IRCTC Rail connect app

The IRCTC Rail Connect App was introduced to address passengers' increasing demand for a more user-friendly and efficient ticketing experience. This app was built upon the next-generation e-ticketing system and will feature synchronization with the ticketing website, a functionality currently absent in the existing system. Travellers using the app will be able to seamlessly search for and book train tickets, manage existing reservations, including cancellations, and receive alerts for upcoming journeys.

### IRCTC payment system

Through its website and app, IRCTC offers various online payment options, including net banking, credit and debit cards, wallets, BHIM/UPI, Multiple Payment Provider, Pay-Later, EMI among others. In addition to these numerous choices, international users can also use their international credit cards to purchase tickets online through dedicated gateways provided by Atom Technologies, PayU-MPP, Razorpay-MPP and Pine Lab (Powered by Plural).

### IRCTC i-Pay as payment gateway

IRCTC has introduced its own payment gateway called iPay, which eliminates the need for third-party platforms for passengers making payments. With iPay, passengers can conveniently utilize various payment options including Credit Card, Debit Card, UPI, Net Banking and Autopay MMAD Communication Private Limited, IRCTC's technology partner, is providing the backend support for this initiative. The advantages of using IRCTC iPay include the availability of multiple payment methods such as Credit Cards, Debit Cards, Net Banking,

Wallets, UPI, and Autopay, which reduces payment failure rates and ensures swift processing of refunds without delays.

### **Tatkal scheme for reserved tickets**

The Tatkal Scheme, established by Indian Railways, facilitates ticket bookings for journeys on short notice. It is available across all reserved classes on nearly all trains in India, with no specific trains designated as Tatkal trains. Unsold Tatkal tickets are subsequently released to passengers on a waiting list. While confirmed Tatkal tickets can be cancelled, refunds are not provided. However, Tatkal tickets on the waiting list may be cancelled and refunded.

Tatkal ticket booking starts a day before the scheduled departure from the source station, excluding that day, at 10 AM for AC classes and 11 AM for non-AC classes. This scheme is available on both the IRCTC website ([www.irctc.co.in](http://www.irctc.co.in)) and the IRCTC Rail Connect app, allowing users to easily book tickets under the Tatkal scheme.

### **VIKALP scheme**

The Alternate Train Accommodation Scheme (ATAS), also known as 'VIKALP', has been implemented to address the accommodation needs of wait-listed passengers and optimize available resources on trains. Opting for VIKALP during ticket booking through IRCTC does not guarantee a berth on alternate trains; allocation depends on the availability of trains and berths. If confirmed on an alternate train, cancellation charges will be determined based on berth/train status on that train. Passengers can be transferred to any alternate train departing between 30 minutes to 72 hours from the scheduled departure of the original train they booked. The option to avail of the VIKALP scheme is also available before charting, accessible through the booked ticket history link.

### **IRCTC – Co branded Credit Card-facility with SBI, BoB & HDFC**

In 2020, IRCTC and SBI launched a new co-branded contactless credit card on NPCI's RuPay platform. After that, in FY23, the company collaborated with Bank of Baroda to introduce the BoB Loyalty Co-branded Credit Card on the RuPay platform. In another stride towards enhancing its Co-Branded Credit Card cum Loyalty Program, the company partnered with HDFC Bank in FY24, to launch a new Co-Branded Credit Card on the indigenous RuPay platform. These co-branded credit cards offer frequent rail travellers' significant savings on their journeys and special benefits on retail, dining, and entertainment, along with transaction fee waivers. In addition, these collaborations have helped in increasing the traffic on their website and app, which in turn generated an additional revenue of ₹39.54Crores.

### **BHIM/UPI payment mode**

The fastest payment method on IRCTC is UPI, as it allows for the instant transfer of funds and does not require additional authentication steps. Using UPI for payment ensures a smooth

and quick booking experience. The Main benefits of such payment integrations for e-ticketing through IRCTC Website/Mobile Apps are as under:

1. This payment instrument will enable the customer hassle free transaction.
2. Various modes of Payment through any Bank by using single User ID will be available to customers to book Railway e-tickets.
3. User can book train ticket by paying from any of his Bank accounts on a single platform.

### **Travel insurance**

The company offers an optional travel insurance plan for passengers booking train tickets through their website or app. It is a very affordable option, costing just 45 paise per passenger and covers a range of situations. This insurance provides financial protection in case of unfortunate events like train accidents, resulting in death or permanent disability. The claim process is handled by the company that provides the policy, not IRCTC directly. Details of the policy are usually sent via SMS and email after purchasing the insurance.

**46.55 Cr**

Total passengers opting for travel insurance in FY24.

**₹17.26 Cr**

Premium collected for this service in FY24.

### **Concessional bookings**

The company offers concessional fares on train tickets for various categories of passengers as per Railway policy. This means that these passengers can avail discounted rates as compared to the normal ticket price. The concessions can be availed by Divyang (differently abled) passengers and students in some cases.



### Online booking for online pass holders

Railway employees can purchase online reserved rail tickets using their railway pass. These reservations do not incur convenience fees or require travel insurance.

### Rail Catering

IRCTC offers two main options for Rail Catering i.e. through Pantry Car/TSV and e-Catering. The pantry car meals are the traditional on-board catering system where meals are picked up from pre-nominated Kitchen Unit at originating/en-route station and further reheated in the pantry of the train. Whereas the e-catering system is the modern online food ordering system wherein passengers can pre-book meals from a variety of restaurants near their journey stops.

### Vistadome Train

The Indian Railways has introduced Vistadome coaches on select trains, offering passengers the opportunity to maximise their journey. Featuring glass ceilings and expansive windows, these coaches provide panoramic 360-degree views of the surroundings. The Vistadome coaches are equipped with rotating seats and an observation lounge. Additionally, these coaches provide a digital entertainment system and Wi-Fi facilities.

Train Number 52459/60 Kalka – Shimla Him Darshan

Train Number 52453/54 Kalka – Shimla NG Express

Train Number 12051/52 Mumbai CSMT – Madgaon Jan Shatabdi Express

Train Number 22119/20 Mumbai CSMT – Madgaon Tejas Express

Train Number 20947/48 Ahmedabad – Kevadiya Express

Train Number 20949/Ahmedabad – Ekta Nagar (Kevadiya) Jan Shatabdi Express

Train Number 18551/52 Visakhapatnam – Kirandul Express

Train Number 08551/Visakhapatnam – Kirandul Special

Train Number 15777/78 Alipurduar – New Jalpaiguri Express

Train Number 11007/08 Mumbai – Pune Express

Train Number 12123/24 Deccan Queen Express

Train Number 12125/26 Pragati Express

Train Number 16539/40 Yesvantpur – Mangaluru Jn. Weekly Express

Train Number 16575/76 Gomteshwara Express

Train Number 16515/16 Yeswantpur-Karwar Express

Train Number 05888 Guwahati – New Haflong Tourist Special Train

Train Number 15887/88 Guwahati-Bardarpur Express

Train Number 52539/New Jalpaiguri – Darjeeling AC Passenger

Train Number 18618/New Giridih – Ranchi Intercity Express

Train Number 04688/Badgam – Banihal Vistadome Special

Train Number 12042/New Jalpaiguri – Howrah Shatabdi Express

Train Number 13054/Kulik Express

(list of trains to be updated after getting the details from the company)

### Executive lounges

The executive lounge at railway stations offers amenities including wash and change rooms, wireless internet, live TV, channel music, newspapers and book stands, buffet services, and concierge services for pre-departure and post-arrival support to the passengers. As on March 31, 2024, IRCTC managed Executive Lounges at 9 stations viz. New Delhi (Paharganj Side & Ajmeri Gate side), Agra Cantt, Jaipur, Ahmedabad, Madurai, Sealdah, Dwarka and Varanasi. Executive Lounge is also under commissioning at Bhopal Railway Station.

### Core competencies

- **Ticketing and reservations:** IRCTC manages the entire central ticketing system for Indian Railways. Through IRCTC Internet Ticketing website and mobile app, people can book tickets from the comfort of their homes, offices etc. eliminating the need to physically visit the PRS counter, saving time, and reducing the hassle.
- **Catering and food services:** The Company is the sole entity responsible for providing catering and food service. This has proved to be a significant revenue stream. Moreover, the company establishes and enforces strict quality standards across its catering network, which ensures consistency, hygiene and caters to wide dietary needs, thus building trust and promoting brand loyalty among passengers.
- **Packaged tours and leisure services:** The Company capitalizes on its extensive network of railways by offering packaged tours and travel services. This allows us to provide a holistic travel experience beyond just booking tickets. The Company also collaborates with various state tourism departments and private players to design unique travel packages, catering to different interests and budgets.
- **e-Catering integration:** The Company has integrated e-catering services with its ticketing platform. The passengers can book meals from a variety of authorized vendors while confirming their train tickets, thus having a convenient and hassle free experience.

- **Technology and digital innovation:** The Company leverages technology to create a seamless and user friendly ticketing system, which features an AI chatbot to answer passenger queries, dynamic pricing models that can adjust fares based on demand and seasonality, which will help them generate revenue while offering competitive pricing.
- **Customer relationship management:** The company can leverage CRM tools to personalize communication with passengers. IRCTC sends targeted emails or SMS notifications about relevant travel deals, train schedule changes or loyalty program updates. It also provides real time updates on PNR status, train delays and platform information, which addresses customer grievances promptly and efficiently through multiple challenges.
- **Strong brand recognitions:** A strong brand recognition can solidify the position of the Company as a trusted and reliable travel partner. This helps the Company enjoy market leadership in the train ticketing and catering services. IRCTC also focuses on targeted marketing campaigns to strengthen brand recall and position itself as the preferred travel choice. This could involve highlighting unique travel choices, showcasing customer testimonials or even leveraging social media for brand engagement.
- **Partnerships and collaborations:** This can be a game-changer for the company as it allows us to expand our reach, enhance services and unlock new revenue streams. Moreover, Company partners with food aggregators or regional food chains to offer a wider variety of catering options and ensure a consistent quality across a wider network. IRCTC also teams up with travel agencies to curate customized travel packages to include tours, hotel bookings and local activity recommendations. IRCTC collaborates with payment gateways to offer more secure and convenient ways of payment for ticket booking and other services.
- **Safety and security measures:** The Company implements strong safety measures across its operations, by maintaining trains and the railway infrastructure regularly, stringent checks on food quality and hygiene standards in catering services, training staff on safety protocols and emergency response procedures. The company also prioritizes clear communication with the passengers regarding the above and also invests in technology to further strengthen their safety features.
- **Financial management and revenue generation:** The Company properly manages their revenues and has come up with multiple streams of revenue apart from ticket sales and catering service. We also plan to go for improving operational efficiency by streamlining processes and optimizing resource allocation and by leveraging technology to automate tasks.



### Challenges

- **Technological infrastructure:** The Company's ticketing and reservation system, while extensive, may struggle during peak booking seasons, which can lead to crashes and slow response times. IRCTC is taking all the necessary steps to upgrade the IT infrastructure and implement strong scalable measures.
- **Food and catering services:** Ensuring consistent food quality and hygiene across a vast network of trains and stations remains a challenge. The company has taken steps to implement strict quality control measures and strong vendor management practices. The Company is exploring offering of pre-booking meals in long distance mail express trains.
- **Competition:** New entrants in the travel sector, particularly ride hailing apps and online travel aggregators might pose a competitive threat, especially for short distance travel.
- **Customer service:** The Company's customer service helplines may experience long wait times. To mitigate the issue, adoption of IT tools is being undertaken.



## Opportunities

- **Digital transformation:** The Company can leverage technology to get most out of their resources. It can utilize AI for chatbots that can answer passenger queries and guide them through booking, enable dynamic pricing models and personal recommendations on routes and travel packages. It can also enhance their Rail Connect App with real time features like train tracking, PNR updates etc. It can also analyse real time data to optimize train schedules and allocate resources properly.
- **Tourism promotion:** The Company can leverage their network and existing infrastructure to collaborate with state tourism departments or private travel agencies to curate unique travel packages. These packages can combine train travel with sightseeing tours, hotel bookings and local activity recommendations. This will allow the company to provide more holistic travel experiences.
- **Ancillary services:** Beyond ticketing and catering, the ancillary services provided by the company can be diversified to generate more revenue and enhance the travel experience. The Company can collaborate with various partners like food chains, travel agencies and local vendors to provide the conveniences of pre booking regional meals, essentials delivered to the passengers' seat etc.
- **Infrastructure development:** This will allow the company to expand their reach, improve the services provided and unlock new revenue streams. Modernized stations with improved amenities, better connectivity between stations and airports and increased high speed rail routes can attract new passengers and encourage longer journeys. This in turn will lead to a higher demand in catering services and ancillary services.
- **Technological innovations:** Technological advancements can help revolutionize the travel experience. Innovations and upgrades like AI chatbots assisting in ticket booking and dynamic pricing and real time train tracking and pre ordered meals with dietary preferences. The Company can also leverage automation for tasks like waitlist management and implement contactless ticketing for a smoother journey.
- **Sustainability initiatives:** These can prove to be win-win for the company, boosting its brand image and also attracting eco-conscious customers. These efforts will not only benefit the environment, but also resonate with a growing segment of environmentally responsible travellers. This will also help the Company to improve their brand positioning.
- **Customization and personalization:** This is a very significant opportunity as it will allow the company to provide targeted deals on routes frequented by customers, deliver pre booked meals based on dietary needs or provide access to a mobile app that remembers a customer's preferences. This level of customization caters to individual needs, enhances convenience and develops a sense of value for passengers.

## Initiatives by IRCTC

In the ever-evolving landscape of the business world, staying alongside the latest trends and innovations is crucial as they can swiftly become outdated. Embracing new initiatives enables companies to not only maintain a competitive edge but also set industry trends themselves, rather than constantly playing catch-up. The implementation of the following initiatives has significantly enhanced the company's efficiency and productivity by optimizing processes, automating tasks, and integrating cutting-edge technologies.

### Internet Ticketing

IRCTC has undertaken several strategic initiatives to elevate its business and services within this segment. Key enhancements introduced through the Rail Connect mobile app, available on both Android and iOS platforms, encompassed:

- i. Syncing of Booking Status and Current Status across every applicable location in the iOS App. implemented on 07-Apr-2023.
- ii. Login through Biometric or pattern lock avoiding PIN and without CAPTCHA is started in iOS Mobile App w.e.f. 07-Apr-2023.
- iii. Integration of M/s Bajaj Finance Ltd is enabled on 05-May-2023, as EMI Payment Provider on RDS Model in Android Mobile App.
- iv. Optimization for AWS POC in ANDROID Mobile App. was done on 28-Apr-2023 and in iOS Mobile App. on 10-May-2023.

- v. e-Wallet add/deposit money option added in Android Mobile App on 7-Jul-23.
- vi. Refund amount enquiry Button provided on cancellation page of Android Mobile App on 20-Jul-23.
- vii. All Station Search Requirement based of city name wise added in Android Mobile App on 20-Jul-23.
- viii. Display of state name alongside city name in station search list started in iOS Mobile App on 1-Aug-23.
- ix. Tea/Coffee as food option added in trains as catering service during booking process in Android Mobile App on 26-Jul-23 and on iOS Mobile App on 8-Aug-23.
- x. Integration of Easebuzz as MPP and Razorpay UPI in UPI (exclusive) payment option on IRCTC Rail e-ticketing iOS Mobile Apps iOS enabled on 8-Aug-23.
- xi. Integration of Amazon Associates as Advertisement partners for Deals, Offers and Shopping Experience and as Bill Payment and Recharge partners is enabled and product made live on Android Mobile App on 14-Sep-23.
- xii. Display of Duty Pass quota availability has been started on Android Mobile App since 19-Oct-2023.
- xiii. Integration of (Comprehensive Payment Solution) enhanced payment and refund flow implemented on IRCTC Rail Connect Mobile Apps w.e.f. 16-Nov-2023 due to which success rate of ticket booking and timely refund rate has been improved.
- xiv. Infant Child berth booking option provided on IRCTC Rail Connect iOS Mobile App w.e.f. 22-Nov-2023.
- xv. Passengers travelling in Vande Bharat trains are being provided with option to select "Tea with snacks (Veg only)" for selected sectors at the time of booking on Mobile Apps (iOS & Android) since 20-Dec-2023.
- xvi. In Vande Bharat trains passengers can book Meals post booking on Mobile Android Apps since 11-Jan-2024 & on Mobile iOS Apps since 22-Feb-2024.
- xvii. Berth Preference check implemented for booking ticket on Mobile Android Apps since 11-Jan-2024 & on Mobile iOS Apps since 22-Feb-2024. System will apply validation of maximum number of choice of berths as per defined capacity of cabin in SL/AC coaches during booking i.e. maximum 2 nos. LB, 2 nos. MB, 2 nos. UB, 1 no. SL and 1 no. SU.
- xviii. On Mobile Android App, SBlepay Multiple Payment Provider has been made live on – 11-Jan-2024 &

Bharatipay Multiple Payment Provider has been made live on – 14-Feb-2024.

- xix. Masking of Aadhar Number for Aadhar verified passenger in Master List of Mobile iOS Apps implemented since 22-Feb-2024.
- xx. Ordering of food using e-Catering services in Mobile iOS Apps started w.e. f. 22-Feb-2024.
- xxi. The E-ticketing Customer care number 14646 has been updated under Contact-us section of Mobile Android Apps on 16-Feb-2024 & Mobile iOS Apps on 22-Feb-2024.

### Travel and Tourism

**Bharat Gaurav Train tours:** Indian Railways introduced the concept of operating tourist trains on theme-based circuits under the banner of '**Bharat Gaurav**' Tourist Trains. These theme-based tourist circuit trains aim to showcase India's rich cultural heritage and magnificent historical places. They offer comfortable travel with well-maintained coaches and itineraries that include sightseeing and guided tours. Under this concept, also cover theme- based tourist trains, operates on specific circuits like Buddhist Circuit, Jain Circuit, Sikh Circuit, Ramayana Circuit (Ram Katha/ Ram Yatra), Jyotirlinga Circuit, etc.

In FY 2023- 24, a total of 182 trips of Bharat Gaurav Trains (including State Special Trains operated with State Govts.) were conducted, accommodating 1,14,796 tourists and spanning across 24 States and Union Territories, covering a wide array of tourist destinations<sup>8</sup>. Notable circuits covered include the Shri Ram-Janaki Yatra from Ayodhya to Janakpur, the Shri Jagannath Yatra, the "**Garvi Gujarat**" tour, the Ambedkar Circuit, and the North East tour. These journeys are offered as comprehensive tour packages, providing services such as off-board travel and excursions by buses, accommodation in hotels, guided tours, meals, travel insurance, alongside comfortable train travel and onboard amenities. The Ministry of Railways has actively promoted domestic tourism through the provision of high-quality coaches under the Bharat Gaurav Train scheme, aligning with Government initiatives such as '**'Ek Bharat Shreshtha Bharat'** and '**'Dekho Apna Desh'**', aimed at encouraging domestic travel and exploration.

**State special tours by air:** the company offers special tour packages by air that included flight tickets, accommodation, meals, sightseeing and transfers. These packages cover various destinations across India.

**Cultural exchange tours:** these tours focus on various regions that allows the passengers to experience the rich cultures of different regions, religions and traditions that make the country unique. It also includes visits to historical places, religious monuments, local markets and villages, which allow

<sup>8</sup><https://pib.gov.in/PressReleaselframePage.aspx?PRID=1996588>



the passengers to interact with local people and experience their way of life.

**Shri Kedarnath Heliyatra Ticketing System:** The Shri Kedarnath Heliyatra Ticketing System allows pilgrims to book helicopter rides for their pilgrimage to Kedarnath Dham. It operates through IRCTC Heli Darshan's website. Bookings are made online after registering for the Chardham Yatra. There are limitations on group sizes and booking windows.

**Online Ticketing for National Rail Museum (NRM):** The National Rail Museum (NRM) in New Delhi offers the convenience of online ticketing through their website. This allows you to plan your visit in advance and skip queues upon arrival. Adult, child (3-12 years old) and even discounted group tickets for schools are available online. Remember, entry is free for children below 3 years old.

**Logistics business:** IRCTC itself isn't directly involved in the logistics business of transporting goods across India. However, they do play a facilitating role. IRCTC invites freight forwarders to apply for empanelment on their website. These pre-approved freight forwarders then handle the booking, transportation, and other logistics needs for cargo movement. IRCTC's role lies in connecting businesses with reliable freight forwarders and ensuring the smooth movement of goods through the vast Indian Railways network.

**Maharajas' Express:** Launched in 2010, it's considered the newest luxury train in India and offers four distinct itineraries spanning across North-West and Central India, with a focus on Rajasthan. Operating between October and April, the Maharajas' Express transports the passengers back to a bygone era of Maharajas with its opulent carriages named after precious stones. All cabins boast en-suite bathrooms for comfort. Each itinerary is meticulously crafted to showcase India's rich heritage and cultural tapestry. The passengers embark on guided tours of forts, palaces, and World Heritage Sites, cultural immersions through local experiences, and even wildlife safaris in select journeys.

**Golden chariot:** Passengers can travel across South India in style aboard the IRCTC's Golden Chariot, an award-winning luxury train. This opulent mode of transport whiskers one away on meticulously planned itineraries showcasing the cultural and historical gems of Karnataka, Kerala, Goa, and Pondicherry. The passengers get to choose from three curated journeys: "**Pride of Karnataka with Goa**," "**Jewels of South**," or "**Glimpses of Karnataka**," each offering a unique glimpse into the region's rich tapestry.

The Golden Chariot comprises 18 luxurious carriages, each named after a dynasty and embodying the essence of Dravidian architecture. Inside, expect plush interiors, 44 well-appointed guest rooms, two fine-dining restaurants serving delectable meals, a bar, a business center, a mini-gym, and even an Ayurvedic spa for ultimate relaxation.

**Buddhist Circuit Special Train:** The passengers can embark on a spiritual journey through Buddhist pilgrimage sites with the Buddhist Circuit Special Train operated by IRCTC. This specially designed train curates a unique travel experience for those seeking to explore the places that shaped Buddhism. Christened after the Mahaparinirvana Sutra, which details Buddha's final teachings, the train takes passengers on a comprehensive tour.

The itinerary typically covers key Buddhist landmarks including Lumbini (Buddha's birthplace), Bodhgaya (where he attained enlightenment), Varanasi (where he delivered his first sermon), and Kushinagar (where he achieved Nirvana). Passengers can expect comfortable air-conditioned coaches, multi-cuisine restaurants, and even a mini-library onboard. Stays at hotels are incorporated for freshening up and deeper exploration at each destination.

**Deluxe Tourist Train:** India offers several deluxe tourist trains that carry passengers on luxurious journeys through the country's vibrant culture, historical sites, and scenic landscapes. These opulent trains are not just a mode of transportation but a travel experience in itself, providing all the comforts and amenities of a high-end hotel on wheels.

**Rail tour packages:** Rail tour packages offered by IRCTC combine train travel with sightseeing and accommodation, providing a convenient and comprehensive travel solution for exploring India. These packages encompass a variety of destinations, themes, and durations. It includes pilgrim circuits, leisure tours and budget tours.

## Catering

### Mobile Catering

1. In compliance to instructions issued by Railway Board to award on-board train catering contracts under "Cluster System", IRCTC had formed 196 nos. of clusters. 129 nos. of clusters have been awarded and remaining will also be finalized in current FY. These shall also lead to following:
  - a. Investment in infrastructure and enables establishment of modern kitchens;
  - b. Unlocks greater commercial value for licensees and IRCTC with viability of economies of scale;
  - c. Generation of employment in hospitality sector all over India, with better working conditions;
  - d. Better and more focused contract management by IRCTC;
  - e. Enabling better and focus supervision of the kitchen;
  - f. Assurance of cleanliness, hygiene and standard raw material in preparation of food;
  - g. Supervision through CCTV of Kitchens where food is being prepared;

- h. Strict compliant management system, enabling passengers to pinpoint deficiencies in service.
  - 2. Operated 337 no. of Aastha Special trains originated from different part of India to Ayodhya Dham, wherein 37.71 lakhs meals, were served to the passengers of Aastha Trains.
  - 3. Memorandum of Understanding (MoU) has been signed with CRPF to provide on-board catering services to all personnel of the Central Armed Police Forces (CAPF), which includes the CRPF, Indo-Tibetan Border Police (ITBP), Border Security Force (BSF), Central Industrial Security Force (CISF), and Sashastra Seema Bal (SSB). This agreement, inked on March 1, 2024, aims to facilitate the CAPF personnel during their movements for various law and order duties, including elections and bye-election.
- The collaboration represents a significant step towards enhancing the travel experience of India's paramilitary forces by ensuring they receive quality catering services during their journeys.
- 4. Increase in the revenue of Mobile Catering Services by 34.86 % comparing to FY2022-23.
  - 5. During FY2023-24, 22.71 Lakh meals provided to Election Special Trains/Splinter Coaches during Assembly Elections held in the states of Karnataka, Chhattisgarh, Madhya Pradesh, Rajasthan, Mizoram & Telangana and Panchayat Election in West Bengal.

### e-Catering

IRCTC offers a mobile catering service called e-Catering, that allows passengers on reserved trains to order meals directly from their phones or tablets. This eliminates the need to rely solely on pantry car options or vendors on platforms. The passengers can access e-catering through two main channels:

**IRCTC e-Catering App (Food on Track):** This user-friendly app allows the passenger to search for trains or stations, browse menus from partnered restaurants, and place orders directly. The passenger should enter his PNR number to link the travel details.

**IRCTC Website:** The e-Catering service is also accessible on the IRCTC website. The process is similar to the app, allowing the passengers to search for trains or stations and place orders.

**Availability and Partners:** e-Catering is currently operational at over 400 major and minor railway stations across India. The service continues to expand as IRCTC partners with new restaurants. Popular chains like Domino's, Faasos, and Haldiram's are some well-known e-catering partners.

**Food Options:** The variety of food choices available depends on the partnered restaurants near the train's location. One can typically find a wide range of options, including thalis, vegetarian and non-vegetarian meals, pizzas, burgers, Chinese

cuisine, snacks, combos, South Indian delicacies, biryanis, and even local specialties depending on the region.

**Delivery and Payment:** Once the order is placed, the partnered restaurant prepares the food and delivers it directly to the passengers' seat or berth on the train. Payment can be made conveniently through various methods.

### Static Catering

IRCTC's static catering refers to pre-prepared meals and refreshments served at designated stalls or canteens within railway stations. While not as extensive as the e-catering service, static catering provides a familiar and budget-friendly options for travellers on the go. Some of the features include:

**Food & Beverage Options:** Static catering offers a standard menu with basic vegetarian and non-vegetarian meals, snacks, beverages, and pre-packaged items like biscuits and chips. The specific options might vary depending on the size and location of the station.

**Pricing & Value:** Static catering is generally known for its affordability. You can expect to find budget-friendly options like tea, coffee, packaged drinking water, basic breakfast items, and pre-made vegetarian and non-vegetarian meals.

**Convenience & Availability:** Static catering offers a readily available solution for grabbing a quick bite or essentials before boarding your train, especially at smaller stations where e-catering options might be limited.

- Installation of POS for Centralized billing system has been taken up as pilot project. As part of the project, IRCTC has implemented the centralized billing system at 15 Food Plaza/Fast Food unit.
- In view of the inauguration of Shri Ram Janambhumi Temple at Ayodhya, IRCTC was given mandate for setting up, operation and management of Hospitality Hub comprising of 2 Food Plazas and 01 Retiring Room and Dormitories at Ayodhya Dham Railway station by Railway. Accordingly, IRCTC has successfully floated the composite tender and awarded license for IRCTC Hospitality Hub and the unit was made operational 23.01.2024. The provision of only Vegetarian Food in both the Food Plazas makes it unique unit.

In addition to above, IRCTC has floated and awarded the contract of Food Court at Cuttack Railway station. The unit is to be set-up by the licensee on the concept of Food Court wherein different food & beverage outlets shall be present offering an array of food & beverage items of different cuisines and popular food items with common dine-in facility. For dine-in facility of the passengers, a common area shall be earmarked. The different outlets in the food court shall have reputed brands to cater to the travelling passengers under one roof. The Food Court shall have a dedicated counter for issuance of pre-paid card which shall be issued to customer. The customer may then purchase food items at the different outlets where



bills shall be issued to the customers. The outlets shall offer a variety of popular food & beverage items consisting of variety of both Veg. & Non- Veg. food items of various cuisines.

### Rail Neer

- ⦿ New Rail Neer Plants at Kota (Rajasthan), Bhubneshwar (Orissa), and Simhadri (Andhra Pradesh) having production capacity of 72,000 bottles per day each commissioned and started commercial production.
- ⦿ Developed a Rail Neer App for billing and monitoring Rail Neer distribution operations in plants.

### Business segment overview

#### Internet ticketing

IRCTC transformed the train ticket booking in India with its internet ticketing system. IRCTC offers internet ticketing through two main channels:

**₹ 1,295.31 Cr**

Total revenue generated from Internet Ticketing

**IRCTC Website:** The official website (<https://www.irctc.co.in/>) is a user-friendly platform for booking train tickets. It features clear navigation, search options for trains and stations, and a streamlined booking process.

**IRCTC Rail Connect App (Mobile App):** The IRCTC Rail Connect app (available for Android and iOS) provides a convenient on-the-go solution for booking train tickets. The app offers similar functionalities as the website, allowing a person to search for trains, check PNR status, and manage bookings from the smartphone.

#### Internet tickets booked through various channels during FY24 are as under:

Particulars	Tickets booked in FY24 (in lakhs)	Tickets booked in FY23 (in lakhs)	YoY growth (%)
E-tickets booked by individual users on Mobile Phones (Rail Connect Android, IOS & Rail Saarthi)	2322.32	2042.47	13.70
Tickets booked by individual users through website ( <a href="http://www.irctc.co.in">www.irctc.co.in</a> )	873.43	860.44	1.51
Tickets booked by individual users (B2C)	844.22	863.05	-2.18
Tickets booked by Retailer (B2B, ICS, RTSA, IATA, E-Gov.)	389.74	456.36	-14.60
E-Tickets booked by Defence(CGDA)/CRPF/NDRF/ NSG /AR/BSF/CISF/ITBP	86.07	86.95	-1.02
I-Tickets booked by Defence(CGDA)/CRPF/NDRF/ NSG /AR/BSF/CISF/ ITBP	14.04	3.72	277.58
<b>Total Tickets Booked</b>	<b>4529.83</b>	<b>4313.00</b>	<b>5.03</b>

**IRCTC User Interface Refresh:** The IRCTC website recently underwent a UI refresh, aiming for a more user-friendly and modern experience.

**Focus on Mobile App:** IRCTC is emphasizing the mobile app for ticket booking, with features like push notifications for PNR updates and easier access to travel history.

**Aadhaar Linking:** IRCTC encourages linking the Aadhaar ID with the IRCTC account for a faster and more secure booking process.

#### NGeT system

The IRCTC's Next Generation eTicketing System (NGeT) is a significant upgrade that revolutionized online train ticket booking in India. The available features include:

**Enhanced Scalability and Speed:** NGeT replaced the older ticketing system. It has significantly improved the capacity, handling 28,434 tickets per minute as of March FY24. This translates to a smoother booking experience with fewer crashes or delays during peak booking times.

**High User Capacity:** NGeT can support a massive 120,000 concurrent users, ensuring the system remains accessible even during heavy traffic periods like festive seasons or special train launches. This is a substantial improvement compared to the limitations of the previous system.

**Improved User Experience:** NGeT aims to provide a more user-friendly experience for booking train tickets. While the core functionalities remain similar to the older system, users might experience faster loading times, smoother navigation, and potentially even additional features as the system evolves.

**Focus on Security:** IRCTC prioritizes secure online transactions. NGeT is built with robust security measures to protect user data and financial information during the booking process.

## Packaged Drinking Water

Rail Neer is a brand of packaged drinking water bottled and distributed by IRCTC specifically for train passengers in India. Launched in 2003, it has become a familiar and trusted source of hydration for millions of travellers.

Rail Neer is processed, purified, and bottled at state-of-the-art IRCTC plants located across India. The water undergoes a rigorous multi-stage purification process, including reverse osmosis, ultraviolet treatment, and ozonation, ensuring it meets stringent quality standards set by the Bureau of Indian Standards (BIS). It is primarily sold on trains through pantry car vendors and at railway stations. It is widely available at major stations and onboard most express and mail trains.

**₹ 326.66 Cr**

Total revenue generated from Rail Neer

Rail Neer comes in two sizes, including 500 ml and 1 liter bottles. The maximum retail price (MRP) of Rail Neer Packaged Drinking water is generally considered an affordable option for travellers.

IRCTC acknowledges the environmental impact of plastic bottles and has undertaken initiatives to promote sustainability through ensuring EPR (extended producer responsibility) compliances as per plastic waste management rule.

## Travel and Tourism

IRCTC has carved a niche beyond just railway catering. Their travel and tourism segment offers a comprehensive suite of services for exploring India, catering to diverse travel styles and budgets. IRCTC's travel and tourism segment boasts a variety of offerings, including:

**Domestic Tour Packages:** Passengers can explore India's rich heritage with curated itineraries covering historical sites, cultural experiences, and scenic destinations. IRCTC offers packages for various durations and themes, catering to religious pilgrimages, wildlife adventures, or leisure getaways.

**₹ 701.02 Cr**

Total revenue generated from Travel and Tourism

Company also operates domestic and international air packages. The company also facilitates convenient air ticket booking for domestic and international travel, along with comprehensive corporate travel solutions for businesses.

Passengers can experience India in a fleet of tourist trains, including the Maharajas' Express and the Golden Chariot. These trains offer unparalleled comfort, impeccable service, and meticulously planned itineraries showcasing India's cultural and historical gems. IRCTC caters to budget-conscious travellers with special trains like Bharat Gaurav Trains.

## Catering

### Mobile Catering

At IRCTC, our comprehensive management of on-board catering services for Indian Railways, oversees operations for more than 1200 passenger trains. This extensive portfolio includes iconic services on prestigious trains like Vande Bharat, Rajdhani, Shatabdi, Duronto, Gatimaan & Tejas Express. Across this diverse spectrum, we ensure seamless on-board catering services through pantry cars, reflecting our dedication to providing quality dining experiences for passengers throughout their journeys. The pantry cars serve as mobile kitchens, facilitating the reheating of meals and service of delicious meals directly on the train, enhancing the overall travel experience.

**₹ 1,947.19 Cr**

Total revenue generated from Catering

### Train Side Vending

We aim to enhance the travel experience by managing Train Side Vending contracts on Mail/Express and Superfast trains that operate without pantry cars. In this distinctive service, we have innovatively streamlined the catering process. Through Train Side Vending, our on-board vendors efficiently manage food services by accepting orders from a detailed menu chart, ensuring passengers have a diverse array of culinary choices. The process involves vendors collecting pre-ordered meals at designated 'meal pick-up spots' in a systematic sequence, ensuring timely and organized distribution to passengers.

### e-Catering

IRCTC's mobile catering service, e-catering, puts food options at the convenience of the passengers during train journeys in India. Accessible through the IRCTC e-catering app or the IRCTC website, passengers can browse menus from partnered restaurants near the train's station, order meals directly from their phone, and have them delivered to their respective train seats. This eliminates dependence on pantry cars or platform vendors. E-catering offers a wide variety, including thalis, vegetarian and non-vegetarian meals, pizzas, snacks, and regional specialties. Payment is convenient with options for pay on delivery (COD) or prepaid online. With its user-friendly app, diverse food choices, and multiple payment methods, IRCTC's mobile catering is a delicious and convenient way to enjoy meals during train adventure.



### Booking of e-Catering orders through Zomato & Swiggy

Recently, IRCTC e-Catering services has tied up with M/s Zomato Ltd. and M/s Swiggy with the shared vision of bringing convenient food options to our passengers, to make their train journeys delightful. We are certain that our collaboration will bring immense delight to our customers. As we remain committed to exploring the unique ways that make train journeys more comfortable and memorable for our passengers.

Through 'Zomato & Swiggy - Food Delivery in Trains', customers can order delightful meals effortlessly, whether they're at the station or nestled comfortably in their train compartment. The convenience extends to every passenger, making sure that such passengers can enjoy a sumptuous meal while on the move.

### Static Catering

Static catering provides catering services at Railway stations through Food Plazas, Fast food units, Jan Ahaars, Refreshment rooms (at A1 and A Category Railway station). Further, IRCTC also offers other facilities at station premises, including Executive lounges, Retiring room & Dormitories, BNR hotels and Rail Yatri Niwas. As of March 31, 2024, the company managed 40 Jan Ahaars, 141 Refreshment Rooms, 9 Base Kitchens, 305 Food Plaza / Fast Food units, 36 Retiring Rooms and 9 Executive Lounges. IRCTC is also managing BNR Hotels at Ranchi & Puri and Rail Yatri Niwas at Howrah station.

IRCTC's catering services are provided in accordance with the Catering Policy 2017. The policy aims to ensure that passengers receive high-quality, hygienic, and affordable meals and beverages on trains and at stations.

### Risks and Concerns

Risk type	Risk definition	Mitigation strategies
<b>Regulatory Risk</b>	The Ministry of Railways' policies and Indian Railways' operations have a significant impact on the company's operations. Any policy modification or unfavourable Ministry of Railways choice could have a detrimental effect on IRCTC's earnings.	As a Central Public Sector Enterprise (CPSE), the company is permitted by the government to represent Indian Railways in offering a variety of goods and services to the public. It also occasionally receives operational support from the Ministry of Railways. IRCTC receives priority consideration for any Railways related work because of the scope and size of its activities. As a result, the Company benefits from the consistent flow of orders and contracts from the GoI, and its revenue sources remain diverse as a result of the breadth of its service offering.
<b>Competition Risk</b>	The Company may lose its market exclusivity if the GoI or the Ministry of Railways opens the market to private companies. Strong competition could negatively affect the company's operations and profit margins.	The IRCTC's seasoned management is highly capable to make positive strategic choices and steer the organisation towards successfully fending off competition from private competitors.
<b>Labour Risk</b>	<p>The Company operates in a labour-intensive sector and uses contract workers to carry out certain obligations. Strikes by employees or demands for more pay and benefits could have a negative impact on the Company's profitability.</p> <p>Additionally, shortage of personnel in the IT (Internet Ticketing and Air-Ticketing Business) sector, and the majority of these companies use an outsourcing model, which is problematic and requires evaluation.</p>	<p>The Company values its employees and considers them to be a key asset. It has various policies in place to encourage, retain, and promote talented employees through regular performance evaluations. It also offers remuneration packages and opportunities for professional growth. To mitigate the risk of inadequate manpower, the company has also partnered with third-party contractors to provide human resources as needed.</p> <p>In order to remain competitive, the Company needs to implement regular promotions at all levels according to the promotion calendar. It also needs to conduct fresh recruitments at various levels according to the extant policy, inducting fresh talent from the industry. This will help it to compete with market requirements.</p>

Risk type	Risk definition	Mitigation strategies
<b>IT Risk</b>	Security breaches can cause significant harm to the Company. Ensuring secured transactions over the internet are essential for the company's business operations. Hacking of customer data or cyber threats can result in a massive loss of revenue and significantly damage the Company's brand image.	The Company depends on cutting-edge technologies to ensure the Confidentiality, Integrity, and Availability of all of its online services and that its data is sufficiently protected from current cyber security threats. The Company successfully defends the system from cyber threats by using cutting-edge security measures to protect its data. Regular information security audits of NGeT system are carried out through CERT-In empanelled information security audit agencies.
<b>Technology Risk</b>	Since almost 12.38 lakh tickets are being booked through its website on daily basis, any technical issue, disruption, or system failure could result in a loss of revenue. It is likely to have an impact on the Company's brand reputation and could lead to fewer revenues.	The Company depends on cutting-edge technology to keep its systems running efficiently and its next generation e-ticketing website can handle heavy traffic due to its superior capacity. The Company also has backup systems in place to ensure seamless operations and services across its business processes.
<b>Product quality Risk</b>	The catering and food service must follow the government-mandated quality requirements. Any unfavourable allegations, media rumours, or other public statements on the quality of the food and services could significantly and negatively influence the company's reputation and brand, as well as its capacity to effectively run business operations.	The Company has quality control checks in place to ensure service of hygienic and quality food. The Company also has a team of trained food safety professionals who monitor the food preparation and service process to ensure that all food safety and quality standards are met. As a result, the ministry has approved the service of cooked food.
<b>Hygiene Risk</b>	Over time, a sizable number of complaints about unauthorised vending are received. Additionally, since the units are situated on platforms and the trains are travelling across the country, sanitation at catering units, especially pantry carriages, is a significant concern.	<ol style="list-style-type: none"> <li>1. Awareness raising efforts and continuous surveillance are carried out to stop illegal vending.</li> <li>2. Regular audits for food safety are conducted along with sanitization training.</li> </ol> <p>Kitchens are also getting CCTVs installed.</p> <p>Railways will also be urged to help with maintaining cleanliness and hygienic conditions on the trains and platforms, which will support the IRCTC's efforts in this area.</p>
<b>Strategic and Business Risks</b>	The Company's business and its revenues are substantially dependent on the policies of the Ministry of Railways and operations of Indian Railways. Any unilateral policy change or any adverse decision may affect the revenue of the Company by losing out business of the company.	As a Central Public Sector Enterprise (CPSE), the company is authorized by the Government to offer various products and services to the public on behalf of Indian Railways, as well as receive operative support from the Ministry of Railways from time to time. Any work related to Railways is offered to IRCTC on a priority basis due to its reach and scale of operations. Therefore, regular supply of orders and contracts from Gol has a positive impact on the company and its revenue streams remain diversified owing to its extensive service portfolio.



Risk type	Risk definition	Mitigation strategies
<b>Reputation Risk</b>	Response during the Public Relation Crisis / Media Crisis or during Negative Press Publicity related to Investment outcomes or company growth strategies etc.	IRCTC has a robust and efficient PR department, efficient to handle all Media / Public Relation Crisis. The Social Media Cell consists of well trained and efficient staff to handle any such crisis situation. PR department issues regular press release to counter any misinformation or propagate any new advances pertaining to the Organizations Business Strategy. IRCTC remains directly involved with public at large.
<b>Business Continuity Risk</b>	The E-Ticketing system of IRCTC is currently hosted in a single Data Center at CRIS (Primary DC) in New Delhi. Presently, there is no Business Continuity Planning (BCP) and Disaster Recovery (DR) site for the System. Considering the fact that around 80% of Train reservations are done online through system, in case of major failure or disaster at Primary Data Center and non-availability of Business Continuity Planning (BCP), poses a very high risk, not only for IRCTC but for Indian Railways also, as most of the passengers will not be able to book/ cancel their tickets and file online TDRs.	Disaster Recovery (DR) solution is being planned for NGeT system. A budget of ₹ 187.23 Crore has already been sanctioned for implementation of a Disaster Recovery (DR) Site for NGeT System.
<b>Catering Operations Risk</b>	<ul style="list-style-type: none"> <li>1. Frequent changes in Catering Policy by Ministry of Railways.</li> <li>2. Considerable number of complaints is being received over a period of time regarding unauthorized vending.</li> <li>3. Furthermore, hygiene at catering units including pantry cars is a big challenge as the units are located on platforms and the trains are moving across the country.</li> <li>4. Non-working of pantry car equipments as well as mini-pantry car equipments (Threat of food contamination).</li> <li>5. Stations being taken over by Zonal Railways under ABSS.</li> </ul>	<ul style="list-style-type: none"> <li>1. Ministry has been requested to allow reasonable time for policies to be implemented.</li> <li>2. Awareness campaigns about the rate and menu items, through social and print media &amp; regular monitoring are being undertaken to curb the menace of unauthorized vending. Railway has also been requested for assistance by law enforcing agencies.</li> <li>3. Hospitality supervisor are being hired for monitoring of mobile units. Training is being imparted along with regular audits for food safety. CCTVs are also being installed at kitchens. Third party audit is being to access hygiene and standard of these units.</li> <li>4. Status of non-working equipments are regularly being advised to Railways to ensure to ensure availability of essential equipments in all the mini pantry cars/pantry car and timely maintenance of all equipments.</li> <li>5. Railway Board and Zonal Railways have been approached to provide timelines for completion of the station redevelopment so as to plan takeover of major catering assets.</li> </ul>
<b>Rail Neer Operations Risk</b>	Unavailability of raw water may lead to non-operation of Railneer Plant. Moreover, extra storage space is not available during the time of extra production or low supply and the same may lead to production loss.	<ul style="list-style-type: none"> <li>1. Alternate source of water are being identified and the problem is countered on requirement basis.</li> <li>2. Optimization of storage space is being practised based on peak and non peak sales period.</li> <li>3. Plant Maintenance is planned looking into the position of storage space and availability of inventories, thus avoiding production loss.</li> </ul>

Risk type	Risk definition	Mitigation strategies
<b>Foreign Exchange Risk</b>	Out of four main business segments, only Internet Ticketing and Tourism has foreign exchange exposure and risks of adverse exchange rate movement, which can lead to varying costs or revenues when tariffs are converted from USD to the local currency.	<ol style="list-style-type: none"> <li>1. Taking a lower Return on Equity (ROE) into account for tariff calculations ensures that tariffs published in USD remain stable and do not require frequent adjustments.</li> <li>2. All foreign exchange transactions are converted into INR by banks and credited to IRCTC's bank account on the remittance date at the prevailing exchange rate of the bank.</li> <li>3. The exchange rate used for booking packages in USD is set above the monthly average ROE of RBI. In cases of frequent fluctuations, an upper limit for the exchange rate is applied.</li> <li>4. ROE is maintained above the average ROE of RBI to mitigate potential foreign exchange losses. This practice is also implemented for booking packages intended for foreign clients or agents.</li> </ol>

## Outlook

The Company's Vision and Mission are as follows



### Vision

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.



### Mission

IRCTC will establish itself as a leader in the area(s) of hospitality services, Travel and Tourism, packaged drinking water, and Internet Ticketing by providing value-added products and services for passengers, tourists and other customers, targeting IR and Non-IR related services alike, building a resilient business portfolio that is scaleable and based on core competencies.

The Indian Railway sector is positioned for robust expansion in the foreseeable future. This growth is driven by substantial government investments aimed at modernizing railway infrastructure, coupled with the expanding middle class in India. These factors are anticipated to spur higher demand for railway services and foster growth in the travel and tourism industries.

IRCTC is strategically positioned to leverage the burgeoning opportunities within the Indian railway industry. As a dominant player in Railway Catering and Internet Ticketing, the company holds a pivotal role in these segments. Furthermore, IRCTC anticipates substantial contributions from its travel and tourism as well as packaged drinking water divisions, bolstering its growth trajectory moving forward.

Emphasizing customer-centricity, IRCTC remains dedicated to delivering value-added products and services. The Company prioritizes continuous innovation, leveraging technology-driven solutions to enhance the overall customer experience. This proactive approach underscores IRCTC's commitment to maintaining its leadership and meeting evolving consumer demands in the dynamic railway and hospitality sectors.

## Future Strategies to meet the Challenges

In the dynamic landscape of its business segments, IRCTC anticipates encountering various challenges ahead. Nevertheless, the organization has diligently developed and implemented effective strategies to address these challenges and chart a path to success. By prioritizing innovation and staying ahead of market trends, IRCTC is well-equipped to navigate potential obstacles and ensure sustained growth and profitability across its diverse operations. With a strong emphasis on innovation, customer satisfaction, and operational excellence, IRCTC is positioned to overcome challenges and uphold its leadership in the industry.

IRCTC with its optimistic outlook has planned to bring into its system some new projects which not only promise to promote IRCTC Brand name but also proves the company's expertise and adaptability to latest innovative technologies in vogue in the market place. At the same time, it is also anticipated



to create new businesses and thereby generate additional revenues for the company. Not only widening its business arena, IRCTC, ITC will be using innovative technologies in vogue, for system improvement.

Looking optimistically toward the future, IRCTC is planning to introduce new projects that not only enhance the IRCTC brand but also showcase the company's proficiency and adaptability to the latest innovative technologies prevailing in the market. These initiatives are expected not only to expand IRCTC's business footprint but also to create new revenue streams. By leveraging state-of-the-art technologies for system enhancement, IRCTC aims to further strengthen its operations and maintain competitiveness in the marketplace.

**The future strategies for all the business segments have been mentioned under the operational performance of Directors' Report in detail.**

**Internal control systems – process excellence**

Your Company maintains rigorous internal controls to mitigate risks, particularly in financial accounting, reporting, and

operational processes, ensuring strict compliance with legal and regulatory requirements. These Internal Controls (ICs) measures, including thorough reviews, approvals, physical counts, and segregation of duties, are aimed at strengthening our systems, preventing errors, and detecting irregularities.

To ensure adherence to these standards, the Company has engaged an independent external firm, comprising Chartered Accountants, as Internal Auditor. The internal audit assignments are carried out on a half-yearly basis. The Internal Audit team carries out extensive audits throughout the year covering each and every aspect of the business.

The Company has also hired another firm of Chartered Accountants to issue the Independent Auditor's Report on the Internal Financial Controls over Financial Reporting for the Company in accordance with Clause (i) of sub-section 3 of Section 143 of the Companies Act, 2013.

The report issued thereupon has been attached along with the Financial Statements. The Audit Committee reviews the internal control systems with the Internal Auditor and Statutory Auditor before the Financial Statements are placed before it for recommending to the Board for approval.

**Discussion on financial performance with respect to operational performance financial highlights**

Total income increased from ₹ 3661.90 Crores in FY23 to ₹4434.66 Crores in FY24. Profit before Tax increased by 10.51% from ₹ 1354.01 Crores in FY23 to ₹1496.28 Crores in FY24. The Profit after Tax increased by 10.48% from ₹ 1005.88 Crores in FY23 to ₹ 1111.26 Crores in FY24. The performance of major financial parameters during FY23 and FY24 are given below:

Amount(₹ in crores)

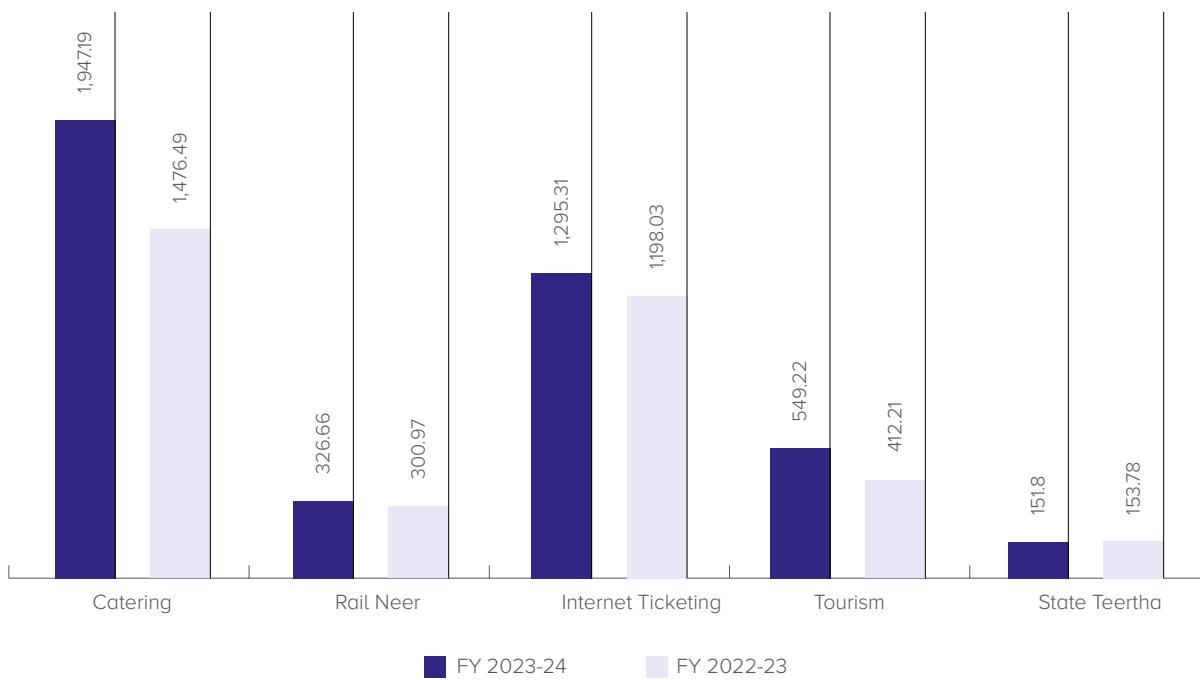
Particulars	FY24	FY23	YoY growth (%)
<b>Revenue from operations</b>	<b>4,270.18</b>	<b>3,541.47</b>	<b>20.58</b>
EBITDA	1,630.68	1,396.65	16.76
Less: Interest and finance charges	18.64	16.11	15.70
Less: Depreciation	57.22	53.73	6.50
PBT before exceptional items	1,554.81	1,326.81	17.18
Exceptional items: Loss(-)/Gain(+)	-58.53	27.20	-315.18
<b>Profit before tax (PBT) after exceptional items</b>	<b>1,496.28</b>	<b>1,354.01</b>	<b>10.51</b>
Less: Provision for taxation	385.03	348.13	10.60
<b>Profit after tax (PAT)</b>	<b>1,111.26</b>	<b>1,005.88</b>	<b>10.48</b>
Interim dividend (as a % of Equity share capital)	125.00	175.00	-28.57
Final dividend (as a % of Equity share capital)	200.00	100.00	100.00
Net worth	3,229.97	2,478.40	30.32
Earnings per share (₹)	13.89	12.57	10.50

## Segment wise performance

Amount(₹ in crores)

Segmental operative revenue	FY24	FY23	% change
Catering	1,947.19	1,476.49	31.88
Rail Neer	326.66	300.97	8.54
Internet Ticketing	1,295.31	1,198.03	8.12
Tourism	549.22	412.21	33.24
State Teertha	151.80	153.78	-1.29
Segmental Profit			
Catering	268.80	168.01	59.99
Rail Neer	29.22	36.44	-19.81
Internet Ticketing	1,067.59	1,020.93	4.57
Tourism	-19.14	16.45	-216.35
State Teertha	29.43	28.79	2.22

### Segmental Revenue (₹ in crores)



## Analysis of financial ratios

Details of significant changes (i.e. change of 25% or more as compared to the FY 2022-23) in key financial ratios, along with detailed explanations thereof are as follows:

Particulars	FY24	FY23	% change	Remarks
Debtors' turnover (number of days)	107.67	88.38	21.83	
Inventory turnover (number of days)	5.05	4.46	13.23	
Interest coverage ratio	37.48	38.54	-2.75	
Current ratio	1.95	1.82	7.14	
Debt to equity ratio	0.02	0.03	-33.33	Debt Equity Ratio decreased due to increase in shareholders' equity and reduction in debt.
EBITDA margin (%)	36.77	38.14	-3.59	
Net profit margin (%)	26.02	28.4	-8.38	
Return on net worth	0.39	0.46	-15.22	



## Material development in human resources- Asset watch

The exceptional performance and enduring success of the company can be attributed to its dedicated workforce, who serve as the driving force behind its achievements. In line with the company's core values, an inclusive approach is adopted to ensure employees' active participation in the management process, fostering an environment of mutual respect, trust, and collaborative growth.

Throughout the year, communication meetings and workshops were organized at different levels, including zones, regions, and the corporate office, allowing for fruitful exchanges of ideas and knowledge. The synergy between employees and management is evident as they worked harmoniously to advance the interests of the company and its stakeholders, fostering a cordial and supportive employee relationship.

Recognizing the value of talent retention, the company's human resource department diligently designs and implements various policies, procedures, and programs aimed at nurturing and enhancing the knowledge, skills, creativity, aptitude, and overall talent of its workforce.

For skill building and capability development amongst its employees, the emphasis is placed on providing comprehensive training. The Company aims to equip its employees with the necessary skills to overcome challenges and adapt to new roles and responsibilities. Moreover, the company encourages employees in mid-level and senior managerial positions to pursue further education through prestigious institutes fostering continuous professional development and growth.

### Some of the important HR initiatives in the last FY 2023-24:-

- ① Development of IRCTC own Learning Management System (LMS) known as i-Prepare.
- ② Development of In-house HRMS and further integration of the system in order to access various details of the employee such as Pay Slips, Monthly ITR, Form 16, APAR details, APAR reports, Entitlements, Policy guidelines, TA/ DA, leave management, etc.

- ③ Integration of HRMS for Human Resource Department officials for accessing the details online of employees like their Service Records, online leave encashments, online submission of tour bills, online approval of tour programs, Book of staffs, etc.
- ④ Development and implementation of in house PMS system for all employees of IRCTC including E7 & E8 levels.
- ⑤ A small glimpse of training conducted during the year:

39 Number of training programs	1767 No. of staff trained	9924 Man days	During FY 2023-24
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### 1348 no. of regular employees

across all its business segments as on March 31, 2024.

### 02 new "Employees"

recruited during 2023-24 on compassionate grounds.

### Disclaimer

There may be some forward-looking statements in the MDA section about potential future developments. These statements involve known and unknown risks and uncertainties that could materially affect final results. Macro-environmental changes may pose unanticipated, unexpected, unknowable, and ever evolving risk(s) to the company and the environment in which it operates. The conclusions of these assumptions, which are based on information that is both internal and externally available, constitute the basis for some of the facts and numbers in the study. The estimations on which these assumptions are based are similarly for an on behalf of Board of Directors.

### For and on behalf of Board of Directors

Sd/-  
**(Sanjay Kumar Jain)**

Chairman & Managing Director

DIN: 09629741

Place: New Delhi

Date: July 19, 2024

## Annexure – “B” to the Directors’ Report

# Report on Corporate Governance

## 1.0 COMPANY’S PHILOSOPHY ON CORPORATE GOVERNANCE

**“To enhance stakeholders’ value in the long run by ensuring fairness, transparency, disclosures and reporting that not only comply with statutory regulations but also promote ethical conduct throughout the organization”**

At IRCTC, we are committed to maintain the highest standards of governance in the conduct of our business and continuously strive to create lasting value for all our stakeholders such as, customers, employees, vendors, contractors, shareholders, investors, and society at large by abiding with basic principles of Corporate Governance viz. accountability, transparency, fairness, and responsibility. We focus on maintaining comprehensive compliance with the laws, rules and regulations that govern our business and promote a culture of accountability, transparency and ethical conduct across IRCTC.

Corporate Governance at IRCTC is strengthened through the strong internal controls, Code of Conduct for Board and Senior Management and well-implemented & monitored policies. This commitment to Corporate Governance not only enhances credibility but also fosters long-term sustainability and growth for the Company.

IRCTC strictly abides by the four pillars of Corporate Governance viz. Accountability, Transparency, Fairness and Responsibility and therefore, for effective implementation of the Corporate Governance pillars, the Company has well-defined policies and practices, inter-alia, consisting of the following:



### Accountability:

- Code of Conduct and Ethics for Board Members and Senior Management Personnel.
- Code of Conduct for regulating and reporting trading by Designated Persons & their immediate relatives.
- Conduct Discipline and Appeal (CDA) Rules.
- Vigil Mechanism and Whistle Blower Policy.

■ Integrity Pact.

■ Anti Bribery and Corruption Policy.

■ Risk Management Policy.

■ Human Resource Policies.

■ Policy for determining Material Subsidiary.



### Transparency:

- Dedicated Email Ids: [investors@irctc.com](mailto:investors@irctc.com) and [ciro@irctc.com](mailto:ciro@irctc.com).
- Dividend Distribution Policy.
- Timely dispatch and circulation of notices for general meetings.
- Prompt updation of Company’s website.
- Issuance of Press Releases.
- Regular Investors/Analysts meets.
- Seeking approval of shareholders as and when required in accordance with the provisions of the Companies Act, 2013 or other applicable legislations.



### Fairness:

- Grievance Redressal Policy (for Internal & External Stakeholders).
- Timely Dissemination of various announcements at exchanges.
- Tenders through E-Tendering site.
- Procurement through GeM portal and MSEs.
- Implementation of E-Bill tracking system.
- Implementation of E-office.
- Stakeholders Engagement Policy.
- Sustainable Procurement Policy.



## Responsibility:

- Schedule of Powers (SoP) outlining the financial authority delegated to executives at different levels.
- Related Party Transactions Policy.
- Declaration of interest in all contracts and their shareholdings etc. by Board members.
- Regular monitoring of the Action Taken Report by the Board/Respective Committees on their decisions.
- Clearly defined and approved terms of reference, quorum, periodicity of meeting for Board's Committee.
- Training Policy for Board of Directors with focus on enhancing their knowledge of corporate governance and other Industry related issues.
- Board Diversity Policy.
- IRCTC Policy on determination of materiality of events or disclosures.
- Corporate Social Responsibility & Sustainable Development Policy.

## 2.0 BOARD OF DIRECTORS

### 2.1 Composition

**IRCTC is a "Government Company" under the administrative control of Ministry of Railways, Government of India, with 62.40% of the total paid up share capital of the Company being held by the President of India (through Ministry of Railways,**

**Govt. of India). As per the Articles of Association of the Company, the power to appoint/nominate Directors on the Board of the Company vests with President of India, Government of India acting through Administrative Ministry.**

In terms of the Articles of Association of the Company, the strength of our Board shall not be less than three Directors or more than fifteen Directors. These Directors may be either whole-time Directors or part time (official/non-official) Directors. The Chairman & Managing Director (CMD) and three Whole-Time Directors viz. Director (Finance), Director (Tourism & Marketing) and Director (Catering Services), are responsible for the day-to-day operations of the Company. The strategic decision(s) are under the overall supervision, control and guidance of the Board of Directors of the Company, which includes Government Nominee Directors and Independent Directors.

As on 31<sup>st</sup> March 2024, the Company's Board comprised of nine (9) Directors, including four (4) Executive (whole-time) Directors, two (2) Government Nominee Directors (representing Ministry of Railways, Govt. of India) and three (3) Independent Directors. However, the composition of the Board of Directors did not comply with the provisions of the Companies Act, 2013, SEBI (LODR) Regulations, 2015 and DPE Guidelines on Corporate Governance, as there was an insufficient number of Independent Directors, including a Woman Independent Director, on the Board of the Company.

The Company has been regularly taking up the issue with the Ministry of Railways, Government of India for appointment of requisite number of Independent Directors including Woman Independent Director on its Board, to enable compliance with the applicable statutory provisions of the Companies Act, 2013, SEBI (LODR) Regulations, 2015 and DPE Guidelines on Corporate Governance.

**a) Attendance of each director at the Board Meetings held during the year 2023-24 and at the last AGM, details of Directorships, and Memberships/Chairpersonships of Committee in other Companies as on 31<sup>st</sup> March, 2024:**

Sl. No.	Name of Directors, designation and DIN	Number of Board meetings			Attendance at the last AGM (held on August 25, 2023)	Number of Directorships held in other Companies as on 31.03.2024 (including other listed entities)*	Committee Membership Chairperson of other Companies	
		Meeting held during respective tenures of Directors (a)	Meetings Attended (b)	% (b/a)			As Chairman**	As Member**
<b>Whole-Time Directors (Functional) (Executive)</b>								
1.	Smt. Rajni Hasija (DIN 08083674) Director (Tourism & Marketing) and Chairperson & Managing Director (Additional Charge) (up to 31.05.2023)	1	1	100%	NA	NA	NA	NA

Sl. No.	Name of Directors, designation and DIN	Number of Board meetings			Attendance at the last AGM (held on August 25, 2023)	Number of Directorships held in other Companies as on 31.03.2024 (including other listed entities)*	Committee Membership Chairperson of other Companies	
		Meeting held during respective tenures of Directors (a)	Meetings Attended (b)	% (b/a)			As Chairman**	As Member**
2.	Smt. Seema Kumar (DIN: 10064353) Chairperson & Managing Director (Additional Charge) (w.e.f 01.06.2023 up to 09.01.2024)	3	3	100%	Present	NIL	NA	NA
3.	Shri Sanjay Kumar Jain (DIN: 09629741) Chairman & Managing Director [Regular Charge w.e.f. 14.02.2024 & Additional Charge from 10.01.2024 to 13.02.2024]	3	3	100%	NA	NIL	NIL	NIL
4.	Shri Ajit Kumar (DIN: 07247362) Director (Finance) & CFO	7	7	100%	Present	NIL	NIL	NIL
5.	Dr. Lokiah Ravikumar (DIN: 10045466) Director (Catering Services)	7	6	85.71%	Present	NIL	NIL	1  (Stakeholders Relationship/ Grievance Committee) IRCTC
6.	Shri K. K. Mishra (DIN: 10186377) Director (Tourism & Marketing) (Additional Charge) (w.e.f 01.06.2023 up to 16.02.2024)	5	5	100%	Present	NA	NA	NA
7.	Shri Rahul Himalian (DIN: 10393348) Director (Tourism & Marketing) (w.e.f. 16.02. 2024)	1	1	100%	NA	NIL	NIL	2  (Audit Committee) & (Stakeholders Relationship/ Grievance Committee) IRCTC
<b>Government Nominee Directors (Non-Executive)</b>								
8.	Shri Neeraj Sharma (DIN: 08177824) Executive Director (Passenger Marketing), Ministry of Railways, Govt. of India	7	7	100%	Present	NIL	NIL	1  (Stakeholders Relationship/ Grievance Committee) IRCTC



Sl. No.	Name of Directors, designation and DIN	Number of Board meetings			Attendance at the last AGM (held on August 25, 2023)	Number of Directorships held in other Companies as on 31.03.2024 (including other listed entities)*	Committee Membership Chairperson of other Companies	
		Meeting held during respective tenures of Directors (a)	Meetings Attended (b)	% (b/a)			As Chairman**	As Member**
9.	Shri Manoj Kumar Gangeya (DIN: 09744752) Executive Director (Planning), Ministry of Railways, Govt. of India	7	6	85.71%	Present	NIL	NIL	NIL
<b>Independent Directors (Non-Executive)</b>								
10.	Shri Vinay Kumar Sharma (DIN: 03604125)	7	7	100%	Present	NIL 2 (Audit Committee) & (Stakeholders Relationship/ Grievance Committee) IRCTC		2 (Audit Committee) IRCTC
11.	Shri Namgyal Wangchuk (DIN: 09397676)	7	7	100%	Present	NIL	NIL	1 (Audit Committee) IRCTC
12.	Shri Devendra Pal Bharti (DIN: 10198557) (w.e.f. 09.06.2023)	6	6	100%	Present	NIL	NIL	1 (Audit Committee) IRCTC

\* Does not include Directorship in Section 8 Companies and Foreign Companies.

\*\* For reckoning the limit, Chairmanship/Membership of Audit Committee and Stakeholders Relationship/Grievance Committee alone has been taken into consideration.

\*\*\*The director ceases to be member/chairperson of the Committee on cessation as director from the Board.

#### Notes:

1. Smt. Rajni Hasija (DIN:08083674), former Director (Tourism & Marketing) & CMD/IRCTC (Additional Charge), on attaining the age of superannuation, completed her tenure on May 31, 2023.
2. Smt. Seema Kumar (DIN: 10064353), former Member (Operations & Business Development)/Railway Board, who was appointed as Chairperson and Managing Director (Additional Charge) on the Board of IRCTC w.e.f. June 01, 2023, relinquished the additional charge of post of CMD/IRCTC on January 09, 2024, due to appointment of Shri Sanjay Kumar Jain (DIN: 09629741), PCCM/Northern Railway as CMD/IRCTC (Additional Charge).
3. Shri Kamlesh Kumar Mishra (DIN: 10186377), Executive Director (Business Development), Railway Board, who was appointed as Director (Tourism & Marketing) (Additional Charge) on the Board of IRCTC w.e.f. June 01, 2023,

relinquished the additional charge of post of Director (Tourism & Marketing)/IRCTC on February 16, 2024, due to appointment of Shri Rahul Himalian (DIN: 10393348) as Director (Tourism & Marketing) on the Board of IRCTC.

4. Shri Devendra Pal Bharti (DIN: 10198557) was appointed as Independent Director on the Board of IRCTC w.e.f. June 09, 2023.
5. Shri Sanjay Kumar Jain (DIN: 09629741), former PCCM/Northern Railway, who was appointed Chairman and Managing Director on the Board of IRCTC, assumed additional charge w.e.f. January 10, 2024 and regular charge w.e.f. February 14, 2024.
6. Shri Rahul Himalian (DIN: 10393348) was appointed as Director (Tourism & Marketing) on the Board of IRCTC w.e.f. February 16, 2024.

7. Being a CPSE, all Directors are appointed/ nominated by the Government of India.
8. Directors/KMPs do not have any pecuniary relationships or transactions with the Company (except remuneration, including sitting fees, as they are entitled for).
9. None of the directors of the Company hold office of director at any point of time in more than ten (10) public companies including seven (7) listed companies.
10. None of the directors of the Company is a member in more than ten (10) committees or a chairperson of more than five (5) committees across all the companies in which he is a director, as informed by them.
11. None of the whole-time directors of the Company is serving as an independent director in any other listed company.
12. None of the Directors of the Company are related inter-se.
13. As disclosed by them, none of the non-executive directors held any share of IRCTC during the FY 2023-24.

**b) Number of Board meetings along with the dates:**

The Board of Directors met seven times during financial year 2023-24. In accordance with the Companies Act, DPE Guidelines on Corporate Governance and SEBI (LODR) Regulations, 2015, gap between two consecutive meetings during the year was less than 3 months. The details of Board Meetings held during 2023-24 are given below:

Sl. No.	Board Meeting Number	Meetings held in quarter	Date of Meeting	Board Strength	No. of Directors present	
					In Person	Through Video Conferencing
1.	129 <sup>th</sup>	01 (One) for quarter ended June 30, 2023 (Q1)	29 <sup>th</sup> May, 2023	7	6	-
2.	130 <sup>th</sup>	02 (Two) for quarter ended September 30, 2023 (Q2)	04 <sup>th</sup> July, 2023	9	9	-
3.	131 <sup>st</sup>		09 <sup>th</sup> August, 2023	9	9	-
4.	132 <sup>nd</sup>	01 (One) for quarter ended December 31, 2023 (Q3)	07 <sup>th</sup> November, 2023	9	8	1
5.	133 <sup>rd</sup>	03 (Three) for quarter ended March 31, 2024 (Q4)	17 <sup>th</sup> January, 2024	9	7	2
6.	134 <sup>th</sup>		13 <sup>th</sup> February, 2024	9	8	1
7.	135 <sup>th*</sup>		18 <sup>th</sup> March, 2024	9	7	1

\*Meeting was held at Guwahati, Assam in accordance with Department of Public Enterprises OM F. NO. 18(17)/2005-GM dated 18<sup>th</sup> July 2018.

**c) Resume of Directors proposed to be appointed / re-appointed:**

As per Regulation 36 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, brief resume(s) of all Directors retiring by rotation and seeking appointment /re-appointment indicating nature of their experience in specific functional areas, names of Companies in which they hold directorship and membership/ chairmanship of Boards/ Committees are appended to the notice calling the 25<sup>th</sup> Annual General Meeting of the Company. Further, brief profile of Directors of the Company is available on the website of the Company at web link <https://www.irctc.com/board-of-directors.html> and is also mentioned elsewhere in this report.

**d) Skills/ Expertise/ Competence identified by the Board of Directors as required in the context of the business:**

The Board of your company is comprised of highly qualified members who bring the necessary skills, competence, and expertise to efficiently and effectively contribute in deliberations at Board and Committee meetings.

The Company has in place, a Board Charter duly approved by the Board, prescribing the job description, qualification and experience for Board level positions including that of the Chairman & Managing Director. The desirable qualification and experience of the incumbents are as per the requirements in their respective functional areas i.e. Finance, Catering, Hospitality, Travel and Tourism, Marketing etc.



The job description, desirable qualification and required experience for the vacancy of Functional Directors are sent to the Public Enterprise Selection Board through the Administrative Ministry for circulation of vacancy and selection of candidates. A table summarizing the key qualifications, skills, expertise, and attributes of the Directors of IRCTC, as identified by Administrative Ministry i.e. Ministry of Railways, Government of India and/or Public Enterprises Selection Board (PESB) is placed below:

Sl. No.	Type of Director	Required expertise/skill
1.	Whole-Time Directors	<p><b>Mandatory:</b> The applicant should be a graduate with good academic record from a recognized University/Institution.</p> <p><b>Desirable:</b> Applicants with Technical/ MBA qualifications will have added advantage.</p> <p><b>Experience:</b> Applicant should possess adequate experience at senior level of management in a large organization of repute. Applicants with experience in Hospitality / Tourism / IT / Finance /Marketing will have added advantage. Railway related experience in above areas would be an added advantage</p>
	i) Chairman & Managing Director	<p><b>Mandatory:</b></p> <ul style="list-style-type: none"> <li>(i) The applicant should be a Chartered Accountant or Cost Accountant or a full time MBA/ PGDM with good academic record from a recognized University /Institution.</li> <li>(ii) Officers of Organized Group 'A' Accounts Services [i.e. Indian Audit and Accounts Service, Indian Defence Accounts Service, Indian Railway Accounts Service, Indian Civil Accounts Service, Indian P&amp;T Accounts &amp; Finance Service and Indian Cost Accounts Service] working in the appropriate level are exempted from these educational qualifications.</li> <li>(iii) Further, applicants from the Central Govt./Armed Forces of the Union/All India Services, will also be exempted from the educational qualifications as per (i) above provided the applicants have 'the relevant experience' as mentioned below. In respect of applicants from Organized Group 'A' Accounts Services/Central Government/Armed Forces of the Union/All India Services, Chartered Accountant/Cost Accountant/MBA/PGDM will be a desirable educational qualification.</li> </ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>(i) The applicant should have at least five years of cumulative experience at a senior level during the last ten years, in various aspects of Corporate Financial Management and Accounts in an organization of repute.</li> <li>(ii) Applicants from Organized Group 'A' Accounts Services should have at least five years cumulative experience at a senior level during the last ten years in the area of Corporate Financial Management/Accounts.</li> <li>(iii) 'The relevant experience' in respect of applicants from Central Government/Armed Forces of the Union/All India Services would include at least seven years of cumulative experience at a senior level during the last ten years in the area of Corporate Financial Management/Accounts.</li> </ul>
	ii) Director (Finance)	<p><b>Mandatory:</b></p> <p>The applicant should be a graduate with good academic record from a recognized University/Institute.</p> <p><b>Desirable:</b></p> <p>Applicants with Tourism/ Travel/ MBA qualifications will have an added advantage.</p> <p><b>Experience:</b></p> <p>The applicant should have at least five years of cumulative experience in marketing/ business development in tourism/ travel/ hospitality sector during the last ten years in an organization of repute. Experience in Railway sector will have an added advantage.</p>
	iii) Director (Tourism & Marketing)	

SL. No.	Type of Director	Required expertise/skill
iv)	Director (Catering Services)	<p><b>Mandatory:</b> The applicant should be a graduate with good academic record from a recognized University/ Institution.</p> <p><b>Desirable:</b> Applicants with degree in hotel management/Hospitality industry will be preferred.</p> <p><b>Experience:</b> The applicant should have at least 05 years cumulative experience/exposure in services and hospitality Industry with exposure in management of rail catering services/ management of transport and travel related business/ on board services/ F&amp;B proven ability in managing multi-disciplinary teams/ HRD and contract related activities at a senior level during the last 10 years in an organization of repute.</p>
2.	Government Nominee Director (Part-time Official) Director	As may be decided by the Government of India (Ministry of Railways, Govt. of India)
3.	Independent Directors (Part-time Non-Official) Director	As may be decided by the Government of India (Ministry of Railways, Govt. of India)

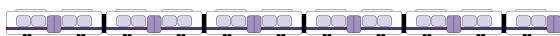
**e) List of core skills /expertise/competencies actually available with the Board:**

All the members of the Company's Board possess the requisite skills, expertise and competencies necessary to assist in the effective and efficient functioning of the company. The Directors collectively provide strategic vision and guidance required to fulfil the corporate objectives of the Company.

The Board has adopted a Policy on Board Diversity, upon recommendation of the Nomination & Remuneration Committee (NRC), which is available at [https://www.irctc.com/assets/images/IRCTC%20Board%20Diversity%20Policy\\_12\\_6\\_23.pdf](https://www.irctc.com/assets/images/IRCTC%20Board%20Diversity%20Policy_12_6_23.pdf)

In the table below, the specific areas of focus or expertise of individual Board Members as on March 31, 2024, have been highlighted:

Name of Director	Key qualifications of the Board								
	Area of expertise								
	Financial Management	Travel & Tourism	Catering & Hospitality	IT Sector expertise	Corporate Planning & Strategy	Risk Management	Leadership	Board Practices and Governance	Business Development
Shri Sanjay Kumar Jain Chairman & Managing Director, [Regular Charge w.e.f. 14.02.2024 & Additional Charge from 10.01.2024 to 13.02.2024]	✓	✓	✓	✓	✓	✓	✓	✓	✓
Shri Ajit Kumar Director (Finance)	✓	-	-	-	✓	✓	✓	✓	✓
Dr. Lokiah Ravikumar Director (Catering Services)	-	✓	✓	-	✓	✓	✓	✓	✓



Name of Director	Key qualifications of the Board								
	Area of expertise								
	Financial Management	Travel & Tourism	Catering & Hospitality	IT Sector expertise	Corporate Planning & Strategy	Risk Management	Leadership	Board Practices and Governance	Business Development
Shri Rahul Himalian Director (Tourism & Marketing) (appointed w.e.f. 16.02.2024)	-	✓	✓	✓	✓	✓	✓	✓	✓
Shri Neeraj Sharma Government Nominee Director	-	✓	✓	✓	✓	✓	✓	✓	-
Shri Manoj Kumar Gangeya Government Nominee Director	-	-	✓	✓	✓	✓	✓	✓	✓
Shri Vinay Kumar Sharma Independent Director	✓	-	-	-	✓	✓	✓	✓	✓
Shri Namgyal Wangchuk Independent Director	-	-	-	-	✓	✓	✓	✓	✓
Shri Devendra Pal Bharti Independent Director (appointed w.e.f. 09.06.2023)	-	-	-	-	✓	✓	✓	✓	✓

**f) Age limit and tenure of Directors:**

The age limit of the whole time Directors, including Chairman & Managing Director is 60 years, who are appointed generally for a period of five years from the date of taking over of the charge till the date of superannuation of the incumbent or till further orders from the Government of India, whichever event occurs earlier.

Government Nominee Directors representing Ministry of Railways, Government of India, continue on the Board at the discretion of nominating authority or until they cease to be officials of such nominating authority i.e. the Ministry of Railways, Government of India.

Independent Directors are appointed by the Ministry of Railways, Government of India usually for tenure of three (3) years. Further, in compliance with the Regulation 46(2) (b) of the

SEBI (LODR) Regulations, 2015 the terms and conditions of appointment of Independent Directors are accessible on the Company's website at web-link <https://www.irctc.com/assets/images/T&C%20for%20Appointment%20of%20Independent%20%20Directors-29-02-2024.pdf>

**g) Procedure Adopted for Board Meetings/ Committee Meetings:**

The Company Secretary, in consultation with the Chairperson of the Company and Chairman of the respective Board Committees, prepares the agenda and supporting documents for discussion at each Board and Committee meeting, respectively.

Members of the Board or Committees are free to suggest any item to be included in the agenda, in addition to their right to bring up matters for discussion at the meeting with the permission of the Chairman. Information and data that is important to the Board to

understand the business of the Company in general and related matters are tabled for discussion at the meeting. The agenda is circulated in writing to the members of the Board well in advance of the meeting.

Additional meetings are also convened as and when required. In case of exigency, resolutions are passed by circulation in accordance with the Companies Act, 2013, which are noted at a subsequent meeting of the Board or Committee thereof.

The Company offers video conferencing facility to the Directors to enable them to participate through video conferencing in case they are not able to attend in person, as may be permitted under law. The presentations on the operational areas, new business segments/ launch of new products are made to Board / Committees from time to time.

The meetings of the Board of Directors are generally held at the Company's Registered Office in New Delhi. Detailed agenda notes, management reports, and other explanatory statements are normally circulated at least seven days before the Board Meeting in a defined format amongst the Board Members for facilitating meaningful, informed and focused discussions in the meeting. However, the agenda items containing unpublished price sensitive information are tabled at the relevant meeting of Board/ Committee, with the permission of Chairperson and all Directors present during the meeting. The agenda papers for the Board are circulated electronically via mail, with password protection, eliminating printing costs, paper usage, and reducing carbon footprints. The Company has recently adopted digital meeting software for organizing meetings of Board of Directors and Committees and the directors are being provided training for the efficient use of the Software.

The Company has diverse Board and well-structured committees of Board to facilitate effective decision-making processes. The Board and the respective committees regularly review the Action Taken Report on its decisions. Also, the terms of reference, quorum, periodicity of meeting etc. are clearly defined for each of the Board's Committees and approved by the Board. The Company prioritizes best corporate governance practices, ensuring compliance with all regulatory provisions applicable to the Company such as the Companies Act, 2013, Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, and Guidelines on Corporate Governance for Central Public Sector Enterprises (CPSEs) issued by the Department of Public Enterprises (DPE), Government of India, and other directives/ guidelines issued by the Government of India from time to time. Additionally, the Company furnishes a quarterly

report on compliance of applicable laws to the Board of Directors.

The Company Secretary attends all the meetings of the Board and Committees and prepares draft minutes of such meetings, which are duly circulated to members within fifteen days of the conclusion of the meeting for their comments. The directors communicate their comments on the draft minutes within seven days from the date of circulation thereof. A statement of comments received from directors is then placed before the Chairman & Managing Director/Chairperson of the respective Committee for consideration and approval thereof. The approved minutes of proceedings of each Board/Committee meeting are duly recorded in the minutes book within thirty days of conclusion of the meeting.

As a part of our follow up mechanism, an Action Taken Report (ATR) on the decisions made by the Board/Committee is presented in subsequent meetings of respective Board/Committee, facilitating a comprehensive review of the decisions taken.

#### **h) Information placed before the Board of Directors:**

The Board has complete access to all information pertaining to the Company. If required, senior management officials are also invited to meetings to provide additional inputs on the matters being discussed by the Board/Committee. The information usually provided to the Board for its consideration includes the following:

- i. annual operating plans and budgets and any updates.
- ii. capital budgets and any updates.
- iii. quarterly results and its operating divisions or business segments.
- iv. minutes of meetings of audit committee and other committees of the board of directors.
- v. the information on recruitment and remuneration of senior officers just below the level of board of directors, including appointment or removal of Chief Financial Officer and the Company Secretary.
- vi. show cause, demand, prosecution notices and penalty notices, which are materially important.
- vii. fatal or serious accidents, dangerous occurrences, any material effluent or pollution problems.
- viii. any material default in financial obligations to and by the listed entity, or substantial non-payment for goods sold by the listed entity.



- ix. transactions that involve substantial payment towards goodwill, brand equity, or intellectual property.
- x. compliance of various laws by the Company.
- xi. action taken report on matters desired by the Board.
- xii. disclosure of interests made by directors to the Company.
- xiii. quarterly report on Corporate Governance filed with the Stock Exchanges.
- xiv. quarterly report on Investors Grievance redressal filed with the Stock Exchanges. Non-compliance of any regulatory, statutory or listing requirements and shareholders service such as non-payment of dividend, delay in share transfer etc.
- xv. all other information required to be presented to the Board for information or approval.

**i) Web-link for Familiarization Programme / Training programme for directors:**

Upon appointment, the newly appointed Directors are provided with a welcome kit detailing their roles and responsibilities and legal obligations within the Company. Orientation programmes, along with essential documents/brochures, reports and internal policies including Annual reports, Memorandum and Articles of Association, MOUs between IRCTC and Ministry of Railways, are provided to familiarize them with our Company's vision, mission, strategic direction, core values, procedures, practices, risk profile financial matters and business operations. The details of such familiarization programmes are disclosed on the company's website <https://www.irctc.com/assets/images/DETAILS%20OF%20FAMILIARIZATION%20PROGRAMMES%2019032024.pdf>

In addition, the Company has in place a Training Policy for Board Members of the Company, which is available at web link [https://www.irctc.com/assets/images/training\\_policy\\_for\\_directors\\_irctc-new.pdf](https://www.irctc.com/assets/images/training_policy_for_directors_irctc-new.pdf)

The Company's Directors are nominated from time to time to attend various conferences/ programmes on Corporate Governance, Roles & Responsibilities of Directors and other industry related matters organized by DPE, SCOPE, IICA and other prestigious institutions.

**j) Board Independence:**

During FY 2023-24, all the Independent Directors on the Board of IRCTC have given a declaration that they meet the criteria of independence in accordance with the provisions of Section 149(7) of Companies Act, 2013, Schedule IV and Regulation 16 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.

All Independent Directors on the Board of the Company during the FY 2023-24 were registered on the Independent Directors Databank maintained by Indian Institute of Corporate Affairs (IICA) during FY 2023-24.

In the opinion of the Board, the Independent Directors have requisite integrity, expertise, specialised knowledge, experience, and the proficiency.

Further, as conveyed by them, none of the Directors are debarred from holding office as Director by virtue of any order of the Securities and Exchange Board of India or any other authority.

**k) Detailed reasons for resignation of an independent director:**

None of the Independent Directors have resigned from the Company before the expiry of his / her tenure during the financial year 2023-24.

**l) Succession Planning:**

Being a Government Company under the administrative control of the Ministry of Railways, the power to appoint Directors (including Independent Directors) vests with the Government of India.

For below Board level, the Company has in place, a Succession Plan, duly approved by the Board, which is reviewed by the Board from time to time on need basis.

### 3.0 COMMITTEES OF BOARD

To expedite decision-making and ensure focused attention on company affairs, the Board has delegated certain matters to Committees established for that purpose. Below are the details of the Board Committees:

1. Audit Committee;
2. Nomination & Remuneration Committee;
3. Stakeholders Relationship/Grievance Committee;
4. CSR and SD Committee;
5. Risk Management Committee;
6. Strategic Committee;
7. Investment Committee;
8. Executive Board Committee;
9. Administrative Committee;
10. Share Transfer Committee.

During the year, the Committees of Board of Directors mentioned above have been reconstituted from time to time due to change in composition of the Board of Directors of the Company.

There was no instance during the year, where the Board did not accept recommendations of committee(s) of the Board, which are mandatorily required to be recommended by the committee(s) for the approval of the Board of Directors.

## 4.0 AUDIT COMMITTEE



**Vinay Kumar Sharma**

Chairman, Audit Committee

### a. Composition of the Audit Committee:

The Audit Committee has been reconstituted, during the financial year, as and when there has been a change in directors. The Committee was last reconstituted on 17<sup>th</sup> February 2024. As on 31<sup>st</sup> March 2024, the Audit Committee comprised of the following members:

S. No.	Name of Members	Position
1.	<b>Shri Vinay Kumar Sharma</b> Independent Director	Chairman
2.	<b>Shri Namgyal Wangchuk</b> Independent Director	Member
3.	<b>Shri Devendra Pal Bharti</b> Independent Director	Member
4.	<b>Shri Rahul Himalian</b> Director (Tourism & Marketing)	Member

Smt. Suman Kalra, Company Secretary & Compliance Officer is the Secretary to the Committee.

Director (Finance) & CFO is permanent invitee to the meetings of Audit Committee.

The meetings are also attended by GGM (Finance), Internal Auditor, representative of Statutory Auditors/Cost Auditors as special invitees, as and when required. Senior functional executives and Business segment heads are also invited subject to their requirement to provide necessary inputs to the committee.

All the recommendations of the Audit Committee, as mandatorily required, were accepted by Board of Directors during the financial year 2023-24.

### b. Terms of reference of the Audit Committee:

The terms of reference of the Audit Committee specified by the Board in accordance with the Section 177 of Companies Act, 2013 read with Regulation 18 and Part C of Schedule II of SEBI (LODR) Regulations, 2015, are as under:

- (i) oversight of the Company (listed entity's) financial reporting process and the disclosure of its financial information to ensure that the financial statement is correct, sufficient and credible;
- (ii) recommendation to the Board for remuneration of statutory auditors;
- (iii) approval of payment to statutory auditors for any other services rendered by the statutory auditors;
- (iv) reviewing, with the management, the annual financial statements and auditor's report thereon

before submission to the board for approval, with particular reference to:

- a. matters required to be included in the director's responsibility statement to be included in the board's report in terms of clause c of sub-section (3) of Section 134 of the Companies Act, 2013;
- b. changes, if any, in accounting policies and practices and reasons for the same;
- c. major accounting entries involving estimates based on the exercise of judgment by management;
- d. significant adjustments made in the financial statements arising out of audit findings;
- e. compliance with listing and other legal requirements relating to financial statements;



- f. disclosure of any related party transactions;
- g. modified opinion(s) in the draft audit report;
- (v) reviewing, with the management, the quarterly financial statements before submission to the board for approval;
- (vi) reviewing, with the management, the statement of uses / application of funds raised through an issue (public issue, rights issue, preferential issue, etc.), the statement of funds utilized for purposes other than those stated in the offer document / prospectus / notice and the report submitted by the monitoring agency monitoring the utilisation of proceeds of a public or rights issue, and making appropriate recommendations to the board to take up steps in this matter;
- (vii) reviewing and monitoring the auditor's independence and performance and effectiveness of audit process;
- (viii) approval or any subsequent modification of transactions of the listed entity with related parties;
- (ix) scrutiny of inter-corporate loans and investments;
- (x) valuation of undertakings or assets of the listed entity, wherever it is necessary;
- (xi) evaluation of internal financial controls and risk management systems;
- (xii) reviewing, with the management, performance of statutory and internal auditors, adequacy of the internal control systems;
- (xiii) reviewing the adequacy of internal audit function, if any, including the structure of the internal audit department, staffing and seniority of the official heading the department, reporting structure coverage and frequency of internal audit;
- (xiv) discussion with internal auditors of any significant findings and follow up there on;
- (xv) reviewing the findings of any internal investigations by the internal auditors into matters where there is suspected fraud or irregularity or a failure of internal control systems of a material nature and reporting the matter to the board;
- (xvi) discussion with statutory auditors before the audit commences, about the nature and scope of audit as well as post-audit discussion to ascertain any area of concern;
- (xvii) to look into the reasons for substantial defaults in the payment to the depositors, debenture holders, shareholders (in case of non-payment of declared dividends) and creditors;
- (xviii) to review the functioning of the whistle blower mechanism;
- (xix) approval of appointment of chief financial officer after assessing the qualifications, experience and background, etc. of the candidate;
- (xx) carrying out any other function as is mentioned in the terms of reference of the audit committee;
- (xxi) reviewing the utilization of loans and/ or advances from/investment by the holding company in the subsidiary exceeding rupees 100 crore or 10% of the asset size of the subsidiary, whichever is lower including existing loans / advances / investments existing as on the date;
- (xxii) consider and comment on rationale, cost-benefits and impact of schemes involving merger, demerger, amalgamation etc., on the listed entity and its shareholders.

#### **Review of Information by Audit Committee**

The Audit Committee reviews the following information:

1. management discussion and analysis of financial condition and results of operations;
2. management letters / letters of internal control weaknesses issued by the statutory auditors;
3. internal audit reports relating to internal control weaknesses;
4. the appointment, removal and terms of remuneration of the chief internal auditor shall be subject to review by the audit committee;
5. statement of deviations:
  - a) quarterly statement of deviation(s) including report of monitoring agency, if applicable, submitted to stock exchange(s) in terms of Regulation 32(1) of SEBI (LODR) Regulations, 2015.
  - b) annual statement of funds utilized for purposes other than those stated in the offer document/ prospectus/notice in terms of Regulation 32(7) of SEBI (LODR) Regulations, 2015.

#### **c. Meetings and Attendance during the year:**

The Audit Committee met five times during the financial year 2023-24. As per Companies Act, DPE Guidelines on Corporate Governance and SEBI (LODR) Regulations, 2015, not more than 120 days was elapsed between two consecutive meetings during the year.

The details of Audit Committee Meeting held during the year 2023-24 are as given below:

S. No.	Audit Committee Meeting Number	Date of Meeting	Committee Strength	No. of Members present
1.	71 <sup>st</sup>	29 <sup>th</sup> May, 2023	3	3
2.	72 <sup>nd</sup>	03 <sup>rd</sup> July, 2023	3	3
3.	73 <sup>rd</sup>	09 <sup>th</sup> August, 2023	4	4
4.	74 <sup>th</sup>	07 <sup>th</sup> November, 2023	4	4
5.	75 <sup>th</sup>	13 <sup>th</sup> February, 2024	4	4

Attendance of each member at the Audit Committee meetings held during 2023-24 is as under:

S. No.	Name of Members	Position	Held during the tenure of Director	Number of Meetings		% of Attendance
				In person	Attended Through video conferencing	
1.	Shri Vinay Kumar Sharma Independent Director	Chairman	5	5	0	100%
2.	Shri Namgyal Wangchuk Independent Director	Member	5	5	0	100%
3.	Smt. Rajni Hasija Director (Tourism & Marketing)	Member (upto 31 <sup>st</sup> May, 2023)	1	1	0	100%
4.	Shri Kamlesh Kumar Mishra Director (Tourism & Marketing)	Member (w.e.f. 1 <sup>st</sup> June 2023 upto 16 <sup>th</sup> February, 2024)	4	4	0	100%
5.	Shri Devendra Pal Bharti Independent Director	Member (w.e.f. 4 <sup>th</sup> July, 2023)	3	3	0	100%
6.	Shri Rahul Himalian Director (Tourism & Marketing)	Member (w.e.f. 17 <sup>th</sup> February, 2024)	0	0	0	-

Sd/-

(Vinay Kumar Sharma)

Chairman

DIN: 03604125

Place: New Delhi

Date: July 19, 2024



## 5.0 NOMINATION AND REMUNERATION COMMITTEE



**Namgyal Wangchuk**

Chairman, Nomination & Remuneration Committee

### a. Composition of the Nomination and Remuneration Committee:

The Nomination and Remuneration Committee has been reconstituted, during the financial year, as and when there has been a change in directors. The Committee was last reconstituted on 4<sup>th</sup> July 2023. As on 31<sup>st</sup> March 2024, the Nomination and Remuneration Committee comprised of the following members:

S. No.	Name of Members	Position
1.	<b>Shri Namgyal Wangchuk</b> Independent Director	Chairman
2.	<b>Shri Vinay Kumar Sharma</b> Independent Director	Member
3.	<b>Shri Neeraj Sharma</b> Government Nominee Director	Member
4.	<b>Shri Devendra Pal Bharti</b> Independent Director	Member

Smt. Suman Kalra, Company Secretary & Compliance Officer is the Secretary to the Committee.

Director (Catering Services) is permanent invitee to the Meeting of the Nomination and Remuneration Committee.

### b. Terms of reference the Nomination and Remuneration Committee:

The role of the Nomination and Remuneration Committee, in brief, is as under:

- (i) to identify persons who may be appointed in senior management# in accordance with the criteria laid down, recommend to the Board, their appointment and removal;
- (ii) recommend to the board, all remuneration, in whatever form, payable to senior management;
- (iii) deciding the Annual Bonus/ Variable pay pool/ Performance related pay and policy for its distribution across the executives and non-unionized supervisors, within the prescribed limits and as per the guidelines issued in this regard by the Government of India;
- (iv) formulation and modification of schemes for providing perks and allowances for executives;
- (v) any new scheme of compensation to executives and non-executives as the case may be;

(vi) consideration of all issues/areas concerning the Human Resource Planning & Management, HR Policies & Initiatives;

(vii) perform such other activities as may be delegated by the Board and/or are statutorily prescribed under the Companies Act, 2013, SEBI Regulations and DPE Guidelines or any other law in force.

*#Applicable only w.r.t appointment of senior management. "Senior Management" shall mean officers /personnel of the Company who are members of its core management team excluding Board of Directors and shall include all members one level below the Chief Executive Officer / Managing Director / Whole time director / Manager (including CEO / Manager; in case they are not part of the board) and specifically includes the functional heads, by whatever name called and Company Secretary and Chief Financial Officer (CFO) (below the Board level) and the functional heads.*

**c. Meeting and Attendance during the year:**

The Nomination and Remuneration Committee met four times during the financial year 2023-24. The details of which are given below:

S. No.	Nomination & Remuneration Committee Meeting Number	Date of Meeting	Committee Strength	No. of Members present
1.	28 <sup>th</sup>	26 <sup>th</sup> May, 2023	3	3
2.	29 <sup>th</sup>	07 <sup>th</sup> November, 2023	4	3
3.	30 <sup>th</sup>	12 <sup>th</sup> February, 2024	4	3
4.	31 <sup>st</sup>	18 <sup>th</sup> March, 2024	4	4

Attendance of each member at the Nomination and Remuneration Committee meetings held during 2023-24 is as under:

S. No.	Name of Members	Position	Number of Meetings			% of Attendance	
			Held during the tenure of Director	Attended			
				In person	Through video conferencing		
1.	Shri Namgyal Wangchuk Independent Director	Chairman	4	4	0	100%	
2.	Shri Vinay Kumar Sharma Independent Director	Member	4	4	0	100%	
3.	Shri Neeraj Sharma Government Nominee Director	Member	4	0	2	50%	
4.	Shri Devendra Pal Bharti Independent Director	Member (w.e.f. 4 <sup>th</sup> July, 2023)	3	3	0	100%	

**d. Performance Evaluation of Board Members:**

Ministry of Corporate Affairs (MCA) vide its notification dated June 5, 2015, had exempted Government Companies from the provisions of section 178 (2), (3) & (4) of the Companies Act, 2013, which requires performance evaluation of every director by the Nomination & Remuneration Committee. The circular further exempted Govt. Companies from the provisions of Section 134 (3) (p) of Companies Act 2013, which provide about manner of formal evaluation of its own performance by the Board and that of its Committees and Individual Director in Board's Report, if directors are evaluated by the Ministry which is administratively in-charge of the Company as per its own evaluation methodology. Further, MCA vide notification dated July 5, 2017, also prescribed that the provisions relating to review of performance of Independent Directors and evaluation mechanism prescribed in Schedule IV of the Companies Act, 2013, is not applicable to Government companies. Similar exemption from SEBI for applicability of regulation 19 is still awaited.

**e. Remuneration of Whole-time Directors, Government Nominee Directors and Independent Directors:**

The details in respect of remuneration of Whole-time Directors, Government Nominee Directors and Independent Directors are mentioned in **Para 10** of this report.

Place: New Delhi  
Date: July 19, 2024

Sd/-  
**(Namgyal Wangchuk)**  
Chairman  
DIN: 09397676



## 6.0 STAKEHOLDERS RELATIONSHIP COMMITTEE



**Vinay Kumar Sharma**

Chairman, Stakeholders Relationship Committee

### a. Composition of Stakeholders Relationship Committee:

The Committee has been reconstituted, during the financial year, as and when there has been a change in directors. The Committee was last reconstituted on 17<sup>th</sup> February, 2024. As on 31<sup>st</sup> March, 2024, the Stakeholders Relationship Committee comprised of the following members:

S. No.	Name of Members	Position
1.	<b>Shri Vinay Kumar Sharma</b> Independent Director	Chairman
2.	<b>Shri Neeraj Sharma</b> Government Nominee Director	Member
3.	<b>Dr. Lokiah Ravikumar</b> Director (Catering Services)	Member
4.	<b>Shri Rahul Himalian</b> Director (Tourism & Marketing)	Member

Smt. Suman Kalra, Company Secretary & Compliance Officer is the Secretary to the Committee.

### b. Terms of Reference of the Stakeholders Relationship Committee:

The role of the Stakeholders Relationship Committee as specified as in Part D of the Schedule II of SEBI (LODR) Regulations, 2015, is as under:

- (i) resolving the grievances of the security holders of IRCTC including complaints related to transfer/transmission of shares, non-receipt of annual report, non-receipt of declared dividends, issue of new/duplicate certificates, general meetings etc;
- (ii) review of measures taken for effective exercise of voting rights by shareholders;
- (iii) review of adherence to the service standards adopted by IRCTC in respect of various services being rendered by the Registrar & Share Transfer Agent;
- (iv) review of the various measures and initiatives taken by IRCTC for reducing the quantum of unclaimed dividends and ensuring timely receipt of dividend warrants/annual reports/statutory notices by the shareholders of the company.

### c. Meeting and Attendance during the year:

The Committee met once during the year 2023-24. The details of which are as given below:

S. No.	Stakeholders Relationship Committee Meeting Number	Date of Meeting	Committee Strength	No. of Members present
1.	5 <sup>th</sup>	12 <sup>th</sup> February, 2024	4	4

Attendance of each member at the Stakeholders Relationship Committee meetings held during 2023-24 is as under:

S. No.	Name of Members	Position	Number of Meetings			% of Attendance
			Held during the tenure of Director	In person	Through video conferencing	
1.	Shri Vinay Kumar Sharma Independent Director	Chairman	1	1	0	100%
2.	Shri K. K. Mishra Director (Tourism & Marketing)	Member (w.e.f. 1 <sup>st</sup> June, 2023 upto 16 <sup>th</sup> February, 2024)	1	1	0	100%
3.	Shri Neeraj Sharma Government Nominee Director	Member	1	0	1	100%
4.	Dr. Lokiah Ravikumar Director (Catering Services)	Member	1	1	0	100%
5.	Shri Rahul Himalian Director (Tourism & Marketing)	Member (w.e.f. 17 <sup>th</sup> February, 2024)	0	0	0	NA

**d. Redressal of Investors' Grievance:**

The Company addresses all complaints, suggestions, and grievances of the investors expeditiously and resolves them within specified timeline.

No request for share transfer is pending beyond 30 days. All requests for de-materialization of shares processed and confirmation communicated to investors and Depository Participants normally within 10-12 working days by RTA.

During the year, 56 complaints, including non-receipt of dividend/IPO/OFS etc, were received and disposed off in time.

**e. Settlement of Grievances:**

Investors may register their complaints in the manner stated below:

Sl. No.	Nature of Complaint	Contact	Action to be taken
1.	Dividend (Interim Dividend) and matters pertaining to IPO/OFS; <b>For Physical Shares-</b> Change of address, status, Bank account, mandate, ECS mandate etc.	Alankit Assignments Limited, Address: 4E/2 Jhandewalan Extension New Delhi – 110055 Phone No.011- 42541234/ 011- 42541954 Fax No: 011- 42541201 Web site: <a href="http://www.alankit.com">www.alankit.com</a> e-mail: <a href="mailto:virenders@alankit.com">virenders@alankit.com</a> <a href="mailto:rta@alankit.com">rta@alankit.com</a> and <a href="mailto:abhinavka@alankit.com">abhinavka@alankit.com</a>	Letter on plain paper stating the nature of complaint and shall mention Folio/ DPID/ Client ID No; lodging of original shares and other documents/ instruments as the case may be.
2.	<b>For shares held in Demat-</b> Change of address, status, Bank account, mandate, ECS mandate etc.	Depository Participant (DP) with the Shareholder is maintaining his/her account.	As per instructions of respective DP.
3.	Complaints of any other category	<b>Company Secretary</b> <b>Indian Railway Catering and Tourism</b> Corporation Limited. Phone: 011-23327746 <a href="mailto:investors@irctc.com">investors@irctc.com</a>	On plain paper stating nature of complaint, folio/ DPID/Client ID No., Name and address, email ID and contact details.

For seamless payment of dividend, all Investors are requested to update their client master (maintained with DP) with correct bank details and IFSC along with email address. Physical Shareholders are requested to give bank mandate for transfer of dividend directly to respective bank account.

**f. Unclaimed Dividend and Annual Reports:**

The Company ensures that the dividend warrants, annual reports, statutory notices are timely dispatched by the shareholders of the company. The details of unpaid/unclaimed dividend are available on the website of the Company at the link <https://www.irctc.com/iepf.html>, and is also disclosed in this report.

Sd/-  
**(Vinay Kumar Sharma)**

Chairman  
DIN: 03604125

Place: New Delhi  
Date: July 19, 2024



## 7.0 CSR AND SD COMMITTEE



**Sanjay Kumar Jain**

Chairman, CSR & SD Committee

### a. Composition of the CSR & SD Committee:

The CSR and SD Committee has been reconstituted, during the financial year, as and when there has been a change in directors. The Committee was last reconstituted on 10<sup>th</sup> January, 2024. As on 31<sup>st</sup> March, 2024, the CSR & SD Committee comprised of the following members:

S. No.	Name of Members	Position
1.	<b>Shri Sanjay Kumar Jain</b> Chairman & Managing Director	Chairman
2.	<b>Shri Ajit Kumar</b> Director (Finance) & CFO	Member
3.	<b>Shri Neeraj Sharma</b> Government Nominee Director	Member
4.	<b>Shri Namgyal Wangchuk</b> Independent Director	Member

Smt. Suman Kalra, Company Secretary & Compliance Officer is the Secretary to the Committee.

Shri Sandip Trivedi, GGM(HRD) being the nodal officer of the CSR & SD Committee is permanent invitee to the meetings of the Committee.

### b. Terms of Reference of the CSR & SD Committee:

The Terms of Reference of CSR & SD Committee is placed below:

- (i) to formulate and recommend to the Board, a CSR policy which will indicate the activities to be undertaken by the Company in accordance with Schedule VII of the Companies Act, 2013;
- (ii) to review and recommend the amount of expenditure to be incurred on the activities referred to in clause (i);
- (iii) to monitor the CSR policy of the Company from time to time;
- (iv) to recommend/review CSR projects / programmes / proposals, falling within the purview of Schedule VII of the Companies Act, 2013;
- (v) to assist the Board of Directors to formulate strategies on CSR initiatives of the Company;
- (vi) any other matter as the CSR Committee may deem appropriate after approval of the Board of Directors or as may be directed by the Board of Directors from time to time.

**c. Meeting and Attendance during the year:**

The Committee met five times during the year 2023-24. The details of which are as given below:

S. No.	CSR &SD Committee Meeting Number	Date of Meeting	Committee Strength	No. of Members present
1.	42 <sup>nd</sup>	26 <sup>th</sup> May, 2023	4	4
2.	43 <sup>rd</sup>	04 <sup>th</sup> July, 2023	4	4
3.	44 <sup>th</sup>	06 <sup>th</sup> November, 2023	4	4
4.	45 <sup>th</sup>	10 <sup>th</sup> February, 2024	4	4
5.	46 <sup>th</sup>	18 <sup>th</sup> March, 2024	4	4

Attendance of each member at the CSR & SD Committee meetings held during 2023-24 is as under:

S. No.	Name of Members	Position	Number of Meetings			% of Attendance
			Held during the tenure of Director	Attended		
				In person	Through video conferencing	
1.	Smt. Rajni Hasija Chairperson & Managing Director	Chairperson (up to 31 <sup>st</sup> May, 2023)	1	1	0	100%
2.	Smt. Seema Kumar Chairperson & Managing Director	Chairperson (w.e.f. 01 <sup>st</sup> June, 2023 upto 09 <sup>th</sup> January, 2024)	2	2	0	100%
3.	Shri Sanjay Kumar Jain Chairman & Managing Director	Chairman (w.e.f. 10 <sup>th</sup> January, 2024)	2	2	0	100%
4.	Shri Ajit Kumar Director (Finance)	Member	5	5	0	100%
5.	Shri Neeraj Sharma Government Nominee Director	Member	5	0	5	100%
6.	Shri Namgyal Wangchuk Independent Director	Member	5	5	0	100%

**d. CSR activities undertaken during the FY 2023-24:**

A detail on the Company's CSR vision, activities and the budget spent on the CSR activities as per the provisions of the Companies Act along with the CSR highlights for the year has been provided under the CSR Report at "**Annexure- C to the Director's Report**"

Place: New Delhi  
Date: July 19, 2024

Sd/-  
**(Sanjay Kumar Jain)**  
Chairman  
DIN: 09629741



## 8.0 RISK MANAGEMENT COMMITTEE



**Sanjay Kumar Jain**

Chairman, Risk Management Committee

### a. Composition of the Risk Management Committee:

The Committee has been reconstituted, during the financial year, as and when there has been a change in directors. During the year, the Committee was last reconstituted on 10<sup>th</sup> January, 2024. As on 31<sup>st</sup> March, 2024, the Risk Management Committee comprised of the following members:

S. No.	Name of Members	Position
1.	<b>Shri Sanjay Kumar Jain</b> Chairman & Managing Director	Chairman
2.	<b>Shri Ajit Kumar</b> Director (Finance) & CFO	Member
3.	<b>Dr. Lokiah Ravikumar</b> Director (Catering Services)	Member
4.	<b>Shri Vinay Kumar Sharma</b> Independent Director	Member

Chief Risk Officer (CRO) and Head/ Legal are permanent invitees to the meetings of the Committee.

Smt. Suman Kalra, Company Secretary & Compliance Officer is the Secretary to the Committee.

### b. Terms of Reference of the Risk Management Committee:

The Terms of Reference of Risk Management Committee, in brief, is mentioned below:

- (1) formulate a detailed risk management policy which shall include:
  - (a) a framework for identification of internal and external risks specifically faced by the listed entity, in particular including financial, operational, sectoral, sustainability (particularly, ESG related risks), information, cyber security risks or any other risk as may be determined by the Committee;
  - (b) measures for risk mitigation including systems and processes for internal control of identified risks;
  - (c) business continuity plan.
- (2) ensure that appropriate methodology, processes and systems are in place to monitor and evaluate risks associated with the business of the Company;
- (3) monitor and oversee implementation of the risk management policy, including evaluating the adequacy of risk management systems;
- (4) to conduct periodic review the risk management policy, at least once in two years, including by considering the changing industry dynamics and evolving complexity;
- (5) keep the board of directors informed about the nature and content of its discussions, recommendations and actions to be taken;

- (6) review of appointment, removal and terms of remuneration of the Chief Risk Officer (if any). RMC shall coordinate its activities with other committees, in instances where there is any overlap with activities of such committees, as per the framework laid down by the board of directors;
- (7) RMC shall have powers to seek information from any employee, obtain outside legal or other professional advice and secure attendance of outsiders with relevant expertise, if considered necessary;
- (8) quarterly review of function wise risk registers;
- (9) review Risk Profile document on Risk-mitigation plan and its implementation status;
- (10) provide updates and seek approval from RMC on Risk Management;
- (11) any other role assigned for the Committee due to changes/modification in the Companies Act, 2013, SEBI (LODR) Regulations, 2015 and DPE Guidelines.

**c. Meeting and Attendance during the year:**

The Committee met thrice during the year 2023-24. The details of which are given below:

S. No.	Risk Management Committee Meeting Number	Date of Meeting	Committee Strength	No. of Members present
1.	16 <sup>th</sup>	03 <sup>rd</sup> August, 2023	4	4
2.	17 <sup>th</sup>	06 <sup>th</sup> November, 2023	4	4
3.	18 <sup>th</sup>	10 <sup>th</sup> February, 2024	4	4

Attendance of each member at the Risk Management Committee meetings held during 2023-24 is as under:

S. No.	Name of Members	Position	Number of Meetings			% of Attendance
			Held during the tenure of Director	Attended In person	Through video conferencing	
1.	Smt. Rajni Hasija Director (Tourism & Marketing) and Chairperson & Managing Director (Additional Charge)	Chairperson (upto 31 <sup>st</sup> May, 2023)	0	0	0	NA
2.	Smt. Seema Kumar Chairperson & Managing Director (Additional Charge)	Chairperson (w.e.f. 01 <sup>st</sup> June, 2023 upto 09 <sup>th</sup> January, 2024)	2	2	0	100%
3.	Shri Sanjay Kumar Jain Chairman & Managing Director	Chairman (w.e.f. 10 <sup>th</sup> January, 2024)	1	1	0	100%
4.	Shri Ajit Kumar Director (Finance)	Member	3	3	0	100%
5.	Dr. L. Ravikumar Director (Catering Services)	Member	3	3	0	100%
6.	Shri Vinay Kumar Sharma Independent Director	Member	3	2	1	100%

**d. Risk identified, reviewed and Mitigation Plan:**

Details on the risks identified, reviewed and their mitigation strategies are included in the “Management Discussion and Analysis Report” i.e., **Annexure- “A” to the Directors’ Report**.

Sd/-  
**(Sanjay Kumar Jain)**

Chairman  
DIN: 09629741

Place: New Delhi  
Date: July 19, 2024



## 9.0 REMUNERATION OF DIRECTORS

### i. Remuneration of Whole-time (Executive) Directors:

Being a Central Public Sector Undertaking and Government Company, the whole-time directors are appointed by the President of India through the Ministry of Railways and draw remuneration as per Industrial Dearness Allowance (IDA) pay scales pre-determined by the Government and as per the terms and conditions of their appointment issued by the Government.

The details of remuneration paid to Whole-Time Directors of the Company during the financial year 2023-24 are as given below:

S. No.	Name of Directors	Salary	Perks	Other Benefits	Perfor- mance Award	Contri- bution to PF	Contri- bution to NPS/ FSC	Total
1.	Smt. Rajni Hasija Chairperson & Managing Director (upto 31 <sup>st</sup> May, 2023)	31,08,706	1,50,582	70,322	19,87,392	78,978	63,060	54,59,040
2.	Shri Sanjay Kumar Jain Chairman & Managing Director [Regular Charge w.e.f. 14.02.2024 & Additional Charge from 10.01.2024 to 13.02.2024]	6,48,674	564	-	-	65,358	52,163	7,66,759
3.	Shri Ajit Kumar Director (Finance) & CFO	48,16,945	1,29,822	4,71,969	25,78,040	4,83,377	3,85,963	88,66,116
4.	Dr. Lokiah Ravikumar Director (Catering Services)	41,96,039	-	2,48,556	11,58,474	3,41,288	2,72,292	62,16,649
5.	Shri Rahul Himalian Director (Tourism & Marketing) (w.e.f. 16 <sup>th</sup> February, 2024)	4,79,261	230	-	-	48,328	38,540	5,66,359
<b>Total</b>		<b>132,49,625</b>	<b>2,81,198</b>	<b>7,90,847</b>	<b>57,23,906</b>	<b>10,17,329</b>	<b>8,12,018</b>	<b>218,74,923</b>

### ii. Remuneration to Government Nominee Directors:

The Government Nominee Directors nominated on the Board by Ministry of Railways, do not draw any remuneration from the Company for their role as director, but draw their remuneration under Central Dearness Allowance (CDA) pay scales from the Government of India as Government Officials.

### iii. Chief Financial Officer, Company Secretary and other senior officers:

The remuneration of senior officers just below the level of Board of Directors, CFO and Company Secretary as specified in Part A (E) of schedule (II) of the SEBI (LODR) Regulations, 2015 is approved/ reported to the Board from time to time.

**iv. Senior management:**

Particulars of senior management including the changes therein since the close of the previous financial year are as follows:

Name	Designation	Changes occurred during the year ended on March 31, 2024
Sh. Parag Agrawal	Ex-Chief Vigilance Officer	Ceased to hold the office of CVO w.e.f. September 29, 2023, due to completion of deputation period in IRCTC.
Sh. Pradeep Kumar	Chief Vigilance Officer	Appointed w.e.f. December 28, 2023
Sh. Zafar Azam	GGM (East Zone)	-
Sh. Rahul Himalian	Ex-GGM (West Zone)	Ceased to hold the office of GGM (West Zone) w.e.f. February 16, 2024, due to appointment as Director (T&M)/IRCTC.
Sh. Karan Singh	Ex-GGM (North Zone)	Sh. Karan Singh, who was appointed as GGM (North Zone) on September 29, 2023, ceased to hold the office of GGM (North Zone) w.e.f. December 08, 2023, due to selection to the post of Additional Director (Administration) at AIIMS, New Delhi.
Sh. P. Rajalingam Basu	GGM (South Zone)	-
Sh. P. Raj Kumar	GGM (South Central Zone)	-
Sh. Sudeesh V.C.	GGM (IT-1)	-
Sh. Sunil Kumar	GGM (IT-2)	-
Sh. Sandip Trivedi	GGM (HRD & Rajbhasha)	-
Sh. Sanjay Priyadarshnam	GGM (Railneer Projects)	-
Sh. Gaisingam Kabui	GGM (Finance)	-
Smt. Rashmi Gautam	GGM (SCS & Legal/CO)	-
Sh. Tanweer Hasan	Ex-GGM (Tourism)	Ceased to hold the office of GGM (Tourism) w.e.f. September 05, 2023, due to voluntary retirement from the services of Ministry of Railways, Govt. of India.
Smt. Promila Gupta	GGM (Tourism)	Appointed w.e.f. January 12, 2024
Sh. Awdhesh Kumar	GGM (Services)	Ceased to hold the office of GGM (Services) w.e.f. November 11, 2023, due to completion of deputation period.
Sh. Suresh Kumar Sharma	GGM (Services)	Appointed w.e.f. February 08, 2024
Sh. Vinay Kumar Pathak	GGM (Procurement & Tendering)	-

**v. Remuneration of Independent Directors:**

The Independent Directors are not paid any remuneration except sitting fees of ₹ 25,000/- (Rupees Twenty-Five Thousand only) for attending each Board Meeting and ₹ 20,000/- (Rupees Twenty Thousand only) for attending each Board Level Committee Meeting thereof as fixed by Board which is within the limits prescribed under the Companies Act, 2013 and rules thereunder. The details of sitting fee paid to Independent Directors during the year 2023-24 are given below:

S. No.	Name of Independent Director	Sitting fee*		Total
		Board Meetings	Committee Meetings	
1.	Shri Vinay Kumar Sharma Independent Director (DIN: 03604125)	1,75,000.00	3,20,000.00	4,95,000.00
2.	Shri Namgyal Wangchuk Independent Director (DIN: 09397676)	1,75,000.00	300000.00	4,75,000.00
3.	Shri Devendra Pal Bharti Independent Director (DIN: 10198557) (w.e.f. 09.06.2023)	1,50,000.00	1,40,000.00	2,90,000.00
<b>Total</b>		<b>500000.00</b>	<b>760000.00</b>	<b>1260000.00</b>

\*In addition to sitting fee, Independent Directors are also reimbursed boarding/lodging/conveyance expenses incurred for attending meetings of the Board/Committees.



## 10.0 OTHER FUNCTIONAL COMMITTEES

### 10.1 Strategic Committee

#### a. Composition of the Strategic Committee:

As on 31<sup>st</sup> March 2024, the Strategic Committee comprised of the following members:

S. No.	Name of Members	Position
1.	<b>Shri Sanjay Kumar Jain</b> Chairman & Managing Director	Chairman
2.	<b>Shri Ajit Kumar</b> Director (Finance) & CFO	Member
3.	<b>Shri Manoj Kumar Gangeya</b> Government Nominee Director	Member
4.	<b>Shri Vinay Kumar Sharma</b> Independent Director	Member

Smt. Suman Kalra, Company Secretary & Compliance Officer is the Secretary to the Committee.

#### b. Terms of Reference of the Strategic Committee:

The Terms of Reference of Strategic Committee, in brief, is mentioned below:

- (i) review and endorse a long-term business strategy of the Company;
- (ii) review and endorse growth strategies into new geographies, businesses, or technologies and any changes in strategic direction;
- (iii) review and endorse the 5-year business plan and the annual business plan;
- (iv) in respect of new investment in any company or the acquisition of assets or new companies, review and endorse strategic rationale for the investment, findings of due diligence reports and negotiations of the investment terms.

#### c. Meeting and Attendance during the year:

The Committee met twice during the year 2023-24. The details of which are given below:

S. No.	Strategic Committee meetings Number	Date of Meeting	Committee Strength	No. of Members present
1.	3 <sup>rd</sup>	10 <sup>th</sup> February, 2024	4	4
2.	4 <sup>th</sup>	18 <sup>th</sup> March, 2024	4	3

Attendance of each member at the Strategic Committee meetings held during 2023-24 is as under:

S. No.	Name of Members	Position	Number of Meetings			% of Attendance
			Held during the tenure of Director	Attended In person	Through video conferencing	
1.	Smt. Rajni Hasija Director (Tourism & Marketing) and Chairperson & Managing Director (Additional Charge)	Chairperson (upto 31 <sup>st</sup> May, 2023)	0	0	0	NA
2.	Smt. Seema Kumar Chairperson & Managing Director (Additional Charge)	Chairperson (w.e.f. 01 <sup>st</sup> June, 2023 upto 09 <sup>th</sup> January, 2024)	0	0	0	NA
3.	Shri Sanjay Kumar Jain Chairman & Managing Director	Chairman (w.e.f. 10 <sup>th</sup> January, 2024)	2	2	0	100%
4.	Shri Ajit Kumar Director (Finance) & CFO	Member	2	2	0	100%

S. No.	Name of Members	Position	Number of Meetings			
			Held during the tenure of Director	Attended		
				In person	Through video conferencing	
5.	Shri Manoj Kumar Gangeya Government Nominee Director	Member	2	1	0	50%
6.	Shri Vinay Kumar Sharma Independent Director	Member	2	2	0	100%

## 10.2 Investment Committee

In accordance with DPE guidelines, the Investment Committee of IRCTC has been constituted to take investment decisions for short-term deployment of surplus funds as per financial delegation(s) of power for this purpose. The decisions taken by the Committee are put up to the Board of Directors for information.

The Committee consists of Chairman & Managing Director, Director (Finance) and Director (Catering Services). The meetings of the committee are held as and when required and are attended by all the members.

## 10.3 Executive Board Committee

The Committee of Executive Board has been constituted to prepare and draft the policy (ies) of recruitment, absorption, and channels of promotion in IRCTC for employees up to E-6 and other issues including new ventures, growth of business segments, operational performance of the Company for the purpose of internal analysis etc.

The Committee consists of Chairman & Managing Director, Director (Finance), Director (Tourism & Marketing) and Director (Catering Services).

The Executive Board met 5 (five) times during the financial year 2023-24 on 22<sup>nd</sup> June, 2023, 04<sup>th</sup> August, 2023, 12<sup>th</sup> October, 2023, 13<sup>th</sup> January, 2024 and 16<sup>th</sup> January, 2024. The meetings were attended by all the members of the Committee.

Smt. Suman Kalra, Company Secretary & Compliance Officer is the Secretary to the Committee.

Senior functional executives are also invited to attend the meetings of the Executive Board, as and when required.

## 10.4 Administrative Committee

The Administrative Committee has been constituted to deal with the matters related to approvals for opening and closing of Bank Accounts; approaching the financial institutions for seeking working capital facilities for the

Company's projects; and matters including authorizing the officials for registration with Excise, Income tax and other applicable authorities and signing and executing documents on behalf of the company.

The Administrative Committee was last reconstituted on 18<sup>th</sup> March, 2024. The Committee comprises of Director (Finance), Director (Tourism & Marketing) and Director (Catering Services).

The Administrative Committee met once during the financial year 2023-24 on 14<sup>th</sup> March, 2024. The meeting was attended by all the members of the Committee.

Smt. Suman Kalra, Company Secretary & Compliance Officer is the Secretary to the Committee.

## 10.5 Share Transfer Committee

The Share Transfer Committee consider the requests for transfer/transmission of shares, issue of duplicate share certificate, re-materialization, split, consolidation, renewal, and issue of duplicate share certificates etc.

The Committee comprises of Director (Finance), Director (Tourism & Marketing) and Company Secretary.

The Share Transfer Committee met once during the financial year 2023-24 on 20<sup>th</sup> February, 2024. The meeting was attended by all the members of the Committee.

Smt. Suman Kalra, Company Secretary & Compliance Officer is the Secretary to the Committee.

## 11.0 SEPARATE MEETING OF INDEPENDENT DIRECTORS

In terms of provisions mentioned under SEBI (LODR) Regulations, 2015, Section 149 and Code of Independent Directors of the Companies Act, 2013, and DPE Guidelines, a separate meeting of Independent Directors was held on 18<sup>th</sup> March, 2024, without the presence of non-independent directors and members of the management.

All three Independent Directors attended the said Meeting, and the minutes of the Meeting were put up to the Board of Directors.



## 12.0 GENERAL BODY MEETINGS

### a. Annual General Meeting (AGM)

Details of last three Annual General Meetings (AGM) of the company are as under:

AGM	Financial Year	Date	Day	Time	Location	Whether any Special Resolution Passed
24 <sup>th</sup>	2022-23	25 <sup>th</sup> August, 2023	Friday	1230 Hrs	Through video conferencing ("VC")/ other Audio-Visual Means("OAVM") (IRCTC Board Room)	Yes To approve the appointment of Shri Devendra Pal Bharti (DIN: 10198557) as Independent Director
23 <sup>rd</sup>	2021-22	26 <sup>th</sup> August, 2022	Friday	1230 Hrs	Through video conferencing ("VC")/ other Audio-Visual Means("OAVM") (IRCTC Board Room)	Yes To alter the main objects clause of the MoA
22 <sup>nd</sup>	2020-21	29 <sup>th</sup> September, 2021	Wednesday	1230 Hrs	Through video conferencing ("VC")/ other Audio-Visual Means("OAVM") (IRCTC Board Room)	No

### b. Extraordinary General Meeting

No Extraordinary General Meeting of the Members was held during Financial Year 2023-24.

### c. Postal Ballot

During the financial year 2023-24, no special resolution was passed through postal ballot and no special resolution is proposed to be conducted through postal ballot on immediate basis.

## 13.0 MEANS OF COMMUNICATION

The Company communicates with its stakeholders through Annual Reports, Quarterly/ Annual Financial Results, News/Press/ Media Releases, Presentations etc. and disclosures made on the Company's website i.e. [www.irctc.com](http://www.irctc.com) from time to time.

- Annual Reports:** The Annual Report containing, inter-alia, Audited Financial Statements, Board's Report, Auditor's Report, and other important information is circulated to members and others entitled thereto. The Company's Annual Report is also available in downloadable form on the Company's website i.e. [www.irctc.com](http://www.irctc.com)
- News/Press/Media Releases, Presentations:** Official news/press/media releases on significant corporate decisions and activities are generally sent to the Stock Exchanges and are also made accessible to stakeholders via the company's website and its social media channels.
- Quarterly/ Annual Financial Results:** The Company regularly intimates un-audited as well as audited financial results to the Stock Exchanges, immediately after the approval of the Board in accordance with the time frame specified in SEBI (LODR) Regulations, 2015. The results are also hosted on the website of the Company i.e. [www.irctc.com](http://www.irctc.com) and are published in national & local daily newspapers for wider circulation.
- Newspaper publication:** During the financial year 2023-24, Quarterly/ Annual Financial Results have been published in national & local daily newspapers as follows:

Quarter	Date of Publication	Newspaper edition
Q1 ended 30 <sup>th</sup> June, 2023	10 <sup>th</sup> August, 2023	Business Standard (English version) and Amar Ujala, Business Standard and Danik Savera Times (in Hindi version)
Q2 and half year ended 30 <sup>th</sup> September, 2023	08 <sup>th</sup> November, 2023	Financial Express, Indian Express, and Free Press Journal Mumbai (English version) and Jansatta and Danik Savera Times (Hindi version)
Q3 and Nine Month ended 31 <sup>st</sup> December, 2023	14 <sup>th</sup> February, 2023	Economic Times and Statesman (English version) and Navbharat Times (Hindi version)
Q4 and year ended 31 <sup>st</sup> March, 2024	29 <sup>th</sup> May, 2024	Hindustan Times, Mint (English version), Metro Vaartha (in Malayalam version) and Hindustan Hindi (Hindi Version).

- **Webcast of Annual General Meeting:** The Company has provided live webcast of the proceedings of the 24<sup>th</sup> Annual General Meeting held on 25<sup>th</sup> August, 2023.
- **Website:** The Company's website [www.irctc.com](http://www.irctc.com) contains separate dedicated section 'Investor Relations' where the information for shareholders is available. Full Annual Report, Shareholding Pattern, Policies, MOUs, and Corporate Governance Report etc. are also available on the website. Information, latest updates, and announcements regarding the Company can be accessed at company's website as mentioned below:
  - Quarterly/Half-yearly/Annual Financial Results
  - Quarterly Shareholding Pattern
  - Quarterly Corporate Governance Report
  - Transcripts of conferences with analysts
  - Intimations made to the Stock Exchanges from time to time
  - Schedule of Investors / Analysts Meet
  - Presentations made to institutional investors or to the analysts
  - E-mail ID of the Company Secretary and Compliance Officer, Chief Investor Relations Officer (CIRO) and Alankit Assignments Ltd. (RTA) exclusively for the purpose of registering complaints by investors has been displayed on the website under the head "Investor Contact under Investor Corner".
- **NSE Electronic Application Processing System (NEAPS):** The NEAPS is a web-based application designed by NSE for Corporates. All periodical/ event-based compliance filings like shareholding pattern, corporate governance report, media releases, statement of investor complaints, among others are filed electronically on NEAPS.
- **BSE Corporate Compliance & Listing Centre ("Listing Centre"):** BSE's Listing Centre is a web-based application designed for Corporates. All periodical/ event-based compliance filings like shareholding pattern, corporate governance report, media releases, statement of investor complaints, among others are filed electronically on the Listing Centre.
- **SEBI Complaints Redress System (SCORES):** The investor complaints are processed in a centralised web-based complaints redressal system. The salient features of this system are centralised database of all complaints, online upload of Action Taken Reports

(ATRs) by concerned companies and online viewing by investors of actions taken on the complaint and its current status.

- **Designated exclusive email-IDs:** The Company has designated email id [investors@irctc.com](mailto:investors@irctc.com) and [ciro@irctc.com](mailto:ciro@irctc.com) for Investor services.

## 14.0 GENERAL INFORMATION FOR SHAREHOLDERS

### i. Annual General Meeting of the Current Year:

**Day:** Friday

**Date:** August 30, 2024

**Time:** 1230 Hrs

**Venue:** Meeting is being conducted through VC/OAVM pursuant to the MCA General Circulars dated May 5, 2020, read with general circulars dated April 8, 2020, April 13, 2020, the latest being September 25, 2023. For details, please refer to the Notice of this AGM.

### ii. Financial Year:

The Company's Financial Year is from 1<sup>st</sup> April to 31<sup>st</sup> March.

### iii. Financial Calendar (Tentative) Results for the quarter ending:

June 30, 2024 – Second week of August, 2024

September 30, 2024 – Second week of November, 2024

December 31, 2024 – Second week of February, 2025

March 31, 2025 – Fourth week of May, 2025

Annual General Meeting- August, 2025

The trading window closure period for dealing in securities of IRCTC is communicated to the stock exchanges and apart from circulating to Designated Employees of the Company is also hosted on the website of the Company. The Trading Window generally remains closed for 'Insiders' of the Company from the end of each quarter till 48 hours after the financial results for the quarter are filed with stock exchanges and become generally available, unless otherwise notified by Company Secretary.

### iv. Book Closure:

The register of members and share transfer books of the Company will remain closed from **Saturday, 24<sup>th</sup> day of August, 2024 to Friday, 30<sup>th</sup> day of August, 2024 (both days inclusive).**

### v. Dividend Distribution Policy:

The Company has a Dividend Distribution policy duly approved by its Board of Directors. The objective behind the policy is to broadly specify the parameters that shall be considered while declaring dividend and the circumstances under which shareholders of the Company



may/ may not expect dividend and how the retained earnings shall be utilized. As per the requirement of Regulation 43A of SEBI (LODR) Regulations, 2015, the policy is uploaded on the Company's website at link, [https://irctc.com/assets/images/IRCTC\\_DIVIDEND%20DISTRIBUTION%20POLICY\\_- 31.07.2019\\_CB%20Comments%20\[05.08.2019\].pdf](https://irctc.com/assets/images/IRCTC_DIVIDEND%20DISTRIBUTION%20POLICY_- 31.07.2019_CB%20Comments%20[05.08.2019].pdf)

#### **vi. Payment of Dividend:**

The Company had paid an interim dividend of ₹ 2.50/- per equity share amounting to ₹ 200 Crore in the month of December, 2023. In addition, the Board of Directors of the Company has recommended a final dividend of ₹ 4/- per equity share amounting of ₹ 320 Crore for the financial year 2023-24, subject to the approval of the shareholders at the ensuing Annual General Meeting. Accordingly, the total dividend for the financial year 2023-24 aggregates to ₹ 6.50/- per equity share, amounting to ₹ 520 Crore.

#### **vii. Dividend History:**

Financial Year	Total paid-up capital (₹ in Crore)	Total amount of Dividend paid (₹ in Crore)	Date of Board Meeting/ AGM in which Dividend was declared	Interim / Final
2010-11	20.00	12.16 (₹ 6.08 per share)	22 <sup>nd</sup> September, 2011	Final
2011-12	20.00	4.00 (₹ 2.00 per share)	29 <sup>th</sup> March, 2012	Interim
		5.71 (₹ 2.855 per share)	27 <sup>th</sup> September, 2012	Interim
2012-13	20.00	11.77 (₹ 5.885 per share)	27 <sup>th</sup> September, 2013	Final
2013-14	20.00	14.40 (₹ 7.20 per share)	11 <sup>th</sup> September, 2014	Final
2014-15	20.00	26.13 (₹ 13.065 per share)	18 <sup>th</sup> September, 2015	Final
2015-16	20.00	75.45 (₹ 37.725 per share)	27 <sup>th</sup> September, 2016	Final
2016-17	40.00	37.50 (₹ 9.375 per share)	10 <sup>th</sup> March, 2017	Interim
		47.18 (₹ 11.795 per share)	20 <sup>th</sup> September, 2017	Final
2017-18	40.00	88.81 (₹ 22.202 per share)	27 <sup>th</sup> September, 2018	Final
2018-19	160.00	60.00 (₹ 3.75 per share)	20 <sup>th</sup> December, 2018	Interim
		62.37 (₹ 3.898 per share)	28 <sup>th</sup> August, 2019	Final
2019-20	160.00	160.00 (INR 10 per share)	12 <sup>th</sup> February, 2020	Interim
		40 (₹ 2.5 per share)	27 <sup>th</sup> October, 2020	Final
2020-21	160.00	80 (₹ 5.00 per share)	29 <sup>th</sup> September, 2021	Final
2021-22	160.00	160.00 (₹ 2.00 per share)	8 <sup>th</sup> February, 2022	Interim
		120.00 (₹ 1.5 per share)	26 <sup>th</sup> August, 2022	Final
2022-23	160.00	280.00 (₹ 3.50 per share)	9 <sup>th</sup> February, 2023	Interim
		160.00 (₹ 2.00 per share)	25 <sup>th</sup> August, 2023	Final
2023-24	160.00	200.00 (₹ 2.50 per share)	7 <sup>th</sup> November, 2023	Interim

#### **viii. Detail of Nodal and Deputy Nodal Officer of the Company as under the provisions of IEPF is as below:**

**Nodal Officer:** Smt. Suman Kalra

Company Secretary

**Phone No.:** +91 11 23327746

**Email ID:** [companysecretary@irctc.com](mailto:companysecretary@irctc.com)

**Dy. Nodal Officer:** Shri Prashant Singh

Assistant Manager/Secretarial

**Phone No.:** +91 11 23311263

**Email ID:** [prashant.singh@irctc.com](mailto:prashant.singh@irctc.com)

The details of Nodal Officer and Deputy Nodal Officer of the Company along with other information regarding unpaid/ unclaimed dividend amount and shares to be transferred to IEPF are available at the website with web link <https://www.irctc.com/iepf.html>

#### **ix. Listing on Stock Exchanges:**

IRCTC's securities are listed on the following Stock Exchanges.

BSE Limited (BSE)	National Stock Exchange of India Limited (NSE)
<b>ISIN: INE335Y01020 (Equity Shares)</b>	
<b>Address:</b> Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai – 400 001 Scrip Code: 542830	<b>Address:</b> Exchange Plaza, Plot No. C/1, G Block, Bandra Kurla Complex, Bandra (East), Mumbai - 400 051 Symbol: IRCTC

**x. Listing Fee:**

The annual listing fee for the Financial Year 2024-25 has been paid to National Stock Exchange of India Limited and BSE Ltd.

**xi. Custodian Fee for Depositories:**

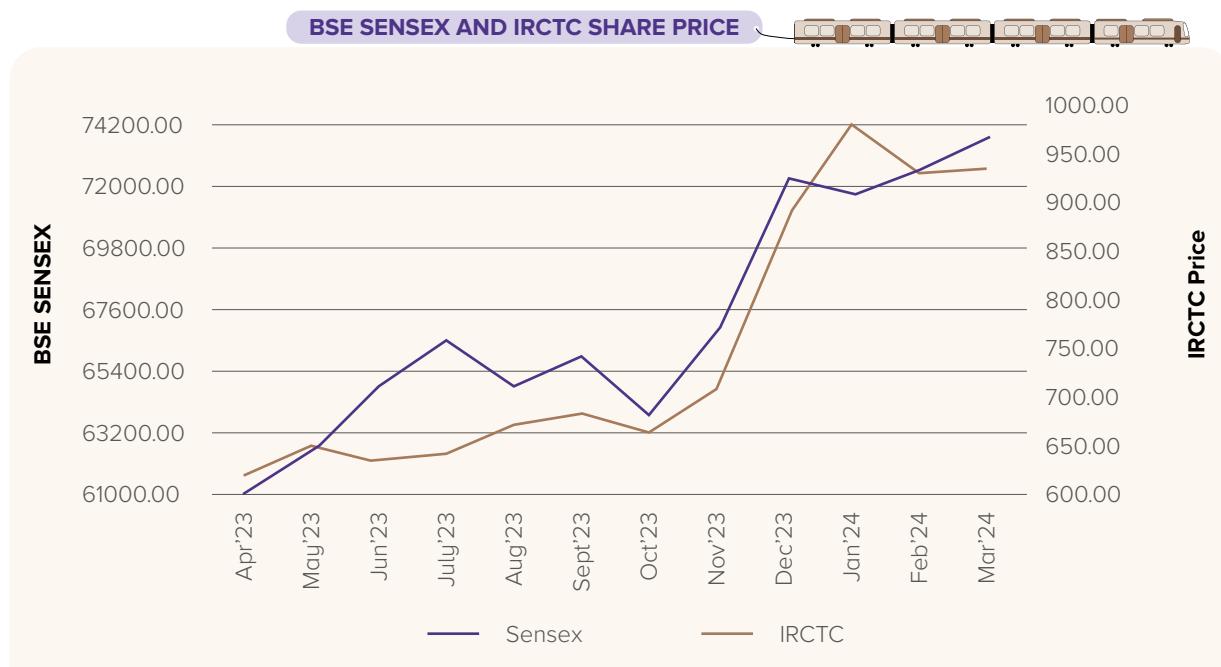
Annual Custodian Fee to NSDL and CDSL has been paid for the Financial Year 2024-25.

**xii. IRCTC's Market Price Data and performance in comparison to indices:**

Comparison of IRCTC share price (from 01.04.2023 to 31.03.2024) with BSE Sensex and NSE Nifty is given below:

**i. BSE Sensex and IRCTC Share Price**

Month	BSE SENSEX			IRCTC Share Price at BSE		
	High	Low	Close	High (₹)	Low (₹)	Close (₹)
Apr-23	61,209.46	58,793.08	61,112.44	619.40	564.65	617.50
May-23	63,036.12	61,002.17	62,622.24	653.70	604.00	649.45
Jun-23	64,768.58	62,359.14	64,718.56	675.15	621.85	635.25
Jul-23	67,619.17	64,836.16	66,527.67	642.50	614.45	640.55
Aug-23	66,658.12	64,723.63	64,831.41	686.00	630.45	672.15
Sep-23	67,927.23	64,818.37	65,828.41	758.10	661.05	680.70
Oct-23	66,592.16	63,092.98	63,874.93	726.50	636.10	665.70
Nov-23	67,069.89	63,550.46	66,988.44	720.30	650.05	705.25
Dec-23	72,484.34	67,149.07	72,240.26	916.35	700.00	886.65
Jan-24	73,427.59	70,001.60	71,752.11	1,049.75	866.80	978.35
Feb-24	73,413.93	70,809.84	72,500.30	993.20	876.75	926.90
Mar-24	74,245.17	71,674.42	73,651.35	960.90	863.00	929.95

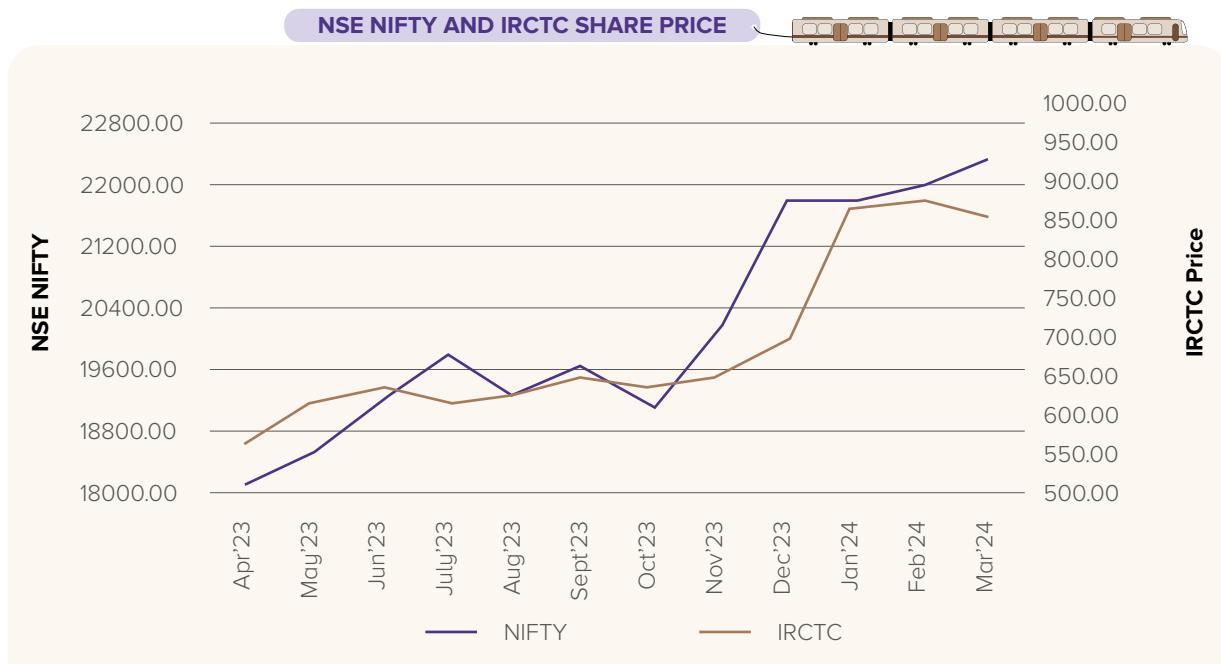
**ii. Performance of IRCTC Share price in comparison to BSE SENSEX:**



### iii. NSE NIFTY and IRCTC Share Price

Month	NSE NIFTY			IRCTC Share Price at NSE		
	High	Low	Close	High (₹)	Low (₹)	Close (₹)
Apr-23	18089.15	17312.75	18065.00	619.65	564.55	617.80
May-23	18662.45	18042.4	18534.40	653.70	604.10	649.50
Jun-23	19201.70	18464.55	19189.05	675.00	621.65	635.10
Jul-23	19999.85	19234.4	19753.80	642.65	614.35	640.65
Aug-23	19795.60	19223.65	19253.80	686.00	630.60	672.00
Sep-23	20222.45	19255.70	19638.30	758.00	661.00	680.85
Oct-23	19849.75	18837.85	19079.60	726.50	635.55	665.35
Nov-23	20158.70	18973.70	20133.15	719.90	649.70	705.75
Dec-23	21801.45	20183.70	21731.40	916.50	700.00	887.50
Jan-24	22124.15	21137.20	21725.70	1049.00	866.80	977.20
Feb-24	22297.50	21530.20	21982.80	933.50	877.00	927.40
Mar-24	22526.60	21710.2	22326.90	961.00	862.75	929.70

### ii. Performance of IRCTC Share price in comparison to NSE NIFTY:



xiii. The Company's securities have not been suspended from trading, during Financial Year 2023-24.

### xiv. Registrar and Transfer Agent for Shares:

#### Alankit Assignments Limited,

Address: 4E/2, Alankit House,  
Jhandewalan Extension,  
Near Jhandewalan Metro Station,  
New Delhi-110055

Email id: [rta@alankit.com](mailto:rta@alankit.com)

Phone Number: 011-42541234

### xv. Share Transfer System:

SEBI has prescribed that with effect from April 1, 2019, requests for effecting transfer of securities (except

transmission or transposition cases) shall not be processed unless the securities are held in dematerialized form with a depository.

Alankit Assignments Ltd. is the Registrar and Share Transfer Agent (RTA) for the Physical and Demat shares and is also the depository interface of the Company with both National Securities Depository Limited (NSDL) and Central Depository Services (India) Limited (CDSL).

The request received for re-materialization, consolidation and issue of duplicate shares are overseen by Share Transfer Committee for Issue of share certificate.

During the year under report, no request for transfer of shares held in physical form was processed by the RTA.

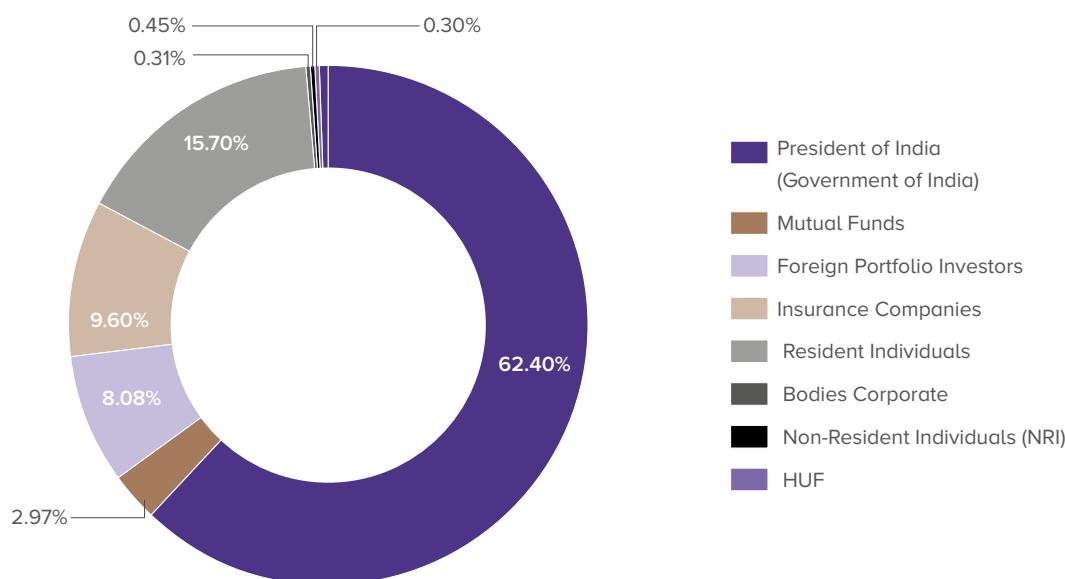
Shareholders holding shares in dematerialized mode have been requested to register their email address, bank account details and mobile number with their depository participants. Those holding shares in physical mode have been requested to furnish PAN, nomination, contact details, bank account details and specimen signature for their corresponding folios. Shareholders may contact the RTA.

Pursuant to Regulation 40(9) & (10) of the SEBI (LODR) Regulations, 2015, certificate from Practising Company Secretary confirming that all certificates had been issued within thirty days of the date of lodgement for transfer, sub-division, consolidation, renewal, exchange or endorsement of calls/ allotment monies had been submitted to Stock Exchanges on yearly basis within stipulated time.

#### xvi. Shareholding pattern as on March 31, 2024:

##### i) Shareholding of various categories as on March 31, 2024:

Category	No. of Shareholders	Total No. of Shares	Holding in %
President of India (Government of India)	1	499172170	62.40
Shareholding by Companies or Bodies Corporate where Central / State Government is a promoter	1	576	0.00
Mutual Funds	26	23782092	2.97
Alternative Investment Fund	1	875	0.00
Foreign Portfolio Investors	481	64638254	8.08
Banks	6	27689	0.00
Insurance Companies	15	76839811	9.60
Provident Funds/Pension Funds	1	1176511	0.15
Resident Individuals	1879974	125561958	15.70
NBFC registered with RBI	4	25931	0.00
Bodies Corporate	1679	2503508	0.31
Clearing Members	67	121812	0.02
Employees	228	179102	0.02
Non-Resident Individuals (NRI)	15561	3553997	0.45
Foreign Nationals	2	292	0.00
HUF	12240	2373002	0.30
Trusts	17	34220	0.00
Foreign Portfolio Investors (Category-III)	1	4800	0.00
Directors and their Relatives	2	3400	0.00
<b>Total</b>	<b>1910307</b>	<b>800000000</b>	<b>100.00</b>





**ii) Distribution of IRCTC's shares according to size of holding as on March 31, 2024:**

<b>Particulars</b>	<b>No. of Shareholders</b>			<b>% of holder</b>	<b>No. of Shares</b>			<b>% of Share Holding</b>
	<b>Ph. Holders</b>	<b>Demat holders</b>	<b>Total holders</b>		<b>Ph. Shares</b>	<b>Demat shares</b>	<b>Total holding</b>	
1 to 500	3	1876042	1876045	98.21	225	88894249	88894474	11.11
501 to 1000	0	22276	22276	1.17	0	16219205	16219205	2.03
1001 to 2000	0	7659	7659	0.40	0	10803321	10803321	1.35
2001 to 3000	0	1926	1926	0.10	0	4802509	4802509	0.60
3001 to 4000	0	711	711	0.04	0	2500249	2500249	0.31
4001 to 5000	0	475	475	0.02	0	2218972	2218972	0.28
5001 to 10000	0	610	610	0.03	0	4265272	4265272	0.53
10001 to Above*	0	605	605	0.03	0	670295998	670295998	83.79
<b>Total</b>	<b>3</b>	<b>1910304</b>	<b>1910307</b>	<b>100.00</b>	<b>225</b>	<b>799999775</b>	<b>800000000</b>	<b>100.00</b>

\*Includes President of India holding of 499172170 equity shares.

**iii) Top 10 Shareholders as on March 31, 2024:**

<b>Category</b>	<b>No. of Shareholders</b>	<b>Holding in %</b>
The President of India	499172170	62.3965
Life Insurance Corporation of India	73618832	9.2024
Vanguard Total International Stock Index Fund	4119414	0.5149
Vanguard Emerging Markets Stock Index Fund, A Series of Vanguard International Equity Index Funds	4041827	0.5052
SBI S&P BSE SENSEX NEXT 50 ETF	3343817	0.4180
Government Pension Fund Global	3117100	0.3896
Quant Mutual Fund - Quant Teck Fund	2780000	0.3475
Government of Singapore	2471331	0.3089
Ishares Core Msci Emerging Markets ETF	2456350	0.3070
Canara Robeco Mutual Fund A/C Canara Robeco Emerging Equities	2376276	0.2970
<b>Total</b>	<b>597497117</b>	<b>74.6871</b>

**iv.) Geographical Distribution of Shareholders as on March 31, 2024**

<b>City Name</b>	<b>No of Folios/holders</b>	<b>% age</b>	<b>Holding</b>	<b>% age</b>
New Delhi*	99968	5.11	508403790	63.55
Mumbai	206417	10.55	185201056	23.14
Bangalore	66021	3.37	6141928	0.77
Pune	63504	3.24	4933041	0.62
Calcutta	49666	2.54	4752589	0.59
Hyderabad	39890	2.04	3548028	0.44
Ahmedabad	36842	1.88	3476236	0.43
Chennai	37588	1.92	3590405	0.45
Surat	34604	1.77	2137582	0.27
Other Cities	1275807	67.58	77815345	9.74
<b>Total</b>	<b>1910307</b>	<b>100</b>	<b>800000000</b>	<b>100</b>

\*Includes President of holding of 499172170 equity shares.

**xvii. Dematerialization of Shares and Liquidity:**

The shares of the Company are in dematerialized format and are available for trading under systems of both the depositories i.e. National Securities Depository Limited (NSDL) and Central Depository Services (India) Limited (CDSL).

Reconciliation of share capital audit confirming that the total issued capital of the Company is in agreement with the total number of shares in physical form and the total number of dematerialized shares held with NSDL and CDSL, is placed before the Board on quarterly basis and is also submitted to Stock exchanges within stipulated timelines. As on 31<sup>st</sup> March, 2024, more than 99.99% equity shares of the Company are in dematerialized form.

No. of shares held in dematerialized and physical mode as on March 31, 2024

Particulars	Total Shares	% to Equity*
Shares held in physical mode	225	Negligible
Shares in dematerialized form with NSDL	72,10,58,080	90.13%
Shares in dematerialized form with CDSL	7,89,41,695	9.87%
<b>Total</b>	<b>80,00,00,000</b>	<b>100</b>

\*Rounded off to 2 decimal places

The correspondence details of the depositories are as under:

Particulars	National Securities Depository Limited	Central Depository Services (India) Limited
Address	Trade World, A-Wing, 4 <sup>th</sup> Floor, Kamala Mills Compound, Lower Parel, Mumbai – 400 013	Marathon Futurex, A-Wing, 25 <sup>th</sup> Floor, NM Joshi Marg, Lower Parel, Mumbai - 400 013
Telephone	+91-22-2499 4200	+91-22-2305 8640/24/39/42/63
Email	1-800-222-990 <a href="mailto:relations@nsdl.co.in">relations@nsdl.co.in</a>	1-800-22-5533 <a href="mailto:helpdesk@cdslindia.com">helpdesk@cdslindia.com</a>
Website	<a href="mailto:info@nsdl.co.in">info@nsdl.co.in</a> <a href="https://nsdl.co.in/">https://nsdl.co.in/</a>	<a href="mailto:complaints@cdslindia.com">complaints@cdslindia.com</a> <a href="http://www.cdslindia.com">www.cdslindia.com</a>

#### xviii. History of Paid-up Equity Share Capital

Financial Year	Date of allotment	Number of Equity Shares	Face value	Cumulative number of Equity Shares	Cumulative paid -up Equity Share capital	Nature of transaction and name of the Allottee(s)
1999-00	September 27, 1999	7	10	7	70	Subscription to the MoA
2000-01	June 30, 2000	4,999,993	10	5,000,000	50,000,000	Further issue
2001-02	August 3, 2001	15,000,000	10	20,000,000	200,000,000	Further issue
2016-17	March 30, 2017	20,000,000	10	40,000,000	400,000,000	Bonus issue in the ratio of 1:1
2018-19	March 29, 2019	120,000,000	10	160,000,000	1,600,000,000	Bonus issue in the ratio of 3:1
2021-22	October 29, 2021 (Record Date)	-	2	800,000,000	1,600,000,000	Split in the ratio of 1:5

#### ixx. Commodity price risk or foreign exchange risk and hedging activities:

The Company does not deal in commodities and hence the disclosure pursuant to SEBI Circular dated November 15, 2018 is not available. For details on the risk related to Foreign Exchange during the year, please refer to the Management Discussion and Analysis Report under 'Risks and Concerns'.

#### xx. Outstanding Global Depository Receipts (GDRs)/ American Depository Receipts (ADRs)/Warrants or any Convertible Instruments:

The Company has not issued any GDRs/ADRs/warrants or any convertible instruments which has impact on equity. Therefore, there are no GDRs/ADRs/warrants/convertible instruments outstanding as on March 31, 2024.

#### xxi. Plant Locations/ Operating Units:

The Company's registered and corporate office is situated in Delhi. Apart from that, the Company operates through various zonal and regional offices across India along with its Rail Neer plants. A list of Rail Neer plants and Zonal

offices in different states is available on the website of the Company.

#### xxii. Address for correspondence with the Registered Office (Regarding Corporate Governance matters covered under this report):

Mrs. Suman Kalra,

Company Secretary & Compliance Officer

11<sup>th</sup> Floor, B-148, Statesman House,

Barakhamba Road, New Delhi 110001

Telephone: 91-11-23327746

E-Mail ID: [companysecretary@irctc.com](mailto:companysecretary@irctc.com)

Website: [www.irctc.com](http://www.irctc.com)

#### xxiii. Contact details of Chief Investor Relations Officer (CIRO):

The department headed by CIRO plays a vital role in maintaining close liaison and sharing information through periodic meets, including tele-conferencing in India and



abroad, regular interactions with investment bankers, research analysts and institutional investors.

Mr. Anil Kumar Sharma, AGM/Finance/Accounts appointed as CIRO by the Company, has been entrusted with the responsibility to deal with dissemination of information and disclosure of Unpublished Price Sensitive Information (UPSI) in a fair and unbiased manner. The contact details of CIRO are published on the website of the Company and the same is also placed hereunder:

**Mr. Anil Kumar Sharma,**  
AGM/Finance  
11<sup>th</sup> Floor, B-148, Statesman House,  
Barakhamba Road, New Delhi 110001  
Telephone: 91-11-23701230  
E-Mail ID: [ciro@irctc.com](mailto:ciro@irctc.com)  
Website: [www.irctc.com](http://www.irctc.com)

#### **xxiv. List of all credit ratings obtained by the Company:**

The Company has not taken any credit rating by any agency during 2023-24.

#### **xxv. Green Initiatives in Corporate Governance:**

In pursuit of the “**Green Initiative**”, the Company sends copy of Annual Report along with notice convening Annual General Meeting through electronic mode only to those Members whose e-mail IDs were registered with the respective Depository Participants/ Company/ RTA in accordance with the applicable Circular(s)/ Guidelines issued by MCA and SEBI. The Notice of AGM and Annual Report are also placed on website of the Company i.e. [www.irctc.com](http://www.irctc.com).

#### **xxvi. Directors and Officers insurance:**

IRCTC has Directors and Officers Insurance Policy (D & O Policy) in place. The present D & O Policy also covers Independent Directors of the Company, in accordance with Regulation 25 (10) of the SEBI (LODR) Regulations, 2015.

#### **xxvii. Dispute Resolution Mechanism at Stock Exchange:**

SEBI vide Circular No. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 dated July 31, 2023 read with SEBI Circular dated August 04, 2023 advised companies to bring the provisions of said circular to the notice of the investors/ clients and also to disseminate the same on their website and to display a link to the ODR Portal on the home page of their websites and mobile apps.

In compliance with these directives and to enhance investor awareness regarding the Dispute Resolution Mechanism at Stock Exchanges, the afore-mentioned SEBI Circular has been uploaded on the website of the company, which can be accessed by clicking at link <https://www.irctc.com/assets/images/Combined-ODR.pdf>. Also, a link to SMART ODR Portal (Securities Market Approach for

Resolution Through ODR Portal) is also available at the web-link <https://www.irctc.com/investor-contact.html>.

#### **xxviii. Agreements binding listed entities:**

Pursuant to Schedule III, Para A, Clause 5A of the SEBI (LODR) Regulations, 2015, no agreements impacting management or control of the Company or imposing any restriction or creating any liability upon the Company were entered during the FY 2023-24.

#### **xxix. Subsidiary Company:**

IRCTC Payments Limited was incorporated in February 10, 2024 as wholly owned subsidiary of IRCTC for the purpose of payment aggregator business. Minutes of the Board meetings of subsidiary companies are placed before the Board of IRCTC for its information. The Financial statements, in particular, the investments made by IRCTC Payments Limited were reviewed by the Audit Committee of IRCTC. Details of Directors, CEO, CFO & Company Secretary are uploaded on the website of Company with web-link <https://www.irctc.com/Subsidairy.html>.

### **15.0 OTHER DISCLOSURES**

- (i) Disclosures on materially significant related party transactions that may have potential conflict with the interests of company at large:** During the year 2023-24, the transactions with related party were entered in the ordinary course of business and on arms' length basis. The Company did not enter into any Related Party Transactions qualifying to be reported in AOC-2 and accordingly said information is 'NIL'.

In accordance with the requirements prescribed under Companies Act, 2013, SEBI (LODR) Regulations, 2015 and Accounting Standard-24 on Related Party disclosures, the details of transactions with related parties are disclosed in Note No. 44 of the Notes to Financial Statements for the year ended 31<sup>st</sup> March 2024. The Company has formulated a Related Party Transaction (RPT) Policy to set out the materiality thresholds for related party transactions and the manner of dealing with the transactions between the Company and its related parties based on the Companies Act, 2013 and SEBI (LODR) Regulations, 2015. There was no materially significant related party transaction, which have potential conflict with the interest of the Company at large.

Also, the Company has not entered into any material, financial and commercial transactions, with the Director(s) or the Management or their relatives or the companies and the firms, etc. in which they are either directly or through their relatives interested as Directors and/or partners.

- (ii) Web link where policy on dealing with related party transactions:** The web-link for policy dealing with related party transactions is uploaded at [https://www.irctc.com/assets/images/IRCTC%20RPT\\_07112022.pdf](https://www.irctc.com/assets/images/IRCTC%20RPT_07112022.pdf)

**(iii) Disclosure requirements as per SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and DPE Guidelines on Corporate Governance:**

The Company has complied with all requirements prescribed under SEBI (LODR) Regulations, 2015, the Companies Act, 2013, applicable Secretarial Standards and DPE Guidelines on Corporate Governance, as amended from time to time, except in respect of the appointment of requisite number of Independent Directors, including an Independent Woman Director for the year under review, due to which Company was non-compliant with respect to composition of Board of Directors as on March 31, 2024. The non-compliances were beyond the control of the Board and the Company.

The Company has already requested the Ministry of Railways, Government of India, i.e., the appointing authority, to expedite the appointment of requisite number of Independent Directors including a Woman Independent Director on the Board of the Company, to enable compliance with the applicable statutory provisions of the Companies Act, 2013, SEBI (LODR) Regulations, 2015 and DPE Guidelines on Corporate Governance.

**(iv) Details of non-compliance, penalties structure imposed by stock exchange or any statutory authority or any matter related to capital markets, during last three years:**

During the preceding three years, no penalty was imposed and/or stricture was passed on the Company by any Stock Exchange or SEBI or any other statutory authority, on any matter related to the capital market or guidelines issued by the Government except as disclosed in the Certificate on compliances of conditions of Corporate Governance and Secretarial Audit Report w.r.t half of the board of directors of the company was not independent including one-woman independent director as required under Regulation 17(1) of SEBI (LODR) Regulations, 2015 and

para 3.1.4 of DPE Guidelines on Corporate Governance with regard to Composition of the Board of Directors.

The Company has systems in place for monitoring statutory and procedural compliances. The Board is reported the status of the same on quarterly basis so as to ensure proper compliances of all laws applicable to the company.

**(v) Vigil Mechanism:** Pursuant to Section 177 of the Companies Act, 2013, Regulation 22 of SEBI (LODR) Regulations, 2015 and SEBI (Prevention of Insider Trading) Regulations, 2015, the Company has implemented Whistle Blower Policy & Vigilance Mechanism to enable Employee(s) to report to the management, concerns about unethical behaviour, actual or suspected fraud, or violation of the Company's general guidelines on conduct or ethics and to provide adequate safeguards against victimization of Directors and employees to avail of the mechanism and to prohibit managerial personnel from taking any adverse personal action against those employees. As per IRCTC's Whistle Blower Policy & Vigil Mechanism, Complainant or Whistle Blower will have direct access to the Chairman of the Audit committee in appropriate or exceptional cases where he or she is of the opinion that complaint cannot be made to the CMD subject to providing a valid justification for the same. During the financial year 2023-24, no personnel was denied access to the Audit Committee and no complaint was reported under Whistle Blower Policy. The performance of Vigilance department was also reviewed by the Board of Directors in accordance with the circulars issued by the Chief Vigilance Commission.

The Whistle Blower Policy & Vigil Mechanism is available on the website of the Company with web-link [https://www.irctc.com/assets/images/IRCTC%20whistleblower%20policy%202024%20recived%20from%20CVO%20IRCTC%20090224%20\(1\)-14-02-2024.pdf](https://www.irctc.com/assets/images/IRCTC%20whistleblower%20policy%202024%20recived%20from%20CVO%20IRCTC%20090224%20(1)-14-02-2024.pdf)

**(vi) Details of material subsidiaries of the listed entity; including the date and place of incorporation and the name and date of appointment of the statutory auditors of such subsidiaries:**

Name of material Subsidiary Company	Date & Place of Incorporation	Name & Date of Appointment of Statutory Auditor
The Company has one wholly owned subsidiary company named as "IRCTC Payments Limited".	February 10, 2024	Name: Gupta Goel & Khanna
At present, IRCTC Payments Limited does not fall within the purview of material subsidiary company in accordance with the requirements prescribed under SEBI (LODR) Regulations, 2015	Registered Office: B-148, 11 <sup>th</sup> Floor, A Wing Statesman House, Connaught Place, New Delhi-110001	Date of Appointment: 20 <sup>th</sup> June, 2024

**(vii) Web link where policy for determining 'material' subsidiaries is disclosed:** The Company has formulated a Policy for determining material subsidiaries as per Regulation 16(1) (c) of SEBI (LODR) Regulations, 2015. The web-link for policy for determining material subsidiary is uploaded at [https://irctc.com/assets/images/Policy%20for%20determining%20Material%20Subsidiary\\_08-07-24.pdf](https://irctc.com/assets/images/Policy%20for%20determining%20Material%20Subsidiary_08-07-24.pdf)



**(viii) Details of utilisation of funds raised through preferential allotment or qualified institutions placement as specified under Regulation 32 (7A) of SEBI (LODR) Regulations, 2015:**

**Regulations, 2015:** During the year, no funds have been raised through preferential allotment or qualified institutions placement.

**(ix) Certificate for disqualification of Directors:** Pursuant to Regulation 34(3) and Schedule V Para C clause (10)(i) of the SEBI (LODR) Regulations, 2015: A Certificate from M/s Kumar Naresh Sinha & Associates, a Company Secretary in practice that none of the directors on the Board of the Company have been debarred or disqualified from being appointed or continuing as directors of companies by the Board/ Ministry of Corporate Affairs or any such statutory authority is placed as **Appendix- "B-4"**.

**(x) Recommendations of the Committees of the Board:** During 2023-24, the Board had accepted all the recommendations of the Committee(s) of the Board, which are mandatorily required to be recommended by the Committee(s) for its approval.

**(xi) Total fees for all services paid by the listed entity and its subsidiaries, on a consolidated basis, to the statutory auditor and all entities in the network firm/network entity of which the statutory auditor is a part:** The details of fees paid to Statutory Auditor during financial year 2023-24 on consolidated basis is mentioned below:

(₹ in Crore)

Payment to Auditors	Year ended March 31, 2024	Year ended March 31, 2023
Audit Fees	0.18	0.16
Tax Audit Fees	0.05	0.04
Certification and Other Services	0.11	0.11
Travelling and Out of Pocket Expanses	0.09	0.12

**(xii) Disclosure under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013:** The Company is committed towards prevention of sexual harassment of women at workplace and takes prompt action in the event of reporting of any such incidents, web-link for policy dealing with Sexual Harassment of Women at Workplace is uploaded at [https://www.irctc.com/assets/images/IRCTC%20Policy%20for%20Prevention%20of%20Sexual%20Harassment%20of%20Women%20At%20Workplace\\_12\\_6\\_23.pdf](https://www.irctc.com/assets/images/IRCTC%20Policy%20for%20Prevention%20of%20Sexual%20Harassment%20of%20Women%20At%20Workplace_12_6_23.pdf)

The detail of complaints, received, disposed off and pending during the year 2023-24 is reproduced below:

<b>Status as on 1<sup>st</sup> April 2023</b>	1 (One)
<b>Received during the year</b>	2 (Two)
<b>Disposed off during the year</b>	2 (Two)
<b>Pending as on 31<sup>st</sup> March 2024</b>	1 (One)

**(xiii) Code of Conduct for Members of the Board and Senior Management:**

The Company has adopted the 'Model code of Business and Ethics for Board member & Senior Management ("the Code"). The Code is available on the website of the Company at [https://www.irctc.com/assets/images/CODE%20OF%20CONDUCT%20FOR%20IRCTC%20030223\(1\)3mar.pdf](https://www.irctc.com/assets/images/CODE%20OF%20CONDUCT%20FOR%20IRCTC%20030223(1)3mar.pdf)

As per requirement of SEBI (LODR) Regulations, 2015 and DPE Guidelines on Corporate Governance, all the members of Board and senior management have affirmed compliance with the Code of Conduct of the Company for the financial year 2023-24.

Declaration signed by the Chairman & Managing Director affirming receipt of compliance with the Code of Conduct and Key Values from Board of Directors and Members of Senior Management during 2023-24 have been placed as **Appendix- "B-1"**.

**(xiv) Code for prevention of Insider Trading in securities of IRCTC Limited:**

In pursuance of the SEBI (Prohibition of Insider Trading) Regulations, 2015 as amended from time to time, Company has formulated and implemented 'Code of Conduct to Regulate, Monitor and Report Trading by Insiders' and 'Code of Fair Disclosure Practices for Prevention of Insider Trading'.

The objective of the Code is to prevent purchase and/ or sale of shares of the Company by an Insider on the basis of unpublished price sensitive information. Under this Code, Designated employees /Insiders (all Directors and Chief Vigilance Officer, Key Managerial Personnel, all Group General Managers, all General Managers, all Heads of Finance of Units/Divisions/Regions, Heads of all Zones/ Regions/Plants(irrespective of designation), all employees of the level of DGM and above, all employees working in Books, Budget, Financial Service and Direct Taxation Sections of Corporate Finance, all employees working in Company Secretariat & Legal Department , all employees working in Secretariat of CMD/Functional Directors, any support staff such as IT staff who have access to UPSI and any other key person, who in the opinion of Compliance Officer be covered in the "Designated Employee" and their immediate relatives are prohibited to deal in the Company's shares/derivatives of the Company during the closure of Trading Window and other specified period(s).

As per the laid down code, to deal in IRCTC's securities, beyond specified limit, permission of Compliance Officer is required. All designated employees are also required to disclose related information periodically as defined in the Code.

Smt. Suman Kalra, Company Secretary has been designated as Compliance officer under the Code. Copy of the insider trading code is available on the website of the Company at the link: [https://www.irctc.com/assets/images/Final%20Amended%20Code%2008.02.2022%20\(1\).pdf](https://www.irctc.com/assets/images/Final%20Amended%20Code%2008.02.2022%20(1).pdf)

Further, the Company has set up web based Structured Digital Database (SDD) for capturing the flow of unpublished price sensitive information (UPSI). The database maintains an audit trail of entry captured in SDD, audit log report, time & date stamping of entering UPSI etc. The company has been filing quarterly certificates with the stock exchanges from a practicing company secretary, affirming compliance with the SEBI (Prohibition of Insider Trading) Regulations, 2015.

**(xv)** The Company has complied with the requirements of Regulation 17 to 27 of SEBI (LODR) Regulations, 2015 relating to Board, Committees and Corporate Governance, as amended from time to time; and maintaining & updating the Website of the Company as required under Regulation 46 of SEBI (LODR) Regulations, except for the appointment of requisite number of Independent Directors (including one woman independent director) for the year, due to which Company was non-compliant with respect to composition of Board of Directors and their committees. The Company has also complied with the disclosure requirements under Corporate Governance Report as per Part C of Schedule V of the SEBI (LODR) Regulations, 2015. Further, in compliance of Regulation 46 of SEBI (LODR) Regulations, 2015, the Company has inter-alia disclosed the relevant information such as details of the Company's business, composition of various Committees of the Board of Directors, Code of Business Conduct and Ethics for Board Members and Senior Management etc., on its website at [https://irctc.com/Disclosure\\_under\\_Regulation\\_46\\_of\\_SEBI\\_\(LODR\)\\_Regulations.html](https://irctc.com/Disclosure_under_Regulation_46_of_SEBI_(LODR)_Regulations.html)

**(xvi) Disclosure with respect to Demat Suspense Account/ Unclaimed suspense account:** During the year 2023-24, there were no shares in the Demat suspense account or unclaimed suspense account.

**(xvii) Loans and advances in the nature of loans to firms/ companies in which directors are interested by name and amount:** No loans and advances were given by the Company and its subsidiaries to firms/companies in which Directors were interested.

**(xviii) Unpaid/Unclaimed Dividend:** The amount of Dividend remaining unpaid/unclaimed for seven years from the date of its transfer to the Unpaid Dividend Account of the Company is required to be transferred to the Investor Education and Protection Fund (IEPF) administered by the Central Government. As of now, no amount is due for transfer to Investor Education and Protection Fund.

However, the amount of the unpaid /unclaimed dividend as on 31<sup>st</sup> March, 2024 for Interim Dividend of FY 2019-20, Final Dividend of FY 2019-20, Final Dividend of FY 2020-21, Interim Dividend of FY 2021-22, Final Dividend of FY 2021-22, Interim Dividend of FY 2022-23, Final Dividend of FY 2022-23 and Interim Dividend of FY 2023-24 is uploaded on company's website with web-link: <https://www.irctc.com/iepf.html>

**(xix) Details of administrative and office expenses as a percentage of total expenses vis-à-vis financial expenses:**

Particulars	(₹ in Crore)	2023-24	2022-23
Other Expenses	174.42	162.70	
Finance Cost	18.64	16.11	
Total Expenses	2879.84	2335.09	
Other Expenses/Total Expenses (%)	6.06	6.97	
Finance Cost/Total Expenses (%)	0.64	0.68	

**(xx) Audit qualifications:** The Company has been putting in all efforts to ensure a regime of unqualified financial statements. For Audit observations/remarks, the Independent Auditor's Report submitted by M/s N.K. Bhargava & Co., Chartered Accountants on the financial statements for the year ending 31<sup>st</sup> March 2024 is unmodified.

**(xxi) Reporting of Internal Auditor:** The Internal Auditors has direct access to the Audit Committee.

**(xxii)** No items of expenditure were debited in books of accounts, which were not for the purposes of the business during the year 2023-24.

**(xxiii)** Expenses incurred which are personal in nature and incurred for the Board of Directors and Top Management: During the year, no expenses have been incurred by the Company which are personal in nature for the directors and top management except for the remuneration paid to them in accordance with the Government of India's pay scales as disclosed in this report and in Note No. 30 forming part of the standalone financial statement.

**(xxiv)** The Balance Sheet, Statement of Profit & Loss, Statement of Changes in Equity and Cash Flow Statement for the financial year 2023-24 have been prepared as per the Accounting Standards specified under Section 133 of the Companies Act, 2013 read with the Companies (Indian Accounting Standards) Rules, 2015 ("Ind AS"), as amended, and other accounting principles generally accepted in India.

**(xxv)** There are no significant changes in accounting policies.

**(xxvi)** During the last 3 years, your Company has not received any Presidential Directives.



**(xxvii)** The Company periodically informs the Board about the risks associated with its projects in risky areas. Details pertaining to risk management have been given in Management Discussion and Analysis Report under the heading '**Risks and Concerns**'.

## 16.0 DISCRETIONARY REQUIREMENTS

- a) The Board:** Cessation and/or Appointment of directors on the board of the Company during the year under review are mentioned elsewhere in the Directors' Report.
- b) Shareholders' Rights:** The Company's quarterly / half-yearly / annual financial results are published in newspapers and are also put on the website of the Company at <https://www.irctc.com/financial-result.html>. Notice of investors'/analysts meets, call transcripts are posted on the Company's website at <https://www.irctc.com/Schedule%20of%20Investors%20meet.html> and the intimations related to material events are communicated to Stock Exchanges as well as hosted on company's website to make the shareholders and public at large aware about such events.

## 17.0 CEO/CFO CERTIFICATION

In terms of Regulation 17 (8) of SEBI (LODR) Regulations, 2015, a certificate duly signed by Shri Sanjay Kumar Jain, Chairman & Managing Director and Shri Ajit Kumar, Director (Finance) & CFO was placed before the Audit Committee in its meeting held on 28<sup>th</sup> May, 2024 and subsequently to the Board of Directors in its meeting held on same day. The duly signed certificate as presented to the Audit Committee and Board of Directors is placed as **Appendix – “B-2”**.

## 18.0 CORPORATE GOVERNANCE REQUIREMENT BY DEPARTMENT OF PUBLIC ENTERPRISES

Your Company has submitted report on Corporate Governance in specified format(s) to Ministry of Railways and DPE within the stipulated time provided for the same as required under the Department of Public Enterprises (DPE) Guidelines on the Corporate Governance, 2010 for CPSEs.

## 19.0 SECRETARIAL AUDIT

The Secretarial Audit has been conducted by M/s Kumar Naresh Sinha & Associates, Practicing Company Secretaries with respect to compliance to the applicable provisions of Companies Act, 2013, SEBI (LODR) Regulations, 2015 and DPE Guidelines. The Secretarial Audit Report shall form part of Boards' Report.

In terms of requirements of SEBI Circular No. CIR/ CFD/ CMDI/27/2019 dated 08.02.2019, M/s Kumar Naresh Sinha & Associates has examined the compliances in relation to applicable SEBI Guidelines and has issued Annual Secretarial Compliance report, which was also submitted to Stock Exchanges on 22<sup>nd</sup> May, 2024.

## 20.0 COMPLIANCE ON CORPORATE GOVERNANCE

The Company has complied with corporate governance requirements specified in Regulations 17 to 27 and clauses (b) to (i) of sub-regulation (2) of Regulation 46 of SEBI (LODR) Regulations, 2015. Non-compliance, if any, of the Regulations of SEBI (LODR) Regulations, 2015 has been specifically mentioned in the Report and were suitably replied to the Stock Exchange. Further, all requirements of Corporate Governance Report specified in para 2-10 of the schedule V part C has been complied with.

This Report duly complies with the legal requirements in respect of data that should be disclosed in a Corporate Governance Report for the year 2023-24. A Certificate obtained from a Practicing Company Secretary regarding compliance of the conditions of Corporate Governance in accordance with the guidelines issued by Department of Public Enterprises and SEBI (LODR) Regulations, 2015 has been included as **Appendix – “B-3”** to this Report.

**For and on behalf of Board of Directors**

Sd/-

**(Sanjay Kumar Jain)**

Place: New Delhi  
Date: July 19, 2024

Chairman & Managing Director  
DIN: 09629741

## Appendix - “B-1” to the Directors’ Report

### Declaration by Chairman & Managing Director regarding Compliance with the Code of Conduct by Board Members and Senior Management during the Financial Year 2023-24.

I, Sanjay Kumar Jain, Chairman & Managing Director, Indian Railway Catering and Tourism Corporation Limited, do hereby declare that all the members of the Board of Directors and the Senior Management Team of the Company have affirmed their compliance of the Code of Conduct and Key Values of the Company during the financial year 2023-24.

Sd/-

(Sanjay Kumar Jain)

Chairman & Managing Director

DIN: 09629741

Place: New Delhi  
Date: July 19, 2024





## Appendix - “B-2” to the Directors’ Report

### Chief Executive Officer (CEO) and Chief Financial Officer (CFO) Certification

To,  
The Board of Directors  
**Indian Railway Catering and Tourism Corporation Limited**  
New Delhi

- (a) We have reviewed financial statements of Indian Railway Catering and Tourism Corporation Ltd for the Quarter & year ended 31<sup>st</sup> March, 2024 and that to the best of our knowledge and belief:
- These statements do not contain any materially untrue statement or omit any material fact or contain statements that might be misleading;
  - These statements together present a true and fair view of the company’s affairs and are in compliance with existing accounting standards, applicable laws and regulations.
- (b) There are, to the best of our knowledge and belief, no transactions entered into by the Company during the FY 2023-24 which are fraudulent, illegal or violative of the Company’s Code of Conduct.
- (c) We accept responsibility for establishing and maintaining internal controls for financial reporting and we have evaluated the effectiveness of the internal control systems of the company pertaining to financial reporting and we have disclosed to the auditors and the Audit Committee that to the best of our knowledge and belief there are no deficiencies in the design or operation of such internal control.
- (d) We have indicated to the auditors and the Audit Committee:
- That there have been no significant changes in internal control system during the year.
  - That there are no significant changes in accounting policies.
  - There have been no instances of significant fraud of which we have become aware.

Date: 28.05.2024  
Place: New Delhi

**Sd/-**  
**(Sanjay Kumar Jain)**  
Chairman & Managing Director  
DIN: 09629741

**Sd/-**  
**(Ajit Kumar)**  
Director (Finance) & CFO  
DIN: 07247362

## Appendix - “B-3” to the Directors’ Report

### Certificate on Corporate Governance Compliance

To,

The Members,

**INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED (IRCTC)**

1. We have examined the compliance of conditions of Corporate Governance by **Indian Railway Catering and Tourism Corporation Limited, CIN: L74899DL1999GOI101707** (“the Company”), for the year ended on **March 31, 2024**, as stipulated in regulations 17 to 27 and clauses (b) to (i) of regulation 46(2) and para C and D of Schedule V of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“the Listing Regulations”) and as stipulated in the guidelines of Department of Public Enterprises (DPE) on Corporate Governance for Central Public Sector Undertakings issued in May 2010.
2. The compliance of conditions of Corporate Governance is the responsibility of the Management. This responsibility includes the design, implementation and maintenance of internal control and procedures to ensure compliance with the conditions of the Corporate Governance stipulated in the Listing Regulations and DPE guidelines on Corporate Governance.
3. Our responsibility is limited to examining the procedures and implementation thereof, adopted by the Company for ensuring compliance with the conditions of the Corporate Governance as stipulated in the Listing Regulations and DPE guidelines on Corporate Governance. It is neither an audit nor an expression of opinion on the financial statements of the Company.
4. Based on our examination of the relevant records and according to the information and explanations provided to us and the representations provided by the Management, we certify that the Company has complied with the conditions of Corporate Governance as stipulated in regulations 17 to 27 and clauses (b) to (i) of regulation 46(2) and para C and D of Schedule V of the SEBI Listing Regulations and DPE guidelines on Corporate Governance during the year ended **March 31, 2024** subject to the following:

**Half of the board of directors of the company was not independent including one-woman independent director as required under Regulation 17(1) of SEBI (LODR) Regulations, 2015 and para 3.1.4 of DPE Guidelines on Corporate Governance with regard to Composition of the Board of Directors.**

5. We further state that such compliance is neither an assurance as to the future viability of the Company nor the efficiency or effectiveness with which the Management has conducted the affairs of the Company.

**For Kumar Naresh Sinha & Associates**  
Company Secretaries

Sd/-

**CS Naresh Kumar Sinha**  
(Proprietor)  
FCS: 1807; CP No.: 14984  
PR: 610/2019  
FRN: S2015UP440500  
UDIN: F001807F000646176

Place: Noida

Date: July 01, 2024



## Appendix - “B-4” to the Directors’ Report

### Certificate of Non-Disqualification of Directors

(Pursuant to Regulation 34(3) and Schedule V Para C clause (10)(i) of the SEBI  
(Listing Obligations and Disclosure Requirements) Regulations, 2015)

To,  
The Members,

**Indian Railway Catering and Tourism Corporation Limited (IRCTC)**

We have examined the relevant registers, records, forms, returns and disclosures received from the Directors of **Indian Railway Catering and Tourism Corporation Limited having CIN L74899DL1999GOI101707** and having its office at **11th Floor, B-148, Statesman House, Barakhamba Road, New Delhi-110001** (hereinafter referred to as ‘the Company’), produced before us by the Company for the purpose of issuing this Certificate, in accordance with Regulation 34(3) read with Schedule V Para-C Sub-clause 10 (i) of the Securities Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.

In our opinion and to the best of our information and according to the verifications [including Directors Identification Number (DIN) status at the portal [www.mca.gov.in](http://www.mca.gov.in)] as considered necessary and explanations furnished to us by the Company & its officers, we hereby certify that none of the Directors on the Board of the Company as stated below for the Financial Year ending on **31st March 2024** have been debarred or disqualified from being appointed or continuing as Directors of company by the Securities and Exchange Board of India, Ministry of Corporate Affairs, or any such other Statutory Authority:

Sr. No.	Name of Director	DIN	Date of Appointment in Company	Date of Cessation
1.	Smt. Rajni Hasija	08083674	18/05/2018	31/05/2023
2.	Smt. Seema Kumar	10064353	01/06/2023	09/01/2024
3.	Shri Kamlesh Kumar Mishra	10186377	01/06/2023	16/02/2024
4.	Shri Neeraj Sharma	08177824	12/07/2018	Continuing
5.	Shri Ajit Kumar	07247362	29/05/2020	Continuing
6.	Shri Vinay Kumar Sharma	03604125	09/11/2021	Continuing
7.	Shri Namgyal Wangchuk	09397676	12/11/2021	Continuing
8.	Shri Manoj Kumar Gangeya	09744752	21/09/2022	Continuing
9.	Dr. Lokiah Ravikumar	10045466	11/02/2023	Continuing
10.	Shri. Devendra Pal Bharti	10198557	09/06/2023	Continuing
11.	Shri. Sanjay Kumar Jain	09629741	10/01/2024	Continuing
12.	Shri Rahul Himalian	10393348	16/02/2024	Continuing

Ensuring the eligibility of the appointment/ continuity of every Director on the Board is the responsibility of the management of the Company. Our responsibility is to express an opinion on these based on our verification. This certificate is neither an assurance as to the future viability of the Company nor of the efficiency or effectiveness with which the management has conducted the affairs of the Company.

**For Kumar Naresh Sinha & Associates**  
Company Secretaries

Sd/-  
**CS Naresh Kumar Sinha**

(Proprietor)

FCS: 1807; C P No.: 14984

PR: 610/2019

FRN: S2015UP440500

UDIN: F001807F000646165

Place: Noida

Date: July 01, 2024

## Annexure-“C” to the Directors’ Report

# Annual Report on CSR Activities

### **1. Brief outline on CSR Policy of the Company:**

Corporate Social Responsibility and Sustainability policy is our commitment to operate in economically, socially and environmentally sustainable manner that is transparent and ethical. Aligned with the company's mission, our CSR initiatives are designed to uphold the following key values as articulated in our CSR Policy:

***“To remain a responsible corporate entity mindful of its social responsibilities to all stakeholders including railway passengers, customers, consumers, shareholders, employees, local community and society at large”.***

IRCTC maintains a robust CSR framework with a well-defined policy approved by the Board, following recommendations from the CSR Committee. This framework operates through a Two-Tier system: Tier-I comprises a Board-level committee, while Tier-II involves below board level committee of Senior Executives (GGMs) of the Company who support Tier-I in executing CSR functions. IRCTC is committed to upholding the highest standards of business ethics and transparency, ensuring its operations are economically, socially, and environmentally sustainable. Through CSR initiatives, the Company aims to foster community goodwill and cultivate a positive, socially responsible corporate image among stakeholders, including investors, shareholders, customers, business partners, civil society groups, and government entities. Projects are primarily focused on addressing the needs of socially and economically disadvantaged segments of society. Projects are primarily focused on addressing the needs of socially and economically disadvantaged segments of society. In line with this commitment, CSR expenditures are primarily allocated to local areas surrounding IRCTC operations, particularly in states where the Company is expanding its business and in Government-identified Aspirational Districts. This strategic approach underscores our

dedication to making a meaningful impact in communities where we operate, contributing to sustainable development and societal well-being.

The objective of IRCTC's CSR initiatives is to achieve positive and sustainable outcomes that enhance the quality of life and economic well-being of local communities over time. Aligned with the provisions of Schedule VII of the Companies Act 2013, our CSR policy focuses on several key areas: health and medical care, sanitation, education and literacy enhancement, community development, environment protection, and conservation of natural resources. IRCTC is committed to integrating social, environmental, and ethical considerations into its business operations and programs. Our efforts are aimed at benefiting communities in and around our operational areas, with a particular emphasis on uplifting the socio-economic status of marginalized groups. By concentrating on the development of weaker sections of society, we aim to contribute significantly to improving their quality of life and overall well-being.

Being a Government Company, IRCTC adheres to the guidelines on Corporate Social Responsibility and Sustainability for CPSEs issued by Department of Public Enterprises (DPE). Your Company undertakes CSR activities in accordance with the Annual Theme set forth by DPE. For the fiscal year 2023-24, the Company's focus areas were **“Health”** and **“Nutrition”**, with a specific emphasis on Aspirational districts identified by the government. The Company operates according to an Annual Action Plan that is approved by the Board of Directors. This plan outlines our CSR initiatives and strategies for the year, ensuring transparency and accountability in our efforts. Detailed information regarding the approved Annual Action Plan and the CSR activities undertaken by IRCTC can be accessed through the web links [https://www.irctc.com/csr\\_annual\\_action\\_plan.html](https://www.irctc.com/csr_annual_action_plan.html) and <https://www.irctc.com/csr-activities.html>.

### **2. Composition of CSR Committee:**

As on 31<sup>st</sup> March, 2024, the CSR & SD Committee comprised of the following members:

S. No.	Name of Director	Designation / Nature of Directorship	Number of meetings of CSR Committee held during the year	Number of meetings of CSR Committee attended during the year
1.	Shri Sanjay Kumar Jain	Chairman & Managing Director [Regular Charge w.e.f. February 14, 2024 & Additional Charge from January 10, 2024 to February 13, 2024]	2	2



S. No.	Name of Director	Designation / Nature of Directorship	Number of meetings of CSR Committee held during the year	Number of meetings of CSR Committee attended during the year
2.	Shri Ajit Kumar	Director (Finance) & CFO	5	5
3.	Shri Neeraj Sharma	Government Nominee Director	5	5
4.	Shri Namgyal Wangchuk	Independent Director	5	5

**3. Provide the web-link where Composition of CSR committee, CSR Policy and CSR projects approved by the board are disclosed on the website of the company:**

- <https://www.irctc.com/board-committees.html>
- <https://www.irctc.com/vision.html>
- <https://www.irctc.com/csr-activities.html>

**4. Provide the executive summary along with web-link(s) of Impact assessment of CSR projects carried out in pursuance of sub-rule (3) of rule 8, if applicable.**

As IRCTC's average CSR obligation over the past three financial years has not reached ten crore rupees or more, as per sub-section (5) of section 135 of the Companies Act, the requirement for independent impact assessment of CSR projects does not apply. Additionally, the Company has not executed any CSR projects with budgets exceeding one crore rupees that have been completed for at least one year. However, IRCTC ensures accountability and transparency by mandating all partner NGOs and organizations to furnish utilization certificates for funds allocated to them for our CSR projects. To monitor the implementation of these projects effectively,

each Zone operates an Internal Implementation Surveillance Group (ISG).

- 5.**
- a) **Average net profit of the company as per section 135(5): ₹ 832.40 Crores**
  - b) **Two percent of average net profit of the company as per section 135(5): ₹ 16.64 Crores**
  - c) **Surplus arising out of the CSR projects or programmes or activities of the previous financial years: Nil**
  - d) **Amount required to be set off for the financial year 2023-24, if any: Nil**
  - e) **Total CSR obligation for the financial year 2023-24 (7a+7b- 7c) : ₹ 16.64 Crores**
- 6.**
- a) **Amount spent on CSR projects (both ongoing projects and other than ongoing projects): ₹ 16.64 Crores**
  - b) **Amount Spent in Administrative Overheads: ₹ 1.77 lakhs.**
  - c) **Amount spent on Impact Assessment, if applicable:** Not Applicable.
  - d) **Total amount spent for the Financial Year (a+b+c): ₹ 16.64 Crore**

**e) CSR amount spent or unspent for the financial year 2023-24:**

Total Amount Spent for the Financial Year 2023-24 (in ₹)	Amount Unspent (in ₹)				
	Total Amount transferred to Unspent CSR Account as per section 135(6)		Amount transferred to any fund specified under Schedule VII as per second proviso to section 135(5)		
	Amount	Date of transfer	Name of the Fund	Amount	Date of transfer
16,64,80,000/-	2,80,36,193/-	29.04.2024	PM Cares Fund	1,71,11,022/-	27.03.2024

**f) Excess amount for set-off, if any:**

Sl. No.	Particular	Amount (in ₹)
i	Two percent of average net profit of the company as per sub-section (5) of section 135	16.64 Crores
ii	Total amount spent for the Financial Year	16.64 Crores
iii	Excess amount spent for the Financial Year [(ii)-(i)]	Nil
iv	Surplus arising out of the CSR projects or programmes or activities of the previous Financial Years, if any	Nil
v	Amount available for set off in succeeding Financial Years [(iii)-(iv)]	Nil

**7. Details of Unspent CSR amount for the preceding three financial years:**

Sl. No.	Preceding Financial Year.	Amount transferred to Unspent CSR Account under section 135 (6) (in ₹) to Unspent CSR Account under section 135 (6) (in ₹)	Balance Amount in unspent CSR Account under sub section (6) of section 135 (in ₹)	Amount Spent in the Financial Year (in ₹)	Amount transferred to a Fund as specified under Schedule VII as per second proviso to subsection (5) of section 135, if any		Amount remaining to be spent in succeeding Financial Years (in ₹)	Deficiency, if any in succeeding financial years. (in ₹)
					Amount (in ₹)	Date of Transfer		
1.	2020-21	8,72,000/-	8,72,000/-	Nil	Nil	Nil	8,72,000/-	Nil
2.	2021-22	1,24,39,696/-	1,33,11,696/-	6,72,000/-	Nil	Nil	1,26,39,696/-	Nil
3.	2022-23	1,51,26,619.80/-	2,77,66,316/-	72,91,060/-	Nil	Nil	2,04,75,256/-	Nil
4.	2023-24	2,80,36,193/-	4,85,11,449/-	1,29,03,588/-	Nil	Nil	3,56,25,594/-	Nil

**8. Whether any capital assets have been created or acquired through Corporate Social Responsibility amount spent in the Financial Year: No**

If Yes, enter the number of Capital assets created/ acquired: N/A

Furnish the details relating to such asset(s) so created or acquired through Corporate Social Responsibility amount spent in the Financial Year: N/A

**9. Specify the reason(s), if the company has failed to spend two per cent of the average net profit as per section 135(5): N/A**

Sd/-  
**(Sanjay Kumar Jain)**  
Chairman & Managing Director and  
Chairman of CSR & SD Committee  
DIN: 09629741

Date: July 19, 2024  
Place: New Delhi

Sd/-  
**(Ajit Kumar)**  
Director (Finance) & CFO  
DIN: 07247362

Sd/-  
**(Sandip Trivedi)**  
CSR Nodal Officer



## Annexure-“D” to the Directors’ Report

# Business Responsibility and Sustainability Report (BRSR)



## Section A General Disclosure

### I. Details of the listed entity

<b>1. Corporate Identity Number (CIN) of the listed entity</b>	L74899DL1999GOI101707
<b>2. Name of the Listed Entity</b>	Indian Railway Catering and Tourism Corporation Limited (IRCTC)
<b>3. Year of Incorporation</b>	1999
<b>4. Registered Office Address</b>	11th Floor, B-148, Statesman House, Barakhamba Road, New Delhi -110001
<b>5. Corporate Address</b>	11th Floor, B-148, Statesman House, Barakhamba Road, New Delhi -110001
<b>6. E-mail</b>	<a href="mailto:investors@irctc.com">investors@irctc.com</a>
<b>7. Telephone</b>	011- 22311263-64
<b>8. Website</b>	<a href="http://www.irctc.com">www.irctc.com</a>
<b>9. Financial year for which reporting is being done</b>	2023-24
<b>10. Name of Stock Exchange(s) where shares are listed</b>	BSE & NSE
<b>11. Paid-up Capital</b>	₹ 1,60,00,00,000
<b>12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report.</b>	<b>Mr. Anil Gupta, GM Corporate Coordination</b> 011 23311263 <a href="mailto:anilgupta@irctc.com">anilgupta@irctc.com</a>
<b>13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)</b>	The social and governance performance of the company is presented on a standalone basis in the report. The environmental disclosures are based on the performance of its businesses within its organizational boundaries where it has operational control.  Exclusions from GHG Emissions: Area office, fugitive emission from refrigerators and refrigerant emission from vehicles.
<b>14. Name of assurance provider</b>	TUV India
<b>15. Type of assurance obtained</b>	Reasonable Assurance

### II. Products/Services

#### 16. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Catering	Catering services offer a variety of options, including Mobile Catering, E-catering, & other catering services also, IRCTC manages executive lounges.	45.60 %
2.	Internet Ticketing	Internet Ticketing service offer a one-stop platform for seamless travel planning and bookings which allows users to conveniently book e-tickets for train, bus, flight, and hotel reservations.	30.33 %

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
3.	RailNeer	RailNeer service delivers packaged drinking water, ensuring passengers have access to high-quality and safe drinking water during their train journeys	7.65 %
4.	Tourism	Tourism service offers wide range of tourism activities, corporate travel planning, domestic and international tour packages, and air ticketing services are all provided by the tourism service.	12.86 %
5.	State Teertha	State Teertha offers pilgrimage and religious travel packages for spiritual travel throughout the country.	3.56 %

**17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):**

S. No.	Description of Main Activity	NIC Code	% of total Turnover contributed
1.	Catering	561, 562	45.60 %
2.	Internet Ticketing Services	631, 799	30.33 %
3.	Rail Neer	110	7.65 %
4.	Tourism	791	12.86 %
5.	State Teertha		3.56 %

**III. Operations**

**18. Number of locations where plants and/or operations/offices of the entity are situated**

Location	Number of Plants	Number of Offices	Total
National	30 (19 Rail Neer Plants and 11 Base Kitchens)	18 (5 Zonal Offices, 10 Regional Offices, 1 Corporate Office, 1 Internet Ticketing Office and 1 Tourism Office)	48
International	Nil	Nil	0

**19. Markets served by the entity:**

a. Number of locations

Locations	Number
National (No. of States)	17 States & 2 Union Territories
International (No. of Countries)	Nil

b. What is the contribution of exports as a percentage of the total turnover of the entity?

Exports do not contribute to IRCTC's total turnover, as the company does not engage in direct export activities. Instead, its primary focus is on facilitating tourism related services globally through the company's tour agents. The company's primary activities encompass domestic railway services, catering, tourism, and related operations, all aimed at serving passengers and travelers within India.

b. A brief on types of customers

IRCTC serves a diverse customer base across various segments. In catering, it caters to regular commuters, business travelers, tourists, pilgrims, students, and more. In internet ticketing services, it serves passengers, business travelers, tourists, students, and government officials for booking bus, train tickets, hotels, air tickets, and more. Rail Neer provides packaged drinking water for all train passengers. In tourism, IRCTC serves vacationers, cultural enthusiasts, medical tourists, students, government officials, and foreign diplomats. IRCTC aims to meet the specific needs of each segment, providing tailored services and experiences.



#### IV. Employees

##### 20. Details as at the end of Financial Year

###### a. Employees and workers (including differently-abled)

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Employees</b>						
1.	Permanent (D)	1,396	1,280	91.69%	116	8.30%
2.	Other than permanent (E)	1,330	1,096	82.41%	234	17.59%
3.	<b>Total Employees (D+E)</b>	<b>2726</b>	<b>2,376</b>	<b>87.16%</b>	<b>350</b>	<b>12.83%</b>
<b>Workers</b>						
4.	Permanent (F)					
5.	Other than permanent (G)				Not Applicable	
6.	<b>Total Workers (F+G)</b>					

###### b. Differently abled Employees and workers

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Differently abled Employees</b>						
1.	Permanent (D)	8	8	100%	0	0.00%
2.	Other than permanent (E)	6	6	100%	0	0.00%
3.	<b>Total Differently abled Employees (D+E)</b>	<b>14</b>	<b>14</b>	<b>100%</b>	<b>0</b>	<b>0.00%</b>
<b>Differently abled Workers</b>						
4.	Permanent (F)					
5.	Other than permanent (G)				Not Applicable	
6.	<b>Total Differently abled Workers (F+G)</b>					

##### 21. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. & Percentage of Females	
		No. (B)	% (B/A)
Board of Directors	9	0	00.00
Key Management Personnel (KMP)*	5	1	20.00

\* KMP includes Whole Time Directors and Company Secretary

##### 22. Turnover rate for permanent employees and workers

Particulars	Turnover rate in 2023-24			Turnover rate in 2022-23			Turnover rate in 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
	0.90%	1.70%	1.00%	0.16%	1.75%	0.29%	1.54%	0.87%	1.49%
Permanent Employees									
Permanent Workers				Not Applicable					

**V. Holdings, Subsidiaries and Associate Companies (including joint venture)****23. a. Names of holding / subsidiary / associate companies / joint ventures**

<b>Name of the holding/ subsidiary/ associate/ companies/ joint ventures (A)</b>	<b>Indicate whether holding/subsidiary/ associate/joint venture</b>	<b>% of shares held by listed entity</b>	<b>Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)</b>
Royal India Rail Tours Limited	Joint Venture	50%	Royale Indian Rail Tours Limited (RIRTL) was formed as a joint venture between IRCTC and Cox & Kings Limited on November 27, 2008, to operate luxury trains and market holiday packages. Each partner held a 50% stake as of March 31, 2024. The company launched the luxury train Maharajas' Express, leasing it to RIRTL for 15 years. Due to disputes between the partners, the lease was withdrawn and the JV Agreement was terminated on December 10, 2008. Cox & Kings sought arbitration to restore the agreement but the tribunal ruled in favor of IRCTC on July 31, 2023, rejecting Cox & Kings' claims.
IRCTC Payments Limited	Subsidiary	100%	IRCTC filed a petition with the National Company Law Tribunal (NCLT) against RIRTL and Cox & Kings under various sections of the Companies Act, 1956, which is still pending. NCLT recognized managerial disputes within RIRTL. As detailed in the financial statements for the period ending March 31, 2024, permissions were sought from NCLT in July 2013 to suspend Board and General meetings of RIRTL without approval. The winding-up of RIRTL is under process, awaiting an express order from NCLT to determine the next steps.

**VI. CSR Details****24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)**

Yes, CSR is applicable to IRCTC.

<b>Particulars</b>	<b>F.Y. 2023-24</b>
(ii) Turnover (in ₹)	4,27,01,70,000
(iii) Net worth (in ₹)	3,22,99,60,000



## VII. Transparency and Disclosure Compliances

### 25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes, <a href="https://www.irctc.com/assets/images/CSR-Vision-Document.pdf">https://www.irctc.com/assets/images/CSR-Vision-Document.pdf</a> ; Grievance Redressal Policy (External) <a href="https://www.irctc.com/assets/images/IRCTC_Grievance_redressal_external_20_06_24.pdf">https://www.irctc.com/assets/images/IRCTC_Grievance_redressal_external_20_06_24.pdf</a>	Nil	-	-	Nil	-	-
Investors (other than shareholders)	The Chief Investor Relations Officer (CIRO), Compliance Officer and Registrar (Alankit Assignments Limited) serves as a point of contact for investors seeking information and assistance, and their contact information is available on the IRCTC website at <a href="https://www.irctc.com/investor-contact.html">https://www.irctc.com/investor-contact.html</a>	Nil	-	-	Nil	-	-
Shareholders	Stakeholders Relationship Committee <a href="https://www.irctc.com/board-committees.html">https://www.irctc.com/board-committees.html</a> , <a href="https://scores.sebi.gov.in/">https://scores.sebi.gov.in/</a> Grievance Redressal Policy (External) <a href="https://www.irctc.com/assets/images/IRCTC_Grievance_redressal_external_20_06_24.pdf">https://www.irctc.com/assets/images/IRCTC_Grievance_redressal_external_20_06_24.pdf</a>	56	Nil	The complaints are resolved effectively according to the established mechanism.	44	Nil	-

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Employees & Workers	Grievance Redressal Policy (Internal) <a href="https://www.irctc.com/assets/images/IRCTC_Grievance%20Redressal_internal_20_06_24.pdf">https://www.irctc.com/assets/images/IRCTC_Grievance%20Redressal_internal_20_06_24.pdf</a> , Employee portal, Staff grievance register, Whistleblower Policy, <a href="https://irctc.com/assets/images/IRCTC%20whistleblower%20policy%20202024%20recived%20from%20CVO%20IRCTC%20090224%20(1)-14-02-2024.pdf">https://irctc.com/assets/images/IRCTC%20whistleblower%20policy%20202024%20recived%20from%20CVO%20IRCTC%20090224%20(1)-14-02-2024.pdf</a> POSH Mechanism <a href="https://www.irctc.com/assets/images/IRCTC%20Policy%20for%20Prevention%20Of%20Sexual%20Harassment%20Of%20Women%20At%20Workplace_12_6_23.pdf">https://www.irctc.com/assets/images/IRCTC%20Policy%20for%20Prevention%20Of%20Sexual%20Harassment%20Of%20Women%20At%20Workplace_12_6_23.pdf</a>	1	Nil	Effective resolution of the POSH complaint	3	Nil	-
Customers	CPGRAM, Rail Madad, MORLY, Social Media Platforms <a href="https://railmadad.indianrailways.gov.in">https://railmadad.indianrailways.gov.in</a> <a href="https://pgportal.gov.in">https://pgportal.gov.in</a>	2,70,081	Nil	-	2,51,703	Nil	-
Value Chain Partners	Grievance Redressal (External) Policy <a href="https://www.irctc.com/assets/images/IRCTC_Grievance_redressal_external_20_06_24.pdf">https://www.irctc.com/assets/images/IRCTC_Grievance_redressal_external_20_06_24.pdf</a> , CPGRAM, MORLY <a href="https://pgportal.gov.in/">https://pgportal.gov.in/</a>	Nil	-	-	2	Nil	-
Other (Please specify)	-	-	-	-	-	-	-

**Note:** The reported figures exclude general queries of railway customer reported on a daily basis regarding transactional glitches, and most of the complaints are not part of IRCTC's service delivery.



## 26. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format.

<b>Material Issue Identified</b>	<b>Indicate whether risk or opportunity (R/O)</b>	<b>Rationale for identifying the risk/ opportunity</b>	<b>In case of risk, approach to adapt or mitigate</b>	<b>Financial implications of the risk or opportunity (Indicate positive or negative implications)</b>
Economic Performance	Opportunity	Improving economic performance is crucial for achieving financial success and sustainability. It enables business growth, attracts investment, and enhances competitiveness.	<ul style="list-style-type: none"> <li>Focus on cost management and operational efficiency</li> <li>Identify and capitalize on market opportunities.</li> <li>Build strong customer relationships and enhance customer satisfaction.</li> <li>Invest in R&amp;D for innovation and product improvement.</li> </ul>	Positive implications include increased revenue, improved profitability, and enhanced market position
Corporate Governance	Opportunity	Effective corporate governance practices contribute to transparency, accountability, and ethical behavior.	<ul style="list-style-type: none"> <li>Establish clear governance policies and procedures</li> <li>Ensure board independence and diversity</li> <li>Promote transparency in financial/non-financial reporting</li> <li>Implement risk management strategies</li> </ul>	Negative: Initial investments in governance frameworks and compliance measures.
Business Ethics & Integrity	Risk	Crucial for trust, reputation, and long-term success. Risks include legal violations, penalties, reputation damage, and loss of trust.	<ul style="list-style-type: none"> <li>Establish ethics code</li> <li>Promote ethical behavior</li> <li>Provide training</li> <li>Strengthen internal controls</li> <li>Foster integrity</li> <li>Engage in transparent and responsible practices.</li> <li>Implementation of ISO 37001 as a mechanism to display commitment as per standard international practice.</li> </ul>	Positive: Reduced legal penalties, enhanced reputation, increased stakeholder trust, long-term business sustainability.  Negative: Costs associated with training and policy enforcement.
Waste Management	Risk	Essential for sustainability and compliance. Risks include pollution, penalties, and resulting reputational risk.	<ul style="list-style-type: none"> <li>Implement waste management practices</li> <li>Recycling, and responsible disposal</li> <li>Set EPR target for RailNeer bottles</li> <li>Conduct waste audits</li> <li>Promote awareness, collaborate with waste management partners</li> <li>Explore sustainable packaging alternatives.</li> </ul>	Negative: Initial implementation costs for R&D.

<b>Material Issue Identified</b>	<b>Indicate whether risk or opportunity (R/O)</b>	<b>Rationale for identifying the risk/ opportunity</b>	<b>In case of risk, approach to adapt or mitigate</b>	<b>Financial implications of the risk or opportunity (Indicate positive or negative implications)</b>
Water Management	Risk and Opportunity	<p>Effective water management is essential for sustainable operations and responsible resource utilization. Risks include water scarcity, regulatory compliance, and reputational impact.</p> <p>Opportunities arise from conservation, and mitigating environmental impacts.</p>	<ul style="list-style-type: none"> <li>Conduct water audits, implement water conservation measures</li> <li>Explore alternative water sources, such as rainwater harvesting,</li> <li>Invest in water-efficient technologies and processes</li> <li>Collaborate with stakeholders to address water-related challenges</li> </ul>	<p>Positive: Cost savings from reduced water consumption, regulatory compliance, enhanced sustainability, improved reputation.</p> <p>Negative: Initial investment costs in water-saving technologies.</p>
Climate Change	Risk	<p>Risks include extreme weather events, rising energy costs, regulatory changes, and reputational damage.</p> <p>Opportunities include improving energy efficiency and adopting renewable energy sources.</p>	<ul style="list-style-type: none"> <li>Implement energy-efficient technologies</li> <li>Adopt renewable energy sources</li> <li>Optimize train operations, monitor emissions</li> <li>Implementation of Decarbonization strategies</li> </ul>	<p>Positive: Reduced energy costs, potential savings from renewables, enhanced brand reputation, and reduced operational disruptions.</p> <p>Negative: Initial investment costs.</p>
Supply Chain Management	Risk and Opportunity	<p>Effective supply chain management ensures timely delivery, quality control, and regulatory compliance. Risks include disruptions, quality issues, and supplier non-compliance.</p> <p>Opportunities from optimized processes, cost savings, better value chain engagement and sustainable sourcing.</p>	<ul style="list-style-type: none"> <li>Collaborate with licensees to streamline supply chain operations.</li> <li>Implementation of ISO 20400</li> <li>Establish robust supplier selection criteria</li> <li>Regular audits</li> <li>ensure contractual compliance</li> <li>Implement inventory management systems</li> <li>Sustainable sourcing practices</li> </ul>	<p>Negative: Costs associated with supplier assessments, audits, system implementation, and potential investments in alternative suppliers.</p> <p>Positive implications include improved operational efficiency, cost savings, product quality, and customer satisfaction.</p>
Product Design & Lifecycle Management	Opportunity	Efficient product design and lifecycle management can optimize resources, reduce waste generation, and comply with EPR regulations. Packaging change presents an opportunity to minimize environmental impact and improve sustainability	<ul style="list-style-type: none"> <li>Conduct a lifecycle assessment</li> <li>Reduce carbon footprint of the product</li> <li>Optimize packaging design for reduced material usage,</li> <li>Explore recyclable or compostable packaging options</li> <li>Collaborate with suppliers</li> </ul>	<p>Negative: Initial investments for research, design, and packaging changes.</p> <p>Positive implications include reduced material costs, improved environmental performance, and alignment with regulatory requirements.</p>



<b>Material Issue Identified</b>	<b>Indicate whether risk or opportunity (R/O)</b>	<b>Rationale for identifying the risk/ opportunity</b>	<b>In case of risk, approach to adapt or mitigate</b>	<b>Financial implications of the risk or opportunity (Indicate positive or negative implications)</b>
Safety & Quality (RailNeer Product & Catering Services)	Risk & Opportunity	<p>Crucial for customer satisfaction, reputation, and regulatory compliance.</p> <p>Risks include foodborne illnesses, contamination, and dissatisfaction.</p> <p>Opportunities arise from meeting customer expectations, regulations, and building trust.</p>	<ul style="list-style-type: none"> <li>Stringent quality control</li> <li>Food safety compliance, audits</li> <li>Customer feedback</li> <li>Employee training</li> </ul>	<p>Positive: Customer loyalty, increased sales, and reputation.</p> <p>Negative: penalties, legal issues, and reputation damage.</p>
Data Security & Privacy	Risk and Opportunity	<p>Crucial for maintaining trust, regulatory compliance, and avoiding data breaches.</p> <p>Risks include breaches, unauthorized access, legal liabilities, and reputation risk.</p> <p>Opportunities include enhanced trust, compliance, and competitive advantage.</p>	<ul style="list-style-type: none"> <li>Implement robust data security measures</li> <li>Encryption protocols</li> <li>Access controls</li> <li>Regular audits.</li> <li>Obtain consent of customers</li> <li>Comply with regulations.</li> </ul>	<p>Negative: Investments in data security technologies, training, and compliance.</p> <p>Positive implications: improved trust, reduced risks, compliance, and potential competitive advantages.</p>
Stakeholder Engagement	Opportunity	Effective stakeholder engagement promotes transparency, trust, and collaboration, leading to better decision-making and long-term business sustainability. Engaging with stakeholders helps understand their needs, expectations, and concerns.	<ul style="list-style-type: none"> <li>Identify key stakeholders</li> <li>Establish communication channels</li> <li>Conduct regular dialogues and consultations</li> <li>Seek feedback</li> <li>Address concerns</li> <li>Involve stakeholders in decision-making processes.</li> </ul>	<p>Negative: Investments in stakeholder engagement activities and resources. Positive implications include improved stakeholder relationships, enhanced reputation, reduced conflicts, and increased stakeholder support.</p>
Social Development & Community Involvement	Opportunity	Engaging in social development initiatives and community involvement can create positive social impact, enhance reputation, and foster community support. It demonstrates corporate responsibility, provides social license to operate and contributes to sustainable development.	<ul style="list-style-type: none"> <li>Identify community needs and priorities</li> <li>Develop partnerships with local organizations</li> <li>Support education and skill development programs</li> <li>Promote inclusive employment practices</li> <li>Invest in community infrastructure and welfare projects.</li> </ul>	<p>Investments in community programs and partnerships.</p> <p>Positive implications include improved brand reputation, customer loyalty, enhanced community relations, and potential long-term economic benefits.</p>

<b>Material Issue Identified</b>	<b>Indicate whether risk or opportunity (R/O)</b>	<b>Rationale for identifying the risk/ opportunity</b>	<b>In case of risk, approach to adapt or mitigate</b>	<b>Financial implications of the risk or opportunity (Indicate positive or negative implications)</b>
Learning, Development and Employee Engagement	Opportunity	Investing in training and skill development enhances employee capabilities, job satisfaction, and organizational performance.	<ul style="list-style-type: none"> <li>Identify training needs</li> <li>Provide relevant skill development programs</li> <li>Offer career advancement opportunities</li> </ul>	Positive: Increased productivity, higher employee retention, improved job satisfaction, long-term business growth and innovation.
Human Rights and Diversity, Equity & Inclusion	Risk and Opportunity	<p>Important for fair workplaces, positive employee experiences, and stakeholder trust. Risks include discrimination, legal issues, reputation risk, and challenges in supply chain extension.</p> <p>Opportunities include attracting talented work force, fostering diversity, and enhancing employee well-being.</p>	<ul style="list-style-type: none"> <li>Promote equal opportunities</li> <li>Provide DEI training</li> <li>Create safe work environment</li> <li>Engaging in community initiatives supporting human rights.</li> </ul>	Positive: Improved employee satisfaction and retention, enhanced reputation, better innovation and decision-making.  Negative implications: legal fees, penalties, supply chain management costs.
Employee Health & Safety	Risk and Opportunity	<p>Prioritizing employee health and safety is crucial for a productive and responsible workplace. Risks include accidents, injuries, legal liabilities, and reputational damage.</p> <p>Opportunities include enhanced employee well-being, reduced absenteeism, and improved productivity.</p>	<ul style="list-style-type: none"> <li>Adhere to occupational health and safety regulations</li> <li>Promote employee wellness programs</li> <li>Offer healthcare benefits</li> <li>Implement robust safety protocols</li> <li>Provide safety training</li> <li>Conduct regular safety inspections</li> <li>Maintain a safe work environment</li> <li>Prioritize mental health support</li> </ul>	Positive: Reduced accident-related costs, improved employee morale, increased productivity.  Negative: Costs associated with safety equipment, training, and inspections.



## Section B Management and process disclosures

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9	
<b>Policy and management processes</b>										
1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/ No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	b. Has the policy been approved by the Board? (Yes/ No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	
	c. Web Link of the Policies, if available	<b>P1</b>	<a href="https://www.irctc.com/assets/images/Anti%20Bribery%20and%20Corruption%20Policy_IRCTC_V1.0%20(8)%2027.06.24.pdf">https://www.irctc.com/assets/images/Anti%20Bribery%20and%20Corruption%20Policy_IRCTC_V1.0%20(8)%2027.06.24.pdf</a>							
		<b>P2</b>	<a href="https://www.irctc.com/assets/images/IRCTC_Sustainable%20Procurement%20Policy_20_06_24.pdf">https://www.irctc.com/assets/images/IRCTC_Sustainable%20Procurement%20Policy_20_06_24.pdf</a>							
		<b>P3</b>	<a href="https://www.irctc.com/assets/images/IRCTC_Health_&amp;_Safety_Policy_20_06_24.pdf">https://www.irctc.com/assets/images/IRCTC_Health_&amp;_Safety_Policy_20_06_24.pdf</a>							
		<b>P4</b>	<a href="https://www.irctc.com/assets/images/Equal%20opportunity%20Policy%20for%20Person%20with%20Disabilities.pdf">https://www.irctc.com/assets/images/Equal%20opportunity%20Policy%20for%20Person%20with%20Disabilities.pdf</a>							
		<b>P5</b>	<a href="https://www.irctc.com/assets/images/Stakeholder_Engagement_Policy_20_06_24.pdf">https://www.irctc.com/assets/images/Stakeholder_Engagement_Policy_20_06_24.pdf</a>							
		<b>P6</b>	<a href="https://www.irctc.com/assets/images/IRCTC_Human%20Rights%20Policy_20_06_24.pdf">https://www.irctc.com/assets/images/IRCTC_Human%20Rights%20Policy_20_06_24.pdf</a>							
		<b>P7</b>	<a href="https://www.irctc.com/assets/images/IRCTC_Environmental_Policy_20_06_24.pdf">https://www.irctc.com/assets/images/IRCTC_Environmental_Policy_20_06_24.pdf</a>							
		<b>P8</b>	<a href="https://www.irctc.com/assets/images/IRCTC_Public_Policy_Advocacy_Policy_v1.0.pdf">https://www.irctc.com/assets/images/IRCTC_Public_Policy_Advocacy_Policy_v1.0.pdf</a>							
		<b>P9</b>	<a href="https://www.irctc.com/assets/images/CSR%20vision%20document_12_06_24.pdf">https://www.irctc.com/assets/images/CSR%20vision%20document_12_06_24.pdf</a>							
			<a href="https://www.irctc.com/assets/images/IRCTC_Grievance_redressal_external_20_06_24.pdf">https://www.irctc.com/assets/images/IRCTC_Grievance_redressal_external_20_06_24.pdf</a>							
			<b>II IRCTC Corporate Portal II</b>							
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	No	No	Yes	No
4.	Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	<b>ISO 9000:2015 Quality Management System:</b> Rail Neer Plants at Nangloi, Danapur, Palur and Bilaspur <b>ISO 22000:2015 Food Safety &amp; Management System:</b> Rail Neer Plant, Ambernath <b>ISO 22000:2018 / 22001:2018 Food Safety &amp; Management System:</b> Base Kitchens at New Delhi, Rajender Nagar, Chhatrapati Shivaji Terminus, Mumbai Central, Nagpur, Ballharshah <b>ISO 22000:2018/ISO 9001:2015 Food Safety &amp; Management System:</b> 117 Food Plazas <b>BIS standard IS 14543:2004:</b> Rail Neer plant technology employs eight stages of purification processes capable of yielding water quality conforming to the standard								

<b>Disclosure Questions</b>	<b>P1</b>	<b>P2</b>	<b>P3</b>	<b>P4</b>	<b>P5</b>	<b>P6</b>	<b>P7</b>	<b>P8</b>	<b>P9</b>
5. Specific commitments, goals and targets set by the entity with defined timelines, if any	Implement anti-corruption measures by FY 2023-24	Reduce employee turnover rate in FY 2023-24	Ensure 100% of key suppliers comply with sustainability criteria by 2030.	Skill upgradation & training platform for employees by FY 2023-24	Improve environmental performance & Scope 3 disclosures by FY 2023-28				
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<b>Performance of the entity against commitments in point no. 5 are placed below:</b>								
	ISO Implementation process completed, in-progress to obtain assurance certificate								
	Achieved								
	Implemented ISO 20400 for Sustainable Procurement into the system of the company								
	The online training app development project has been completed and is now successfully utilized by IRCTC employees.								
	Strategy planning of improvements have been started with ISO 26000 implementation process completed in-progress to obtain assurance certificate								
<b>Governance, leadership and oversight</b>									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	At IRCTC, we are deeply committed to promoting sustainability across all aspects of our operations. We understand the critical role of governance and the importance of being socially and environmentally conscious. Operating in a complex environment with diverse railway-related functions and extensive operational domains such as RailNeer, Internet Ticketing, Catering, and Tourism, we have made significant efforts throughout the year to reduce the negative environmental and societal impacts of our operations, products, and services. This includes a firm commitment to transitioning to more efficient and environmentally friendly practices, as well as ensuring the responsible use of resources.								
	Managing these diverse operations while ensuring sustainability presents several challenges, particularly in waste and energy management. To address these challenges, we are steadily working towards streamlining our processes. This year, we have implemented three crucial ISO standards—ISO 26000 for Social Responsibility, ISO 20400 for Sustainable Procurement, and ISO 37001 for Anti-Bribery Management. These standards are instrumental in enhancing our sustainability practices and governance framework.								
	In the coming future, we will focus on further streamlining our processes and integrating sustainability more deeply into our operations. This will involve a comprehensive approach to enhance efficiency and reduce our environmental footprint. Our sustainability integration efforts will also include fostering a culture of environmental stewardship and social responsibility among our employees and stakeholders.								

(Rahul Himalian)

Director (Tourism &amp; Marketing)

**Disclosure Questions**

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details

**P1 P2 P3 P4 P5 P6 P7 P8 P9**

The Board of Directors oversees the business responsibility policies and progress on ESG ambitions of the company.

As on 31<sup>st</sup> March, 2024, the CSR & SD Committee comprised of the following members:

Name of Directors	Position
1. <b>Shri. Sanjay Kumar Jain</b> Chairman & Managing Director	Chairman
2. <b>Shri Ajit Kumar</b> Director (Finance) & CFO - Member	Member
3. <b>Shri Neeraj Sharma</b> Government Nominee Director - Member	Member
4. <b>Shri Namgyal Wangchuk</b> Independent Director - Member	Member

**10. Details of Review of NGRBCs by the Company:**

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
		P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	As a practice, BR policies of the Company are reviewed periodically or on need basis by departmental and segmental heads. During this assessment, the efficacy of the policies is reviewed and necessary changes to policies and procedures are implemented.									The policies of the company undergo periodic or as-needed reviews by departmental and segmental heads.
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The compliance of applicable laws and regulations is presented to the Board of Directors after the compliance note is signed by all heads of the departments.									Quarterly

- 11 Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

Yes, IIM Lucknow, IIT Bombay and Vision360.

**12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:**

	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

Not Applicable

**Section C****Principlewise Performance Disclosure**

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

**Principle 1:**

**Businesses should conduct and govern themselves with integrity, in a manner that is Ethical, Transparent and Accountable.**

**Essential Indicators****1. Percentage coverage by training and awareness programmes on any of the principles in the financial year:**

<b>Segment</b>	<b>Total no. of training and awareness programmes held</b>	<b>Topics/principles covered under the training and its impact</b>	<b>% age of persons in respective category covered by the awareness programmes</b>
Board of Directors	3	<ul style="list-style-type: none"> <li>Familiarization Program for Independent Directors</li> <li>Independent Directors (IDs) Orientation Programme</li> <li>MOU Workshop 2023-24 by DPE</li> </ul>	44.4%
Key Management Personnel*	3	<ul style="list-style-type: none"> <li>ESG Practitioner course</li> <li>Prevention of Sexual Harassment at Workplace</li> <li>MOU Workshop 2023-24 by DPE</li> </ul>	100%
Employees other than BOD and KMPs	39	<ul style="list-style-type: none"> <li>Ethics &amp; Governance</li> <li>GeM Workshop</li> <li>Re-Engineering HR</li> <li>Cyber Hygiene &amp; Security</li> <li>Yoga at the Workplace for work-life balance</li> <li>Meditation for Healthy and Happy Life</li> <li>ESG and Sustainability in Business Operations</li> <li>Labour Laws, Industrial Relations, and POSH Compliance</li> <li>Training Series on ISO 26000&amp; ISO 20400</li> </ul>	100%
Workers		Not Applicable	

\*Key Management Person (KMP) here denotes Company Secretary only.

**2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies / judicial institutions in the financial year, in the following format.**

(Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):



Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	Principle 9	District Consumer Disputes Redressal Commission Tirumelveli (Tamil Nadu)	₹ 28,000/-	The Commission directed to pay a penalty of ₹ 28,000/- due to inability to provide food at Ernakulam Junction under E-Catering.	No
	Principle 9	Urban District Consumer Disputes Redressal Commission, Bengaluru	₹ 40,000/-	The Commission directed to pay a penalty of ₹ 40,000/- to a passenger, who booked confirmed tickets but was later informed about "NO Room" availability.	No
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-

Non-Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)	
Imprisonment Punishment			There were no cases during the year where non-monetary action has been taken.		

**3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.**

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
	Not Applicable

**4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy**

Yes, IRCTC has a well-elaborated and detailed Anti-Bribery & Anti-Corruption Policy. The policy provides a strong commitment of the board toward zero tolerance against corruption. In compliance with the Prevention of Corruption Act, 1988 (PCA), Companies Act, 2013, Penal Code, 1860 ("IPC"), Prevention of Money Laundering, 2002, and the Central Vigilance Commission Act, 2003, the policy serves as a powerful tool in upholding the company's pledge to maintain the highest standards of ethical conduct, compliance, reporting, and non-retaliation. IRCTC also has a Fraud Prevention & Detection Policy it includes provisions for disclosure of any fraud or suspected fraud involving employees, including full-time, part-time, or temporary employees, as well as representatives of vendors, suppliers, contractors, consultants, service providers, or any other external entities conducting business with IRCTC. The policy provides a robust system for reporting and investigating instances of fraud, as part of the company's commitment to maintaining high standards of ethical conduct and preventing corrupt practices

In addition to these policies, IRCTC has also implemented a Code of Business Ethics & Conduct for Board Members and Senior Management Personnel, as well as a Code of Conduct for all employees. These codes align with the company's vision and mission, and are designed to support the anti-corruption and anti-bribery policy by promoting ethical behavior and integrity across all levels of the organization. Link of the policy: [https://www.irctc.com/assets/images/Anti%20Bribery%20and%20Corruption%20Policy\\_IRCTC\\_V1.0%20\(8\)%2027.06.24.pdf](https://www.irctc.com/assets/images/Anti%20Bribery%20and%20Corruption%20Policy_IRCTC_V1.0%20(8)%2027.06.24.pdf)

**5. Number of directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption.**

Particulars	FY 2023-24	FY 2022-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	33
Workers	Not Applicable	Not Applicable

## 6. Details of complaints with regard to conflict of interest

	FY 2023-24	FY 2022-23
Number of complaints received in relation to issues of Conflict of Interest of the Directors		No complains have been made regarding instances of disciplinary measures taken by law enforcement agencies against directors, or KMPs regarding conflict of interest.
Number of complaints received in relation to issues of Conflict of Interest of the KMPs		

## 7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not Applicable

## 8. Number of days of accounts payables ((Accounts payable \*365) / Cost of goods/services procured) in the following format:

	FY 2023-24	FY 2022-23
Number of days of accounts payables	144	152

## 9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases b. Number of trading houses where purchases are made from c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales	a. Sales to dealers / distributors as % of total sales b. Number of dealers / distributors to whom sales are made c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	6.17% 33 14.16%	7.56% 32 15.47%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases) b. Sales (Sales to related parties / Total Sales) c. Loans & advances (Loans & advances given to related parties / Total loans & advances) d. Investments (Investments in related parties / Total Investments made)	11.24% 23.14% -	9.04% 22.59% -

## Leadership Indicators

### 1. Awareness programmes conducted for value chain partners on any of the principles during the financial year

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
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The Company periodically communicates guidelines set for various principles to the value chain partners. However, IRCTC has recently completed the process of implementing ISO 20400:2017- a sustainable procurement system across all organizational activities. This would ensure that training and awareness programmes on NGRBC principles would be conducted covering all value chain partners associated with the organization for the proceeding reporting period.

### 2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/ No) If Yes, provide details of the same.

The Company has a conflict-of-interest policy in place to make sure that Board Members and Senior Management avoid any appearance of impropriety and act in the best interests of the organization. Guidelines for recognising, declaring, and handling potential conflicts of interest between the organisation, senior management, and the board of directors are provided by this policy. IRCTC prevents conflicts of interest by adhering to strict guidelines. The policy also outlines dispute resolution processes and conflict resolution procedures. Discipline that is suitable may be applied for violations of this policy.

**Principle 2:****Businesses should provide goods and services in a manner that is safe.****Essential Indicators**

- 1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

Particulars	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	Nil	Nil	Currently IRCTC does not separately track R&D, and
Capex	Nil	Nil	Capex spend on ESG goals.

- 2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)**

IRCTC has embraced sustainable sourcing practices through its Sustainable Procurement Policy and Supplier's Code of Conduct. These initiatives reflect the company's commitment to lawful and ethical business practices, integrating ESG considerations into its supply chain decision-making processes. The Sustainable Procurement Policy emphasizes the importance of respecting human rights, adhering to business ethics, and promoting environmental sustainability in the procurement of goods and services. To ensure compliance with these standards, IRCTC has established processes to assess suppliers based on ESG criteria. These efforts underscore IRCTC's dedication to sustainable sourcing practices, aligning its procurement strategies with principles of social responsibility and environmental stewardship. By integrating sustainability into its procurement practices, IRCTC is not only meeting regulatory requirements but also contributing to a more sustainable future.

- b. If yes, what percentage of inputs were sourced sustainably?**

Yes. IRCTC has implemented e-procurement/ Government e Marketplace (GeM) as sustainable business practice. The Company has also undertaken adoption of comprehensive set of Board approved policies such as Environmental policy, Health & Safety policy and Sustainable Procurement policy. In addition, the Company also ensures participation of Medium Small Enterprises (MSE) vendors.

During the FY 2023-2024, the Company procured 57.25% from GeM out of the total procurement.

Further, the total procurement from MSEs was 63.02% as against 25% in line with Public Procurement Policy of Government of India during FY 2023-24.

- 3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

<b>a) Plastic waste</b>	IRCTC's flagship product, Rail Neer, follows EPR regulations for plastics and packaging. The company has established processes for collecting, recycling, and disposing of Rail Neer products at the end of their life cycle. The waste is collected through designated points and sent to authorized vendors for responsible management. This ensures compliance with EPR regulations and promotes the responsible handling of plastic waste associated with Rail Neer.
<b>b) E-waste</b>	Not Applicable
<b>c) Hazardous Waste</b>	Not Applicable
<b>d) Other waste</b>	Not Applicable

- 4 Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

IRCTC complies with the Plastic Waste Management Rules, 2016 and its subsequent amendments as the producer of Rail Neer packaged drinking water. The Producer Responsibility (EPR) plan is being implemented by the company as a diligent means of upholding its obligations under the PWM Rules.

In order to guarantee complete adherence to EPR duties, IRCTC has formally partnered with an expert organization. In addition to coordinating the collection of crushed materials, installing more crushing machines, facilitating the issuance of take-back credits, and collecting PET bottles and shrink-wrapping materials, the agency is also in charge of registering with the Central Pollution Control Board (CPCB) and submitting timely quarterly EPR compliances. This official agreement is a testament to IRCTC's dedication to carrying out its EPR responsibilities in an accountable and responsible manner.

**Principle 3:** Businesses should respect and promote the well-being of all employees including those in their value chains.

**Essential Indicators**

1. a. Details of measures for the well-being of employees:

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent employees</b>											
Male	1,280	1,280	100%	1,280	100%	NA	NA	1,277	100%	NA	NA
Female	116	116	100%	116	100%	116	100%	NA	NA	NA	NA
<b>Total</b>	<b>1,396</b>	<b>1,396</b>	<b>100%</b>	<b>1,396</b>	<b>100%</b>	<b>116</b>	<b>8.3%</b>	<b>1,277</b>	<b>91.4%</b>	<b>NA</b>	<b>NA</b>
<b>Other than Permanent employees</b>											
Male	1,096	1,096	100%	47	4.2%	0	0	42	4.2%	NA	NA
Female	234	234	100%	2	0.8%	234	100%	NA	NA	NA	NA
<b>Total</b>	<b>1,330</b>	<b>1,330</b>	<b>100%</b>	<b>49</b>	<b>3.6%</b>	<b>234</b>	<b>17.5%</b>	<b>42</b>	<b>3.5%</b>	<b>NA</b>	<b>NA</b>

- b. Details of measures for the well-being of workers

Category	Total (A)	% of workers covered by									
		Health Insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent workers</b>											
Male											
Female											
<b>Total</b>											
<b>Other than Permanent workers</b>											
Male											
Female											
<b>Total</b>											

- c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –

Cost incurred on well-being measures as a % of total revenue of the company	FY 2023-24	FY 2022-23
	0.14%	0.19%

2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Y	100%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI	NA	NA	N.A.	NA	NA	N.A.
NPS	100%	NA	Y	100%	NA	Y



### 3. Accessibility of workplaces

**Are the premises / offices of the entity accessible to differently-abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.**

Yes, the Company's office premises are fully accessible to differently-abled employees, meeting all requirements specified by the Rights of Persons with Disabilities Act, 2016. A comprehensive set of measures has been implemented to enhance accessibility and remove barriers for individuals with disabilities within the company's facilities. Ongoing efforts are being made to further streamline this process for the benefit of all employees. These include:

1. **Ramps:** The office premises are equipped with well-constructed ramps, enabling smooth and unhindered movement for employees and workers who rely on wheelchairs or other mobility aids.
2. **Lift Facilities:** We have installed lifts that strictly adhere to accessibility standards, facilitating convenient vertical access for individuals with mobility limitations to various floors of the office building.
3. **Wheelchair Facilities:** To cater to the specific needs of individuals with mobility impairments, we provide dedicated areas within our office premises for storing and utilizing wheelchairs.
4. **Parking:** We have allocated designated parking spaces located in close proximity to the entrances, ensuring convenient access for individuals with disabilities.
5. **Accessible Toilets:** Our office premises are equipped with thoughtfully designed accessible toilets that cater to the unique requirements of individuals with disabilities.

### 4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

The Company has implemented a comprehensive equal opportunity policy in accordance with the Rights of Persons with Disabilities Act, 2016. This policy is designed to ensure that individuals with disabilities are afforded their rights and entitlements as outlined in the Act. It encompasses various aspects, including the provision of reservation as per Section 34 of Chapter VI. It not only provides job opportunities but also ensures that residential accommodations are available where needed. Moreover, the policy emphasizes accessibility in physical and digital realms, making facilities and information equally accessible to all. The policy also incorporates a robust grievance Redressal mechanism to address any instances of discrimination faced by individuals with disabilities within the organization. Link: <https://www.irctc.com/assets/images/Equal%20opportunity%20Policy%20for%20Person%20with%20Disabilities.pdf>

### 5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%		
Female	100%	100%		Not Applicable
Total	100%	100%		

### 6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable
Other than Permanent Workers	
Permanent Employees	IRCTC offers a range of mechanisms to address and resolve employee grievances. These include an employee portal for registering and tracking grievances, as well as a staff grievance register for concerns regarding work conditions, payments, and other work-related issues. The organization has also established a committee to prevent sexual harassment of women at the workplace under Prevention of Sexual Harassment Act (POSH) and introduced a program called "Talk to Management," enabling employees to discuss their concerns directly with management. IRCTC also has a robust Internal Grievance Redressal system for employees. This system covers various types of grievances, including those related to organizational policies, working conditions, interpersonal factors, and the integrity of the organization.
Other than Permanent Employees	IRCTC has implemented measures to address grievances and ensure a safe work environment for its non-permanent and contractual employees. These include maintaining a staff grievance register and establishing a committee to prevent sexual harassment. The company's Internal Grievance Redressal process applies to all employees, including part-time (including those on deputation), temporary, and contract employees.

**7. Membership of employees and worker in association(s) or Unions recognized by the listed entity**

Category	FY 2023-24			FY 2022-23		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
<b>Total Permanent Employees</b>						
Male						
Female						
<b>Total Permanent Workers</b>						
Male						
Female						

**8. Details of training given to employees and workers**

Category	FY 2023-24					FY 2022-23				
	Total (A)	On health & safety measures		On skill upgradation		Total (D)	On health & safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	1,280	680	53.1%	1,049	81.9%	1,242	272	21.9%	1,010	81.0%
Female	116	100	86.2%	102	87.9%	114	72	62.0%	99	85.3%
<b>Total</b>	<b>1,396</b>	<b>780</b>	<b>55.8%</b>	<b>1,151</b>	<b>82.4%</b>	<b>1,356</b>	<b>345</b>	<b>27.7%</b>	<b>1,109</b>	<b>81.7%</b>
<b>Workers</b>										
Male										
Female										
<b>Total</b>										

**9. Details of performance and career development reviews of employees and worker**

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	1289	1289	100%	1,284	1284	100%
Female	118	118	100%	116	116	100%
<b>Total</b>	<b>1407</b>	<b>1407</b>	<b>100%</b>	<b>1,400</b>	<b>1400</b>	<b>100%</b>
<b>Workers</b>						
Male						
Female						
<b>Total</b>						

Note: The performance & career development review only done for permanent employees & employees on deputation

**10. Health and safety management system:**

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?

The Company has a policy on health & safety and the same is communicated and reiterated periodically to various concerned department and also supply chain partners. Also, the Company has formulated detailed standard operating procedure for the same.

However, the Company is actively working towards implementing ISO 45001 in the upcoming fiscal year to ensure a comprehensive approach to employee health and safety.



- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

IRCTC has placed great emphasis on ensuring the health and safety of its employees. The organization has implemented several measures and processes aimed at preventing occupational accidents, injuries, and illnesses. IRCTC believes in building occupational health and safety awareness and competency among all its employees, and has organized appropriate trainings such as Yoga Sessions, training on strengthening of mental, social, and emotional health, and online training on food safety and personal hygiene.

In addition to focusing on employee safety, IRCTC also involves its suppliers and contractors in its occupational health and safety mission, sharing expectations and engaging with them to ensure a safe and sustainable supply chain. The organization has engaged a senior doctor in its office whose services are availed by all employees, including other than permanent ones, on a periodic basis. IRCTC also issues guidelines from time to time to ensure the safety and security of employees working in offices, Rail Neer plants, and on-board staff. Furthermore, the organization provides training on handling fire-safety equipment to employees.

- c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Not Applicable

- d. Do the employees/ worker of the entity have access to on-occupational medical and healthcare services? (Yes/ No)

Yes, IRCTC prioritizes the well-being of its employees by providing access to non-occupational medical and healthcare services. Through the Company-funded medical insurance, employees and their dependents receive comprehensive medical coverage. This includes cashless facilities for indoor treatments and a monthly medical allowance equivalent to 7% of the basic pay for outpatient care. IRCTC's medical facility ensures coverage for indoor treatments without any specified monetary limit, offering significant support to employees. The Company actively promotes physical fitness by organizing yoga programs, marathon sessions, and health awareness sessions, fostering a holistic approach to employee well-being.

## 11. Details of safety related incidents

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	1.07	Nil
	Workers	NA	NA
Total recordable work-related injuries	Employees	3	Nil
	Workers	NA	NA
No. of fatalities	Employees	Nil	Nil
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	NA	NA

## 12. Describe the measures taken by the entity to ensure a safe and healthy work place.

1. IRCTC has comprehensive Health and Safety policy and procedures to ensure a safe and healthy work environment.
2. Medical facilities are accessible to all employees, promoting their well-being.
3. Regular assessments are conducted for fire safety, electrical safety, and machinery and equipment safety.
4. The Human Resources department maintains an emergency exit maps and Emergency Response Plan for office premises.
5. Adequate and well-maintained sanitation facilities are available.
6. Regular assessments and training programs educate employees on fire safety, emergency procedures, and proper equipment handling.
7. Ergonomic workstations and equipment are provided to minimize the risk of injuries.
8. Wellness programs, health check-ups, and awareness campaigns prioritize employee well-being.
9. Systems for the detection, alarm, and suppression of fires are provided and maintained by the Company.

**13. Number of Complaints on the following made by employees and workers**

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions						
Health & Safety		No instances of complaints regarding working conditions and health and safety were reported in both FY2023-24 and FY2022-23.				

**14. Assessment for the year**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	0%
Working Conditions	0%

**15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.**

Nil

**Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders**

**Essential Indicators**

**1. Describe the processes for identifying key stakeholder groups of the entity.**

IRCTC recognizes the importance of engaging with a diverse range of stakeholders to gain valuable insights, understand their needs and expectations, and develop sustainable strategies. The Company has established a detailed standard process to guide and facilitate effective stakeholder engagement. Through a thorough assessment, considering both internal and external stakeholders. Stakeholders are categorized based on their importance and influence, enabling effective engagement and understanding of their needs. This process allows for feedback to be incorporated into strategies and decision-making. IRCTC actively consults with stakeholders to gather insights on its vision, environmental practices, social responsibilities, and governance framework. The Company's stakeholder engagement process ensures alignment with stakeholder expectations and fosters mutually beneficial relationships.

**2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.**

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholder and Investor Group	No	<ul style="list-style-type: none"> <li>• Press Release</li> <li>• Investor Conferences</li> <li>• In- person Meetings</li> <li>• Emails</li> <li>• Annual General Meetings</li> <li>• Annual Report &amp; Stock Exchange Announcement</li> <li>• Meetings &amp; calls</li> </ul>	Continuous	<ul style="list-style-type: none"> <li>• Financial Performance,</li> <li>• Business strategy &amp; execution planning</li> <li>• Business Performance</li> <li>• Corporate Governance</li> </ul>



Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	<ul style="list-style-type: none"> <li>Survey</li> <li>Engagement Activities</li> <li>Website</li> <li>Digital Platform- social media</li> <li>Advertisements</li> </ul>	Continuous	<ul style="list-style-type: none"> <li>Availing services</li> <li>Information</li> <li>Sustainability Credential</li> <li>Feedbacks</li> </ul>
Employees	No	<ul style="list-style-type: none"> <li>Notice Board</li> <li>Emails &amp; calls</li> <li>Office orders</li> <li>Corporate Portal</li> <li>Employee Engagement Surveys</li> <li>In-person Meetings</li> </ul>	Continuous	<ul style="list-style-type: none"> <li>Information</li> <li>Trainings &amp; learning opportunities</li> <li>Diversity</li> <li>Business activities</li> <li>Counselling sessions</li> </ul>
Government & regulators	No	<ul style="list-style-type: none"> <li>Notice</li> <li>Emails</li> <li>Office Memorandum</li> <li>Press releases</li> </ul>	Continuous	<ul style="list-style-type: none"> <li>Corporate Behavior</li> <li>Information</li> <li>Regulatory issues</li> </ul>
Suppliers & Vendors	No	<ul style="list-style-type: none"> <li>Emails &amp; Calls</li> <li>Website</li> <li>Purchase Orders</li> <li>Supplier reviews</li> <li>In- person visit</li> </ul>	Continuous	<ul style="list-style-type: none"> <li>Business activities</li> <li>Quality check</li> <li>Information</li> </ul>
NGOs/ Communities	Yes	<ul style="list-style-type: none"> <li>Emails &amp; Calls</li> <li>Meetings</li> <li>Letters</li> </ul>	Continuous	<ul style="list-style-type: none"> <li>Audits</li> <li>Feedbacks</li> <li>Report</li> </ul>

## Principle 5: Businesses should respect and promote human rights

### Essential Indicators

#### 1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	1,396	360	25.7%	1,356	543	40.0%
Other than permanent	1,330	108	8.1%	873	17	2.0%
<b>Total Employees</b>	<b>2,726</b>	<b>468</b>	<b>17.1%</b>	<b>2,229</b>	<b>560</b>	<b>25.1%</b>
<b>Workers</b>						
Permanent						
Other than permanent						
<b>Total Workers</b>						
				Not Applicable		

## 2. Details of minimum wages paid to employees and workers

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>	1,396	Nil	Nil	1,396	100.0%	1,356	Nil	Nil	1,356	100.0%
Male	1,280	Nil	Nil	1280	100.0%	1,242	Nil	Nil	1,242	100.0%
Female	116	Nil	Nil	116	100.0%	114	Nil	Nil	114	100.0%
<b>Other than permanent</b>	1,096	226	16.9%	1104	83.0%	873	190	21.7%	683	78.2%
Male	1,096	95	8.6%	1001	91.4%	662	132	20.0%	530	78.0%
Female	234	131	55.9%	103	44.0%	211	58	27.0%	153	80.0%
<b>Workers</b>										
<b>Permanent</b>										
Male										
Female										
<b>Other than permanent</b>										
Male										
Female										

## 3. Details of remuneration/salary/wages

### a. Median remuneration/ wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	4	₹ 63,06,378	0***	-
Key Managerial Personnel **	4	₹ 63,06,378	1	₹ 37,30,601
Employees other than BoD and KMP	1,276	₹ 10,44,233	115	₹ 12,20,526
Workers		Not Applicable		

Note :

\* This signifies only Whole Time Directors.

\*\*This signifies Whole Time Directors and Company Secretary

\*\*\* Though, as on March 31, 2024, the Company didn't have any female whole-time director; however, this signifies one female Whole-Time Director employed for April & May, 2023 - total salary for two months was ₹ 30,46,368/-

### b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	8.54%	8.69%

## 4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes



## 5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

IRCTC has implemented a robust communication matrix to facilitate direct interaction between its staff and management. The organization has established various mechanisms to address human rights grievances, including an employee portal, staff grievance register, and a committee dedicated to preventing workplace sexual harassment. Additionally, IRCTC has introduced the "Talk to Management" program, encouraging open dialogue to promptly and efficiently address any human rights-related issues. Furthermore, according to IRCTC's human rights policy, the Human Resource Department is responsible for receiving complaints regarding human rights violations. To maintain transparency and fairness, all complaints must be addressed promptly and satisfactorily.

IRCTC has also implemented a robust grievance redressal policy and standard operating procedures featuring two levels of grievance redressal solutions. The first level involves initial complaint handling by designated officers, while the second level escalates unresolved issues to a higher committee for further review. A proper mechanism for feedback ensures that employees can provide input on the grievance process, enhancing its effectiveness and responsiveness. This policy underscores IRCTC's commitment to respecting and protecting the human rights of all employees, ensuring they have access to a supportive and safe working environment.

## 6. Number of Complaints on sexual harassment, discrimination, made by employees and workers

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	2	1	-*	3	1	-
Discrimination at workplace	Nil	Nil	-	Nil	Nil	-
Child Labor	Nil	Nil	-	Nil	Nil	-
Forced Labour/Involuntary Labour	Nil	Nil	-	Nil	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other human rights related issues	Nil	Nil	-	Nil	Nil	-

\*One unresolved complaint at year-end awaited the conclusion of the hearing.

## 7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

Particulars	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	2	3
Complaints on POSH as a % of female employees / workers	1.7%	2.6%
Complaints on POSH upheld	1	1

## 8. Mechanisms to prevent adverse consequences to the complaints in discrimination and harassment cases.

IRCTC is committed to respecting human rights and has established a grievance redressal mechanism to address any complaints regarding violations of human rights. The Company's Human Resource Department serves as the recipient of these complaints and is responsible for promptly and satisfactorily addressing them. This system ensures an open, equitable, and transparent process for resolving grievances related to human rights concerns.

In accordance with the POSH (Prevention of Sexual Harassment) Act in India, IRCTC has implemented mechanisms to prevent adverse consequences in cases of discrimination and harassment. The Company has appointed a Competent Authority responsible for reconstituting the Internal Complaints Committee (ICC). The ICC consists of a presiding officer, two employee members, and one external member knowledgeable about sexual harassment issues. The ICC committee has jurisdiction over all IRCTC offices and establishments at the corporate level. Any female employee of IRCTC, including deputationists and Designated Disciplinary Officers (DDOs), can submit written grievances related to sexual harassment to the committee. This mechanism ensures that a structured process is in place to address and resolve complaints while safeguarding the rights and well-being of individuals involved, in line with the provisions of the POSH Act.

## 9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes, human rights requirements are an integral part of IRCTC's business agreements and contracts. The company ensures that its suppliers and contractors comply with both state and central laws pertaining to human rights. These requirements are incorporated into the contracts and agreements, ensuring that all parties involved uphold and respect human rights principles.

## 10. Assessments for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	0%
Forced/involuntary labour	0%
Sexual harassment	0%
Discrimination at workplace	0%
Wages	0%
Others-please specify	0%

## 11. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 10 above.

Nil

## Principle 6: Businesses should respect and make efforts to protect & restore the environment

### Essential Indicators

#### 1. Details of total energy consumption (in Joules or multiples) and energy intensity

Parameter	FY 2023-24	FY 2022-23
<b>From renewable source</b>		
Total electricity consumption- Solar <b>(A)</b>	1,630.44 GJ	679.24 GJ
Total fuel consumption <b>(B)</b>	-	-
Energy consumption through other sources <b>(C)</b>	-	-
<b>Total energy consumption (A+B+C)</b>	<b>1,630.44 GJ</b>	<b>679.24 GJ</b>
<b>From non-renewable source</b>		
Total electricity consumption <b>(D)</b>	1,00,814.77 GJ	73,662.80 GJ
Total fuel consumption <b>(E)</b>	7,202.25 GJ	2,491.26 GJ
Energy consumption through other sources <b>(F)</b>	-	-
<b>Total energy consumed from non- renewable source (D+E+F)</b>	<b>1,08,017.02 GJ</b>	<b>76,154.06 GJ</b>
<b>Total energy consumed from renewable and non- renewable source (A+B+C+D+E+F)</b>	<b>1,09,647.46 GJ</b>	<b>76,833.30 GJ</b>
<b>Energy intensity per rupee of turnover</b> (Total energy consumed/ Revenue from operations)	0.26	0.22
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed / Revenue from operations adjusted for PPP)	4791.87	3357.81
<b>Energy intensity in terms of physical output</b>	Due to the diverse segments of IRCTC, there is no single type of physical output for its services and products.	
<b>Energy intensity</b> (optional) – the relevant metric may be selected by the entity	-	-

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, the Company carried out reasonable assurance by TUV India

**Note:** The PPP conversion rate is taken from OECD Data for the latest available year of 2022, which is 22.882 for India.

<https://data.oecd.org/conversion/purchasing-power-parities-ppp.htm>



**2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

Not Applicable

**3. Provide details of the following disclosures related to water**

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	1,58,569.00	11,553.00
(ii) Groundwater	3,31,337.60	33,85,867.14
(iii) Third party water	2,47,611.67	81,541.36
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kiloliters) (I + ii + iii + iv + v)</b>	<b>7,37,518.27</b>	<b>35,78,961.5</b>
<b>Total volume of water consumption (in kiloliters)</b>	<b>637646.11</b>	<b>35,78,961.5</b>
<b>Water intensity per rupee of turnover</b> (Total water consumption / Revenue from operations)	1.49	10.11
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP)	27866.71	156409.47
<b>Water intensity in terms of physical output</b>	Due to the diverse segments of IRCTC, there is no single type of physical output for its services and products	
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity	-	-

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, the Company carried out reasonable assurance by TUV India

**Note: The PPP conversion rate is taken from OECD Data for the latest available year of 2022, which is 22.882 for India.**

<https://data.oecd.org/conversion/purchasing-power-parities-ppp.htm>

**4. Provide the following details related to water discharged:**

Parameter	FY 2023-24	FY 2022-23
<b>Water discharge by destination and level of treatment (in kiloliters)</b>		
(i) To Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater	24504.58	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third parties	75367.58	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>Total volume of water discharge (in kiloliters)</b>	<b>99872.16</b>	-

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, the Company carried out reasonable assurance by TUV India

**5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

No

**6. Please provide details of air emissions (other than GHG emissions) by the entity**

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx			
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			Nil
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No, the Company did not carry out independent assessment by an external agency

**7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity**

Parameter	Please specify unit	FY 2023-24	FY 2022-23
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO <sub>2</sub> equivalent	392.38	169.79
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO <sub>2</sub> equivalent	20,022.93	14,630.00
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)		0.05	0.04
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		892.20	646.79
Total Scope 1 and Scope 2 emission intensity in terms of physical output		Due to the diverse segments of IRCTC, there is no single type of physical output for its services and products.	
<b>Total Scope 1 and Scope 2 emission intensity</b> (optional) – the relevant metric may be selected by the entity		-	-

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, the Company carried out reasonable assurance by TUV India

Note: The PPP conversion rate is taken from OECD Data for the latest available year of 2022, which is 22.882 for India.

<https://data.oecd.org/conversion/purchasing-power-parities-ppp.htm>

**8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.**

No, the company has no projects related to reducing Green House Gas Emission



## 9. Provide details related to waste management by the entity

Parameter	FY 2023-24	FY 2022-23
<b>Total Waste generated (in metric tons)</b>		
Plastic waste (A)	10229.00*	8,842.00
E-waste (B)	5.39	13.64
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	0.49
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Paper & Cardboard waste	0.17	5.05
Biodegradable (textile based)	0.03	-
Non-Biodegradable (Metals)	0.03	-
<b>Total (A+ B + C + D + E + F + G + H)</b>	<b>10234.99</b>	<b>8,861.18</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations)	0.02	0.02
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP)	447.29	387.25
<b>Waste intensity in terms of physical output</b>	Due to the diverse segments of IRCTC, there is no single type of physical output for its services and products	
<b>Waste intensity</b> (optional) –the relevant metric may be selected by the entity	-	-

### For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)

Category of waste		
(i) Recycled (Plastic waste)	6264**	2,177.00
(ii) Re-used	-	-
(iii) Other recovery operations- Take back & Selling to Authorized vendor	1.29	14.13
<b>Total</b>	<b>6265.29</b>	<b>2,191.13</b>

### For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)

Category of waste		
(i) Incineration	-	-
(ii) Landfilling (Non-Hazardous waste)	3969.70	6,670.05
(iii) Other disposal operations	-	-
<b>Total</b>	<b>3969.70</b>	<b>6,670.05</b>

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, the Company carried out reasonable assurance by TUV India

Note: \*As per the PWM Rules and the guidelines of CPCB, 100% collection of generated waste in FY 2022-23 will be completed in the FY 2023-24, taking into account the collection based on the previous year's sales.

\*\* As per the target for FY 2022-23 is set at 70% of the total previous year's sales, in accordance with the PWM Rules and CPCB guidelines.

The PPP conversion rate is taken from OECD Data for the latest available year of 2022, which is 22.882 for India

**10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.**

- IRCTC has implemented effective waste management practices in its establishments to ensure responsible handling of various types of waste.
- Plastic waste is managed according to EPR regulations, with Rail Neer products being collected, recycled, and disposed of through authorized vendors.
- Hazardous waste, such as electronic equipment, is properly disposed of following established protocols. Waste segregation using a two-bin system is employed, and the segregated waste is handed over to the Municipal Corporation for responsible disposal.
- E-waste, including obsolete electronic items, is recycled and disposed of through a mechanism in collaboration with an authorized vendor.
- IRCTC places a strong emphasis on sustainable practices, including the use of safe and non-toxic materials in its products and processes.

**11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required,**

Location of operations/ offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any
		Nil

**12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**

Name and brief details of project	EIA Notification Number	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
			Nil		

**13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, and Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances.**

Specify the law/regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines/penalties/action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
		Nil	

**Principle 7:**

**Businesses, when engaging in influencing public and regulatory policy, should do in a manner that is responsible and transparent**

**Essential Indicators**

1. a. Number of affiliations with trade and industry chambers/ associations- 18
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/Associations	Reach of trade and industry chambers/ associations (State/national)
1.	Standing Conference of Public Enterprises	National
2.	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
3.	All India Management Association (AIMA)	National
4.	Indian Chamber of Commerce (ICC)	National
5.	Indian Association of Tour operators (IATO)	National
6.	Travel Agents Association of India (TAAI)	National
7.	Association of Domestic Tour Operators of India (ADTOI)	National
8.	Pacific Asia Travel Association (PATA)	National
9.	Ministry of Tourism (Inbound)	National
10	The Travel Agents Federation of India (TAFI)	National

2. Provide details of corrective action taken or underway on any issues related to anti- competitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of authority	Brief of the case	Corrective action taken
For FY 2023-24, no case of anti-competitive conduct have been reported.		

**Principle 8:**

**Businesses should promote inclusive growth and equitable**

**Essential Indicators**

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
SIA is not applicable to IRCTC due to the nature of its operations and projects. As primarily a service provider within the railway sector, IRCTC's projects typically involve infrastructure development, catering services, tourism initiatives, and online ticketing services. These projects do not involve significant land acquisition, displacement of communities, or major environmental or social impacts that would necessitate a formal SIA process. Therefore, SIA is not applicable to IRCTC's operations and projects.					

2. Provide information on project(s) for which ongoing rehabilitation and resettlement (R&R) is being undertaken by your entity,

Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
			Not Applicable		

### 3. Describe the mechanisms to receive and redress grievances of the community

IRCTC has established a grievance redressal mechanism for the community as per its CSR policy. This includes a Tier 2 Committee to receive and address appeals and complaints from stakeholders or implementing agencies. The Tier 2 Committee, led by the Nodal Officer, may seek legal assistance if necessary. Serious issues or those unresolved at this level are escalated to the Tier 1 Committee, headed by the Chairman and Managing Director or an Independent Director, ensuring a thorough grievance resolution process. All CSR projects include dispute resolution clauses detailed in Documents IRCTC-CSR-D-23 and IRCTC-CSR-D-24. IRCTC also has a mechanism for grievance redressal for external stakeholders, allowing communities to reach the company through this mechanism. This grievance redressal system aims for timely resolution, fairness, transparency, continuous improvement, and compliance.

### 4. Percentage of input material (inputs to total inputs by value) sourced from suppliers

Particulars	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	63.02%	36.50%
Directly from within India	100%	100%

### 5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Location	FY 2023-24	FY 2022-23
Rural	0%	0%
Semi-urban	11.50%	11.00%
Urban	17.55%	18.30%
Metropolitan	70.95%	70.50%

### Leadership Indicators

#### 1. Provide details of actions taken to mitigate any negative social impacts identified in the social impact assessments

Details of negative social impact identified	Corrective action taken
	Not Applicable

#### 2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

State	Aspirational District	Amount spent in ₹
West Bengal	Nadia	42,00,000
	Murshidabad	26,24,000
Bihar	Begusarai	24,00,000
Jharkhand	East Singhbhum	73,07,840
	Khunti	45,80,000
	Ramgarh	14,80,000
Madhya Pradesh	Vidisha	19,03,900
Uttar Pradesh	Fatehpur	28,40,000
Karnataka	Yadgir	16,85,000
	Raichur	16,85,000

#### 3. a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

Yes

#### b. From which marginalized /vulnerable groups do you procure?

IRCTC has a procurement policy for MSEs with sub targets for marginalized communities from MSEs owned by Scheduled Castes or the Scheduled Tribes and Women entrepreneurs for the Goods and Services procured.



c. What percentage of total procurement (by value) does it constitute?

IRCTC has an annual procurement target of ₹150 crores. However, the company achieved a total procurement value of ₹213 crores. Of this, ₹134.37 crores, or 63.02%, was procured from MSEs (including SC/ST-owned MSEs). Procurement from SC/ST-owned MSEs totaled ₹16.57 crores, representing 7.77% of the total procurement, while procurement from women-owned MSEs amounted to ₹6.5 crores, constituting 3.05%.

**4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge**

Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
		Nil	

**5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.**

Name of authority	Brief of the Case	Corrective action taken
		Not Applicable

**6. Details of beneficiaries of CSR Projects**

CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
Funding for Kaushalaya Foundation to install 50 dual solar street lights in East Champaran, Bihar.	1000	90%
Funding for Sulabh International to build and maintain a 5-seat public toilet at Shivpur Health Centre, Varanasi.	1000	60%
Funding for Ummed Ek Asha Ki Kiran to install 50 dual solar street lights in Nilgiri Balasore, Odisha	1000	90%
Funding for VLC Trust to procure medical equipment for "SAPARYA," a 10-bed geriatric hospital in Nellore, Andhra Pradesh.	12000	80%
Provision of 10 IRCTC-procured laptops to Gramin Mahila Magasvargiya Bahu-Uddeshiyas Samaj Vikas Sanstha, Nagpur, Maharashtra.	500	70%
Financial support towards "Friendcoes -SECA" for procurement of Maruti Suzuki Eeco Ambulance	20	NA
Construction and maintenance of an electric crematorium in Ranaghat, Nadia, West Bengal by Manab Kalyan Welfare Society.	4000	60%
Rooftop repairs and new physio therapy-computer lab for special needs school in Ladakh by Munsel Society.	2000	80%
Installation of 10 handpumps in small villages of Phulpur, Phaphamau, Soraon, Prayagraj by Pradeep Social Welfare Group of India.	1000	80%
Financial support for Viswa Kalayan Seva Trust to acquire one medical van for East Singhbhum, Jharkhand, and Mayurbhanj, Odisha.	5000	80%
Funding for solar power plant installation at SOS Village Begusarai, Bihar by SOS Children's Villages India.	225	90%
Financial support for mosquito net distribution camp organized by NeLA, donated by IRCTC.	20000	90%
ARMED Forces Flag Day Fund for the welfare of veterans, widows and their dependents	100	NA
Support for Tara Greesh Mathur Charitable Trust to install 50 smart vending machines for sanitary pads, 50 incinerators, and distribute charcoal cotton-based pads in Maharajgang, UP schools and colleges.	10000	80%

CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
Financial support for UDDIPAN Education Trust to build the first floor of UDDIPAN Skill Development Institute for women in North 24 Parganas, West Bengal.	500	90%
Financial support for NAB Bihar to provide tablets and mobile phones to 55 visually impaired and handicapped students at Constitution Club of India, New Delhi.	55	80%
Financial support for People's Hope to enhance Settsu village's Community Recreation Center with tree planting, beautification, seating, and solar lighting in Mokokchung District, Nagaland.	1000	90%
Financial support for Pradeep Social Welfare Group to install 50 hand-pumps in villages across Phulpur, Phaphamau, Soraon, and Prayagraj in Uttar Pradesh.	5000	80%
Financial support for Hope Foundation to install digital learning platforms in 10 smart classrooms across government schools in Kohima, Nagaland.	2000	80%
Financial support for North Eastern Development Council for Human Resource to provide a mobile healthcare unit in Morigaon, Assam.	15000	90%
Financial support for Help for Everyone Trust to organize a mosquito net distribution camp sponsored by IRCTC (1000 Nets).	2000	90%
Financial support for Bharti Navdeep Samiti to install smart vending machines and incinerators for sanitary pads, and distribute 3,06,000 napkins to schools and colleges in Supaul district, Bihar.	6000	80%
Financial support for Bharat Sevashram Sangha Delhi to set up a bakery unit in Murshidabad, West Bengal, including machinery procurement and installation.	20	90%
Financial support for Viswa Kalayan Seva Trust to install 100 solar street lights and 10 high mast solar street lights in villages across Jharkhand.	2000	90%
Financial support for Nityam Foundation to provide Malkhambh Yoga equipment for promoting Traditional Indian Sports in 10 cluster schools across Chhattisgarh.	2000	80%
Financial support for Shri Chander Singh Negi Memorial Trust to acquire Advanced Life Support (ALS) Ambulances for Pokhra Block, Pauri Garhwal, Uttarakhand.	10000	80%
Financial support towards "Kaushalya Foundation" for providing of 100 Nos. Solar Lights at Eastern Champaran, Motihari, Bihar.	2000	80%
Financial support for Socio Economic Research Institute to organize a mosquito net distribution camp donated by IRCTC in Patliputra, Bihar (1000 nets).	2000	90%
Financial support for Socio Economic Research Institute to organize a mosquito net distribution camp, donated by IRCTC, in Balasore, Odisha (1000 nets).	2000	90%
Financial support towards "RK's Mother Teresa Foundation" for procurement of ambulance and medical equipments.	10000	80%
CRPF Welfare Fund for construction of 5 toilet blocks	3000	NA
BSF Welfare fund for constructing an underground rainwater harvesting sump for a barracks accommodating 120 men and 14 temporary barracks in Raipur, Chattisgarh.	700	NA
Financial support for Hare Krishna Movement Vrindavan to distribute blankets in backward areas of Uttar Pradesh and other locations across India.	5000	90%
Procurement of one DSLR camera with microphone and one laptop for CSR department.	0	NA



CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
Financial aid to National Youth Foundation for installing 150 Ltr. Voltas/ Bluestar water coolers and Ket UV purifiers at 25 Govt. Schools in Prayagraj District, UP, covering transportation, civil work, and other expenses.	6250	80%
Financial aid for Palan Sewa Foundation to build educational institutions, Palan Pathshala, in five impoverished villages in Madhya Pradesh, promoting education and reducing dropout rates.	500	90%
Renovation of 10 ponds in Sundarban, West Bengal by South Sundarban Janakalyan Sangha.	5000	80%
Financial aid for SVAR to build a senior citizen day care center and old age home in Fatehpur, UP.	500	80%
Financial aid for Blind People's Association (India) to provide Saarthi Mobility devices and training in Northeast India.	2000	90%
Funds for Spring Charitable Trust to purchase Tata 407 ambulance for Manipur's tribal communities.	10000	80%
Financial aid for Samvedna Development Society to establish 10 smart classrooms in Yadgir & Raichur, Karnataka.	5000	80%
Financial aid to Samvedna Development Society for 10 smart classrooms in Yadgir & Raichur, Karnataka.	10000	90%
Financial aid for Creatick Foundation: 50 sanitary pad vending machines, incinerators, and 25,000 napkin packets to Nagpur schools.	10000	80%
Financial aid for Tribal Development Foundation to procure a mobile clinic for underprivileged in Pasighat, Arunachal Pradesh.	10000	90%
Financial aid for Women Entrepreneurs Association to buy medical equipment for Nalanda's Health Care Centre, Bihar.	5000	80%
₹ 10,90,910/- towards BAM Hospital for a 1000/hr automatic chapati making machine with dough ball attachment.	1000	60%
Financial aid for ambulance procurement at CHC Hospital, Gola Block, Ramgarh, Jharkhand.	5000	80%
Procured and delivered 30 pairs of benches and desks for Prakash Nagar Govt. High School, Bengaluru.	60	80%
Financial support for Kaushalya Foundation's documentary on Gandhi's Swachhta Mission in Eastern Champaran, Bihar.	10000	60%
Financial aid of ₹9,45,000 for Table Tennis Association of Ladakh for equipment and coaching in Leh.	5000	80%
Funding for medical equipment procurement in Lepa Rada District, Arunachal Pradesh.	10000	80%
Financial aid for Shri Ram Grameen Kshetra: ₹ 38,00,000 for a mobile medical van in Mawana, Meerut, UP.	10000	80%
Financial aid for Mahavir International: ₹43,00,000 for a fully equipped Medicare Van and medical camp equipment in Central Delhi.	10000	60%
Financial support for Rashtra Rishi Nanai to procure medical equipment for health facilities in Khunti District, Jharkhand.	10000	80%
Financial support for Saral NGO to procure computers and laptops for Digikul computer training center in Dharhara village, Nalanda, Bihar.	5000	80%
Financial aid to Kaushalya Foundation for an outdoor gym at Gandhi Maidan, East Champaran, Bihar.	3000	80%
Financial aid for Saral NGO to procure computers and laptops for Digikul training center in Dharhara village, Bihar.	5000	80%
PM Cares Fund	100000	90%

## Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner

### Essential Indicators

#### 1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback

IRCTC manages consumer complaints and feedback through a multi-channel system. IRCTC Customer Care Call Centre, handles approximately 20,325 calls and 8,471 emails daily with 120 active PRI lines, maintaining a 4% call abandon rate and nearly zero mail pendency.

Grievances are also addressed through various channels, including CPGRAM majorly for ticket refunds and booking issues, MORLY from the Ministry of Railways, social media platforms, Rail Madad, INGRAM from the Ministry of Consumer Affairs, and the Sugamya Bharat App from the Ministry of Social Justice and Empowerment. Feedback gathered from these interactions is systematically analyzed to identify areas for improvement and enhance overall service quality. Complaints from DPG/ PMO are resolved within 30 days, and MORLY complaints within 45 days, with over 95% resolved on time, supported by strict quality checks, SLA enforcement, and regular training.

#### 2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

	As a percentage to total turnover
Environmental and social parameters relevant to the product	Nil
Safe and responsible usage	7.65%
Recycling and/or safe disposal	Nil

#### 3. Number of consumer complaints

	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	-		Nil	-	
Advertising	Nil	-		Nil	-	
Cyber-security	Nil	-		Nil	-	
Delivery of essential services	2,70,081	35	The pending complaints align with the routine reporting time cycle and are resolved within the defined period.	2,51,703	Nil	
Restrictive Trade Practices	Nil	-		Nil	-	
Unfair Trade Practices	Nil	-		Nil	-	
Other-	-	-		-	-	

*Note: The reported figures exclude general queries of railway customers reported on a daily basis regarding transactional glitches, and most of the complaints are not part of IRCTC's service delivery.*

#### 4. Details of instances of product recalls on account of safety issues

	Number	Reasons for recall
Voluntary recalls	Nil	NA
Forced recalls	Nil	NA



**5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.**

IRCTC employs cutting-edge technology to secure its online services and data against cyber threats. Its e-ticketing system is protected by industry-standard security measures such as firewalls, intrusion prevention systems, and web application firewalls. The website uses an Extended Validation SSL/TLS Certificate for end-to-end data encryption, and sensitive information like passwords are stored in encrypted form in the database. The payment process is carried out through a URL redirection model, ensuring that Credit/Debit card data is not leaked at the IRCTC end. Security Policies, including Privacy Policy, are available on the IRCTC Corporate Portal for employees only.

**6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.**

IRCTC addresses customer complaints for essential services like internet ticketing, tourism, and catering on a case-by-case basis, taking corrective actions to resolve issues. Some actions taken by the company include analysing bookings and user IDs for suspicious activity, reporting fictitious mobile numbers used in fraud, identifying and taking down misuse of domains resembling IRCTC, and reporting illicit mobile numbers for investigation and deactivation. However, regulatory authorities have not imposed penalties or taken actions in these matters.

**7. Provide the following information related to data breaches:**

a. Number of instances of data breaches

Nil

b. Percentage of data breaches involving personally identifiable information of customers

0%

c. Impact, if any, of the data breaches

NA

**For and on behalf of Board of Directors**

**Sd/-**

**(Sanjay Kumar Jain)**

Chairman & Managing Director

DIN: 09629741

Place: New Delhi

Date: July 19, 2024

## Annexure-“D-1” to the Directors’ Report



### Independent Assurance Statement

To,  
The Board of Directors  
Indian Railway Catering and Tourism Corporation Ltd.  
11<sup>th</sup> Floor, Statesman House, B-148, Barakhamba Road,  
New Delhi-110001,

Indian Railway Catering and Tourism Corporation Ltd. (hereafter 'IRCTC') engage TUV India Private Limited (TUVI) to conduct independent external assurance of BRSR Core disclosures ([99 attributes as per Annexure I - Format of BRSR Core](#)) following the ([BRSR - Core -Framework for assurance and FSG disclosures for value chain](#) stipulated in SEBI [circular SFBI/HO/CFD/CFD-SFC-2/P/CIR/2023/122, dated 12/07/2023](#)). IRCTC developed Business Responsibility and Sustainability Report (hereinafter 'the BRSR') for the period April 01, 2023 to March 31, 2024. The BRSR is based on the National Guidelines on Responsible Business Conduct (NGBC), [SEBI circular: SFBI/HO/CFD/CMD-2/P/CIR/2021/562, dated 10/05/2021](#) followed by the [notification number SFBI/LAD-NRO/GN/2023/131, dated 14/06/2023](#) pertaining to Business Responsibility and Sustainability Report (BRSR) requirement. This assurance engagement was conducted in reference with BRSR, the terms of our engagement and ISAE 3000 (Revised) requirement.

#### Management's Responsibility

IRCTC developed BRSR and is responsible for the collection, analysis, authenticity of data and disclosure of the information presented in the BRSR (web-based and print), including website maintenance, integrity, and for ensuring its quality and accuracy with reference to the criteria stated in the BRSR, such that it's free of misstatements (intentional or unintentional, qualitative or quantitative, including omissions). IRCTC will be responsible for providing complete and true information and data. Further, IRCTC is responsible for archiving and reproducing the disclosed data to the stakeholders and regulators upon request.

#### Scope and Boundary

The scope of work includes the assurance of the following ([99 attributes as per Annexure I - Format of BRSR Core](#)) disclosed in the BRSR report. The BRSR core requirements encompass essential disclosures pertaining to organization's Environmental, Social and Governance (ESG). In particular, the assurance engagement included the following:

- i. Review of [99 attributes as per Annexure I - Format of BRSR Core](#) submitted by IRCTC
- ii. Review of the quality of information
- iii. Review of evidence (on a random samples) for all 9 attributes and its KPI

TUVI has verified the below [99 attributes as per Annexure I - Format of BRSR Core](#) disclosed in the BRSR

Attributes	KPI
Green-house gas (GHG) footprint <i>Boundary:</i> Scope 1 Boundary – Consumption from all Rail Neer segment plants, Zonal offices, Regional Offices, internet ticketing office, tourism offices and Base Kitchen (Catering).	Total Scope 1 emissions (with breakup by type) - GHG (CO <sub>2</sub> e) Emission in MT - Direct emissions from organization's owned- or controlled sources (Reported)
Scope 2 Boundary – Consumption from all Rail Neer segment plants, Zonal offices, Regional Offices, internet ticketing office, tourism offices and Base Kitchen (Catering).	Total Scope 2 emissions in MT - Indirect emissions from the generation of energy that is purchased from a utility provider (Reported)
	GHG Emission Intensity (Scope 1+2), Total Scope 1 and Scope 2 emissions (MT) / Total Revenue from Operations adjusted for PPP
Water footprint <i>Boundary:</i> Consumption from all Rail Neer segment plants, Zonal offices, Regional Offices, internet ticketing office, tourism offices and Base Kitchen (Catering).	Total water consumption (in kL) (Estimated KPI) Water consumption intensity - kL / Total Revenue from Operations adjusted for PPP Water Discharge by destination and levels of Treatment (kL) (Estimated KPI)
Energy footprint <i>Boundary:</i> Refer attribute "Green-house gas (GHG) footprint"	Total energy consumed in GJ (Reported) % of energy consumed from renewable sources - In % terms (Reported) Energy intensity - GJ/ Rupee adjusted for PPP
Embracing circularity - details related to waste management by the entity <i>Boundary:</i> Consumption from all Rail Neer segment plants, Zonal offices, Regional Offices,	Plastic waste (A) (MT) (Reported only for Rail Neer segment plants) E-waste (B) (MT) (Reported as Nil) Bio-medical waste (C) (KG/MT) (Not applicable) Battery waste (D) (MT) (Reported as Nil) Construction and demolition waste (D) (KG/MT) (Reported as Not applicable)

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Attributes	KPI
internet ticketing office, tourism offices and Base Kitchen (Catering).	Radioactive waste (F) (KG/MT) (Reported as Not applicable) Other Hazardous waste. Please specify, if any. (G) (KG/MT) (Reported as Not applicable) Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector) (KG/MT) (Reported) Total waste generated (A + B + D + E + F + G + H) (MT) (Reported) Waste intensity : MT / Rupee adjusted for PPP Each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (MT) (Reported based on EPR collection target) Each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (Intensity) (Waste generated is partially reported) ✓ Waste Recycled Recovered /Total Waste generated For each category of waste generated, total waste disposed by nature of disposal method (MT) (Wastes other than EPR collection is considered as landfill) For each category of waste generated, total waste disposed by nature of disposal method (Intensity) (Waste generated is partially reported) ✓ Waste Recycled Recovered /Total Waste generated
Enhancing Employee Wellbeing and Safety	Spending on measures towards well-being of employees and workers – cost incurred as a % of total revenue of the company - In % terms (Reported) Details of safety related incidents for employees and workers (including contract-workforce e.g. workers in the company's construction sites) 1) Number of Permanent Disabilities (Reported) 2) Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) (Reported) 3) No. of fatalities (Reported as Nil)
Enabling Gender Diversity in Business	Gross wages paid to females as % of wages paid - In % terms (Reported) Complaints on POSH 1) Total Complaints on Sexual Harassment (POSH) reported (2 complaints received in FY & 1 upheld on 31st March 2024) 2) Complaints on POSH as a % of female employees / workers 3) Complaints on POSH upheld
Enabling Inclusive Development	Input material sourced from following sources as % of total purchases – Directly sourced from MSMEs/ small producers and from within India - In % terms – As % of total purchases by value (Reported) Job creation in smaller towns – Wages paid to persons employed in smaller towns (permanent or non-permanent /on contract) as % of total wage cost - In % terms – As % of total wage cost (Reported)
Fairness in Engaging with Customers and Suppliers	Instances involving loss / breach of data of customers as a percentage of total data breaches or cyber security events - In % terms (Reported as Nil) Number of days of accounts payable - (Accounts payable *365) / Cost of goods/services procured (Reported)
Open-ness of business	Concentration of purchases & sales done with trading houses, dealers, and related parties Loans and advances & investments with related parties 1) Purchases from trading houses as % of total purchases (Reported as not applicable) 2) Number of trading houses where purchases are made from (Reported as not applicable) 3) Purchases from top 10 trading houses as % of total purchases from trading houses 1) Sales to dealers / distributors as % of total sales (Reported) 2) Number of dealers / distributors to whom sales are made (Reported) 3) Sales to top 10 dealers / distributors as % of total sales to dealers / distributors Share of RPTs (as respective %age) in (Reported) • Purchases • Sales • Loans & advances • Investments

Note:

Energy: Electricity consumption is obtained from the available data in the system. For some Rail Neer plants and offices, where data for certain months is unavailable, the average consumption from the available site data is considered.

Water: IRCTC has provided estimations for water withdrawal for some Rail Neer plants, Zonal offices, Regional Offices, internet ticketing office, tourism offices and Base Kitchen (Catering) which are located within railways premises. The quantification of water withdrawal is done by NBC standard.

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Waste: Reporting for non-hazardous waste generated from office buildings, such as plastics and papers, is excluded from the project boundary.

Refrigerant: The quantity of ODS is estimated by IRCTC using product models and tentative capacities, following EPA's methodology for fugitive emission calculations.

The reporting boundaries for the above attributes include all Rail Neer segment plants, Zonal offices, Regional Offices, internet ticketing office, tourism offices and Base Kitchen (Catering). An on-site verification was conducted at Corporate Office, base kitchen and internet ticketing office between 7<sup>TH</sup> June 2024 to 14<sup>th</sup> June 2024.

#### **Onsite Verification**

1. Indian Railway Catering and Tourism Corporation Ltd, Statesman House, Barakhamba Road, New Delhi-110001 – 6<sup>th</sup> June 2024 and 11<sup>th</sup> June 2024
2. Indian Railway Catering and Tourism Corporation Ltd, Base Kitchen, New Delhi Railway Station – 14<sup>th</sup> June 2024
3. Indian Railway Catering and Tourism Corporation Ltd, Internet Ticketing Centre (ITC), New Delhi Railway Station – 14<sup>th</sup> June 2024

The assurance activities were carried out together with a desk review as per reporting boundary.

#### **Limitations**

TUVI did not perform any assurance procedures on the prospective information disclosed in the Report, including targets, expectations, and ambitions. Consequently, TUVI draws no conclusion on the prospective information. During the assurance process, TUVI did not come across any limitation to the agreed scope of the assurance engagement. TUVI did not verify any ESG goals and claim through this assignment. TUVI disclaims any liability or co-responsibility 1) for any decision a person or entity would make based on this assurance statement and 2) for any damages in case of erroneous data is reported. While TUVI verified the data with maximum sample desired for reasonable level of assurance; the responsibility for the authenticity of submitted data entirely lies with IRCTC. Any dependence of person or third party may place on the BRSR Report is entirely at its own risk. TUVI has taken reference of the financial figures from the audited financial statements. IRCTC will be responsible for the appropriate application of the financial data. The application of this assurance statement is limited w.r.t SEBI [Circular SFB/HO/CFD/CFD-SFC-2/P/CIR/2023/122, dated 12/07/2023](#). This assurance statement is intended solely for the information and use of IRCTC and is not be used by anyone other than IRCTC.

#### **Our Responsibility**

TUVI's responsibility in relation to this engagement is to perform a reasonable level of assurance and to express a conclusion based on the work performed. Our engagement did not include an assessment of the adequacy or the effectiveness of IRCTC's strategy, management of ESG-related issues or the sufficiency of the Report against BRSR reporting principles, other than those mentioned in the scope of the assurance. TUVI's responsibility regarding this verification is in reference to the agreed scope of work, which includes assurance of non-financial quantitative and qualitative information ([09 attributes as per Annexure I - Format of BRSR Core](#)) disclosed by IRCTC. Reporting Organization is responsible for archiving the related data for a reasonable time period. TUVI is responsible for

- i. Planning to obtain the reasonable assurance for BRSR attributes so that it is free from material misstatement,
- ii. Forming an independent opinion, based on the sampled evidence,
- iii. Reporting the opinion to The Board of Directors of 'IRCTC'.

This assurance statement is prepared by considering that the data and information presented by 'IRCTC' are free from material misstatement.

#### **Verification Methodology**

During the assurance engagement, TUVI adopted a risk-based approach, focusing on verification efforts with respect to disclosures. TUVI has verified the disclosures and assessed the robustness of the underlying data management system, information flows, and controls. In doing so:

- a) TUVI examined and reviewed the documents, data, and other information made available by IRCTC for non-financial [09 attributes as per Annexure I - Format of BRSR Core](#) (non-financial disclosures)
- b) TUVI conducted interviews with key representatives, including data owners and decision-makers from different functions of IRCTC
- c) TUVI performed sample-based reviews of the mechanisms for implementing the sustainability-related policies and data management (qualitative and quantitative)
- d) TUVI reviewed the adherence to reporting requirements of "BRSR"

#### **Opportunities for Improvement**

The following are the opportunities for improvement reported to IRCTC. However, they are generally consistent with IRCTC management's objectives and programs. IRCTC already identified below topics and Assurance team endorse the same to achieve the Sustainable Goals of organization.

- i. IRCTC may perform GHG verification of all the indirect emission sources including scope-3 as per ISO 14064 standard.
- ii. IRCTC may strengthen its internal reporting by opting a smart cloud-based data management system and

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- compliment the same with periodic internal data and performance reviews;
- iii. IRCTC may target net zero carbon and develop policies focusing on the GHG and energy reduction along with targets and timelines.

## **Conflict of Interest**

In the context of BRSR requirements set by SEBI, addressing conflict of interest is crucial to maintain high integrity and independence of assurance engagements. As per SEBI guidelines, assurance providers need to disclose any potential conflict of interest that could compromise the independence or neutrality of their assessments. TUVI diligently identifies any relationships, affiliations, or financial interests that could potentially cause conflict of interest. We proactively implement measures to mitigate or manage these conflicts, ensuring independence and impartiality in our assurance engagements. We provide clear and transparent disclosures about any identified conflicts of interest in our assurance statement. We recognize that failure to address conflict of interest adequately could undermine the creditability of the assurance process and the reliability of the reported information. Therefore, we strictly adhere to SEBI guidelines and take necessary measures to avoid, disclose, or mitigate conflicts of interest effectively.

## **Our Conclusion**

In our opinion, based on the scope of this assurance engagement, the disclosures on BRSR Core KPI described in the BRSR report along with the referenced information provides a fair representation of the 9 attributes, and meets the general content and quality requirements of the BRSR. TUVI confirms its competency to conduct the assurance engagement for the BRSR as per SEBI guidelines. Our team possesses expertise in ESG verification, assurance methodologies, and regulatory frameworks. We ensure independence, employ robust methodologies, and maintain continuous improvement to deliver reliable assessments.

**Disclosures:** TUVI is of the opinion that the reported disclosures generally meet the BRSR requirements. IRCTC refers to general disclosure to report contextual information about IRCTC, while the Management & Process disclosures the management approach for each indicator ([09 attributes as per Annexure I - Format of BRSR Core](#)).

**Reasonable Assurance:** As per SEBI reasonable assurance requirements including scope of Assurance, Assurance methodologies (risk-based approach and data validation techniques), mitigating conflicts of interests, documentation on evidence and communication on findings, TUVI can effectively validate the accuracy and reliability of the information presented in the BRSR, instilling confidence in stakeholders and promoting transparency and credibility in ESG reporting practices.

## **BRSR complies with the below requirements**

- a) Governance, leadership and oversight: The messages of top management, the business model to promote inclusive growth and equitable development, action and strategies, focus on services, risk management, protection and restoration of environment, and priorities are disclosed appropriately.
- b) Connectivity of information: IRCTC discloses [09 attributes as per Annexure I - Format of BRSR Core](#) and their inter-relatedness and dependencies with factors that affect the organization's ability to create value over time.
- c) Stakeholder responsiveness: The Report covers mechanisms of communication with key stakeholders to identify major concerns to derive and prioritize the short, medium and long-term strategies. The Report provides insights into the organization's relationships (nature and quality) with its key stakeholders. In addition, the Report provides a fair representation of the extent to which the organization understands, takes into account and responds to the legitimate needs and interests of key stakeholders.
- d) Materiality: The material issues within 9 attributes and corresponding KPI as per BRSR requirement are reported properly.
- e) Conciseness: The Report reproduces the requisite information and communicates clear information in as few words as possible. The disclosures are expressed briefly and to the point sentences, graphs, pictorial, tabular representation is applied. At the same time, due care is taken to maintain continuity of information flow in the BRSR.
- f) Reliability and completeness: IRCTC has established internal data aggregation and evaluation systems to derive the performance. IRCTC confirms that, all data provided to TUVI, has been passed through QA/QC function. The majority of the data and information was verified by TUVI's assurance team (on sample basis) during the BRSR verification and found to be fairly accurate. All data, is reported transparently, in a neutral tone and without material error.
- g) Consistency and comparability: The information presented in the BRSR is on yearly basis. and founds reliable and complete manner. Thus, the principle of consistency and comparability is established.

**Independence and Code of Conduct:** TUVI follows IESBA (International Ethics Standards Board for Accountants) Code which, adopts a threats and safeguards approach to independence. We recognize the importance of maintaining independence in our engagements and actively manage threats such as self-interest, self-review, advocacy, and familiarity. The assessment team was safeguarded from any type of intimidation. By adhering to these principles, we uphold the trust and confidence of our clients and stakeholders. In line with the requirements of the SEBI [circular SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122, dated 12/07/2023](#), TUVI confirms that there is no conflict of interest with IRCTC.

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TUVI solely focuses on delivering verification and assurance services and does not engage in the sale of service or the provision of any non-audit/non-assurance services, including consulting.

**Quality control:** The assurance team complies with quality control standards, ensuring that the engagement partner possesses requisite expertise and the assigned team collectively has the necessary competence to perform engagements in reference with standards and regulations. Assurance team follows the fundamental principles of integrity, objectivity, professional competence, due care, confidentiality and professional behaviour. In accordance with International Standard on Quality Control, TUVI maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

### Our Assurance Team and Independence

TUVI is an independent, neutral third-party providing ESG Assurance services with qualified environmental and social specialists. TUVI states its independence and impartiality and confirms that there is "no conflict of interest" with regard to this assurance engagement. In the reporting year, TUVI did not work with IRCTC on any engagement that could compromise the independence or impartiality of our findings, conclusions, and observations. TUVI was not involved in the preparation of any content or data included in the BRSR, with the exception of this assurance statement. TUVI maintains complete impartiality towards any individuals interviewed during the assurance engagement.

For and on behalf of TUV India Private Limited

Manojkumar Borekar  
Product Head – Sustainability Assurance Service  
TUV India Private Limited

Date: 19/07/2024  
Place: Mumbai, India  
Project Reference No: 8122779362



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## Annexure – “E” to the Directors’ Report

### FORM NO. MR-3

#### SECRETARIAL AUDIT REPORT

#### FOR THE FINANCIAL YEAR ENDED ON MARCH 31, 2024

[Pursuant to section 204(1) of the Companies Act, 2013 and Rule 9 of the Companies  
(Appointment and Remuneration of Managerial Personnel) Rules, 2014]

To,

The Members,

**INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED (IRCTC)**

CIN: L74899DL1999GOI101707

11<sup>th</sup> Floor, B-148, Statesman House, Barakhamba Road,  
New Delhi - 110001

We have conducted the secretarial audit of the compliance of applicable statutory provisions and the adherence to good corporate practices by **Indian Railway Catering and Tourism Corporation Limited** (hereinafter called “the Company”), having its Registered Office at **11<sup>th</sup> Floor, B-148, Statesman House, Barakhamba Road, New Delhi –110001**. Secretarial Audit was conducted in a manner that provided us a reasonable basis for evaluating the corporate conducts/statutory compliances and expressing our opinion thereon.

Based on our verification of the **Indian Railway Catering and Tourism Corporation Limited** books, papers, minute books, forms and returns filed and other records maintained by the Company and also the information provided by the Company, its officers, agents and authorized representatives during the conduct of secretarial audit, we hereby report that in our opinion, the Company has, during the audit period covering the Financial Year ended on, **March 31, 2024**, complied with the statutory provisions listed hereunder and also that the Company has proper Board-processes and compliance-mechanism in place to the extent, in the manner and subject to the reporting made hereinafter:

We have examined the books, papers, minute books, forms and returns filed and other records maintained by the Company for the financial year ended on **March 31, 2024**, according to the provisions of:

- (i) The Companies Act, 2013 (the Act) and the rules made thereunder;
- (ii) The Securities Contracts (Regulation) Act, 1956 ('SCRA') and the rules made thereunder;
- (iii) The Depositories Act, 1996 and the Regulations and Bye-laws framed thereunder;
- (iv) Foreign Exchange Management Act, 1999 and the rules and regulations made thereunder to the extent of Foreign Direct Investment, Overseas Direct Investment and External Commercial Borrowings;
- (v) The following Regulations and Guidelines prescribed under the Securities and Exchange Board of India Act, 1992 ('SEBI Act'): -
  - a) The Securities and Exchange Board of India (Substantial Acquisition of Shares and Takeovers) Regulations, 2011;
  - b) The Securities and Exchange Board of India (Prohibition of Insider Trading) Regulations, 2015;
  - c) The Securities and Exchange Board of India (Issue of Capital and Disclosure Requirements) Regulations, 2018;
  - d) The Securities and Exchange Board of India (Share Based Employee Benefits and Sweat Equity) Regulations, 2021; (**Not applicable to the Company during the audit period**)
  - e) The Securities and Exchange Board of India (Issue and Listing of Non-Convertible Securities) Regulations, 2021; (**Not applicable to the Company during the audit period**)
  - f) The Securities and Exchange Board of India (Registrars to an Issue and Share Transfer Agents) Regulations, 1993 regarding the Companies Act and dealing with client;

- g) The Securities and Exchange Board of India (Delisting of Equity Shares) Regulations, 2021; (**Not applicable to the Company during the audit period**); and
- h) The Securities and Exchange Board of India (Buyback of Securities) Regulations, 2018; (**Not applicable to the Company during the audit period**);
- (vi) The other laws, as informed and certified by the management of the Company which, are specifically applicable to the Company based on their sector/ industry are:
- The Factories Act, 1948
  - The Employees Provident Funds and miscellaneous Provisions Act, 1952
  - The Water prevention and control of pollution Act, 1974
  - Air (prevention & control of pollution) Act 1981 read with water prevention and control of pollution) Rules 1975
  - Labour and Social Security Laws as possible
  - The Environment (Protection) Act, 1986 read with the Environment (protection) Rules, 1986
  - E-Waste (Management & Handling) Rules, 2011
  - The Right to Information Act, 2005
  - The Delhi Shops and Establishments Act, 1954
  - The Competition Act, 2002
  - The Information Technology Act, 2000
  - The Food Safety and Standards Act, 2016
  - The Legal Metrology Act, 2009

The compliance by the Company of applicable financial laws, like direct and indirect tax laws, has not been reviewed in this audit since the same have been subject to review by the statutory auditor(s) and other designated professionals.

**We have also examined compliance with the applicable clauses of the following:**

- i. Secretarial Standards issued by the Institute of Company Secretaries of India (ICSI).
- ii. The Listing Agreements entered into by the Company with BSE Limited and National Stock Exchange of India Limited read with the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.
- iii. Guidelines on Corporate Governance for Central Public Sector Enterprises (CPSEs) issued by the Department of Public Enterprises vide their OM No. 18(8)/2005-GM dated 14<sup>th</sup> May, 2010.
- iv. Guidelines on Capital Restructuring of Central Public Sector Enterprises (CPSEs) as stipulated in the O.M.F No. 5/2/2016-Policy dated 27<sup>th</sup> May, 2016 issued by Department of Investment and Public Asset Management (DIPAM), Ministry of Finance, Government of India.

During the period under review, the Company has complied with the provisions of the Act, Rules, Regulations, Guidelines, Standards etc. mentioned above subject to the following observations:

***Half of the board of directors of the company was not independent including one-woman independent director as required under Regulation 17(1) of SEBI (LODR) Regulations, 2015 and para 3.1.4 of DPE Guidelines on Corporate Governance with regard to Composition of the Board of Directors.***

**We further report that:**

1. During the period under review, half of the board of directors of the company was not independent including one-woman independent director as required under Regulation 17(1) of SEBI (LODR) Regulations, 2015 and para 3.1.4 of DPE Guidelines on Corporate Governance with regard to Composition of the Board of Directors.



Corporate Governance with regard to composition of the Board of Directors. The changes in the composition of the Board of Directors that took place during the period under review were carried out in compliance with the provisions of the Act.

2. The Company has received notices from BSE and NSE imposing penalties for non-compliance with the requirements pertaining to the Regulation 17(1) of SEBI (LODR) Regulations, 2015 for the quarters ended June, September, December 2023 and March 2024.
3. Indian Railway Catering and Tourism Corporation Limited (IRCTC) is a Government Company as defined under section 2(45) of the Companies Act, 2013, under the administrative control of Ministry of Railways. President of India acting through Ministry of Railways holds 62.40% of share capital of the Company. Accordingly, the power to appoint directors on its Board vests with President of India, in accordance with the Article No. 58(e) of Articles of Association of the Company. Being a Government Company, IRCTC has proactively taken up the issue with the Ministry of Railways, Government of India, i.e., the appointing authority, from time to time, for appointment of the requisite number of independent directors, including Independent Woman Director on the Board.

Adequate notice(s) was given to all directors to schedule the Board Meetings. Agenda and detailed notes on agenda were generally sent at least seven days, other than those held at shorter notice, in advance to all directors, and a system exists for seeking and obtaining further information and clarifications on the agenda items before the meeting and for meaningful participation at the meeting.

Decisions are taken with requisite majority and the dissenting members' views, if any, are captured and recorded as part of the minutes.

**We further report that** based on the review of the compliance mechanism established by the company and on the basis of Compliance certificate(s) issued by various departments and taken on record by the Board of Directors at their meetings, there are adequate systems and processes in the company commensurate with the size and operations of the company to monitor and ensure compliance with applicable laws, rules, regulations and guidelines.

**We further report that** during the audit period the Company has following events/actions having a major bearing on the Company's affairs in pursuance of the above referred laws, rules, regulations, guidelines, standards etc.: - the Company has incorporated a wholly owned subsidiary Company in the name of "**IRCTC PAYMENTS LIMITED**" with the Registrar of Companies, NCT of Delhi & Haryana, on 10<sup>th</sup> February, 2024 for the purpose of payment aggregator business.

**For, Kumar Naresh Sinha & Associates**

Company Secretaries

Sd/-

**CS Naresh Kumar Sinha**

(Proprietor)

FCS: 1807; CP No.: 14984

PR: 610/2019

FRN: S2015UP440500

UDIN: F001807F000646132

Place: Noida

Date: July 01, 2024

**Note:** This report is to be read with our letter of even date which is annexed as "**Annexure-A**" and forms an integral part of this report.

**Annexure-“A” to the Form No. MR-3.**

To,

The Members

**INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED (IRCTC)**

CIN: L74899DL1999GOI101707

11<sup>th</sup> Floor, B-148, Statesman House, Barakhamba Road,  
New Delhi - 110001**Auditor's responsibility**

Based on audit, our responsibility is to express an opinion on the compliance with the applicable laws and maintenance of records by the Company. We conducted our audit in accordance with the auditing standards CSAS 1 to CSAS 4 (“CSAS”) prescribed by the Institute of Company Secretaries of India (“ICSI”). These standards require that the auditor complies with statutory and regulatory requirements and plans and performs the audit to obtain reasonable assurance about compliance with applicable laws and maintenance of records.

Due to the inherent limitations of an audit including internal, financial and operating controls, there is an unavoidable risk that some misstatements or material non-compliances may not be detected, even though the audit is properly planned and performed in accordance with the CSAS. Our report of even date is to be read along with this letter.

1. Maintenance of secretarial records is the responsibility of the management of the Company. Our responsibility is to express an opinion on these secretarial records based on our audit.
2. We have followed the audit practices and processes as were appropriate to obtain reasonable assurance about the correctness of the contents of the secretarial records. The verification was done on the random test basis to ensure that correct facts are reflected in secretarial records. We believe that the processes and practices we followed provide a reasonable basis for our opinion.
3. We have not verified the correctness and appropriateness of financial records and Books of Accounts of the company and for which we relied on the report of statutory auditor.
4. Wherever required, we have obtained the Management representation about the compliance of laws, rules and regulations and happening of events etc.
5. The compliance of the provisions of Corporate and other applicable laws, rules, regulations, standards is the responsibility of management. Our examination was limited to the verification of procedures on random test basis.
6. The Secretarial Audit report is neither an assurance as to the future viability of the company nor of the efficacy or effectiveness with which the management has conducted the affairs of the Company.

**For, Kumar Naresh Sinha & Associates**  
Company Secretaries

Sd/-

**CS Naresh Kumar Sinha**

(Proprietor)

FCS: 1807; CP No.: 14984

PR: 610/2019

FRN: S2015UP440500

UDIN: F001807F000646132

Place: Noida

Date: July 01, 2024



## Annexure – “F” to the Directors’ Report

### REPLIES TO THE OBSERVATIONS CONTAINED IN THE SECRETARIAL AUDIT REPORT FOR THE FINANCIAL YEAR 2023-24

<b>Observations contained in the Report for FY 2023-24</b>	<b>Management Reply</b>
Half of the board of directors of the company was not independent including one-woman independent director as required under Regulation 17(1) of SEBI (LODR) Regulations, 2015 and para 3.1.4 of DPE Guidelines on Corporate Governance with regards to Composition of the Board of Directors.	<p>Indian Railway Catering and Tourism Corporation Limited (IRCTC) is a Government Company as defined under section 2(45) of the Companies Act, 2013, under the administrative control of Ministry of Railways, as President of India acting through Ministry of Railways holds 62.40% of share capital of the Company.</p> <p>In view of above, the power to appoint directors on its Board vests with President of India, in accordance with the Article No. 58 (e) of Articles of Association of the Company.</p> <p>Being a Government Company, IRCTC is constantly following up with the Ministry of Railways, Government of India for appointment of the requisite number of Independent Directors, including a woman Independent Director on the Board of the Company.</p>

**For and on behalf of Board of Directors**

Date: July 19, 2024  
Place: New Delhi

Sd/-  
**(Sanjay Kumar Jain)**  
Chairman & Managing Director  
DIN: 09629741

## Annexure – “G” to the Directors’ Report

### Addendum to Directors’ Report

**(Management replies to the remarks made by Independent Auditor on the Standalone financial statements for 2023-24)**

Point in the Auditor’s Report	Auditor’s Remarks	Management Replies
<b>Point 1 of Emphasis of Matter</b>	<p>1. Note No. 37.2(iv) regarding Arbitration award pronounced in April 2022 amounting to ₹ 7,471.65 Lakhs plus simple interest @ 6% per annum from January 2018 onwards, given in favour of certain licensees which represents principal amount towards claims for supply of welcome drinks not paid to licensees and recovery of differential costs for the supply of regular meals to the passengers on the instructions of Railways whereas the price of combo meal, which is lower than the price of regular meal, was reimbursed to these licensees. The Company has filed objections against the award and the same was listed before Honourable High Court of Delhi. The Company contends that the main liability in this matter would be of Railways and the Company has the right to recovery from Railways in case ultimately it is made liable to pay.</p> <p>2. The hearing before Hon’ble high court was done on 19.07.2023 and as per the order dated 09.10.2023, of Hon’ble high court, the company has been advised to deposit bank guarantee amount. The company has filed objections appeal against the award. In compliance of Hon’ble Delhi High Court order, Bank Guarantee to the tune of ₹ 8,471.65 lakhs have been deposited with the court registry as per the orders of Hon’ble Delhi High Court. It is to mention that the Hon’ble High Court, Delhi has reserved the judgment in the said matter.</p>	<p>All those contracts are SBD contracts and were assigned to IRCTC, post Catering Policy 2017 by Railways. The matter was referred to Ministry of Railways, as the main liability in this case shall be on Railways.</p> <p>The Company has filed objection against Arbitral award and the Hon’ble High Court, Delhi vide Order dated 09.10.2023 directed the Corporation to deposit the awarded amount so as to stay the execution of the Arbitral Award. In compliance of the aforesaid order, the Corporation deposited bank Guarantee to the tune of ₹ 8,471.65 Lakhs so as to stay the execution of the said award. It is to mention that the Hon’ble High Court, Delhi has reserved the judgment in the said matter. The necessary action will be taken accordingly after the judgment.</p>
<b>Point 2 of Emphasis of Matter</b>	<p>Note No.37.2(v) regarding Notice dated 25.02.2022 issued by the National Anti-Profiteering Authority (GST) alleging profiteering amounting to ₹ 5,041.44 Lakhs for the period July 1, 2017 to May 31, 2020 against the Company under Section 171 of the CGST Act, 2017 for not passing on the benefit of reduction in rate of tax to the consumers by way of commensurate reduction in the MRP of Railneer brand of drinking water manufactured and sold by the Company even though there was reduction in the tax rate on the introduction of GST w.e.f. July 1, 2017. The Company contends that Railneer drinking water falls under controlled price segment as the MRP is fixed by Ministry of Railways, Government of India and the MRP fixed in the year 2012 is still continuing despite substantial increase in prices of raw-materials, power, HR cost, freight etc. Legal opinion obtained by the Company justifies the contention of the Company. Competent Commission of India (“CCI”) is now vested with powers to adjudicate all such cases in which benefit of tax reduction not being passed to consumers by the assesses and the matter is now pending with CCI.</p>	<p>MRP is fixed by Railways and IRCTC has no control over MRP of Rail Neer Packaged Drinking Water. Accordingly reply to the notice alleging profiteering by IRCTC due to implementation of GST has been submitted to the National Anti-Profiteering Authority on 06-06-2022.</p> <p>The matter was argued in August, 2022 but no order was issued by the Authority.</p> <p>However, as per the notification No. 23/2022-Central tax issued on 23<sup>rd</sup> November, 2022(effective from 1<sup>st</sup> December, 2022) by the Government of India, Competition Commission of India (CCI) has been empowered to adjudicate the matter. The proceedings under the notice issued by NAA therefore stands concluded and now proceedings, if any, will be commenced afresh by the Competition Commission of India (CCI) and as on date no communication has been received from CCI in this matter.</p>



Point in the Auditor's Report	Auditor's Remarks	Management Replies
<b>Point 3 of Emphasis of Matter</b>	<p>Note Nos. 49(b) regarding Railway board clarified that for Rail Neer plants run departmentally by the company, the profits between Railway board and company shall be shared in the ratio of 15:85 and for plants operated under PPP model/run by DCO, profits between Railway board and company shall be shared in the ratio 40:60. Accordingly, the company has recognized profit Share amounting to ₹ 320.33 Lakhs being 15% of profit of Departmentally run Railneer plants and ₹ 452.25 Lakhs being 40% of the profits of plants run on PPP model during the year ended 31<sup>st</sup> March, 2024 after charging profit Share amounting ₹ 1451.24 Lakhs towards differential profit Share @25% on profits from PPP plants for previous years. Provision for the differential amount of profit sharing @25% (40%-15%) up to 31<sup>st</sup> March, 2023 amounting ₹ 1451.24 Lakhs is shown as an exceptional item for the year ended 31<sup>st</sup> March, 2024, even though the Company has made representation to the Railway Board for sharing of profit at uniform ratio of 15:85 for all Railneer plants till FY 2022-23. Response from Railway Board is still awaited. These matters are subject to reconciliation with the Railways.</p>	<p>The Company has made provisions for Railway Share expenses towards profit sharing with Railways @15% of profits on Departmentally managed plants and @40% of profits on PPP plants as advised by the Railway Board. The Company has represented to Ministry of Railways to charge the profit sharing of PPP plants @15% till FY 2023. The response from the Ministry is still awaited.</p>
<b>Point 4 of Emphasis of Matter</b>	<p><b>&amp; Point 2(a) of Report on other Legal &amp; Regulatory requirements</b></p>	<p>Note No. 39 regarding Balance confirmation letters from parties &amp; banks: Guidelines issued by the Company for obtaining balance confirmation letters from parties &amp; banks have been followed. We are informed that no balance confirmation letters are sent to Railways since their books of account are maintained on cash basis. We note that substantial amounts are receivable / payables from / to Railways which also includes number of inoperative debit balances and few credit balances as on March 31, 2024 including legacy debit &amp; credit balances i.e. those pertaining to the period of transfer of catering operations from / to the Railways. Further, response to balance confirmation letters sought from other parties and banks was negligible and the system and procedures of obtaining balance confirmations at periodical intervals has not been reviewed and strengthened to ensure better response from the parties.</p>
<b>&amp;</b> <b>point 5(iii), 5(v) of Annexure-2 to audit report</b>		<p>The confirmation letters for Debtors as well as creditors have been sent to all the parties (Railway as well as Non Railways). It may be noted that Railway follows cash system of accounting while IRCTC follows accrual system of accounting. Also, a huge number of ongoing transactions take place between IRCTC and Railways on daily basis. To resolve the issue, regular meetings are held with Zonal Railways for reconciliation of Payable/Receivable and the minutes of the meetings are also issued accordingly. Further, recently during FY 2024-25, reconciliation meetings of zonal Railways &amp; IRCTC zonal offices have also been held at Railway Board.</p>
		<p>Further, most of the said entries are on account of change in Catering Policy from time to time. For reconciliation and identification of legacy items along with inoperative debit and credit balances, a professional firm has been engaged and the firm has already submitted the report. The report of the firm on said transaction/balances is under consideration with the management and action will be taken accordingly during the FY 2024-25.</p> <p>Also, while there is 100% balance confirmation from banks, the balance confirmation from other parties has also improved as compared to last year. The Company is continuously following up for the same to ensure better response.</p>

Point in the Auditor's Report	Auditor's Remarks	Management Replies
<b>Point 5 of Emphasis of Matter</b>	Note No.51(b) regarding non-sharing of input tax credit data of GST for certain periods by Developer cum Operators ("DCO") of four Rail Neer plants resulting in non-recognition of these claims receivables in the books of account of the Company. Amount of such claims are not ascertainable at this stage. Further, these DCOs are also disputing these claims including claims of ₹364.83 Lakhs debited to their accounts.	As per the terms and conditions of the tender, in respect of 4 PPP Rail Neer plants, the Developer cum Operators (DCOs) are to reimburse the taxes on sales at actual. In the absence of information of ITC availed by DCOs, the ITC receivable amounting to ₹ 364.83 lakhs has been accounted for during the year ended on 31 <sup>st</sup> March, 2024 only for two plants and in the previous year 2022-23, the impact of ₹ 442.46 Lakhs (Financial Year 2021-22 ₹ 309.28 Lakhs) was accounted for the two plants only. These DCOs have represented against the claim of the Company for Input Tax Credit. This matter is being examined by the Management to decide on the future course of action.
<b>Point 6 of Emphasis of Matter</b>	Note Nos.10.1 & 58(i) Regarding trade receivables as on March 31, 2024 includes of ₹ 1,296.18 Crores due from Railways and Government as on March 31, 2024 (As on March 31, 2023 ₹ 1053.53 Crores). Out of dues from Railways and Government, outstanding for more than 3 years amounts to ₹134.65 Crores include defaulted amount to ₹ 35.86 Crores.	Railway/Government follows cash system of accounting while IRCTC follows accrual system of accounting. Also, reconciliation is an ongoing process between IRCTC and Railways. Regular meetings are held with Zonal Railways for reconciliation of Payable/Receivable and release of payment.  Further, w.e.f. financial year 2023-24, the Railways have started paying provisional amount @75% of the catering charges in prepaid trains on daily basis. This will reduce the trade receivables from Railways going forward.
<b>Point 7 of Emphasis of Matter</b>	Note No. 72 regarding Certain applications made by the Company for advance ruling relating to applicability of Goods and Services Tax in respect of certain income / receipts amounting to ₹ 33,595 Lakhs received mainly from the Ministry of Railways, Government of India for which the decision of the Authority for Advance Ruling is awaited.	The Company had applied to Advance Ruling Authority for following issues for which decision is still awaited:  1. <b>Reimbursement of Service Charges:-</b> The Government of India had reimbursed consolidated amount of ₹ 8,000 Lakhs, ₹ 8,800 Lakhs and ₹ 3227 Lakhs for 2017-18 , 2018-19 and 2019-20 (up to July-19) respectively, on which GST was not payable by the Company, being a reimbursement of expenses received from the Central Government.  2. <b>Reimbursement of Travel Insurance:-</b> IRCTC provided Insurance free of Cost for which Ministry of Railways had reimbursed the travel insurance of ₹ 4,700 Lakhs, on which GST was not payable by the Company being a reimbursement of expenses received from the Central Government.



Point in the Auditor's Report	Auditor's Remarks	Management Replies
<b>Point 8 of Emphasis of Matter</b>	<p>Note No.73 regarding non-recognition of revenue for the financial years 2020-21 to 2023-24 from the increase to be made in license fee for trains due to tariff revision made by the Railway Board in financial year 2019-20 as the exercise regarding sale-assessment of post-paid trains, which will determine the percentage of increase in license fee, is still under progress as on date. Regarding prepaid trains, even though the sale assessment is over but no revenue was also recognised as certain licensees have disputed demand of additional license fee on account of tariff revision. As the revenue to be recognised can't be either ascertained at this stage or is disputed, the same has been postponed.</p>	<p>Railway Board vide Commercial Circular no. CC60 of 2019 has increased the catering tariff for post and pre-paid trains. However, the effect of enhancement of License Fee for the periods from 18<sup>th</sup> November, 2019 to 22<sup>nd</sup> March, 2020 (for post paid trains) and 27<sup>th</sup> November, 2021 to 31<sup>st</sup> December, 2023 (for post and pre-paid trains) on account of increase in catering tariff stated above has not been ascertained &amp; recognized pending sale assessment in its entirety .After the resumption of regular train services from 27<sup>th</sup> Nov 2021 onwards, the Company has conducted and completed the sales assessment, for all the trains (post-paid trains as well as prepaid trains). Further, the company has raised certain demand notices for increased License fee, but some of the licensees have challenged Company's decision of increased License fees in respective Hon'ble High Courts of Delhi, Mumbai, Kolkata and Guwahati. Further, some of the licensees have requested for arbitration. As the matter is sub-judice and the occurrence is dependent on outcome of certain event in future, the impact of increase in License fees for pre-paid and post paid trains has not been recognized in the Standalone financial statements for the year ended on 31<sup>st</sup> March, 2024 and for previous years up to 31<sup>st</sup> March, 2023.</p>

<b>Point in the Auditor's Report</b>	<b>Auditor's Remarks</b>	<b>Management Replies</b>
<b>Point 9 of Emphasis of Matter &amp; point 5(ii) of Annexure-2 to audit report</b>	<p>Note No. 78 regarding:</p> <ul style="list-style-type: none"> <li>(i) Differences between certain subsidiary and control ledger balances which are pending for identification, reconciliation and adjustments, if any, as on March 31, 2024,</li> <li>(ii) Review and improvement of system of identification and disclosure of trade payables pending,</li> <li>(iii) Identification of MSME suppliers and their classification into Micro, Small and Medium category to ensure proper disclosure of their dues in Standalone Financial Statements as on March 31, 2024 which needs improvement by way of confirmations from such parties and their classification into Micro, Small and Medium category.</li> </ul>	<p>Differential entries reported pertain to post migration. Some of the differences have already been identified and the rest will be ascertained and corrected in the financial year 2024-25.</p> <p>The system of identification of liabilities as trade payables and their aging will be revisited and improved in FY 2024-25 as this is a continuous process.</p> <p>Online Bill Tracking System integrated with ERP, is in place for identification of MSME vendors. Identification and classification of MSME into Micro, Small and Medium is a continuous process and the same will be reviewed and improved during the financial year 2024-25.</p>
<b>Point 10 of Emphasis of Matter</b>	<p>Note No. 79 regarding Inadmissible payments made of ex-gratia / performance related pay to deputationists amounting to ₹ 230.13 Lakhs since the year 2015-16 to 2020-21 as stated by C&amp;AG in their provisional Para for C&amp;AG's Report (Railways) for the year ended March 31, 2022 sent to Railway Board. Vide letter dated January 24, 2023, the Company has given its response to the Railway Board letter dated January 09, 2023 seeking comments from the Company wherein payments made to deputationists was justified by the Company. No further communication has been received from Ministry of Railways by the company. Appropriate decision will be taken on this matter as and when response is received from Ministry of Railways.</p>	<p>The Company has sent a detailed reply in this regard to Ministry of Railways on dated 24.01.2023, through which Company has requested that the performance award paid to the deputationists is not in violation of the DPE and DoPT instructions.</p> <p>The amount of performance award paid to deputationists is a form of incentive to boost the morale of the employees and to retain them with the company. As on date, no further communication has been received from Ministry of Railways by the Company. Appropriate decision will be taken on this matter as and when response is received from Ministry of Railways. In the meantime, no such provision towards ex-gratia / performance related pay to deputationists has been made for the financial year 2023-24.</p>
<b>Point 11 of Emphasis of Matter</b>	<p>Note No. 76 regarding enhancement of charges for operation of two Tejas trains by the Railway Board, Ministry of Railways with effect from August 13, 2021 vide its letter dated June 05, 2023 as the earlier instructions for charges were valid till August 12, 2021. During the year ended March 31, 2024, the Company has made provision for enhanced charges with effect from August 13, 2021 for the period up to March 31, 2023 amounting to ₹ 5,126.20 Lakhs and shown as an "Exceptional Item" in the financial results. However, the Company has made representation to the Railway Board All for withdrawal of these instructions for enhanced charges from retrospective effect which is pending.</p>	<p>The Company has made representation to the Railway Board and has requested that the charging principle for operation of Tejas trains by IRCTC issued in June 2023 may kindly be made effective from prospective effect only as implementation with retrospective effect would result into loss. The response from Railways is awaited.</p>



Point in the Auditor's Report	Auditor's Remarks	Management Replies
<b>Point i (a) (A) of Annexure-1 to audit report</b>	<p>The Company has maintained proper records showing full particulars, including quantitative details and situation of Property, Plant and Equipment except for number-wise identification of these assets.</p>	<p>The practice of identification of numbering of assets is in place in IRCTC and all major assets have the duly allotted identification number. However, in few cases of small assets, the identification number has been found missing. The Company is taking the steps to implement the system of numbering of small assets also. In this regard, the implementation of fixed assets module in ERP is in progress and same is likely to be implemented during current FY 2024-25.</p>
<b>Point i (c) of Annexure-1 to audit report</b>	<p>According to the information and explanations given to us and on the basis of our examination of the records of the Company, the title deeds of immovable properties (other than immovable properties where the Company is a lessee and lease agreements are duly executed in favour of the lessee. Refer Foot-Notes below for cases where lease agreements are not executed) disclosed in the Standalone Financial Statements are held in the name of the company except for the following properties in respect of which title deeds are yet to be executed; (Refer Note :- 74)</p>	<p>The land at Khajuraho and Kevadia has been allotted by respective state Governments in the name of IRCTC. As per the local bylaws, no separate deed is required to be executed for land/plots allotted to IRCTC.</p>
		<p>Lease agreement/Registration of WR flats at Mumbai is in process with concerned Railway Zonal Office.</p> <p>Regarding land allotted by Assam State Government at Jagi Road, Assam for Railneer Plant, as per the Government of Assam order dated 17-02-2017, settlement of Government Land in favor of Indian Railway Catering and Tourism Corporation Ltd has been done after deposition of 100% land value and capitalization of revenue for 25 years.</p>
		<p>Regarding land allotted by Himachal Pradesh State Government at Una, for Railneer Plant, Execution of lease agreement of Rail Neer Plant, Una is under process. Local Tehsildar has been requested for advising amount of stamp duty for execution of lease deed. As per requirement of Local Tahsil Office, distance certificate, Architecture Certificate and Valuation Certificate of building is required which is under process.</p>
		<p>Regarding land given by Railways at Ambernath, Maharashtra, for Railneer Plant, draft agreement of lease of Rail Neer Plant, Ambernath has been submitted to Railways and execution lease agreement is awaited at Railway end.</p>
<b>Point xiv (a) of Annexure-1 to audit report</b>	<p>The Company has an internal audit system commensurate with the size and nature of its business except for internal audit of Zonal and Regional offices, Tourism Office at Corporate Office and Railneer Plants which, in our opinion, needs improvements in terms of coverage of business conducted by the Company and also transaction audit including material year-end transactions needs adequate coverage to make it commensurate with the size and nature of its business;</p>	<p>All registrations are expedited for early completion. As per the provision of Companies Act, the Company has engaged an external practicing chartered accountant firm for carrying out the internal audit of company. Internal audit is being carried out by them as per the detailed scope of work in accordance with the Company's operations and statutory regulations.</p>
		<p>Further, all the suggestions / recommendations / observations of the internal auditor will be duly complied by the Company.</p>

Point in the Auditor's Report	Auditor's Remarks	Management Replies
<b>Point 5 (i) of Annexure-2 to audit report</b>	Maker and checker concept, which is an important internal financial control, is generally missing i.e. not being implemented resulting in number of errors and omissions in financial and other data based on which transactions are recorded in books of account. Company needs to strengthen more professional staff. We observed: (i) internal financial controls being compromised / not implemented including maker and checker concept stated above, (ii) transactions recorded earlier / balances outstanding in books of account not being reviewed periodically by these offices.	The Company is in the process of setting up of the system for appropriate implementation of maker and checker concept and other related activities for recording financial transactions. Further, the Company has hired qualified professionals on contract basis to address the issues. Some system based restrictions have been placed in ERP to control the errors.
<b>Point 5(iv) of Annexure-2 to audit report</b>	Manual controls are followed instead of system-based automated controls, checks and balances as the transactions executed through 3 <sup>rd</sup> party applications / portals are posted manually in ERP by compiling data through Excel as the existing ERP application is not integrated with certain functions / segments of the Company.	During the year team has developed some tools to integrate ERP with various 3 <sup>rd</sup> party applications such as Air ticketing, CSIM, Payroll & HRMS. Other 3 <sup>rd</sup> party applications are under process.

**For and on behalf of Board of Directors**

Sd/-

**(Sanjay Kumar Jain)**

Chairman &amp; Managing Director

DIN: 09629741

Date: July 19, 2024

Place: New Delhi



## Addendum to Directors' Report

(Management replies to the remarks made by Independent Auditor on the Consolidated financial statements for 2023-24)

Point in the Auditor's Report	Auditor's Remarks	Management Replies
<b>Point 1 of Emphasis of Matter</b>	<p>1. Note No. 37.2(iv) regarding Arbitration award pronounced in April 2022 amounting to ₹ 7,471.65 Lakhs plus simple interest @ 6% per annum from January 2018 onwards, given in favour of certain licensees which represents principal amount towards claims for supply of welcome drinks not paid to licensees and recovery of differential costs for the supply of regular meals to the passengers on the instructions of Railways whereas the price of combo meal, which is lower than the price of regular meal, was reimbursed to these licensees. The Company has filed objections against the award and the same was listed before Honourable High Court of Delhi. The Company contends that the main liability in this matter would be of Railways and the Company has the right to recovery from Railways in case ultimately it is made liable to pay.</p> <p>2. The hearing before Hon'ble high court was done on 19.07.2023 and as per the order dated 09.10.2023, of Hon'ble high court, the company has been advised to deposit bank guarantee amount. The company has filed objections appeal against the award. In compliance of Hon'ble Delhi High Court order, Bank Guarantee to the tune of ₹ 8,471.65 lakhs have been deposited with the court registry as per the orders of Hon'ble Delhi High Court. It is to mention that the Hon'ble High Court, Delhi has reserved the judgment in the said matter.</p>	<p>All those contracts are SBD contracts and were assigned to IRCTC, post Catering Policy 2017 by Railways. The matter was referred to Ministry of Railways, as the main liability in this case shall be on Railways.</p> <p>The Company has filed objection against Arbitral award and the Hon'ble High Court, Delhi vide Order dated 09.10.2023 directed the Corporation to deposit the awarded amount so as to stay the execution of the Arbitral Award. In compliance of the aforesaid order, the Corporation deposited bank Guarantee to the tune of ₹ 8471.65 Lakhs so as to stay the execution of the said award. It is to mention that the Hon'ble High Court, Delhi has reserved the judgment in the said matter. The necessary action will be taken accordingly after the judgment.</p>
<b>Point 2 of Emphasis of Matter</b>	<p>Note No.37.2(v) regarding Notice dated 25.02.2022 issued by the National Anti-Profiteering Authority (GST) alleging profiteering amounting to ₹ 5,041.44 Lakhs for the period July 1, 2017 to May 31, 2020 against the Company under Section 171 of the CGST Act, 2017 for not passing on the benefit of reduction in rate of tax to the consumers by way of commensurate reduction in the MRP of Railneer brand of drinking water manufactured and sold by the Company even though there was reduction in the tax rate on the introduction of GST w.e.f. July 1, 2017. The Company contends that Railneer drinking water falls under controlled price segment as the MRP is fixed by Ministry of Railways, Government of India and the MRP fixed in the year 2012 is still continuing despite substantial increase in prices of raw-materials, power, HR cost, freight etc. Legal opinion obtained by the Company justifies the contention of the Company. Competent Commission of India ("CCI") is now vested with powers to adjudicate all such cases in which benefit of tax reduction not being passed to consumers by the assesses and the matter is now pending with CCI.</p>	<p>MRP is fixed by Railways and IRCTC has no control over MRP of Rail Neer Packaged Drinking Water. Accordingly reply to the notice alleging profiteering by IRCTC due to implementation of GST has been submitted to the National Anti-Profiteering Authority on 06-06-2022.</p> <p>The matter was argued in August, 2022 but no order was issued by the Authority.</p> <p>However, as per the notification No. 23/2022-Central tax issued on 23<sup>rd</sup> November, 2022(effective from 1<sup>st</sup> December, 2022) by the Government of India, Competition Commission of India (CCI) has been empowered to adjudicate the matter. The proceedings under the notice issued by NAA therefore stands concluded and now proceedings, if any, will be commenced afresh by the Competition Commission of India (CCI) and as on date no communication has been received from CCI in this matter.</p>

Point in the Auditor's Report	Auditor's Remarks	Management Replies
<b>Point 3 of Emphasis of Matter</b>	<p>Note Nos. 49(b) regarding Railway board clarified that for Rail Neer plants run departmentally by the company, the profits between Railway board and company shall be shared in the ratio of 15:85 and for plants operated under PPP model/run by DCO, profits between Railway board and company shall be shared in the ratio 40:60. Accordingly, the company has recognized profit Share amounting to ₹ 320.33 Lakhs being 15% of profit of Departmentally run Railneer plants and ₹ 452.25 Lakhs being 40% of the profits of plants run on PPP model during the year ended 31<sup>st</sup> March, 2024 after charging profit Share amounting ₹ 1451.24 Lakhs towards differential profit Share @25% on profits from PPP plants for previous years. Provision for the differential amount of profit sharing @25% (40%-15%) up to 31<sup>st</sup> March, 2023 amounting ₹ 1451.24 Lakhs is shown as an exceptional item for the year ended 31<sup>st</sup> March, 2024, even though the Company has made representation to the Railway Board for sharing of profit at uniform ratio of 15:85 for all Railneer plants till FY 2022-23. Response from Railway Board is still awaited. These matters are subject to reconciliation with the Railways.</p>	<p>The Company has made provisions for Railway Share expenses towards profit sharing with Railways @15% of profits on Departmentally managed plants and @40% of profits on PPP plants as advised by the Railway Board. The Company has represented to Ministry of Railways to charge the profit sharing of PPP plants @15% till FY 2023. The response from the Ministry is still awaited.</p>
<b>Point 4 of Emphasis of Matter &amp; Point (a) of Report on other Legal &amp; Regulatory requirements &amp; point 5(iii), 5(v) of Annexure-1 to audit report</b>	<p>Note No. 39 regarding Balance confirmation letters from parties &amp; banks: Guidelines issued by the Company for obtaining balance confirmation letters from parties &amp; banks have been followed. We are informed that no balance confirmation letters are sent to Railways since their books of account are maintained on cash basis. We note that substantial amounts are receivable / payables from / to Railways which also includes number of inoperative debit balances and few credit balances as on March 31, 2024 including legacy debit &amp; credit balances i.e. those pertaining to the period of transfer of catering operations from / to the Railways. Further, response to balance confirmation letters sought from other parties and banks was negligible and the system and procedures of obtaining balance confirmations at periodical intervals has not been reviewed and strengthened to ensure better response from the parties.</p>	<p>The confirmation letters for Debtors as well as creditors have been sent to all the parties (Railway as well as Non Railways).</p> <p>It may be noted that Railway follows cash system of accounting while IRCTC follows accrual system of accounting. Also, a huge number of ongoing transactions take place between IRCTC and Railways on daily basis. To resolve the issue, regular meetings are held with Zonal Railways for reconciliation of Payable/ Receivable and the minutes of the meetings are also issued accordingly. Further, recently during FY 2024-25, reconciliation meetings of zonal Railways &amp; IRCTC zonal offices have also been held at Railway Board.</p> <p>Further, most of the said entries are on account of change in Catering Policy from time to time. For reconciliation and identification of legacy items along with inoperative debit and credit balances, a professional firm has been engaged and the firm has already submitted the report. The report of the firm on said transaction/balances is under consideration with the management and action will be taken accordingly during the FY 2024-25.</p> <p>Also, while there is 100% balance confirmation from banks, the balance confirmation from other parties has also improved as compared to last year. The Company is continuously following up for the same to ensure better response.</p>



Point in the Auditor's Report	Auditor's Remarks	Management Replies
<b>Point 5 of Emphasis of Matter</b>	<p>Note No.51(b) regarding non-sharing of input tax credit data of GST for certain periods by Developer cum Operators ("DCO") of four Rail Neer plants resulting in non-recognition of these claims receivables in the books of account of the Company. Amount of such claims are not ascertainable at this stage. Further, these DCOs are also disputing these claims including claims of ₹ 364.83 Lakhs debited to their accounts.</p>	<p>As per the terms and conditions of the tender, in respect of 4 PPP Rail Neer plants, the Developer cum Operators (DCOs) are to reimburse the taxes on sales at actual. In the absence of information of ITC availed by DCOs, the ITC receivable amounting to ₹ 364.83 lakhs has been accounted for during the year ended on 31<sup>st</sup> March, 2024 only for two plants and in the previous year 2022-23, the impact of ₹ 442.46 Lakhs (Financial Year 2021-22 ₹ 309.28 Lakhs) was accounted for the two plants only. These DCOs have represented against the claim of the Company for Input Tax Credit. This matter is being examined by the Management to decide on the future course of action.</p>
<b>Point 6 of Emphasis of Matter</b>	<p>Note Nos.10.1 &amp; 58(i) Regarding trade receivables as on March 31, 2024 includes of ₹ 1,296.18 Crores due from Railways and Government as on March 31, 2024 (As on March 31, 2023 ₹ 1053.53 Crores). Out of dues from Railways and Government, outstanding for more than 3 years amounts to ₹ 134.65 Crores include defaulted amount to ₹ 35.86 Crores.</p>	<p>Railway/Government follows cash system of accounting while IRCTC follows accrual system of accounting. Also, reconciliation is an ongoing process between IRCTC and Railways. Regular meetings are held with Zonal Railways for reconciliation of Payable/Receivable and release of payment.</p>
<b>Point 7 of Emphasis of Matter</b>	<p>Note No. 72 regarding Certain applications made by the Company for advance ruling relating to applicability of Goods and Services Tax in respect of certain income / receipts amounting to ₹ 33,595 Lakhs received mainly from the Ministry of Railways, Government of India for which the decision of the Authority for Advance Ruling is awaited.</p>	<p>Further, w.e.f. financial year 2023-24, the Railways have started paying provisional amount @75% of the catering charges in prepaid trains on daily basis. This will reduce the trade receivables from Railways going forward.</p> <p>The Company had applied to Advance Ruling Authority for following issues for which decision is still awaited:</p> <ol style="list-style-type: none"> <li><b>Reimbursement of Service Charges:-</b> The Government of India had reimbursed consolidated amount of ₹ 8,000 Lakhs, ₹ 8,800 Lakhs and ₹ 3227 Lakhs for 2017-18, 2018-19 and 2019-20 (up to July-19) respectively, on which GST was not payable by the Company, being a reimbursement of expenses received from the Central Government.</li> <li><b>Reimbursement of Travel Insurance:-</b> IRCTC provided Insurance free of Cost for which Ministry of Railways had reimbursed the travel insurance of ₹ 4,700Lakhs, on which GST was not payable by the Company being a reimbursement of expenses received from the Central Government.</li> </ol>

Point in the Auditor's Report	Auditor's Remarks	Management Replies
<b>Point 8 of Emphasis of Matter</b>	<p>Note No.73 regarding non-recognition of revenue for the financial years 2020-21 to 2023-24 from the increase to be made in license fee for trains due to tariff revision made by the Railway Board in financial year 2019-20 as the exercise regarding sale-assessment of post-paid trains, which will determine the percentage of increase in license fee, is still under progress as on date. Regarding prepaid trains, even though the sale assessment is over but no revenue was also recognised as certain licensees have disputed demand of additional license fee on account of tariff revision. As the revenue to be recognised can't be either ascertained at this stage or is disputed, the same has been postponed.</p>	<p>3. <b>MDR Received from Acquirer Banks:-</b> IRCTC had received ₹ 300 Lakhs in FY 2019-20 from Acquirer Banks towards its share of MDR charges being rate or fee charged on the merchant service provider. The Company has treated this payment as subsidy and no GST was payable on the aforesaid amount.</p> <p>5. Receipt of pro-rata Licensee fees from Indian Railways for taking over catering of SBD trains in the terms of Catering Policy, 2017 of ₹ 1385 lakh, ₹ 7058 lakh., ₹ 125 lakh for the years 2017-18, 2018-19 &amp; 2019-20 respectively and no GST was paid on the aforesaid amounts in view of the fact that the GST is not applicable on the aforesaid amount.</p> <p>6. The Company had already requested the Authority for Advance Ruling for an early hearing in this regard but the same is still awaited.</p> <p>Railway Board vide Commercial Circular no. CC60 of 2019 has increased the catering tariff for post and pre-paid trains. However, the effect of enhancement of License Fee for the periods from 18<sup>th</sup> November, 2019 to 22<sup>nd</sup> March, 2020 (for post paid trains) and 27<sup>th</sup> November, 2021 to 31<sup>st</sup> December, 2023 (for post and pre-paid trains) on account of increase in catering tariff stated above has not been ascertained &amp; recognized pending sale assessment in its entirety .After the resumption of regular train services from 27<sup>th</sup> Nov 2021 onwards, the Company has conducted and completed the sales assessment, for all the trains (post-paid trains as well as prepaid trains). Further, the company has raised certain demand notices for increased License fee, but some of the licensees have challenged Company's decision of increased License fees in respective Hon'ble High Courts of Delhi, Mumbai, Kolkata and Guwahati. Further, some of the licensees have requested for arbitration. As the matter is sub-judice and the occurrence is dependent on outcome of certain event in future, the impact of increase in License fees for pre-paid and post paid trains has not been recognized in the Standalone financial statements for the year ended on 31<sup>st</sup> March, 2024 and for previous years up to 31<sup>st</sup> March, 2023.</p>



Point in the Auditor's Report	Auditor's Remarks	Management Replies
<b>Point 9 of Emphasis of Matter &amp; point 5(ii) of Annexure-1 to audit report</b>	<p>Note No. 78 regarding:</p> <ul style="list-style-type: none"> <li>(i) Differences between certain subsidiary and control ledger balances which are pending for identification, reconciliation and adjustments, if any, as on March 31, 2024,</li> <li>(ii) Review and improvement of system of identification and disclosure of trade payables pending,</li> <li>(iii) Identification of MSME suppliers and their classification into Micro, Small and Medium category to ensure proper disclosure of their dues in Standalone Financial Statements as on March 31, 2024 which needs improvement by way of confirmations from such parties and their classification into Micro, Small and Medium category.</li> </ul>	<p>Differential entries reported pertain to post migration. Some of the differences have already been identified and the rest will be ascertained and corrected in the financial year 2024-25.</p> <p>The system of identification of liabilities as trade payables and their aging will be revisited and improved in FY 2024-25 as this is a continuous process.</p> <p>Online Bill Tracking System integrated with ERP, is in place for identification of MSME vendors. Identification and classification of MSME into Micro, Small and Medium is a continuous process and the same will be reviewed and improved during the financial year 2024-25.</p>
<b>Point 10 of Emphasis of Matter</b>	<p>Note No. 79 regarding Inadmissible payments made of ex-gratia / performance related pay to deputationists amounting to ₹ 230.13 Lakhs since the year 2015-16 to 2020-21 as stated by C&amp;AG in their provisional Para for C&amp;AG's Report (Railways) for the year ended March 31, 2022 sent to Railway Board. Vide letter dated January 24, 2023, the Company has given its response to the Railway Board letter dated January 09, 2023 seeking comments from the Company wherein payments made to deputationists was justified by the Company. No further communication has been received from Ministry of Railways by the company. Appropriate decision will be taken on this matter as and when response is received from Ministry of Railways.</p>	<p>The Company has sent a detailed reply in this regard to Ministry of Railways on dated 24.01.2023, through which Company has requested that the performance award paid to the deputationists is not in violation of the DPE and DoPT instructions.</p> <p>The amount of performance award paid to deputationists is a form of incentive to boost the morale of the employees and to retain them with the company. As on date, no further communication has been received from Ministry of Railways by the Company. Appropriate decision will be taken on this matter as and when response is received from Ministry of Railways. In the meantime, no such provision towards ex-gratia / performance related pay to deputationists has been made for the financial year 2023-24.</p>
<b>Point 11 of Emphasis of Matter</b>	<p>Note No. 76 regarding enhancement of charges for operation of two Tejas trains by the Railway Board, Ministry of Railways with effect from August 13, 2021 vide its letter dated June 05, 2023 as the earlier instructions for charges were valid till August 12, 2021. During the year ended March 31, 2024, the Company has made provision for enhanced charges with effect from August 13, 2021 for the period up to March 31, 2023 amounting to ₹ 5,126.20 Lakhs and shown as an "Exceptional Item" in the financial results. However, the Company has made representation to the Railway Board All for withdrawal of these instructions for enhanced charges from retrospective effect which is pending.</p>	<p>The Company has made representation to the Railway Board and has requested that the charging principle for operation of Tejas trains by IRCTC issued in June 2023 may kindly be made effective from prospective effect only as implementation with retrospective effect would result into loss. The response from Railways is awaited.</p>

Point in the Auditor's Report	Auditor's Remarks	Management Replies
<b>Point 5 (i) of Annexure-1 to audit report</b>	<p>Maker and checker concept, which is an important internal financial control, is generally missing i.e. not being implemented resulting in number of errors and omissions in financial and other data based on which transactions are recorded in books of account. Company needs to strengthen more professional staff. We observed: (i) internal financial controls being compromised / not implemented including maker and checker concept stated above, (ii) transactions recorded earlier / balances outstanding in books of account not being reviewed periodically by these offices.</p>	<p>The Company is in the process of setting up of the system for appropriate implementation of maker and checker concept and other related activities for recording financial transactions. Further, the Company has hired qualified professionals on contract basis to address the issues. Some system based restrictions have been placed in ERP to control the errors.</p>
<b>Point 5(iv) of Annexure-1 to audit report</b>	<p>Manual controls are followed instead of system-based automated controls, checks and balances as the transactions executed through 3<sup>rd</sup> party applications / portals are posted manually in ERP by compiling data through Excel as the existing ERP application is not integrated with certain functions / segments of the Company.</p>	<p>During the year team has developed some tools to integrate ERP with various 3<sup>rd</sup> party applications such as Air ticketing, CSIM, Payroll &amp; HRMS. Other 3<sup>rd</sup> party applications are under process.</p>

**For and on behalf of Board of Directors**

Sd/-

**(Sanjay Kumar Jain)**

Chairman & Managing Director

DIN: 09629741

Date: July 19, 2024

Place: New Delhi



## ANNEXURE-"H" to the Directors' Report

### Form No. AOC -2

Pursuant to clause (h) of sub-section (3) of section 134 of the Act and Rule 8(2) of the Companies (Accounts) Rules, 2014.

Form for Disclosure of particulars of contracts/arrangements entered into by the Company with related parties referred to in sub section (1) of section 188 of the Companies Act, 2013 including certain arms length transaction under third proviso thereto.

#### 1. Details of contracts or arrangements or transactions not at Arm's length basis:

Name(s) of the related party	Nature of Relationship	Duration of contract	Salient terms	Dates of Approval by the Board	Amount ₹	Amount paid as advances, if any
			NIL			

#### 2. Details of contracts or arrangements or transactions at Arm's length basis:

Name(s) of the related party	Nature of Relationship	Duration of contract	Salient terms	Dates of Approval by the Board	Amount ₹	Amount paid as advances, if any
			NIL			

For and on behalf of Board of Directors

Sd/-

(Sanjay Kumar Jain)

Chairman & Managing Director

DIN: 09629741

Place: New Delhi

Date: July 19, 2024

# **Standalone Financial Statements**





# Independent Auditors' Report

To the Members of

**Indian Railway Catering and Tourism Corporation Limited**

## Report on the Audit of the Standalone Financial Statements

### Opinion

We have audited the accompanying Standalone Financial Statements of Indian Railway Catering and Tourism Corporation Limited ("the Company"), which comprise the Balance Sheet as at March 31, 2024, the Statement of Profit and Loss (including Other Comprehensive Income), the Cash Flow Statement and the Statement of Changes in Equity for the year then ended and Notes to the Standalone Financial Statements, including a summary of significant accounting policies and other explanatory information (hereinafter referred to as "Standalone Financial Statements").

In our opinion and to the best of our information and according to the explanations given to us, the aforesaid Standalone Financial Statements give the information required by the Companies Act, 2013, as amended, ("the Act") in the manner so required and give a true and fair view in conformity with the Indian Accounting Standards ("Ind AS") prescribed under section 133 of the Act read with the Companies (Indian Accounting Standard) Rules, 2015, as amended, and other accounting principles generally accepted in India, of the state of affairs of the Company as at March 31, 2024, its profit (financial performance including other comprehensive income), its cash flows and the changes in equity for the year ended on that date.

### Basis of Opinion

We conducted our audit of the Standalone Financial Statements in accordance with the Standards on Auditing (SAs) specified under section 143(10) of the Act. Our responsibilities under those Standards are further described in the Auditor's Responsibilities for the Audit of the Standalone Financial Statements section of our report. We are independent of the Company in accordance with the Code of Ethics issued by the Institute of Chartered Accountants of India together with the ethical requirements that are relevant to our audit of the financial Statements under the provisions of the Act and the Rules made there under, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the Code of Ethics. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion on the standalone financial statements.

### Emphasis of Matter

We draw attention to:

1. Note No. 37.2(iv) regarding Arbitration award pronounced in April 2022 amounting to ₹ 7,471.65 Lakhs plus simple interest @ 6% per annum from January 2018 onwards, given in favour of certain licensees which represents

principal amount towards claims for supply of welcome drinks not paid to licensees and recovery of differential costs for the supply of regular meals to the passengers on the instructions of Railways whereas the price of combo meal, which is lower than the price of regular meal, was reimbursed to these licensees. The Company has filed objections against the award and the same was listed before Honourable High Court of Delhi. The Company contends that the main liability in this matter would be of Railways and the Company has the right to recovery from Railways in case ultimately it is made liable to pay.

The hearing before Hon'ble high court was done on 19.07.2023 and as per the interim order dated 09.10.2023, of Hon'ble high court, the company has been advised to deposit bank guarantee amount. The company has filed objections appeal against the award. In compliance of Hon'ble Delhi High Court order, Bank Guarantee to the tune of ₹ 8,471.65 lakhs have been deposited with the court registry as per the orders of Hon'ble Delhi High Court. It is to mention that the Hon'ble High Court, Delhi has reserved the judgment in the said matter.

2. Note No.37.2(v) regarding Notice dated 25.02.2022 issued by the National Anti-Profiteering Authority (GST) alleging profiteering amounting to ₹ 5,041.44 Lakhs for the period July 1, 2017 to May 31, 2020 against the Company under Section 171 of the CGST Act, 2017 for not passing on the benefit of reduction in rate of tax to the consumers by way of commensurate reduction in the MRP of Railneer brand of drinking water manufactured and sold by the Company even though there was reduction in the tax rate on the introduction of GST w.e.f. July 1, 2017. The Company contends that Railneer drinking water falls under controlled price segment as the MRP is fixed by Ministry of Railways, Government of India and the MRP fixed in the year 2012 is still continuing despite substantial increase in prices of raw-materials, power, HR cost, freight etc. Legal opinion obtained by the Company justifies the contention of the Company. Competent Commission of India ("CCI") is now vested with powers to adjudicate all such cases in which benefit of tax reduction not being passed to consumers by the assesses and the matter is now pending with CCI.
3. Note Nos. 49(b) regarding Railway board clarified that for Rail Neer plants run departmentally by the company, the profits between Railway board and company shall be shared in the ratio of 15:85 and for plants operated under PPP model/run by DCO, profits between Railway board and

- company shall be shared in the ratio 40:60. Accordingly, the company has recognized profit Share amounting to ₹ 320.33 Lakhs being 15% of profit of Departmentally run Railneer plants and ₹ 452.25 Lakhs being 40% of the profits of plants run on PPP model during the year ended 31st March, 2024 after charging profit Share amounting ₹ 1451.24 Lakhs towards differential profit Share @25% on profits from PPP plants for previous years. Provision for the differential amount of profit sharing @25% (40%-15%) up to 31st March, 2023 amounting ₹ 1451.24 Lakhs is shown as an exceptional item for the year ended 31st March, 2024, even though the Company has made representation to the Railway Board for sharing of profit at uniform ratio of 15:85 for all Railneer plants till FY 2022-23. Response from Railway Board is still awaited. These matters are subject to reconciliation with the Railways.
4. Note No. 39 regarding Balance confirmation letters from parties & banks: Guidelines issued by the Company for obtaining balance confirmation letters from parties & banks have been followed. We are informed that no balance confirmation letters are sent to Railways since their books of account are maintained on cash basis. We note that substantial amounts are receivable / payables from / to Railways which also includes number of inoperative debit balances and few credit balances as on March 31, 2024 including legacy debit & credit balances i.e. those pertaining to the period of transfer of catering operations from / to the Railways. Further, response to balance confirmation letters sought from other parties and banks was negligible and the system and procedures of obtaining balance confirmations at periodical intervals has not been reviewed and strengthened to ensure better response from the parties.
  5. Note No.51(b) regarding non-sharing of input tax credit data of GST for certain periods by Developer cum Operators ("DCO") of four Rail Neer plants resulting in non-recognition of these claims receivables in the books of account of the Company. Amount of such claims are not ascertainable at this stage. Further, these DCOs are also disputing these claims including claims of ₹ 364.83 Lakhs debited to their accounts.
  6. Note Nos.10.1 & 58(i) Regarding trade receivables as on March 31, 2024 includes of ₹ 1,296.18 Crores due from Railways and Government as on March 31, 2024 (As on March 31, 2023 ₹ 1053.53 Crores). Out of dues from Railways and Government, outstanding for more than 3 years amounts to ₹ 134.65 Crores include defaulted amount to ₹ 35.86 Crores.
  7. Note No. 72 regarding Certain applications made by the Company for advance ruling relating to applicability of Goods and Services Tax in respect of certain income / receipts amounting to ₹ 33,595 Lakhs received mainly from the Ministry of Railways, Government of India for which the decision of the Authority for Advance Ruling is awaited.
  8. Note No.73 regarding non-recognition of revenue for the financial years 2020-21 to 2023-24 from the increase to be made in license fee for trains due to tariff revision made by the Railway Board in financial year 2019-20 as the exercise regarding sale-assessment of post-paid trains, which will determine the percentage of increase in license fee, is still under progress as on date. Regarding prepaid trains, even though the sale assessment is over but no revenue was also recognised as certain licensees have disputed demand of additional license fee on account of tariff revision. As the revenue to be recognised can't be either ascertained at this stage or is disputed, the same has been postponed.
  9. Note No. 78 regarding: (i) Differences between certain subsidiary and control ledger balances which are pending for identification, reconciliation and adjustments, if any, as on March 31, 2024, (ii) review and improvement of system of identification and disclosure of trade payables pending, (iii) identification of MSME suppliers and their classification into Micro, Small and Medium category to ensure proper disclosure of their dues in Standalone Financial Statements as on March 31, 2024 which needs improvement by way of confirmations from such parties and their classification into Micro, Small and Medium category.
  10. Note No. 79 regarding Inadmissible payments made of ex-gratia / performance related pay to deputationists amounting to ₹ 230.13 Lakhs since the year 2015-16 to 2020-21 as stated by C&AG in their provisional Para for C&AG's Report (Railways) for the year ended March 31, 2022 sent to Railway Board. Vide letter dated January 24, 2023, the Company has given its response to the Railway Board letter dated January 09, 2023 seeking comments from the Company wherein payments made to deputationists was justified by the Company. No further communication has been received from Ministry of Railways by the company. Appropriate decision will be taken on this matter as and when response is received from Ministry of Railways.
  11. Note No. 76 regarding enhancement of charges for operation of two Tejas trains by the Railway Board, Ministry of Railways with effect from August 13, 2021 vide its letter dated June 05, 2023 as the earlier instructions for charges were valid till August 12, 2021. During the year ended March 31, 2024, the Company has made provision for enhanced charges with effect from August 13, 2021 for the period up to March 31, 2023 amounting to ₹ 5,126.20 Lakhs and shown as an "Exceptional Item" in the financial results. However, the Company has made representation to the Railway Board All for withdrawal of these instructions for enhanced charges from retrospective effect which is pending.

Our opinion on the Standalone Financial Statement is not modified in respect of above matters.



## Key Audit Matter

Key audit matters are those matters that, in our professional judgement, were of most significance in our audit of the Standalone Financial Statements of the current period. These matters were addressed in the context of our audit of the Standalone Financial Statements as a whole and in forming our opinion thereon, and we do not provide a separate opinion on these matters. We have determined the matter described below to be the key audit matter to be communicated in our report.

## Assessment of litigation and related disclosure of contingent liabilities

Refer to Note No. 2 (o) to the Standalone Financial Statements – Use of estimates and judgements-Provisions, Contingent liabilities and Contingent assets and Note No. 37.2 to the Standalone Financial Statements for “Contingent Liabilities” and other significant litigations stated therein.

As at March 31, 2024, the Company has exposures towards number of litigations relating to various matters as set out in the aforesaid Note.

Significant management's judgement is required to assess such matters to determine the probability of occurrence of material outflow of economic resources and whether a provision should be made. The judgement is also supported with legal advice in certain material cases as considered appropriate.

As the ultimate outcome of the litigations are uncertain and the position taken by the management are based on the application of their best judgement which may be subject to management bias, related legal advice including those relating to interpretation of laws/regulations, we have identified this as a Key Audit Matter.

### How our audit addressed the key audit matter

#### Our audit procedures included the following:

- We understood, assessed and tested the design and operating effectiveness of key controls surrounding assessment of litigations relating to the relevant laws and regulations;
- We read and considered latest orders / awards by various courts / authorities on these matters;
- We conducted detailed discussions with in-house legal head, tax consultants and senior management to understand their assessment on the most likely outcome of the material litigations and to understand the basis considered for the provisions made towards these litigations;
- We performed our assessment on a test basis on the underlying calculations supporting the contingent liabilities/other significant litigations disclosed in the Standalone Financial Statements;

- We considered external legal opinions, where relevant, obtained by management;
- We evaluated management's assessments by understanding precedent set in similar cases and assessed the reliability of the management's past estimates /judgements;
- We evaluated management's assessment around those matters that are not disclosed or not considered as contingent liability, as the probability of material outflow is considered to be remote by the management; and
- We assessed the adequacy of the Company's disclosures.

Based on the above work performed, the assessment of management in respect of litigations and related disclosures relating to contingent liabilities/other significant litigations in the Standalone Financial Statements is considered to be reasonable.

## Information Other than the Financial Statements and Auditor's Report Thereon

The Company's Board of Directors is responsible for the other information. The other information comprises the information included in the Management Discussion and Analysis, Board's Report including Annexures to Board's Report, Business Responsibility Report, Corporate Governance and Shareholder's Information, but does not include the Standalone Financial Statements and our auditor's report thereon.

Our opinion on the Standalone Financial Statements does not cover the other information and we do not express any form of assurance / conclusion thereon.

In connection with our audit of the Standalone Financial Statements, our responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the Standalone Financial Statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

When we read the other information, if we conclude that there is a material misstatement therein, we are required to communicate the matter to those charged with governance. Such other information is pending as on the date of our audit report.

## Responsibilities of Management for the Standalone Financial Statements

The Company's Board of Directors is responsible for the matters stated in section 134(5) of the Act with respect to the preparation of these Standalone Financial Statements that give a true and fair view of the financial position, financial performance including other comprehensive income, and cash

flows and changes in equity of the Company in accordance with the accounting principles generally accepted in India, including the Indian Accounting Standards (Ind AS) specified under section 133 of the Act read with the Companies (Indian Accounting Standards) Rules, 2015, as amended.

This responsibility also includes maintenance of adequate accounting records in accordance with the provisions of the Act for safeguarding of the assets of the Company and for preventing and detecting frauds and other irregularities; selection and application of appropriate accounting policies; making judgments and estimates that are reasonable and prudent; and design, implementation and maintenance of adequate internal financial controls, that were operating effectively for ensuring the accuracy and completeness of the accounting records, relevant to the preparation and presentation of the Standalone Financial Statements that give a true and fair view and are free from material misstatement, whether due to fraud or error.

In preparing the financial Statements, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

Those Board of Directors are also responsible for overseeing the Company's financial reporting process.

### **Auditor's Responsibility for the audit of the Standalone Financial Statements**

Our objectives are to obtain reasonable assurance about whether the financial Statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with SAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these Standalone Financial Statements.

As part of an audit in accordance with SAs, we exercise professional judgement and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial Statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. Under section 143(3) (i) of the Act, we are also responsible for expressing our opinion on whether the Company has adequate internal financial controls system in place and the operating effectiveness of such controls.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial Statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

Materiality is the magnitude of misstatements in the Consolidated financial statements that, individually or in aggregate, makes it probable that the economic decisions of reasonably knowledgeable user of the Consolidated financial statements may be influenced. We consider quantitative materiality and qualitative factors in (i) planning the scope of our audit work and evaluating results of that work; and (ii) to evaluate the effect of any identified misstatements in the Consolidated financial statements.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

From the matters communicated with those charged with governance, we determine those matters that were of most



significance in the audit of the Standalone Financial Statements of the current period and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

## Report on Other Legal and Regulatory Requirements

1. As required by the Companies (Auditor's Report) Order, 2020 ("the Order"), issued by the Central Government of India in terms of sub-section (11) of section 143 of the Act, we give in the Annexure 1 a statement on the matters specified in paragraphs 3 and 4 of the Order.
2. As required by Section 143(3) of the Act, based on our audit we report that:
  - (a) We have sought and obtained all the information and explanations which to the best of our knowledge and belief were necessary for the purposes of our audit except for the following:
    - (i) Balance confirmation letters were not received by us from most of the parties and banks. Further, balance confirmation letters were not sent by offices to railways which is against the guidelines agreed upon with us.

Impact of our observations stated above on Standalone Financial Statements can't be quantified.
  - (b) In our opinion, proper books of account as required by law have been kept by the Company so far as it appears from our examination of those books.
  - (c) The Balance Sheet, the Statement of Profit and Loss including other Comprehensive income, the Cash Flow Statement and Statement of Changes in equity dealt with by this report are in agreement with the books of account.
  - (d) In our opinion, the aforesaid Standalone Financial Statements comply with the Indian Accounting Standards specified under Section 133 of the Act.
  - (e) In terms of Notification No. 463 (E) dated 5th June, 2015 issued by the Ministry of Corporate Affairs, provisions of Section 164(2) of the Act regarding disqualifications of the Directors, are not applicable as it is a Government Company.
  - (f) With respect to the adequacy of internal financial controls over financial reporting with reference to the Standalone Financial Statements of the Company and the operating effectiveness of such

controls, refer to our separate Report in "Annexure 2". Our report expresses an unmodified opinion on the adequacy and operating effectiveness of the Company's internal financial controls over financial reporting.

- (g) As required by sub-section (5) of section 143 of the Act, we enclose herewith "Annexure 3", a Statement on the Directions issued by the Comptroller and Auditor General of India.
- (h) As per notification No. GSR 463 (E) dated June 5, 2015 issued by the Ministry of Corporate Affairs, Government of India, Section 197 of the Act is not applicable to the Government Companies. Accordingly, reporting in accordance with requirements of provisions of section 197(16) of the Act is not applicable to the Company.
- (i) With respect to the other matters to be included in the Auditor's Report in accordance with Rule 11 of the Companies (Audit and Auditors) Rules, 2014, in our opinion and to the best of our information and according to the explanations given to us:
  - i. The Company has disclosed the impact of pending litigations on its financial position in its Standalone Financial Statements. Refer Note No. 37.2 of the Standalone Financial Statements.
  - ii. The Company has not entered into any long-term contracts including derivative contracts.
  - iii. There were no amounts which were required to be transferred to the Investor Education and Protection Fund by the Company.
  - iv. (a) The Company has represented that, to the best of its knowledge and belief, no funds have been advanced or loaned or invested (either from borrowed funds or share premium or any other sources or kind of funds) by the Company to any persons or entities, including foreign entities ("intermediaries"), with the understanding, whether recorded in writing or otherwise, that the intermediary shall, whether directly or indirectly lend or invest in other persons or entities or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries;
    - (b) The Company has represented that, to the best of its knowledge and belief, no funds have been received by the Company from any persons or entities, including foreign entities ("intermediaries"), with the understanding, whether recorded in writing or otherwise, that the Company

- shall, whether directly or indirectly lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the Funding party “Ultimate Beneficiaries” or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries;
- (c) Based on such audit procedures that we have considered appropriate in the circumstances; nothing has come to our notice that has caused us to believe that the representations made to us under paragraphs (iv)(a) and (b) contain any material mis-statement.
- v. The interim and final dividends paid during the financial year are in compliance with provisions of section 123 of the Act. Further, the Board of Directors of the Company have proposed final dividend for the year which is subject to the approval of the members of the Company at the ensuing Annual General Meeting. The amount of dividend proposed is in accordance with section 123 of the Act, as applicable.
- vi. Based on our examination, which included test checks, the Company has used accounting software for maintaining its books of account for the financial year ended March 31, 2024 which

has a feature of recording audit trail (edit log) facility and the same has operated throughout the year for all relevant transactions recorded in the software. Further, during course of our audit we did not come across any instance of the audit trail feature being tampered with.

As proviso to Rule 3(1) of the Companies (Accounts) Rules, 2014 is applicable from April 2023, reporting under Rule 11(g) of Companies (Audit and Auditors) Rules, 2014 on preservation of audit trail as per statutory requirement for record retention is not applicable for the financial year ended March 31, 2024.

**For N. K. Bhargava & Co.**

Chartered Accountants  
(Firm's Registration No. 000429N)

**Sd/-**

**(N. K. Bhargava)**

(Partner)

Membership No: 080624

Place: New Delhi

Dated: May 28, 2024

UDIN: 24080624BKEJWE9994



# Annexure 1

**referred to in paragraph 1 under 'Report on Other Legal and Regulatory Requirements' section of our report of even date on the Standalone Financial Statements of Indian Railway Catering and Tourism Corporation Limited for the year ended March 31, 2024**

- i. a. (A) The Company has maintained proper records showing full particulars, including quantitative details and situation of Property, Plant and Equipment except for number-wise identification of these assets.
- (B) The Company has maintained proper records showing full particulars of intangible assets;
- b. According to the information and explanations given to us and on the basis of our examination of the records of the Company, the Company has a regular programme of physical verification by which all Property, Plant and Equipment are verified at the year-end which, in our opinion, is a reasonable interval having regard to the size of the company and the nature of its assets. No material discrepancies were noticed on such verification;
- c. According to the information and explanations given to us and on the basis of our examination of the records of the Company, the title deeds of immovable properties (other than immovable properties where the Company is a lessee and lease agreements are duly executed in favour of the lessee. Refer Foot-Notes below for cases where lease agreements are not executed) disclosed in the Standalone Financial Statements are held in the name of the company except for the following properties in respect of which title deeds are yet to be executed;

Description of property (1)	Gross carrying value (2)	Held in name of (3)	Whether promoter, director or relative or employee (4)	Period held (5)	Reason for not being held in name of company (6)
Land for Hotel at Village Bimeetha, khajuraho, Madhya Pradesh	₹ 66.98 Lakhs	See Reason given in Column 6 of this Table	See Reason given in Column 6 of this Table	Since 03.09.2013	Title deed yet to be executed.
Land for Hotel at Kevadia, Gujarat	₹ 1,275 Lakhs	See Reason given in Column 6 of this Table	See Reason given in Column 6 of this Table	Since 15.10.2020	Title deed yet to be executed.

Foot-Notes for immovable properties taken on lease:

1. Residential Buildings at D/91 & D/141, Western Railway Colony, Pali Hills, Mumbai costing ₹ 325 Lakhs held since 03.10.2012 was allotted by Railways for which License agreement is yet to be executed.
2. Land allotted by Assam State Government at Jagi Road, Assam for ₹ 8.06 Lakhs for Rail Neer plant vide order dated February 17, 2017. Lease agreement is yet to be executed.
3. Land allotted by Himachal Pradesh State Government at Una for ₹ 103.81 Lakhs for Rail Neer plant on lease since October 30, 2018. Lease agreement is yet to be executed.
4. Land given by Railways since December 17, 2009 for Ambernath Rail Neer Plant (ROU ₹ 28.23 Lakhs). Renewal of Lease Agreement is pending since April 01, 2021.
5. Three residential flats costing ₹ 1,374 Lakhs near Safdarjung Railway Station occupied since November / December 2022. Lease agreement is yet to be executed with Rail Vikas Nigam Limited.
- d. According to the information and explanations given to us and on the basis of our examination of the records of the Company, the Company has not revalued its Property, Plant and Equipment (including Right of Use assets) or intangible assets or both during the year. Accordingly, clause 3(i)(d) of the Order is not applicable to the Company;
- e. According to the information and explanations given to us and on the basis of our examination of the records of the Company, there are no proceedings initiated or pending against the Company for holding any benami property under the Benami Transactions (Prohibition) Act, 1988 (45 of 1988) and rules made there under;

- ii. a. The physical verification of inventory (except finished stock at most of the Depots which was confirmed in writing by third parties) has been conducted at reasonable intervals by the management and the coverage and procedure of such verification by the management is appropriate and no discrepancies of 10% or more in the aggregate for each class of inventory were noticed;
- b. In our opinion and according to the information and explanations given to us and on the basis of our examination of the records of the Company, the Company has been sanctioned (renewed) working capital limits in excess of five crore rupees in the form of overdraft against fixed deposits receipts held with bank. Overdraft facility was not utilised during the year and we are informed that no returns or statements were required to be filed by the Company;
- iii. In our opinion and according to the information and explanations given to us and on the basis of our examination of the records of the Company, the Company has not made any investment, provided guarantee or security or granted any loans or advances in the nature of loans, secured or unsecured, to companies or firms, Limited Liability Partnerships or any other parties during the year. Accordingly, clause 3(iii) of the Order is not applicable to the Company;
- iv. In view of our observations in paragraph (iii) above in respect of loans, investments, guarantees and security, the compliance with the provisions of section 185 and 186 of the Companies Act are not applicable;

- b. According to the information and explanations given to us, the statutory dues which have not been deposited with the appropriate authorities on account of any dispute are as under:

Name of the statute	Name of the Dues	Period to which amount pertains	Forum where dispute is pending	Gross Liability (Amounts ₹ in Lakhs)	Amount Paid (Amount ₹ in Lakhs)	Net Liability (Amount ₹ in Lakhs)
Service Tax	Tax on Renting, Agent Business, catering etc.	01.04.2007 to 31.03.2012	CESTAT	10,480.19 <sup>#</sup>	-	10,480.19 <sup>#</sup>
Service Tax	Tax on Renting, Agent Business, catering etc.	2012-13 Up to June 2017	CESTAT	23.05	2.31	20.74
Service Tax	Demands on catering, tour operations, goods transportation etc.	2014-15	High Court/Tribunal/Appellate Authority	56.36	4.23	52.13
Service Tax	On Sale of Package Drinking Water	2008-09 to 2012-13	CESTAT/Commissioner (Appeals)	38.57	-	38.57
Service Tax	Demand	2014-15 (2nd Half year & 2015-16)	Deputy Commissioner	14.28	1.43	12.85
Service Tax	Demand	2010-11 to 2013-14	CUSTOMS, CENTRAL EXCISE AND SERVICE TAX APPELLATE TRIBUNAL	458.95	458.95	-
Service Tax	Demand Cum SCN	2017-18	Commissioner of Central tax	64.94	-	64.94



Name of the statute	Name of the Dues	Period to which amount pertains	Forum where dispute is pending	Gross Liability (Amounts ₹ in Lakhs)	Amount Paid (Amount ₹ in Lakhs)	Net Liability (Amount ₹ in Lakhs)
Service Tax	Demand	2011 to 2015	Commissioner of Central tax (Appeals)	2.95	2.95	-
VAT	Demand on Mobile Catering Services	2008-09 to June 2017	Supreme Court	8,251.01	-	8,251.01
VAT	Assessment, Interest & Penalty	2005-06 & 2008-09	Jt. Comm. of Sales Tax (Appeal)	229.83	229.83	-
VAT	ITC Denial, demand on Mobile Catering	2010-11 to 2012-13	Tribunal	161.70	80.87	80.83
VAT Bihar	Demand on Mobile Catering Services	2008-09 to 2011-12	Supreme Court	915.80	-	915.80
VAT Bihar	Demand on Mobile Catering Services	2011-12	High Court/ Tribunal/ Appellate Authority	73.24	-	73.24
VAT Delhi	Assessment, Interest & Penalty	2012-13	VATO, SPL OHA	77.74	-	77.74
VAT Delhi & CST	Assessment, Interest & Penalty	2009-10 to 2010-11	Special Commissioner (DVAT)	599.39	-	599.39
VAT Delhi & CST	Assessment, Interest & Penalty	2013-14 to 2015-16	DVAT OHA	427.97	2.98	424.99
VAT Jharkhand	Penalty	2010-11 to 2012-13	ADC	46.31	5.79	40.52
VAT Jharkhand	Demand	2010-11 to 2012-13	High Court/ Tribunal/ Appellate Authority	40.03	-	40.03
VAT Kerala	Pertaining to Denial of Compounding Rate	2014-15	ACTO	47.57	-	47.57
VAT Odisha	Assessment, Interest & Penalty	2011-12 to 2013-14	Commissioner, Tribunal	64.66	4.31	60.35
VAT Odisha	Demand on Mobile Catering Services	2011-12 to 2012-13	Tribunal	82.91	13.53	69.38
VAT Rajasthan	Assessment, Interest & Penalty	2005-06 to 2016-17	ACTO	30.22	-	30.22
VAT UP	Assessment, Interest & Penalty	2008-09	Commissioner (UPVAT)	17.08	6.83	10.25
Delhi VAT Act	Demand	2016-17	VAT - Official Hearing Authority	0.46	-	0.46
R VAT	Demand	2015-16& 2017-18	Commercial Tax Officer	5.41	5.05	0.36
TN VAT Act	Demand	2014-15	Assistant Commissioner	5.91	5.91	-
TNVAT	Demand	2015-2016 to 2017-18	Assistant commissioner (ST)	319.13	-	319.13
Delhi CST	Demand	2016-17	VAT - Official Hearing Authority	84.61	-	84.61
Delhi CST	Demand	2017-18	Special hearing authority	8.63	-	8.63
CST	Demand	2014-15 & 2015-16	Assistant commissioner (ST)	43.84	-	43.84
Income Tax	Assessment	2020-21	AO, Income Tax	25.65	-	25.65
Income Tax	Demand	2007-08 to 2022-23	TDS Authority	15.59	-	15.59
CGST Act 2021	Demand	2017-18, 2018-19 & 2019-20	Additional director general	41.34	-	41.34
CGST Act	Demand	2017-18 & 2019-20	Joint commissioner appeal -05	6.13	-	6.13
GST TS	Demand	2018-19 to 2019-20	Assistance commissioner (ST)	57.08	13.03	44.05
GST TS	Assessment	2021-22	GST Authority	50.20	-	50.20
GST-TS	Show Cause Notice	2017-18, 2018-19 & 2019-20	Additional director general	39.46	18.49	20.97

Name of the statute	Name of the Dues	Period to which amount pertains	Forum where dispute is pending	Gross Liability (Amounts ₹ in Lakhs)	Amount Paid (Amount ₹ in Lakhs)	Net Liability (Amount ₹ in Lakhs)
GST OD	Demand	2018-19	CT & GST officer	0.21	-	0.21
GST ACT	Demand	2020-2021	superintendent of GST and central excise	3.47	-	3.47
GST ACT	Demand	2014-15	Kerala High Court	44.05	-	44.05
Finance Act & Central excise	Demand	2015-2017	Commissioner (Appeal II) Central Excise & GST	2.17	2.17	-
Entry Tax	Assessment, Interest & Penalty	2011-12 to 2012-13	High Court	0.90	-	0.90
GST	Show Cause Notice	2018-19	Assistant Commissioner	2.04	-	2.04
GST - Maharashtra	Show Cause Notice	2017-18	Commissioner ,Appeals	93.75	4.08	89.67
GST	Show Cause Notice	2020-21	Office of Assistant Commissioner, Telengana	30.10	12.39	17.71
GST	Show Cause Notice	2018-19	Office of deputy commissioner Telengana	167.07	-	167.07
GST	Show Cause Notice	2017-20	DGCI,Belagavi	31.06	-	31.06
GST	Demand	2017-18 to 2020-21	Additional / Joint Commissioner	15.56	1.58	13.98
GST	Demand	2017-2020	Additional Commissioner	147.76	-	147.76
GST	Show Cause Notice	2017-18	Deputy Commissioner	95.87	88	7.87
GST	Demand	2018-19	Additional Commissioner	393.03	-	393.03
<b>TOTAL</b>				<b>23,935.23</b>	<b>964.71</b>	<b>22,970.52</b>

# Provided ₹ 2,578.03 Lakhs in the books of account.

- viii. According to the information and explanations given to us and on the basis of our examination of the records of the Company, the Company has not surrendered or disclosed any transactions, previously unrecorded as income in the books of account, in the tax assessments under the Income-tax Act, 1961 (43 of 1961) as income during the year;
- ix. (a) According to the information and explanations given to us and on the basis of our examination of the records of the Company, except for sanction of overdraft facility from bank against fixed deposits with banks, the Company has not availed any loan or other borrowings from any other lender. The Company has not defaulted in repayment of loan or in payment of interest thereon;
- (b) According to the information and explanations given to us and on the basis of our examination of the records of the Company, the Company has not been declared a wilful defaulter by the bank;
- (c) According to the information and explanations given to us and on the basis of our examination of the records of the Company, the Company has not

obtained any term loans. Accordingly, clause 3(ix)(c) of the Order is not applicable;

- (d) According to the information and explanations given to us and on the basis of our examination of the records of the Company, we report that no funds were raised on short-term basis by the Company. Accordingly, clause 3(ix)(d) of the Order is not applicable;
- (e) According to the information and explanations given to us and on an overall examination of the balance sheet of the Company, we report that the Company has not taken any funds from any entity or person on account or to meet the obligations of its subsidiaries. Accordingly, clause 3(ix)(e) of the Order is not applicable;
- (f) According to the information and explanations given to us and on an overall examination of the balance sheet of the Company, we report that the Company has not raised loans during the year on the pledge of securities held in its subsidiaries. Accordingly, clause 3(ix)(f) of the Order is not applicable;

- x. The company has not raised any money by way of Initial Public Offer or further public offer (including debt instruments) during the year. Further, the Company



- has not made any preferential allotment or private placement of shares or convertible debentures during the year. Accordingly, clause 3(x)(a & b) of the Order is not applicable to the Company;
- xi. a. According to the information and explanations given to us by the Company, no fraud by the Company or any fraud on the Company has been noticed or reported during the year;
- b. No report has been filed by us under sub-section (12) of section 143 of the Companies Act during the year in Form ADT-4 as prescribed under rule 13 of Companies (Audit and Auditors) Rules, 2014 with the Central Government;
- c. As represented to us by the management, there are no whistle-blower complaints received by the Company during the year;
- xii. The Company is not a Nidhi company. Accordingly, provisions of paragraph 3(xii) of the Order is not applicable to the Company;
- xiii. According to the information and explanations given to us and based on our examination of the records of the Company, all transactions with the related parties are in compliance with sections 177 and 188 of Companies Act where applicable and details of such transactions have been disclosed in the Standalone Financial Statements as required by the applicable Standards on Auditing;
- xiv. a. The Company has an internal audit system commensurate with the size and nature of its business except for internal audit of Zonal and Regional offices, Tourism Office at Corporate Office and Railneer Plants which, in our opinion, needs improvements in terms of coverage of business conducted by the Company and also transaction audit including material year-end transactions needs adequate coverage to make it commensurate with the size and nature of its business;
- b. We have considered the reports of the Internal Auditor for the year ended march 31, 2024 furnished to us;
- xv. According to the information and explanations given to us and based on our examination of the records of the Company, the Company has not entered in to any non-cash transactions with directors or persons connected with them. Accordingly, provisions of paragraph 3(xv) of the Order is not applicable to the Company;
- xvi. The Company is not required to be registered under section 45-IA of the Reserve Bank of India Act, 1934 (2 of 1934). Accordingly, provisions of paragraph 3 (xvi) of the Order is not applicable to the Company;
- xvii. The Company has not incurred cash losses in the current financial year and in the immediately preceding financial year;
- xviii. There was no resignation of statutory auditors during the year. Accordingly, provisions of paragraph 3 (xviii) of the Order is not applicable to the Company;
- xix. According to the information and explanations given to us and on the basis of financial ratios, ageing and expected dates of realization of financial assets and payment of financial liabilities, other information accompanying the financial statements, our knowledge of the Board of Directors and management plans and based on our examination of the evidence supporting the assumptions, nothing has come to our attention, which causes us to believe that any material uncertainty exists as on date of audit report that the Company is not capable of meeting its liabilities existing at the balance sheet date as and when they fall within a period of one year from the balance sheet date. We further state that our reporting is based on the facts up to the date of the audit report and we neither give any guarantee nor any assurance that all liabilities falling due within a period of one year from the balance sheet, will get discharged by the Company as and when they fall due;
- xx. a. In our opinion and according to the information and explanations given to us, in respect of other than ongoing projects, there is no unspent amount which was required to be transferred to a Fund specified in Schedule VII to the Companies Act. Accordingly, clause 3 (xx) (a) of the Order is not applicable to the Company;
- b. Amount remaining unspent, out of CSR requirements for the financial year 2023-24, under sub-section (5) of section 135 of the Act amounting to ₹ 280.36 Lakhs as on March 31, 2024 (₹ 151.27 Lakhs as on March 31, 2023) in respect of ongoing projects has been transferred to special account in compliance with the provisions of sub-section (6) of section 135 of the said Act.

**For N. K. Bhargava & Co.**

Chartered Accountants

(Firm's Registration No. 000429N)

**Sd/-**
**(N. K. Bhargava)**

(Partner)

Membership No: 080624

Place: New Delhi

Dated: May 28, 2024

UDIN: 24080624BKEJWE9994

# Annexure 2

**referred to in paragraph 2(f) under 'Report on Other Legal and Regulatory Requirements' section of our report of even date on the Standalone Financial Statements of Indian Railway Catering and Tourism Corporation Limited for the year ended March 31, 2024**

## **Report on the Internal Financial Controls with reference to Standalone Financial Statements under Clause (i) of Sub-section 3 of Section 143 of the Companies Act, 2013 ("the Act")**

We have audited the internal financial controls with reference to Standalone Financial Statements of Indian Railway Catering and Tourism Corporation Limited ("the Company") as of March 31, 2024 in conjunction with our audit of the Standalone Financial Statements of the Company for the year ended on that date.

### **1. Management's Responsibility for Internal Financial Controls**

The Company's management is responsible for establishing and maintaining internal financial controls based on the internal controls over financial reporting criteria established by the Company considering the essential components of internal control stated in the Guidance Note on Audit of Internal Financial Controls over financial reporting issued by the Institute of Chartered Accountants of India (ICAI). These responsibilities include the design, implementation and maintenance of adequate internal financial controls that were operating effectively for ensuring the orderly and efficient conduct of its business, including adherence to Company's policies, the safeguarding of its assets, the prevention and detection of frauds and errors, the accuracy and completeness of the accounting records, and the timely preparation of reliable financial information, as required under the Act.

### **2. Auditors' Responsibility**

Our responsibility is to express an opinion on the Company's internal financial controls over financial reporting with reference to these Standalone Financial Statements based on our audit. We conducted our audit in accordance with the Guidance Note on Audit of Internal Financial Controls Over Financial Reporting (the "Guidance Note") and the Standards on Auditing, issued by ICAI and deemed to be prescribed under section 143(10) of the Act, to the extent applicable to an audit of internal financial controls, both applicable to an audit of internal financial controls and both issued by ICAI. Those Standards and the Guidance Note require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether adequate internal financial controls with reference to these Standalone Financial Statements were established and maintained and if such controls operated effectively in all material respects.

Our audit involves performing procedures to obtain audit evidence about the adequacy of the internal financial control with reference to these Standalone Financial Statements and their operating effectiveness. Our audit of internal financial control over financial reporting with reference to the Standalone Financial Statements included obtaining an understanding of internal financial control with reference to these Standalone Financial Statements, assessing the risk that a material weakness exists, and testing and evaluating the design and operating effectiveness of internal control based on the assessed risk. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the Standalone Financial Statements, whether due to fraud or error.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion on the Company's internal financial controls over financial reporting with reference to these Standalone Financial Statements.

### **3. Meaning of Internal Financial Controls with reference to Standalone Financial Statements**

A Company's internal financial controls with reference to the Standalone Financial Statements is a process designed to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial Statements for external purposes in accordance with generally accepted accounting principles. A Company's internal financial controls with reference to the Standalone Financial Statements include those policies and procedures that (1) pertain to the maintenance of records that, in reasonable detail, accurately and fairly reflect the transactions and dispositions of the assets of the Company; (2) provide reasonable assurance that transactions are recorded as necessary to permit preparation of Standalone Financial Statements in accordance with generally accepted accounting principles, and that receipts and expenditures of the Company are being made only in accordance with authorizations of management and directors of the Company; and (3) provide reasonable assurance regarding prevention or timely detection of unauthorized acquisition, use, or disposition of the Company's assets that could have a material effect on the Standalone Financial Statements.



#### **4. Inherent Limitations of Internal Financial Controls with reference to Standalone Financial Statements**

Because of the inherent limitations of internal financial controls over financial reporting with reference to the Standalone Financial Statements, including the possibility of collusion or improper management override of controls, material mis-statements due to error or fraud may occur and not be detected. Also, projections of any evaluation of the internal financial controls with reference to the Standalone Financial Statements to future periods are subject to the risk that the internal financial control with reference to the Standalone Financial Statements may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

#### **5. According to the information and explanations given to us and based on our audit, we have following observations in this regard for the year ended March 31, 2024:**

- i. Maker and checker concept, which is an important internal financial control, is generally missing i.e. not being implemented resulting in number of errors and omissions in financial and other data based on which transactions are recorded in books of account. Company needs to strengthen more professional staff. We observed: (i) internal financial controls being compromised / not implemented including maker and checker concept stated above, (ii) transactions recorded earlier / balances outstanding in books of account not being reviewed periodically by these offices.
- ii. We noted that: (a) differences exists between certain subsidiary and control ledger balances in books of account maintained in ERP where in such accounts and differences are yet to be identified and quantified respectively by the management.
- iii. Guidelines issued by the Company for obtaining balance confirmation letters from parties have been followed by offices. No balance confirmation letters were sent to Railways as the Railways maintain their books of account on cash basis. Further, response to balance confirmations sought from other parties and banks was negligible and the system and procedures

of obtaining balance confirmations at periodical intervals has not been reviewed and strengthened to ensure better response from the parties.

- iv. Manual controls are followed instead of system-based automated controls, checks and balances as the transactions executed through 3rd party applications / portals are posted manually in ERP by compiling data through Excel as the existing ERP application is not integrated with certain functions / segments of the Company.
- v. Large number of inoperative debit and credit balances exists as on March 31, 2024 including large number of legacy entries. Company started to identify, reconcile the balances. Once all the entries identified then write-off / write-back need to be done by company if necessary.

#### **6. Opinion**

In our opinion and to the best of our information and according to the explanations given to us and read with our observations stated in paragraph 5 above, the company has, in all the material respects, adequate internal financial controls with reference to the Standalone Financial Statements in place and such internal financial controls with reference to the Standalone Financial Statements were operating effectively as of March 31, 2024, based on the internal controls over financial reporting criteria established by the Company considering the components of internal control stated in the Guidance Note on Audit of Internal Financial Controls Over Financial reporting issued by ICAI.

**For N. K. Bhargava & Co.**

Chartered Accountants

(Firm's Registration No. 000429N)

**Sd/-**

**(N. K. Bhargava)**

(Partner)

Membership No: 080624

Place: New Delhi

Dated: May 28, 2024

UDIN: 24080624BKEJWE9994

# Annexure 3

**referred to in paragraph 2(g) under 'Report on Other Legal and Regulatory Requirements' section of our report of even date on the Standalone Financial Statements of Indian Railway Catering and Tourism Corporation Limited for the year ended March 31, 2024**

<b>Directions under section 143(5) of the Companies Act, 2013</b>	<b>Auditor's reply on action taken on Directions</b>
1. Whether the Company has system in place to process all the accounting transactions through IT? If yes, the implications of processing of accounting transactions outside IT system on the integrity of the accounts along with the financial implications, if any, may be stated.	As per the information and explanations given to us, the Company has a system in place to process a major portion of its accounting transactions through IT. However, the existing ERP application of Oracle system is not an end-to-end integrated accounting system in view of pending implementation of certain Modules e.g. (Property, Plant and Equipment, Intangibles and Right of Use Assets, Payroll).  Further, online train ticket booking amounts, MCDO data of tourism, E-Catering, Railneer plants data and transactions are compiled in Excel and uploaded / posted manually in Financial Accounting Module of ERP as the master data and transaction data captured in these third-party applications is not compatible with ERP application.  Based on the audit procedures carried out and as per the information and explanations given to us, the processing of accounting transactions outside IT system have no material issues regarding integrity of the accounts.
2. Whether there is restructuring of an existing loan or cases of waiver/ write off of debts/loans/interest etc. made by a lender to the company due to the company's inability to repay the loan? If yes, the financial impact may be stated.  Whether such cases are properly accounted for?	There were no cases of restructuring of an existing loan or cases of waiver/ write off of debts/loans/interest etc. by any lender to the Company during the current financial year.
3. Whether funds (grants / subsidy etc.) received/receivable for specific schemes from central/state Governments or its agencies were properly accounted for/utilized as per its term and conditions? List the cases of deviation.	We are informed that no such funds were received / receivable during the year ended March 31, 2024 by the Company. With regards to the government grant received in previous years, the same is being accounted for in terms of the applicable Ind AS.

**For N. K. Bhargava & Co.**

Chartered Accountants

(Firm's Registration No. 000429N)

**Sd/-**

**(N. K. Bhargava)**

(Partner)

Membership No: 080624

Place: New Delhi

Dated: May 28, 2024

UDIN: 24080624BKEJWE9994



# Revised Independent Auditors' Report

To the Members of

**Indian Railway Catering and Tourism Corporation Limited**

## Revised Report on the Audit of the Standalone Financial Statements

This revised independent auditor's report supersedes our earlier report dated May 28, 2024, following the identification of apparent errors. The revision is being made in response to observations raised by the Comptroller & Auditor General of India (New Delhi), aiming to enhance transparency and no changes in opinion as expressed earlier. Furthermore, we affirm that there have been no changes to any figures in the financial statements of the company as at March 31, 2024, to the best of our knowledge.

### Opinion

We have audited the accompanying Standalone Financial Statements of Indian Railway Catering and Tourism Corporation Limited ("the Company"), which comprise the Balance Sheet as at March 31, 2024, the Statement of Profit and Loss (including Other Comprehensive Income), the Cash Flow Statement and the Statement of Changes in Equity for the year then ended and Notes to the Standalone Financial Statements, including a summary of material accounting policies and other explanatory information (hereinafter referred to as "Standalone Financial Statements").

In our opinion and to the best of our information and according to the explanations given to us, the aforesaid Standalone Financial Statements give the information required by the Companies Act, 2013, as amended, ("the Act") in the manner so required and give a true and fair view in conformity with the Indian Accounting Standards ("Ind AS") prescribed under section 133 of the Act read with the Companies (Indian Accounting Standard) Rules, 2015, as amended, and other accounting principles generally accepted in India, of the state of affairs of the Company as at March 31, 2024, its profit (financial performance including other comprehensive income), its cash flows and the changes in equity for the year ended on that date.

### Basis of Opinion

We conducted our audit of the Standalone Financial Statements in accordance with the Standards on Auditing (SAs) specified under section 143(10) of the Act. Our responsibilities under those Standards are further described in the Auditor's Responsibilities for the Audit of the Standalone Financial Statements section of our report. We are independent of the Company in accordance with the Code of Ethics issued by the Institute of Chartered Accountants of India together with the ethical requirements that are relevant to our audit of the

financial Statements under the provisions of the Act and the Rules made there under, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the Code of Ethics. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion on the standalone financial statements.

### Emphasis of Matter

We draw attention to:

1. Note No. 37.2(iv) regarding Arbitration award pronounced in April 2022 amounting to ₹ 7,471.65 Lakhs plus simple interest @ 6% per annum from January 2018 onwards, given in favour of certain licensees which represents principal amount towards claims for supply of welcome drinks not paid to licensees and recovery of differential costs for the supply of regular meals to the passengers on the instructions of Railways whereas the price of combo meal, which is lower than the price of regular meal, was reimbursed to these licensees. The Company has filed objections against the award and the same was listed before Honourable High Court of Delhi. The Company contends that the main liability in this matter would be of Railways and the Company has the right to recovery from Railways in case ultimately it is made liable to pay.

The hearing before Hon'ble high court was done on 19.07.2023 and as per the order dated 09.10.2023, of Hon'ble high court, the company has been advised to deposit bank guarantee amount. The company has filed objections appeal against the award. In compliance of Hon'ble Delhi High Court order, Bank Guarantee to the tune of ₹ 8,471.65 lakhs have been deposited with the court registry as per the orders of Hon'ble Delhi High Court. It is to mention that the Hon'ble High Court, Delhi has reserved the judgment in the said matter.

2. Note No.37.2(v) regarding Notice dated 25.02.2022 issued by the National Anti-Profiteering Authority (GST) alleging profiteering amounting to ₹ 5,041.44 Lakhs for the period July 1, 2017 to May 31, 2020 against the Company under Section 171 of the CGST Act, 2017 for not passing on the benefit of reduction in rate of tax to the consumers by way of commensurate reduction in the MRP of Railneer brand of drinking water manufactured and sold by the Company even though there was reduction in the tax rate on the introduction of GST w.e.f. July 1, 2017. The Company contends that Railneer drinking water falls under controlled price segment as the MRP is fixed by Ministry of Railways, Government of India and the MRP fixed in the year 2012 is still continuing despite substantial increase in prices of raw-materials, power, HR cost, freight etc. Legal opinion obtained by the Company justifies the

contention of the Company. Competent Commission of India (“CCI”) is now vested with powers to adjudicate all such cases in which benefit of tax reduction not being passed to consumers by the assesses and the matter is now pending with CCI.

3. Note Nos. 49(b) regarding Railway board clarified that for Rail Neer plants run departmentally by the company, the profits between Railway board and company shall be shared in the ratio of 15:85 and for plants operated under PPP model/run by DCO, profits between Railway board and company shall be shared in the ratio 40:60. Accordingly, the company has recognized profit Share amounting to ₹ 320.33 Lakhs being 15% of profit of Departmentally run Railneer plants and ₹ 452.25 Lakhs being 40% of the profits of plants run on PPP model during the year ended 31st March, 2024 after charging profit Share amounting ₹ 1451.24 Lakhs towards differential profit Share @25% on profits from PPP plants for previous years. Provision for the differential amount of profit sharing @25% (40%-15%) up to 31st March, 2023 amounting ₹ 1451.24 Lakhs is shown as an exceptional item for the year ended 31st March, 2024, even though the Company has made representation to the Railway Board for sharing of profit at uniform ratio of 15:85 for all Railneer plants till FY 2022-23. Response from Railway Board is still awaited. These matters are subject to reconciliation with the Railways.
4. Note No. 39 regarding Balance confirmation letters from parties & banks: Guidelines issued by the Company for obtaining balance confirmation letters from parties & banks have been followed. We are informed that no balance confirmation letters are sent to Railways since their books of account are maintained on cash basis. We note that substantial amounts are receivable / payables from / to Railways which also includes number of inoperative debit balances and few credit balances as on March 31, 2024 including legacy debit & credit balances i.e. those pertaining to the period of transfer of catering operations from / to the Railways. Further, response to balance confirmation letters sought from other parties and banks was negligible and the system and procedures of obtaining balance confirmations at periodical intervals has not been reviewed and strengthened to ensure better response from the parties.
5. Note No.51(b) regarding non-sharing of input tax credit data of GST for certain periods by Developer cum Operators (“DCO”) of four Rail Neer plants resulting in non-recognition of these claims receivables in the books of account of the Company. Amount of such claims are not ascertainable at this stage. Further, these DCOs are also disputing these claims including claims of ₹364.83 Lakhs debited to their accounts.
6. Note Nos.10.1 & 58(i) Regarding trade receivables as on March 31, 2024 includes of ₹ 1,296.18 Crores due from Railways and Government as on March 31, 2024 (As on March 31, 2023 ₹ 1053.53 Crores). Out of dues from Railways and Government, outstanding for more than 3 years amounts to ₹134.65 Crores include defaulted amount to ₹ 35.86 Crores.
7. Note No. 72 regarding Certain applications made by the Company for advance ruling relating to applicability of Goods and Services Tax in respect of certain income / receipts amounting to ₹ 33,595 Lakhs received mainly from the Ministry of Railways, Government of India for which the decision of the Authority for Advance Ruling is awaited.
8. Note No.73 regarding non-recognition of revenue for the financial years 2020-21 to 2023-24 from the increase to be made in license fee for trains due to tariff revision made by the Railway Board in financial year 2019-20 as the exercise regarding sale-assessment of post-paid trains, which will determine the percentage of increase in license fee, is still under progress as on date. Regarding prepaid trains, even though the sale assessment is over but no revenue was also recognised as certain licensees have disputed demand of additional license fee on account of tariff revision. As the revenue to be recognised can't be either ascertained at this stage or is disputed, the same has been postponed.
9. Note No. 78 regarding: (i) Differences between certain subsidiary and control ledger balances which are pending for identification, reconciliation and adjustments, if any, as on March 31, 2024, (ii) review and improvement of system of identification and disclosure of trade payables pending, (iii) identification of MSME suppliers and their classification into Micro, Small and Medium category to ensure proper disclosure of their dues in Standalone Financial Statements as on March 31, 2024 which needs improvement by way of confirmations from such parties and their classification into Micro, Small and Medium category.
10. Note No. 79 regarding Inadmissible payments made of ex-gratia / performance related pay to deputationists amounting to ₹ 230.13 Lakhs since the year 2015-16 to 2020-21 as stated by C&AG in their provisional Para for C&AG's Report (Railways) for the year ended March 31, 2022 sent to Railway Board. Vide letter dated January 24, 2023, the Company has given its response to the Railway Board letter dated January 09, 2023 seeking comments from the Company wherein payments made to deputationists was justified by the Company. No further communication has been received from Ministry of Railways by the company. Appropriate decision will be taken on this matter as and when response is received from Ministry of Railways.
11. Note No. 76 regarding enhancement of charges for operation of two Tejas trains by the Railway Board, Ministry of Railways with effect from August 13, 2021 vide



its letter dated June 05, 2023 as the earlier instructions for charges were valid till August 12, 2021. During the year ended March 31, 2024, the Company has made provision for enhanced charges with effect from August 13, 2021 for the period up to March 31, 2023 amounting to ₹ 5,126.20 Lakhs and shown as an "Exceptional Item" in the financial results. However, the Company has made representation to the Railway Board All for withdrawal of these instructions for enhanced charges from retrospective effect which is pending.

Our opinion on the Standalone Financial Statement is not modified in respect of above matters.

### **Key Audit Matter**

Key audit matters are those matters that, in our professional judgement, were of most significance in our audit of the Standalone Financial Statements of the current period. These matters were addressed in the context of our audit of the Standalone Financial Statements as a whole and in forming our opinion thereon, and we do not provide a separate opinion on these matters. We have determined the matter described below to be the key audit matter to be communicated in our report.

### **Assessment of litigation and related disclosure of contingent liabilities**

Refer to Note No. 2 (o) to the Standalone Financial Statements – Use of estimates and judgements-Provisions, Contingent liabilities and Contingent assets and Note No. 37.2 to the Standalone Financial Statements for "Contingent Liabilities" and other significant litigations stated therein.

As at March 31, 2024, the Company has exposures towards number of litigations relating to various matters as set out in the aforesaid Note.

Significant management's judgement is required to assess such matters to determine the probability of occurrence of material outflow of economic resources and whether a provision should be made. The judgement is also supported with legal advice in certain material cases as considered appropriate.

As the ultimate outcome of the litigations are uncertain and the position taken by the management are based on the application of their best judgement which may be subject to management bias, related legal advice including those relating to interpretation of laws/regulations, we have identified this as a Key Audit Matter.

#### How our audit addressed the key audit matter

#### **Our audit procedures included the following:**

- We understood, assessed and tested the design and operating effectiveness of key controls surrounding assessment of litigations relating to the relevant laws and regulations;

- We read and considered latest orders / awards by various courts / authorities on these matters;
- We conducted detailed discussions with in-house legal head, tax consultants and senior management to understand their assessment on the most likely outcome of the material litigations and to understand the basis considered for the provisions made towards these litigations;
- We performed our assessment on a test basis on the underlying calculations supporting the contingent liabilities/other significant litigations disclosed in the Standalone Financial Statements;
- We considered external legal opinions, where relevant, obtained by management;
- We evaluated management's assessments by understanding precedent set in similar cases and assessed the reliability of the management's past estimates /judgements;
- We evaluated management's assessment around those matters that are not disclosed or not considered as contingent liability, as the probability of material outflow is considered to be remote by the management; and
- We assessed the adequacy of the Company's disclosures.

Based on the above work performed, the assessment of management in respect of litigations and related disclosures relating to contingent liabilities/other significant litigations in the Standalone Financial Statements is considered to be reasonable.

### **Information Other than the Financial Statements and Auditor's Report Thereon**

The Company's Board of Directors is responsible for the other information. The other information comprises the information included in the Management Discussion and Analysis, Board's Report including Annexures to Board's Report, Business Responsibility Report, Corporate Governance and Shareholder's Information, but does not include the Standalone Financial Statements and our auditor's report thereon.

Our opinion on the Standalone Financial Statements does not cover the other information and we do not express any form of assurance / conclusion thereon.

In connection with our audit of the Standalone Financial Statements, our responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the Standalone Financial Statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

When we read the other information, if we conclude that there is a material misstatement therein, we are required to communicate the matter to those charged with governance. Such other information is pending as on the date of our audit report.

## **Responsibilities of Management for the Standalone Financial Statements**

The Company's Board of Directors is responsible for the matters stated in section 134(5) of the Act with respect to the preparation of these Standalone Financial Statements that give a true and fair view of the financial position, financial performance including other comprehensive income, and cash flows and changes in equity of the Company in accordance with the accounting principles generally accepted in India, including the Indian Accounting Standards (Ind AS) specified under section 133 of the Act read with the Companies (Indian Accounting Standards) Rules, 2015, as amended.

This responsibility also includes maintenance of adequate accounting records in accordance with the provisions of the Act for safeguarding of the assets of the Company and for preventing and detecting frauds and other irregularities; selection and application of appropriate accounting policies; making judgments and estimates that are reasonable and prudent; and design, implementation and maintenance of adequate internal financial controls, that were operating effectively for ensuring the accuracy and completeness of the accounting records, relevant to the preparation and presentation of the Standalone Financial Statements that give a true and fair view and are free from material misstatement, whether due to fraud or error.

In preparing the financial Statements, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

Those Board of Directors are also responsible for overseeing the Company's financial reporting process.

## **Auditor's Responsibility for the audit of the Standalone Financial Statements**

Our objectives are to obtain reasonable assurance about whether the financial Statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with SAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these Standalone Financial Statements.

As part of an audit in accordance with SAs, we exercise professional judgement and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial Statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. Under section 143(3) (i) of the Act, we are also responsible for expressing our opinion on whether the Company has adequate internal financial controls system in place and the operating effectiveness of such controls.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management;
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial Statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

Materiality is the magnitude of misstatements in the Consolidated financial statements that, individually or in aggregate, makes it probable that the economic decisions of reasonably knowledgeable user of the Consolidated financial statements may be influenced. We consider quantitative materiality and qualitative factors in (i) planning the scope of our audit work and evaluating results of that work; and (ii) to evaluate the effect of any identified misstatements in the Consolidated financial statements.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the Standalone Financial Statements of the current period and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

## Report on Other Legal and Regulatory Requirements

1. As required by the Companies (Auditor's Report) Order, 2020 ("the Order"), issued by the Central Government of India in terms of sub-section (11) of section 143 of the Act, we give in the "**Annexure 1**" a statement on the matters specified in paragraphs 3 and 4 of the Order.
2. As required by Section 143(3) of the Act, based on our audit we report that:
  - (a) We have sought and obtained all the information and explanations which to the best of our knowledge and belief were necessary for the purposes of our audit except for the following:
    - (i) Balance confirmation letters were not received by us from most of the parties and banks. Further, balance confirmation letters were not sent by offices to railways which is against the guidelines agreed upon with us.

Impact of our observations stated above on Standalone Financial Statements can't be quantified.
  - (b) In our opinion, proper books of account as required by law have been kept by the Company so far as it appears from our examination of those books.
  - (c) The Balance Sheet, the Statement of Profit and Loss including other Comprehensive income, the Cash Flow Statement and Statement of Changes in equity dealt with by this report are in agreement with the books of account.

- (d) In our opinion, the aforesaid Standalone Financial Statements comply with the Indian Accounting Standards specified under Section 133 of the Act.
- (e) In terms of Notification No. 463 (E) dated 5th June, 2015 issued by the Ministry of Corporate Affairs, provisions of Section 164(2) of the Act regarding disqualifications of the Directors, are not applicable as it is a Government Company.
- (f) With respect to the adequacy of internal financial controls over financial reporting with reference to the Standalone Financial Statements of the Company and the operating effectiveness of such controls, refer to our separate Report in "**Annexure 2**". Our report expresses an unmodified opinion on the adequacy and operating effectiveness of the Company's internal financial controls over financial reporting.
- (g) As required by sub-section (5) of section 143 of the Act, we enclose herewith "**Annexure 3**", a Statement on the Directions issued by the Comptroller and Auditor General of India.
- (h) As per notification No. GSR 463 (E) dated June 5, 2015 issued by the Ministry of Corporate Affairs, Government of India, Section 197 of the Act is not applicable to the Government Companies. Accordingly, reporting in accordance with requirements of provisions of section 197(16) of the Act is not applicable to the Company.
- (i) With respect to the other matters to be included in the Auditor's Report in accordance with Rule 11 of the Companies (Audit and Auditors) Rules, 2014, in our opinion and to the best of our information and according to the explanations given to us:
  - i. The Company has disclosed the impact of pending litigations on its financial position in its Standalone Financial Statements. Refer Note No. 37.2 of the Standalone Financial Statements.
  - ii. The Company has not entered into any long-term contracts including derivative contracts.
  - iii. There were no amounts which were required to be transferred to the Investor Education and Protection Fund by the Company.
  - iv. (a) The Company has represented that, to the best of its knowledge and belief, no funds have been advanced or loaned or invested (either from borrowed funds or share premium or any other sources

- or kind of funds) by the Company to any persons or entities, including foreign entities ("intermediaries"), with the understanding, whether recorded in writing or otherwise, that the intermediary shall, whether directly or indirectly lend or invest in other persons or entities or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries;
- (b) The Company has represented that, to the best of its knowledge and belief, no funds have been received by the Company from any persons or entities, including foreign entities ("intermediaries"), with the understanding, whether recorded in writing or otherwise, that the Company shall, whether directly or indirectly lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the Funding party "Ultimate Beneficiaries" or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries;
- (c) Based on such audit procedures that we have considered appropriate in the circumstances; nothing has come to our notice that has caused us to believe that the representations made to us under paragraphs (iv)(a) and (b) contain any material mis-statement.
- v. The interim and final dividends paid during the financial year are in compliance with provisions of section 123 of the Act. Further, the Board of Directors of the Company have proposed final dividend for the year which is subject to the approval of the members of the Company at the ensuing Annual General Meeting. The amount of dividend proposed is in accordance with section 123 of the Act, as applicable.
- vi. Based on our examination, which included test checks, the Company has used accounting software for maintaining its books of account for the financial year ended March 31, 2024 which has a feature of recording audit trail (edit log) facility and the same has operated throughout the year for all relevant transactions recorded in the software. Further, during course of our audit we did not come across any instance of the audit trail feature being tampered with.
- As proviso to Rule 3(1) of the Companies (Accounts) Rules, 2014 is applicable from April 2023, reporting under Rule 11(g) of Companies (Audit and Auditors) Rules, 2014 on preservation of audit trail as per statutory requirement for record retention is not applicable for the financial year ended March 31, 2024.

**For N. K. Bhargava & Co.**

Chartered Accountants  
(Firm's Registration No. 000429N)

**Sd/-**

**(N. K. Bhargava)**

(Partner)

Membership No: 080624

Place: New Delhi

Dated: July 24, 2024

UDIN: 24080624BKEJWY4693



# “Annexure 1”

**Referred to in paragraph 1 under ‘Report on Other Legal and Regulatory Requirements’ section of our report of even date on the Standalone Financial Statements of Indian Railway Catering and Tourism Corporation Limited for the year ended March 31, 2024**

- i. a. (A) The Company has maintained proper records showing full particulars, including quantitative details and situation of Property, Plant and Equipment except for number-wise identification of these assets.
- (B) The Company has maintained proper records showing full particulars of intangible assets;
- b. According to the information and explanations given to us and on the basis of our examination of the records of the Company, the Company has a regular programme of physical verification by which all Property, Plant and Equipment are verified at the year-end which, in our opinion, is a reasonable interval having regard to the size of the company and the nature of its assets. No material discrepancies were noticed on such verification;
- c. According to the information and explanations given to us and on the basis of our examination of the records of the Company, the title deeds of immovable properties (other than immovable properties where the Company is a lessee and lease agreements are duly executed in favour of the lessee. Refer Foot-Notes below for cases where lease agreements are not executed) disclosed in the Standalone Financial Statements are held in the name of the company except for the following properties in respect of which title deeds are yet to be executed;

Description of property (1)	Gross carrying value (2)	Held in name of (3)	Whether promoter, director or relative or employee (4)	Period held (5)	Reason for not being held in name of company (6)
Land for Hotel at Village Bimeetha, khajuraho, Madhya Pradesh	₹ 66.98 Lakhs	See Reason given in Column 6 of this Table	See Reason given in Column 6 of this Table	Since 03.09.2013	Title deed yet to be executed.
Land for Hotel at Kevadia, Gujrat	₹ 1,275 Lakhs	See Reason given in Column 6 of this Table	See Reason given in Column 6 of this Table.	Since 15.10.2020	Title deed yet to be executed.

Foot-Notes for immovable properties taken on lease:

1. Residential Buildings at D/91 & D/141, Western Railway Colony, Pali Hills, Mumbai costing ₹ 325 Lakhs held since 03.10.2012 was allotted by Railways for which License agreement is yet to be executed.
2. Land allotted by Assam State Government at Jagi Road, Assam for ₹ 8.06 Lakhs for Rail Neer plant vide order dated February 17, 2017. Lease agreement is yet to be executed.
3. Land allotted by Himachal Pradesh State Government at Una for ₹ 103.81 Lakhs for Rail Neer plant on lease since October 30, 2018. Lease agreement is yet to be executed.
4. Land given by Railways since December 17, 2009 for Ambernath Rail Neer Plant (ROU ₹ 28.23 Lakhs). Renewal of Lease Agreement is pending since April 01, 2021.
5. Three residential flats costing ₹ 1,374 Lakhs near Safdarjung Railway Station occupied since November / December 2022. Lease agreement is yet to be executed with Rail Vikas Nigam Limited.
- d. According to the information and explanations given to us and on the basis of our examination of the records of the Company, the Company has not revalued its Property, Plant and Equipment (including Right of Use assets) or intangible assets or both during the year. Accordingly, clause 3(i)(d) of the Order is not applicable to the Company;
- e. According to the information and explanations given to us and on the basis of our examination of the records of the Company, there are no proceedings initiated or pending against the Company for holding any benami property under the Benami Transactions (Prohibition) Act, 1988 (45 of 1988) and rules made there under;

- ii. a. The physical verification of inventory (except finished stock at most of the Depots which was confirmed in writing by third parties) has been conducted at reasonable intervals by the management and the coverage and procedure of such verification by the management is appropriate and no discrepancies of 10% or more in the aggregate for each class of inventory were noticed;
- b. In our opinion and according to the information and explanations given to us and on the basis of our examination of the records of the Company, the Company has been sanctioned (renewed) working capital limits in excess of five crore rupees in the form of overdraft against fixed deposits receipts held with bank. Overdraft facility was not utilised during the year and we are informed that no returns or statements were required to be filed by the Company;
- iii. In our opinion and according to the information and explanations given to us and on the basis of our examination of the records of the Company, the Company has not made any investment, provided guarantee or security or granted any loans or advances in the nature of loans, secured or unsecured, to companies or firms, Limited Liability Partnerships or any other parties during the year. Accordingly, clause 3(iii) of the Order is not applicable to the Company;
- iv. In view of our observations in paragraph (iii) above in respect of loans, investments, guarantees and security, the compliance with the provisions of section 185 and 186 of the Companies Act are not applicable;
- v. The Company has not accepted any deposits or any amounts which are deemed to be deposits from the public.
- vi. According to the information and explanations given to us, the Central Government has not prescribed the maintenance of cost records under sub-section (1) of section 148 of the Companies Act, 2013 for the products manufactured by it and the services provided by it. Accordingly, clause 3(vi) of the Order is not applicable to the Company;
- vii. a. According to the information and explanations given to us and on the basis of our examination of the records of the Company, except for delays in deposit of part amounts of monthly GST & GST TDS dues aggregating to ₹ 339.05 Lakhs for the year (Previous year ₹ 4,999.97 Lakhs), delays in deposit of part amounts of monthly Income-tax TDS dues of ₹ 1.38 Lakhs and PF dues of certain employees who failed to link their Aadhaar Cards with their PF Number, the Company is generally regular in depositing undisputed statutory dues including, provident fund, income-tax, and other material statutory dues applicable to it to the appropriate authorities.
- According to the information and explanations given to us, no undisputed amounts payable in respect of GST, Income-tax, and other material statutory dues were in arrears as at March 31, 2024 for a period of more than six months from the date they became payable except for PF dues of ₹ 11.59 Lakhs in respect of those employees who failed to link their Aadhaar Card number with their PF number;
- b. According to the information and explanations given to us, the statutory dues which have not been deposited with the appropriate authorities on account of any dispute are as under:

Name of the statute	Name of the Dues	Period to which amount pertains	Forum where dispute is pending	Gross Liability (Amounts ₹ in Lakhs)	Amount Paid (Amount ₹ in Lakhs)	Net Liability (Amount ₹ in Lakhs)
Service Tax	Tax on Renting, Agent Business, catering etc.	01.04.2007 to 31.03.2012	CESTAT	10,480.19 <sup>#</sup>	-	10,480.19 <sup>#</sup>
Service Tax	Tax on Renting, Agent Business, catering etc.	2012-13 Up to June 2017	CESTAT	23.05	2.31	20.74
Service Tax	Demands on catering, tour operations, goods transportation etc.	2014-15	High Court/Tribunal Appellate Authority	56.36	4.23	52.13
Service Tax	On Sale of Package Drinking Water	2008-09 to 2012-13	CESTAT/Commissioner (Appeals)	38.57	-	38.57
Service Tax	Demand	2014-15 (2nd Half year & 2015-16	Deputy Commissioner	14.28	1.43	12.85
Service Tax	Demand	2010-11 to 2013-14	CUSTOMS, CENTRAL EXCISE AND SERVICE TAX APPELLATE TRIBUNAL	458.95	458.95	-
Service Tax	Demand Cum SCN	2017-18	Commissioner of Central tax	64.94	-	64.94



Name of the statute	Name of the Dues	Period to which amount pertains	Forum where dispute is pending	Gross Liability (Amounts ₹ in Lakhs)	Amount Paid (Amount ₹ in Lakhs)	Net Liability (Amount ₹ in Lakhs)
Service Tax	Demand	2011 to 2015	Commissioner of Central tax (Appeals)	2.95	2.95	-
VAT	Demand on Mobile Catering Services	2008-09 to June 2017	Supreme Court	8,251.01	-	8,251.01
VAT	Assessment, Interest & Penalty	2005-06 & 2008-09	Jt. Comm. of Sales Tax (Appeal)	229.83	229.83	-
VAT	ITC Denial, demand on Mobile Catering	2010-11 to 2012-13	Tribunal	161.70	80.87	80.83
VAT Bihar	Demand on Mobile Catering Services	2008-09 to 2011-12	Supreme Court	915.80	-	915.80
VAT Bihar	Demand on Mobile Catering Services	2011-12	High Court/ Tribunal Appellate Authority	73.24	-	73.24
VAT Delhi	Assessment, Interest & Penalty	2012-13	VATO, SPL OHA	77.74	-	77.74
VAT Delhi & CST	Assessment, Interest & Penalty	2009-10 to 2010-11	Special Commissioner (DVAT)	599.39	-	599.39
VAT Delhi & CST	Assessment, Interest & Penalty	2013-14 to 2015-16	DVAT OHA	427.97	2.98	424.99
VAT	Penalty	2010-11 to 2012-13	ADC	46.31	5.79	40.52
Jharkhand VAT	Demand	2010-11 to 2012-13	High Court/ Tribunal	40.03	-	40.03
Jharkhand VAT		2012-13	Appellate Authority			
VAT Kerala	Pertaining to Denial of Compounding Rate	2014-15	ACTO	47.57	-	47.57
VAT Odisha	Assessment, Interest & Penalty	2011-12 to 2013-14	Commissioner, Tribunal	64.66	4.31	60.35
VAT Odisha	Demand on Mobile Catering Services	2011-12 to 2012-13	Tribunal	82.91	13.53	69.38
VAT	Assessment, Interest & Penalty	2005-06 to 2016-17	ACTO	30.22	-	30.22
Rajasthan	& Penalty	2016-17				
VAT UP	Assessment, Interest & Penalty	2008-09	Commissioner (UPVAT)	17.08	6.83	10.25
Delhi VAT Act	Demand	2016-17	VAT - Official Hearing Authority	0.46	-	0.46
R VAT	Demand	2015-16& 2017-18	Commercial Tax Officer	5.41	5.05	0.36
TN VAT Act	Demand	2014-15	Assistant Commissioner	5.91	5.91	-
TNVAT	Demand	2015-2016 to 2017-18	Assistant commissioner (ST)	319.13	-	319.13
Delhi CST	Demand	2016-17	VAT - Official Hearing Authority	84.61	-	84.61
Delhi CST	Demand	2017-18	Special hearing authority	8.63	-	8.63
CST	Demand	2014-15 & 2015-16	Assistant commissioner (ST)	43.84	-	43.84
Income Tax	Assessment	2020-21	AO, Income Tax	25.65	-	25.65
Income Tax	Demand	2007-08 to 2022-23	TDS Authority	15.59	-	15.59
CGST Act 2021	Demand	2017-18, 2018-19 & 2019-20	Additional director general	41.34	-	41.34
CGST Act	Demand	2017-18 & 2019-20	Joint commissioner appeal -05	6.13	-	6.13
GST TS	Demand	2018-19 to 2019-20	Assistance commissioner (ST)	57.08	13.03	44.05
GST TS	Assessment	2021-22	GST Authority	50.20	-	50.20

Name of the statute	Name of the Dues	Period to which amount pertains	Forum where dispute is pending	Gross Liability (Amounts ₹ in Lakhs)	Amount Paid (Amount ₹ in Lakhs)	Net Liability (Amount ₹ in Lakhs)
GST-TS	Show Cause Notice	2017-18, 2018-19 &2019-20	Additional director general	39.46	18.49	20.97
GST OD	Demand	2018-19	CT & GST officer	0.21	-	0.21
GST ACT	Demand	2020-2021	superintendent of GST and central excise	3.47	-	3.47
GST ACT	Demand	2014-15	Kerala High Court	44.05	-	44.05
Finance Act & Central excise	Demand	2015-2017	Commissioner (Appeal II) Central Excise & GST	2.17	2.17	-
Entry Tax	Assessment, Interest & Penalty	2011-12 to 2012-13	High Court	0.90	-	0.90
GST	Show Cause Notice	2018-19	Assistant Commissioner	2.04	-	2.04
GST - Maharashtra	Show Cause Notice	2017-18	Commissioner ,Appeals	93.75	4.08	89.67
GST	Show Cause Notice	2020-21	Office of Assistant Commissioner, Telengana	30.10	12.39	17.71
GST	Show Cause Notice	2018-19	Office of deputy commissioner Telengana	167.07	-	167.01
GST	Show Cause Notice	2017-20	DGGI,Belagavi	31.06	-	31.06
GST	Demand	2017-18 to 2020-21	Additional / Joint Commissioner	15.56	1.58	13.98
GST	Demand	2017-2020	Additional Commissioner	147.76	-	147.76
GST	Show Cause Notice	2017-18	Deputy Commissioner	95.87	88	7.87
GST	Demand	2018-19	Additional Commissioner	393.03	-	393.03
<b>Total</b>				<b>23,935.23</b>	<b>964.71</b>	<b>22,970.52</b>

\* Provided ₹ 2,578.03 Lakhs in the books of account.

- viii. According to the information and explanations given to us and on the basis of our examination of the records of the Company, the Company has not surrendered or disclosed any transactions, previously unrecorded as income in the books of account, in the tax assessments under the Income-tax Act, 1961 (43 of 1961) as income during the year;
- ix. (a) According to the information and explanations given to us and on the basis of our examination of the records of the Company, except for sanction of overdraft facility from bank against fixed deposits with banks, the Company has not availed any loan or other borrowings from any other lender. The Company has not defaulted in repayment of loan or in payment of interest thereon;
- (b) According to the information and explanations given to us and on the basis of our examination of the records of the Company, the Company has not been declared a wilful defaulter by the bank;
- (c) According to the information and explanations given to us and on the basis of our examination of

the records of the Company, the Company has not obtained any term loans. Accordingly, clause 3(ix)(c) of the Order is not applicable;

- (d) According to the information and explanations given to us and on the basis of our examination of the records of the Company, we report that no funds were raised on short-term basis by the Company. Accordingly, clause 3(ix)(d) of the Order is not applicable;
- (e) According to the information and explanations given to us and on an overall examination of the balance sheet of the Company, we report that the Company has not taken any funds from any entity or person on account or to meet the obligations of its subsidiaries. Accordingly, clause 3(ix)(e) of the Order is not applicable;
- (f) According to the information and explanations given to us and on an overall examination of the balance sheet of the Company, we report that the Company has not raised loans during the year on the pledge of securities held in its subsidiaries. Accordingly, clause 3(ix)(f) of the Order is not applicable;



- x. The company has not raised any money by way of Initial Public Offer or further public offer (including debt instruments) during the year. Further, the Company has not made any preferential allotment or private placement of shares or convertible debentures during the year. Accordingly, clause 3(x)(a & b) of the Order is not applicable to the Company;
- xi. a. According to the information and explanations given to us by the Company, no fraud by the Company or any fraud on the Company has been noticed or reported during the year;
  - b. No report has been filed by us under sub-section (12) of section 143 of the Companies Act during the year in Form ADT-4 as prescribed under rule 13 of Companies (Audit and Auditors) Rules, 2014 with the Central Government;
  - c. As represented to us by the management, there are no whistle-blower complaints received by the Company during the year;
- xii. The Company is not a Nidhi company. Accordingly, provisions of paragraph 3(xii) of the Order is not applicable to the Company;
- xiii. According to the information and explanations given to us and based on our examination of the records of the Company, all transactions with the related parties are in compliance with sections 177 and 188 of Companies Act where applicable and details of such transactions have been disclosed in the Standalone Financial Statements as required by the applicable Standards on Auditing;
- xiv. a. The Company has an internal audit system commensurate with the size and nature of its business except for internal audit of Zonal and Regional offices, Tourism Office at Corporate Office and Railneer Plants which, in our opinion, needs improvements in terms of coverage of business conducted by the Company and also transaction audit including material year-end transactions needs adequate coverage to make it commensurate with the size and nature of its business;
  - b. We have considered the reports of the Internal Auditor for the year ended march 31, 2024 furnished to us;
- xv. According to the information and explanations given to us and based on our examination of the records of the Company, the Company has not entered in to any non-cash transactions with directors or persons connected with them. Accordingly, provisions of paragraph3(xv) of the Order is not applicable to the Company;
- xvi. The Company is not required to be registered under section 45-IA of the Reserve Bank of India Act, 1934 (2 of 1934). Accordingly, provisions of paragraph 3 (xvi) of the Order is not applicable to the Company;
- xvii. The Company has not incurred cash losses in the current financial year and in the immediately preceding financial year;
- xviii. There was no resignation of statutory auditors during the year. Accordingly, provisions of paragraph 3 (xviii) of the Order is not applicable to the Company;
- xix. According to the information and explanations given to us and on the basis of financial ratios, ageing and expected dates of realization of financial assets and payment of financial liabilities, other information accompanying the financial statements, our knowledge of the Board of Directors and management plans and based on our examination of the evidence supporting the assumptions, nothing has come to our attention, which causes us to believe that any material uncertainty exists as on date of audit report that the Company is not capable of meeting its liabilities existing at the balance sheet date as and when they fall within a period of one year from the balance sheet date. We further state that our reporting is based on the facts up to the date of the audit report and we neither give any guarantee nor any assurance that all liabilities falling due within a period of one year from the balance sheet, will get discharged by the Company as and when they fall due;
- xx. a. In our opinion and according to the information and explanations given to us, in respect of other than ongoing projects, there is no unspent amount which was required to be transferred to a Fund specified in Schedule VII to the Companies Act. Accordingly, clause 3 (xx) (a) of the Order is not applicable to the Company;
  - b. Amount remaining unspent, out of CSR requirements for the financial year 2023-24, under sub-section (5) of section 135 of the Act amounting to ₹ 280.36 Lakhs as on March 31, 2024 (₹ 151.27 Lakhs as on March 31, 2023) in respect of ongoing projects has been transferred to special account in compliance with the provisions of sub-section (6) of section 135 of the said Act.

**For N. K. Bhargava & Co.**

Chartered Accountants  
(Firm's Registration No. 000429N)

**Sd/-**

**(N. K. Bhargava)**

(Partner)

Membership No: 080624

Place: New Delhi

Dated: July 24, 2024

UDIN: 24080624BKEJWY4693

# “Annexure 2”

**Referred to in paragraph 2(f) under ‘Report on Other Legal and Regulatory Requirements’ section of our report of even date on the Standalone Financial Statements of Indian Railway Catering and Tourism Corporation Limited for the year ended March 31, 2024**

## **Report on the Internal Financial Controls with reference to Standalone Financial Statements under Clause (i) of Sub-section 3 of Section 143 of the Companies Act, 2013 (“the Act”)**

We have audited the internal financial controls with reference to Standalone Financial Statements of Indian Railway Catering and Tourism Corporation Limited (“the Company”) as of March 31, 2024 in conjunction with our audit of the Standalone Financial Statements of the Company for the year ended on that date.

### **1. Management’s Responsibility for Internal Financial Controls**

The Company’s management is responsible for establishing and maintaining internal financial controls based on the internal controls over financial reporting criteria established by the Company considering the essential components of internal control stated in the Guidance Note on Audit of Internal Financial Controls over financial reporting issued by the Institute of Chartered Accountants of India (ICAI). These responsibilities include the design, implementation and maintenance of adequate internal financial controls that were operating effectively for ensuring the orderly and efficient conduct of its business, including adherence to Company’s policies, the safeguarding of its assets, the prevention and detection of frauds and errors, the accuracy and completeness of the accounting records, and the timely preparation of reliable financial information, as required under the Act.

### **2. Auditors’ Responsibility**

Our responsibility is to express an opinion on the Company’s internal financial controls over financial reporting with reference to these Standalone Financial Statements based on our audit. We conducted our audit in accordance with the Guidance Note on Audit of Internal Financial Controls Over Financial Reporting (the “Guidance Note”) and the Standards on Auditing, issued by ICAI and deemed to be prescribed under section 143(10) of the Act, to the extent applicable to an audit of internal financial controls, both applicable to an audit of internal financial controls and both issued by ICAI. Those Standards and the Guidance Note require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether adequate internal financial controls with reference to these Standalone Financial Statements were established and maintained and if such controls operated effectively in all material respects.

Our audit involves performing procedures to obtain audit evidence about the adequacy of the internal financial control with reference to these Standalone Financial Statements and their operating effectiveness. Our audit of internal financial control over financial reporting with reference to the Standalone Financial Statements included obtaining an understanding of internal financial control with reference to these Standalone Financial Statements, assessing the risk that a material weakness exists, and testing and evaluating the design and operating effectiveness of internal control based on the assessed risk. The procedures selected depend on the auditor’s judgement, including the assessment of the risks of material misstatement of the Standalone Financial Statements, whether due to fraud or error.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion on the Company’s internal financial controls over financial reporting with reference to these Standalone Financial Statements.

### **3. Meaning of Internal Financial Controls with reference to Standalone Financial Statements**

A Company’s internal financial controls with reference to the Standalone Financial Statements is a process designed to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial Statements for external purposes in accordance with generally accepted

accounting principles. A Company’s internal financial controls with reference to the Standalone Financial Statements include those policies and procedures that (1) pertain to the maintenance of records that, in reasonable detail, accurately and fairly reflect the transactions and dispositions of the assets of the Company; (2) provide reasonable assurance that transactions are recorded as necessary to permit preparation of Standalone Financial Statements in accordance with generally accepted accounting principles, and that receipts and expenditures of the Company are being made only in accordance with authorizations of management and directors of the Company; and (3) provide reasonable assurance regarding prevention or timely detection of unauthorized acquisition, use, or disposition of the Company’s assets that could have a material effect on the Standalone Financial Statements.



#### **4. Inherent Limitations of Internal Financial Controls with reference to Standalone Financial Statements**

Because of the inherent limitations of internal financial controls over financial reporting with reference to the Standalone Financial Statements, including the possibility of collusion or improper management override of controls, material mis-statements due to error or fraud may occur and not be detected. Also, projections of any evaluation of the internal financial controls with reference to the Standalone Financial Statements to future periods are subject to the risk that the internal financial control with reference to the Standalone Financial Statements may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

#### **5. According to the information and explanations given to us and based on our audit, we have following observations in this regard for the year ended March 31, 2024:**

- i. Maker and checker concept, which is an important internal financial control, is generally missing i.e. not being implemented resulting in number of errors and omissions in financial and other data based on which transactions are recorded in books of account. Company needs to strengthen more professional staff. We observed: (i) internal financial controls being compromised / not implemented including maker and checker concept stated above, (ii) transactions recorded earlier / balances outstanding in books of account not being reviewed periodically by these offices.
- ii. We noted that: (a) differences exists between certain subsidiary and control ledger balances in books of account maintained in ERP where in such accounts and differences are yet to be identified and quantified respectively by the management.
- iii. Guidelines issued by the Company for obtaining balance confirmation letters from parties have been followed by offices. No balance confirmation letters were sent to Railways as the Railways maintain their books of account on cash basis. Further, response to balance confirmations sought from other parties and banks was negligible and the system and procedures

of obtaining balance confirmations at periodical intervals has not been reviewed and strengthened to ensure better response from the parties.

- iv. Manual controls are followed instead of system-based automated controls, checks and balances as the transactions executed through 3rd party applications / portals are posted manually in ERP by compiling data through Excel as the existing ERP application is not integrated with certain functions / segments of the Company.
- v. Large number of inoperative debit and credit balances exists as on March 31, 2024 including large number of legacy entries. Company started to identify, reconcile the balances. Once all the entries identified then write-off / write-back need to be done by company if necessary.

#### **6. Opinion**

In our opinion and to the best of our information and according to the explanations given to us and read with our observations stated in paragraph 5 above, the company has, in all the material respects, adequate internal financial controls with reference to the Standalone Financial Statements in place and such internal financial controls with reference to the Standalone Financial Statements were operating effectively as of March 31, 2024, based on the internal controls over financial reporting criteria established by the Company considering the components of internal control stated in the Guidance Note on Audit of Internal Financial Controls Over Financial reporting issued by ICAI.

#### **For N. K. Bhargava & Co.**

Chartered Accountants  
(Firm's Registration No. 000429N)

**Sd/-**

**(N. K. Bhargava)**

(Partner)

Membership No: 080624

Place: New Delhi

Dated: July 24, 2024

UDIN: 24080624BKEJWY4693

## “Annexure 3”

**Referred to in paragraph 2(g) under ‘Report on Other Legal and Regulatory Requirements’ section of our report of even date on the Standalone Financial Statements of Indian Railway Catering and Tourism Corporation Limited for the year ended March 31, 2024**

<b>Directions under section 143(5) of the Companies Act, 2013</b>	<b>Auditor's reply on action taken on Directions</b>
1. Whether the Company has system in place to process all the accounting transactions through IT? If yes, the implications of processing of accounting transactions outside IT system on the integrity of the accounts along with the financial implications, if any, may be stated.	<p>As per the information and explanations given to us, the Company has a system in place to process a major portion of its accounting transactions through IT. However, the existing ERP application of Oracle system is not an end-to-end integrated accounting system in view of pending implementation of certain Modules e.g. (Property, Plant and Equipment, Intangibles and Right of Use Assets, Payroll).</p> <p>Further, online train ticket booking amounts, MCDO data of tourism, E-Catering, Railneer plants data and transactions are compiled in Excel and uploaded / posted manually in Financial Accounting Module of ERP as the master data and transaction data captured in these third-party applications is not compatible with ERP application.</p> <p>Based on the audit procedures carried out and as per the information and explanations given to us, the processing of accounting transactions outside IT system have no material issues regarding integrity of the accounts.</p>
2. Whether there is restructuring of an existing loan or cases of waiver/ write off of debts/loans/interest etc. made by a lender to the company due to the company's inability to repay the loan? If yes, the financial impact may be stated.	<p>There were no cases of restructuring of an existing loan or cases of waiver/ write off of debts/loans/interest etc. by any lender to the Company during the current financial year.</p>
3. Whether funds (grants / subsidy etc.) received/receivable for specific schemes from central/state Governments or its agencies were properly accounted for/utilized as per its term and conditions? List the cases of deviation.	<p>We are informed that no such funds were received / receivable during the year ended March 31, 2024 by the Company. With regards to the government grant received in previous years, the same is being accounted for in terms of the applicable Ind AS.</p>

**For N. K. Bhargava & Co.**

Chartered Accountants

(Firm's Registration No. 000429N)

**Sd/-**

**(N. K. Bhargava)**

(Partner)

Membership No: 080624

Place: New Delhi

Dated: July 24, 2024

UDIN: 24080624BKEJWY4693



# Standalone Balance Sheet as at 31st March, 2024

Particulars	Note No.	Amount (₹ in Lakhs)	
		As at 31st March 2024	As at 31st March 2023
<b>I. ASSETS</b>			
<b>1 Non-current assets</b>			
(a) Property, Plant and Equipment	3	22,590.99	22,368.66
(b) Capital work-in-progress	4	44,251.83	3,379.07
(c) Investment Property	5	2,620.73	2,658.39
(d) Other Intangible Assets	5A	321.73	273.25
(e) Right-of-use Assets	5B	8,742.74	9,792.86
(f) Financial Assets	6		
(i) Investments	6.1	-	-
(ii) Other Financial Assets	6.2	1,617.19	94.40
(g) Deferred Tax Assets (Net)	7	14,122.28	13,054.96
(h) Other Non-Current Assets	8	1,925.97	22,072.53
		<b>96,193.46</b>	<b>73,694.11</b>
<b>2 Current assets</b>			
(a) Inventories	9	1,096.51	960.95
(b) Financial Assets	10		
(i) Trade Receivables	10.1	1,37,434.19	1,14,291.40
(ii) Cash and Cash Equivalents	10.2	69,133.87	42,884.51
(iii) Bank Balances other than (ii) above	10.3	1,57,130.73	1,50,197.23
(iv) Others	10.4	25,749.72	21,089.80
(c) Current Tax Assets (Net)	11	16,088.60	10,890.06
(d) Other Current Assets	12	1,06,283.37	94,867.81
		<b>5,12,916.99</b>	<b>4,35,181.76</b>
<b>Total Assets</b>		<b>6,09,110.45</b>	<b>5,08,875.88</b>
<b>II. EQUITY AND LIABILITIES</b>			
<b>1 Equity</b>			
(a) Equity Share Capital	13	16,000.00	16,000.00
(b) Other Equity	14	3,06,996.90	2,31,840.41
		<b>3,22,996.90</b>	<b>2,47,840.41</b>
<b>2 Liabilities</b>			
<b>(i) Non-current liabilities</b>			
(a) Financial Liabilities	15		
(i) Lease Liabilities	70	4,179.74	5,945.11
(ii) Other Financial Liabilities	15.1	5,428.56	3,743.64
(b) Provisions	16	11,609.51	10,544.37
(c) Other Non-Current Liabilities	17	1,752.46	1,665.81
		<b>22,970.27</b>	<b>21,898.93</b>
<b>(ii) Current liabilities</b>			
(a) Financial Liabilities	18		
(i) Lease Liabilities	70	1,855.31	2,471.11
(ii) Trade payables:-	18.1		
(a) Total outstanding dues of micro enterprises and small enterprises; and		9,274.74	2,483.31
(b) Total outstanding dues of creditors other than micro enterprises and small enterprises		90,466.23	82,732.16
(iii) Other Financial Liabilities	18.2	55,734.75	35,502.43
(b) Other Current Liabilities	19	1,02,771.53	11,189.73
(c) Provisions	20	3,040.72	2,757.80
(d) Current Tax Liability (Net)	21	-	-
		<b>2,63,143.28</b>	<b>2,39,136.54</b>
<b>Total Equity and Liabilities</b>		<b>6,09,110.45</b>	<b>5,08,875.88</b>

Material accounting policies and notes are an integral part of these Standalone Financial Statements 1-84

As per our Report of even date attached

For **N.K. Bhargava & Co.**

Chartered Accountants

Firm Reg. No. : 000429N

For and on behalf of :-

**Indian Railway Catering & Tourism Corporation Limited**

Sd/-

**CA N.K. Bhargava**

Partner

M.NO:-080624

Sd/-

**Sanjay Kumar Jain**

Chairman & Managing Director

DIN:- 09629741

Sd/-

**Ajit Kumar**

Director (Finance) & CFO

DIN:- 07247362

Sd/-

**Suman Kalra**

Company Secretary

M.No.FCS9199

Place : New Delhi

Date : 28th May, 2024

# Standalone Statement of Profit and Loss

for the year ended 31st March, 2024

S. No.	Particulars	Note No.	Amount (₹ in Lakhs)	
			For the year ended 31st March 2024	For the year ended 31st March 2023
I	Revenue from operations	22	4,270,178.5	3,54,147.29
II	Other Income	23	16,447.77	12,043.05
<b>III</b>	<b>Total Income (I+II)</b>		<b>4,43,465.62</b>	<b>3,66,190.34</b>
	<b>Expenses</b>			
	Cost of Materials Consumed	24	7,198.98	7,567.38
	Purchase of Stock-in-Trade	25	17,495.90	12,068.58
	Changes in Inventories of finished goods, work-in-progress and Stock-in-Trade	26	(152.71)	(132.48)
	Expenses of Catering Services	27	13,670,402	1,07,289.98
	Expenses of Tourism & Train Operations	28	55,042.28	44,235.43
	Manufacturing & Direct Expenses	29	17,462.86	14,673.70
	Employee benefit expense	30	28,904.81	24,552.41
	Finance costs	31	1,864.49	1,611.25
	Depreciation and amortization expense	32	5,721.64	5,372.96
	Impairment Loss	46	-	-
	Corporate Social Responsibility Expenses	47	1,664.80	1,253.00
	Other Expenses	33	16,077.15	15,017.17
<b>IV</b>	<b>Total Expenses (IV)</b>		<b>2,87,984.22</b>	<b>2,33,509.38</b>
<b>V</b>	<b>Profit before exceptional items and tax (III - IV)</b>		<b>1,55,481.40</b>	<b>1,32,680.96</b>
VI	Exceptional Items	33.2	(5,853.03)	2,720.00
<b>VII</b>	<b>Profit before tax (V + VI)</b>		<b>1,49,628.37</b>	<b>1,35,400.96</b>
VIII	Tax expense:			
	(1) Current tax	34	-	-
	- For the year		39,276.54	37,322.40
	- For Earlier years		303.69	1,146.50
	(2) Deferred tax		-	-
	- For the year		(1,077.65)	(2,797.54)
	- For Earlier years			(858.51)
<b>IX</b>	<b>Profit for the period from continuing operations (VII-VIII)</b>		<b>1,11,125.79</b>	<b>1,00,588.11</b>
X	Profit from discontinued operations		-	-
XI	Tax expense of discontinued operations		-	-
XII	Profit from discontinued operations (X - XI)		-	-
<b>XIII</b>	<b>Profit for the period (IX + XII)</b>		<b>1,11,125.79</b>	<b>1,00,588.11</b>
<b>XIV</b>	<b>Other Comprehensive Income</b>			
A.	(i) Items that will be reclassified to Profit or Loss		-	-
	(ii) Income Tax relating to Items that will be reclassified to Profit or Loss		-	-
B.	(i) Items that will not be reclassified to Profit or Loss		-	-
	- Remeasurement of post-employment benefit obligation	35	41.02	295.26
	(ii) Income Tax relating to Items that will not be reclassified to Profit or Loss		(10.32)	(74.32)
<b>XV</b>	<b>Other Comprehensive Income for the period</b>			
<b>XVI</b>	<b>Total Comprehensive Income for the period (XIII+XV)(Comprising Profit and Other Comprehensive Income for the period)</b>		<b>1,11,156.49</b>	<b>1,00,809.05</b>
<b>XVII</b>	<b>Earning per equity share:</b>			
	(For Continuing Operation)			
	(1) Basic (in ₹) (Face value ₹ 2 Per Share)	36	13.89	12.57
	(2) Diluted (in ₹) (Face value ₹ 2 Per Share)	36	13.89	12.57
<b>XVIII</b>	<b>Earnings Per Equity Share:</b>			
	(For Discontinuing Operation)			
	(1) Basic (in ₹) (Face value ₹ 2 Per Share)		-	-
	(2) Diluted (in ₹) (Face value ₹ 2 Per Share)		-	-
<b>XIX</b>	<b>Earnings Per Equity Share:</b>			
	(For Continuing and Discontinued Operation)			
	(1) Basic (in ₹) (Face value ₹ 2 Per Share)	36	13.89	12.57
	(2) Diluted (in ₹) (Face value ₹ 2 Per Share)	36	13.89	12.57

Material accounting policies and notes are an integral part of these Standalone Financial Statements 1-84

As per our Report of even date attached

For **N.K. Bhargava & Co.**

Chartered Accountants

Firm Reg. No. : 000429N

For and on behalf of :-

**Indian Railway Catering & Tourism Corporation Limited**

Sd/-

**CA N.K. Bhargava**

Partner

M.NO:-080624

Sd/-

**Sanjay Kumar Jain**

Chairman & Managing Director

DIN:- 09629741

Sd/-

**Ajit Kumar**

Director (Finance) & CFO

DIN:- 07247362

Place : New Delhi  
Date : 28th May, 2024

Sd/-

**Suman Kalra**

Company Secretary

M.No.FCS9199



# Standalone Statement of Cash Flow

for the Year ended 31st March, 2024

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>A. Cash Flow from Operating Activities</b>		
Profit before tax	1,49,628.37	1,35,400.96
<b>Adjustments for :-</b>		
Depreciation	5,721.64	5,372.96
Loss/(Profit) on sale of Fixed Assets	9.60	4.95
Interest Income	(11,633.79)	(7,782.49)
Dividend Income from Mutual fund	-	(205.20)
Interest Expenses on Lease Liabilities	606.05	625.00
Rental Income from Investment Property	(234.98)	(235.00)
Amortization of Capital Grant	(44.28)	(44.00)
Income from amortisation of deferred security deposits-Liability	(1,332.05)	(955.91)
Interest Income on Unwinding of Discounts on security deposits	(2.92)	(3.05)
Unwinding of discount on security deposits liability	1,258.44	876.47
Modification of lease liabilities	(238.32)	(216.86)
Unwinding of discount on security deposits assets	2.87	3.13
Excess Provision Written Back	(724.41)	(2,720.00)
Provision for Doubtful Debts	971.86	2,890.62
<b>Operating Profit before operating capital changes</b>	<b>(1)</b>	<b>1,43,988.08</b>
<b>Adjustments for :-</b>		
Decrease / (Increase) in Inventories	(135.56)	(168.16)
Decrease/ (Increase) in Trade & Other Receivables	(24,114.65)	(60,030.07)
Decrease/ (Increase) in Other Non Current Financial assets	4.76	(6.88)
Decrease/ (Increase) in Other Current Financial assets	(3,667.29)	(3,730.88)
Decrease/ (Increase) in Other Current assets	(11,415.56)	(9,854.20)
Decrease/ (Increase) in Other Non Current assets	(6.28)	(21.12)
(Decrease) / Increase in other Non current financial liability	426.49	648.27
(Decrease) / Increase in Non Current Provisions	1,106.16	508.97
(Decrease) / Increase in Other Non current liabilities	1,462.98	1,970.33
(Decrease) / Increase in trade payables	14,525.51	16,126.54
(Decrease) / Increase in Other financial liability	20,956.74	6,199.71
(Decrease) / Increase in Other Current Liability	(10,418.20)	39,500.16
(Decrease) / Increase in Current provisions	282.92	(81.78)
<b>Cash generated from operation</b>	<b>(2)</b>	<b>(8,939.11)</b>
Income Tax Paid (Net of refunds)	(1,32,996.10)	1,24,072.47
<b>Total Cash generated from Operating Activities</b>		<b>88,217.33</b>
<b>B. Cash Flow From Investing Activities</b>		<b>81,173.47</b>
Sale/Disposal of Property, Plant and Equipment's & Other intangible assets	7.73	14.93
Purchase of Property, Plant and Equipment's & Other intangible assets	(23,249.50)	(6,755.85)
Interest Received	10,658.31	6,047.03
Dividend received	-	205.20
Changes in Other Bank balances	(6,933.50)	(14,152.12)
Payment towards share application money in subsidiary	(1,500.00)	-
(Decrease) / Increase in Non-current TDRs	(24.63)	32.98
(Decrease) / Increase in current TDRs	(17.15)	(194.22)
Rental Income from Investment Property	234.98	235.00
Capital Advances given during the Year	(710.85)	(17,107.75)
<b>Net Cash used in Investing Activities</b>		<b>(21,534.61)</b>
		<b>(31,674.80)</b>

<b>Particulars</b>	<b>Amount (₹ in Lakhs)</b>	
	<b>For the year ended 31st March 2024</b>	<b>For the year ended 31st March 2023</b>
<b>C. Cash Flow From Financing Activities</b>		
Payment of principal portion of Lease Liability	(3,827.31)	(2,809.54)
Payment of interest portion of Lease Liability	(606.05)	(625.00)
Dividend Paid	(36,000.00)	(40,000.00)
<b>Net Cash generated from Financing Activities</b>	<b>(40,433.36)</b>	<b>(43,434.54)</b>
<b>Net Increase/(Decrease) in Cash and Cash Equivalents (A+B+C)</b>	<b>26,249.36</b>	<b>6,064.13</b>
Opening Cash & Cash Equivalents	42,884.51	36,820.38
<b>Closing Cash &amp; Cash Equivalents</b>	<b>69,133.87</b>	<b>42,884.51</b>
Reconciliation of Cash & Cash Equivalents		
Cash and Cash Equivalent Comprises of		
Cash on hand	8.69	10.39
Balances with banks:		
- In Current Account	62,497.43	38,449.01
- In Flexi Account	6,627.75	4,425.11
- In Fixed Deposits with original maturity of less than three months		
<b>Cash and Cash Equivalents as per Balance Sheet</b>	<b>69,133.87</b>	<b>42,884.51</b>

**Notes:-**

1. The Cash Flow Statement has been prepared under the Indirect method as prescribed in Ind AS-7 Statement of Cash Flow.
2. **Reconciliation of Liabilities arising from financing activities**

<b>Particulars</b>	<b>Amount (₹ in Lakhs)</b>	
	<b>As at 31st March, 2024</b>	<b>As at 31st March, 2023</b>
<b>Opening Balance</b>	8,416.22	10,492.13
<b>Cash flows:-</b>		
- Repayment	4,433.36	3,434.54
- Proceeds	-	-
<b>Non-Cash:-</b>		
- Interest Expense on Lease Liability	606.05	625.00
- Net Additions to right of use assets in exchange for increased lease liabilities and other adjustments	1,446.14	733.63
<b>Closing Balance</b>	<b>6,035.05</b>	<b>8,416.22</b>

As per our Report of even date attached

For **N.K. Bhargava & Co.**

Chartered Accountants

Firm Reg. No. : 000429N

**Sd/-**

**CA N.K. Bhargava**

Partner

M.NO:-080624

For and on behalf of :-

**Indian Railway Catering & Tourism Corporation Limited**

**Sd/-**

**Sanjay Kumar Jain**

Chairman & Managing Director

DIN:- 09629741

**Sd/-**

**Ajit Kumar**

Director (Finance) & CFO

DIN:- 07247362

**Sd/-**

**Suman Kalra**

Company Secretary

M.No.FCS9199

Place : New Delhi

Date : 28th May, 2024



# Standalone Statement of Changes in Equity

for the year ended 31st March, 2024

## A. Equity share capital

Particulars	Number of shares in lakhs	₹ in Lakhs
<b>Balance as at April 1, 2023 (8000 Lakh Equity shares of ₹ 2 each)</b>	8,000.00	16,000.00
<b>Changes in Equity Share Capital due to prior period errors</b>	-	-
<b>Restated balance at the April, 2023</b>	8,000.00	16,000.00
Issue of share capital during the year	-	-
	-	-
<b>Balance as at 31st March, 2024 (8000 Lakh Equity shares of ₹ 2 each)</b>	<b>8,000.00</b>	<b>16,000.00</b>

## B. Other Equity

Particulars	Amount (₹ in Lakhs)		
	General Reserve	Retained Earnings	Total
Balance at the beginning of the year i.e. 1st April, 2023	59,491.70	1,72,348.71	2,31,840.41
Impact due to prior period adjustment & Change in Accounting Policy	-	-	-
<b>Re-stated Balance at the beginning of the year</b>	<b>59,491.70</b>	<b>1,72,348.71</b>	<b>2,31,840.41</b>
Profit After Tax for the year		1,11,125.79	1,11,125.79
Other Comprehensive Income after tax for the year	-	30.70	30.70
<b>Total Comprehensive Income after tax for the year</b>	<b>-</b>	<b>1,11,156.49</b>	<b>1,11,156.49</b>
Transfer from Retained earnings	3,500.00		3,500.00
Payment of final dividend on equity shares	-	(16,000.00)	(16,000.00)
Payment of interim dividend on equity shares		(20,000.00)	(20,000.00)
Transfer to General Reserves	-	(3,500.00)	(3,500.00)
<b>Balance at the end of the year i.e. 31st March , 2024</b>	<b>62,991.70</b>	<b>2,44,005.20</b>	<b>3,06,996.90</b>

# Standalone Statement of Changes in Equity

for the year ended 31st March, 2023

## A. Equity share capital

Particulars	Number of shares in lakhs	₹ in Lakhs
<b>Balance as at April 1, 2022 (8000 Lakh Equity shares of ₹ 2 each)</b>	8,000.00	16,000.00
Changes in Equity Share Capital due to prior period errors	-	-
<b>Restated balance at the April, 2022</b>	8,000.00	16,000.00
Issue of share capital during the year	-	-
<b>Balance as at 31st March, 2023 (8000 Lakh Equity shares of ₹ 2 each)</b>	<b>8,000.00</b>	<b>16,000.00</b>

## B. Other Equity

Particulars	Amount (₹ in Lakhs)		
	General Reserve	Retained Earnings	Total
Balance at the beginning of the year i.e. 1st April, 2022	55,991.70	1,15,039.66	1,71,031.36
Impact due to prior period adjustment & Change in Accounting Policy	-	-	-
<b>Re-stated Balance at the beginning of the year</b>	<b>55,991.70</b>	<b>1,15,039.66</b>	<b>1,71,031.36</b>
Profit After Tax for the year		1,00,588.11	1,00,588.11
Other Comprehensive Income after tax for the year	-	220.94	220.94
<b>Total Comprehensive Income after tax for the year</b>	<b>-</b>	<b>1,00,809.05</b>	<b>1,00,809.05</b>
Transfer from Retained earnings	3,500.00		3,500.00
Payment of final dividend on equity shares for Financial Year 2021-22	-	(12,000.00)	(12,000.00)
Payment of interim dividend on equity shares for Financial Year 2022-23		(28,000.00)	(28,000.00)
Transfer to General Reserves	-	(3,500.00)	(3,500.00)
<b>Balance at the end of the year i.e. 31st March, 2023</b>	<b>59,491.70</b>	<b>1,72,348.71</b>	<b>2,31,840.41</b>



# Accounting Policies as per Indian Standards (Ind AS)

## Note-1:

### Corporate Information

Indian Railway Catering and Tourism Company Ltd. (hereinafter referred to as "Company") has been set up by the Ministry of Railways. It is a public limited company domiciled and was incorporated in India on September 27, 1999 with the basic purpose of hiving off entire catering and tourism activity of the railways to the new Company so as to professionalize and upgrade these services with public-private participation. Rail based Tourism in India will be the specific vehicle for achieving high growth in coordination with state agencies, tour operators, travel agents and the hospitality industry. The Company is registered under the Indian Companies Act, 1956 and the registered office of the company is located at 11th floor, B-148 Statesman House Barakhamba Road New Delhi-110001

As on 31st March, 2024, the total shareholding of Ministry of Railways, stood at 62.4%.

## Note-2:

### Basis of Preparation

#### a) Statement of Compliance

The standalone financial statements as at and for year ended March 31, 2024 have been prepared on going concern basis in accordance with Indian Accounting Standards (Ind-AS) notified under the Companies (Indian Accounting Standards) Rules 2015 as amended from time to time.

#### b) Basis of Measurement

The Company is following accrual basis of accounting under historical cost convention and for the following item that have been measured at fair value as required by relevant Ind-AS.

- Defined benefit Plan and other long term employee benefits
- Certain financial assets and liabilities measured at fair value (Refer policy on financial instrument).

#### c) Use of estimates& Judgments

The preparation of financial statements in conformity with Ind AS requires management to make judgments, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, disclosure of contingent assets and liabilities at the date of financial statements and the reported amount of income and expenses. Examples of such estimates includes estimated useful life of property, plant and equipment, employee benefit expenses,

provisions, satisfaction of performance obligation in revenue recognition etc. actual results may differ from these estimates.

Estimates and underlying assumptions are reviewed on a periodic basis. Future results could differ due to changes in these estimates and difference between the actual result and the estimates are recognized in the period in which the results are known /materialize.

- d) All financial information presented in Indian rupees and all values are rounded to the nearest lakh rupees with two decimal points except where otherwise stated.
- e) Statutory dues payable and refundable are treated as current liability and current assets due to current in nature.

#### f) Statement of Cash Flow

Statement of Cash Flow is made by using the Indirect Method, whereby profit before tax is adjusted for the effects of transactions of a non-cash nature and any deferrals or accruals of past or future cash receipts or payments. The cash flows from operating, financing and investing activities of the company are segregated.

For the purposes of the statement of cash flow, cash and cash equivalents include cash in hand, cash at banks and demand deposits with banks, net of outstanding bank overdrafts that are repayable on demand are considered part of the Company's cash management system.

The company has adopted the amendment to Ind-AS 7, which require the entities to provide disclosures that enable users of financial statements to evaluate changes in liabilities arising from financing activities, including both changes arising from cash flows and non-cash changes, suggesting inclusion of a reconciliation between the opening and closing balances in the balance sheet for liabilities arising from financing activities, to meet the disclosures requirement.

#### g) Foreign Currency

##### i. Functional and presentation currency

The standalone financial statements are presented in Indian Rupees (INR), which is functional as well as presentation currency of the company.

##### ii. Transaction and balances

Transactions in foreign currencies are recorded at the exchange rate prevailing on the date of transaction. Monetary foreign currency assets and liabilities are translated or converted with reference to the rates of exchange ruling on the date of the Balance Sheet.

# Accounting Policies as per Indian Standards (Ind AS)

Foreign exchange gains and losses resulting from the settlement of such transaction and for the translation of monetary assets and liabilities denominated in foreign currencies at year end exchange rates are recognised as profit or loss.

## **h) Property, Plant and Equipment**

- i. Property, Plant and Equipment are stated at cost of acquisition including installation charges and other related expenses if recognition criteria are met.
- ii. Cost of replacement, major inspection, repair of significant parts is capitalized if the recognition criteria are met.
- iii. In case of Computers, the cost of Operating System software procured along with Computer has been

capitalized with Computers, while regular upgrades and Annual Maintenance Charges have been treated as revenue expenditure.

- iv. Expenditure on the leased buildings for Office premises has been capitalized as Leasehold -Office Development
- v. The Luxury Tourist Train has been capitalized and shown as "Luxury Tourist Train" in Property, Plant and Equipment, refer policy on government grant for treatment of grant related to acquisition of these assets.
- vi. Upon sale of assets, cost and accumulated depreciation are eliminated from the financial statements and the resultant gains or losses are recognized in the statement of profit and loss.

## **i) Depreciation &Amortization: -**

- (a) Depreciation is provided in accordance with the life specified under Schedule II of the Companies Act, 2013 except for certain items. The Life of certain assets which has not been taken as per schedule II of the Companies Act, 2013 is as follows:-

Particulars	Useful Life
Expenditure incurred on civil work on premises located on Railway land, other than Railneer Plants, has been accounted as lease hold improvement and has been depreciated over a period of ten years.	10 Year
Residential flats constructed on railway land are on lease for a period of 30 years and the same has been depreciated over that period.	30 Year
The Company has taken land from Railways on lease basis for setting up of Railneer Plants at Nangloi, Danapur, Palur, Ambernath and Parassala. Depreciation on Buildings and Land (under Right of use assets).	Tenure of the lease as per the lease agreement or specified in demand letters. In the absence of long term lease agreement/demand letters, the tenure is taken as per the life review committee report of in-house technical experts.
Solar power Plant and Electric Substation	25 years
DG Set , Water Blowing Machine, Compressors	10 years
Air Conditioners and chillers for plant	5 years

- (b) Depreciation is calculated on a straight line basis from the date of ready to use. Depreciation is provided up to the date of sale, discard and loss of the assets during the year.
- (c) Each part of an item of Property, Plant and Equipment related to Company owned Rail Neer plants is depreciated separately if the cost of part is significant in relation to the total cost of the item and useful life of that part is different from the useful life of remaining asset which is based on the estimates & certificate of in-house technical expert. Further, for the PPP plants for which the capital supports

are provided by the Company, the estimated life for whole Civil work and plant has been estimated as 20 years and 10 years respectively by in house technical committee. Further, the Bilaspur plant was converted to a PPP (Public-Private Partnership) from a company-operated plant in January 2023. Each item of the plant has its own codal life, and these parts need to be replaced by IRCTC after the expiry of their codal life. Therefore, the life of the plant and machinery at the Bilaspur plant should be considered as per the standards for a company-owned plant, despite its conversion to a PPP plant. Additionally, the building of the Bilaspur factory built



# Accounting Policies as per Indian Standards (Ind AS)

by the Company is assessed with a life expectancy of 30 years, starting from 30.03.2017, in accordance with the earlier practices for company-owned Rail Neer plants.

- (d) Leasehold-Office developments in respect of office premises and Leasehold land (for which lease agreement exists) have been depreciated/amortized over the lease period. Expenditure incurred on civil work on premises located on Railway Land (for which no lease agreement exists) has been accounted as lease hold improvement and has been depreciated over a period of ten years. In addition to above, the life of civil infrastructure on Railway land for rail neer plants has been taken as per the life review committee report.
- (e) Depreciation methods, useful lives and residual values are reviewed at each reporting date.
- (f) Depreciation is calculated at depreciable amount, i.e. Cost less its residual value.
- (g) In respect of Residential Flats constructed on leasehold land, depreciation is charged over the period of the lease of the land.
- (h) The life as assessed by the Life review committee for different assets is as per schedule II of company act except as given below
  - 1) Land for which, IRCTC has lease agreement/allotment letter with Railway for long term i.e. More than 10 year :- life has been taken as per agreement (Parassala and Danapur) for creating the lease assets
  - 2) Land for which , IRCTC has a lease agreement/allotment letter with Railway for short term i.e. less than 10 year or no agreement signed with Railway :- Life for creating lease (ROU) has been taken 10 years from FY 2021-22 except for the land of Nangloi and Ambernath plant
    - (i) Nangloi Plant set up on Railway land:- Life has been taken as per actual agreement.
    - (ii) Ambernath plant set up on Railway land: - Life has been taken till 31.03.2026 as per the demand raised by railway for the lease for the purpose of creating ROU only due to non availability of agreement with railway as on date.

- 3) Buildings on self operated rail neer plant have the life as per company act i.e. 30 Years except
  - (i) The building built for plant on Nangloi due to uncertainty of life and its has been taken till the expiry of actual agreement with railways i.e 31.03.2024
  - (ii) The building built on Ambernath and Palur plant, where the Life of Building has been taken 10 years from the beginning of FY 2021-22 i.e. till 31.03.2031 due to non availability agreement.
  - (iii) For Building situated on Railway land for which there is a an agreement, the life of such buildings -have been taken at par with the agreement with railway.
- 4) Building and Plants & Machinery for PPP plants are being depreciated as per the Life assessed by the committee i.e. Civil construction for 20 years and P&M for 10 Years, except the bilaspur plant which is being depreciated as per the practice followed in company owned Rail neer plant
- 5) Life of Leasehold improvement and civil infrastructure situated at North Zone on Ajmeri gate side has been taken till 31.03.2024 due to renovation of station as informed by railways. Life of Assets earmarked for company owned other base kitchens i.e. leasehold improvement, P&M and other Selected office equipment has been taken till the end of FY 2024-25 i.e. till 31st March 2025
- 6) Office on Railway land where there is no agreement and offices are existed on 01.03.2019, the life has been taken as 10 year from the FY 2019-20 (initial reorganisation period /transition period) for creating ROU.
- 7) Any capital nature expenditure done on Bharat Gaurav trains – is being amortised during the lease period of trains under Bharat Gaurav scheme of Indian Railways
- 8) Any other expenditure on railway assets – i.e. being depreciated/amortised at par with the agreement with Railway and in the absence of any agreement, it will be 10 years.

# Accounting Policies as per Indian Standards (Ind AS)

The estimated useful life of assets for current and comparative period of significant items of property plant and equipment which has been taken as per schedule II of Companies Act, 2013 are as follow:

Particulars	Useful Life
Plant and Machinery	15 years
Computers	3 years
Network & Server	6 years
Air Conditioner	10 years
(Other than Railneer plant)	
Furniture	10 years
Office Equipment's	5 years
Factory Building	30 Years
Building other than Rail Neer	60 years
Plant Building	
Luxury Tourist train (Bare Shell)	15 years
Intangible Assets	4 years
Electrical Installation & Equipments	10 years

## j) Capital Work in Progress/Capital Advances: -

Capital work in progress includes the cost of property, plant and equipment (PPE) that are not yet ready for their intended use and the cost of assets not put to use before the balance Sheet date. Advances paid to acquire PPE are shown as "Capital Advances" under other "Non Current Assets"

## k) Intangible Assets: -

Intangible assets like software, licenses, web portal, tourism portal etc. are recorded at the consideration paid for acquisition and useful life of Intangible Assets has been assumed as 4 Years.

## l) Investments in Joint Arrangements and Subsidiary

Investment in equity instruments of joint ventures and subsidiary are measured at cost as per Ind AS 27- Separate Financial Statements.

## m) Investment Properties

- a) Investment Properties are stated at cost, net of accumulated depreciation and accumulated impairment losses, if any.
- b) The company depreciates building component of investment property over the estimated useful life of the assets as prescribed in property, plant and equipment.
- c) Investment properties are derecognized either when they have been disposed off or when they

are permanently withdrawn from use and no future economic benefit is expected from their disposal. Difference between the net disposal proceeds and the carrying amount of the asset is recognised in profit or loss in the period of de-recognition.

## n) Operating cycle for Current and Non Current Assets

Company has classified the assets and liabilities as current which is expected to realise within the twelve months after the reporting period and all other assets and liabilities are classified as noncurrent.

## o) Use of estimates and judgments - Provisions, Contingent Liabilities and Contingent Assets:

### A. Provisions: -

Provisions are recognized in respect of liabilities which can be measured only by using a substantial degree of estimates when:

- (a) The Company has a present obligation as a result of a past event.
- (b) Probable outflow of resources embodying economic benefits will be required to settle the obligation; and
- (c) The amount of the obligation can be reliably estimated. Reimbursement expected in respect of expenditure required to settle a provision is recognized only when it is virtually certain that the reimbursement will be received. Provisions are reviewed at each Balance Sheet date.

### Discounting of Provisions

Provision which expected to be settled beyond 12 months are measured at the present value by using pre-tax discount rate that reflects the risks specific to the liability. The increase in the provision due to the passage of time is recognized as interest expenses.

### B. Contingent Liabilities

- (a) Contingent Liabilities are disclosed in either of the following cases:
  - i. A present obligation arising from a past event, when it is not probable that an outflow of resources will be required to settle the obligation; or
  - ii. A reliable estimate of the present obligation cannot be made; or
  - iii. A possible obligation, unless the probability of outflow of resource is remote.



# Accounting Policies as per Indian Standards (Ind AS)

- (b) Contingent Liability and Provisions needed against Contingent Liability are reviewed at each Reporting date.
- (c) Contingent Liability is net of estimated provisions considering possible outflow on settlement.

## **Contingent Assets**

- (a) Contingent assets are disclosed where an inflow of economic benefits is probable.
- (b) Contingent assets are reviewed at each Reporting date.

## **p) Revenue Recognition: -**

The Company is in the business of managing catering services (both mobile and static units), Operating Departmental Catering Units, Managing Budget Hotels on Public Private Partnership basis, awarding licenses for operating Food Plazas, Static Catering stalls, Water Vending Machines, booking of Rail Tickets through Internet, Managing Rail Sampark-139 Call Centre on Public Private Partnership basis, arranging package tours through reputed tour operators, managing complete tour packages, manufacturing and distribution of Railneer-Packaged Drinking Water, Operation of private trains etc.

- a) Company Recognizes revenue from contracts with customers based on a five-step as set out in Ind AS-115:
  - (i) Identify contracts with a customer: - A contract is defined as an agreement between two or more parties that creates enforceable rights and obligations and sets out the criteria for every contract that must be met.
  - (ii) Identify performance obligations in the contract: A performance obligation is a promise in a contract with a customer to transfer a good or service to the customer.
  - (iii) Determine the transaction price: The transaction price is the amount of consideration to which the company expects to be entitled in exchange for transferring promised goods or services to a customer, excluding amounts collected on behalf of third parties.
  - (iv) Allocate the transaction price to the performance obligations in the contract: For a contract that has more than one performance obligation, the Company allocates the transaction price to each performance obligation in an amount that depicts the amount of consideration to which the

Company expects to be entitled in exchange for satisfying each performance obligation.

- (v) Recognise revenue when or as the Company satisfies a performance obligation by transferring a promised goods or services to a customer. An asset is transferred when the customer obtains control of that asset.

The Performance obligation is satisfied and recognized revenue overtime, if one of the following criteria is met:

- a) The performance does not create an asset with an alternate use and has an enforceable right to payment for performance completed to date.
- b) The performance creates or enhances an asset that the customer controls as the asset is created or enhanced.
- c) The customer simultaneously receives and consumes the benefits provided.

For performance obligations where one of the above conditions are not met, revenue is recognized at the point in time at which the performance obligation is satisfied. When performance obligation is satisfied by delivering the promised goods or services, it creates a contract based asset on the amount of consideration earned by the performance. Where the amount of consideration received from a customer exceeds the amount revenue recognized this give rise to a contract liability.

Revenue towards satisfaction of a performance obligation is measured at the amount of transaction price (net of variable consideration) allocated to that performance obligation. The transaction price of goods sold and services rendered is net of variable consideration on account of various discounts and schemes offered by the company as part of the contract.

Revenue is recognized to the extent it is probable that the economic benefits will flow and the revenue and costs if applicable can be measured reliably.

## i. Sales: -

Sales of Railneer-packaged drinking water, food and beverage items are recognized at the point in time when the goods are sold and services rendered and are recorded net of GST etc. in terms of Ind AS-115. It does not include inter-depot and inter-unit transfers.

# Accounting Policies as per Indian Standards (Ind AS)

## ii. Income from Internet Ticketing: -

- (a) Income from Service charges: Income from Service Charges is recognized on the basis of value of the service charges earned on the tickets booked by Foreign customer through Company's Web site([www.irctc.co.in](http://www.irctc.co.in)). Gross service charges earned on the sale of such tickets on accrual basis have been booked as income of the Company & Corresponding railway share is shown as expenses.
- (b) Income from Convenience Fee: Income from Convenience Fee is recognized on the basis of value of the Convenience fee earned on the tickets booked by domestic customers through Company's Web site([www.irctc.co.in](http://www.irctc.co.in)). Convenience fees earned on the sale of such tickets on accrual basis have been booked as

income of the Company & no Railway share is payable on such income.

## iii. Income from Catering Services: -

The Company has been given a mandate by Railway Board, Ministry of Railways to upgrade and professionalize catering services on trains & other locations. The Company recognizes its income from catering services as per the following policies.

- ***Income from On-board Catering Services:***

The Company is providing catering services on pre-paid trains i.e. Rajdhani, Duranto, Shatabdi, Vande Bharat, Gatiman, Tejas Trains etc. on Indian Railways network. The income is accounted on the basis of rendering catering services to passengers of Indian Railways on accrual basis.

- ***Income from Concession Fees, User Charges and License Fee: -***

The Company is receiving the income from the following: -

Sr. No.	Nature of business activity	Nature of Fee received from licensees
1.	Awarding license for providing Catering Services on pre-paid trains i.e. Rajdhani, Duranto, Shatabdi, Vande Bharat, Gatiman, Tejas Trains etc.	One time Concession Fee for the contract period (including renewal period, if any), and Variable License Fee, as applicable
2.	Providing Catering Services on trains as awarded by Railways under SBD (Standard Bid Document) agreement and handed over to the Company in terms of Catering Policy, 2017.	Fixed License Fee for the contract period.
3.	Award of license for arranging catering services on Mail/ Jan Shatabdi /Express Trains.	Fixed License Fee as per the agreement signed with the awardees.
4.	Award of license for setting up of Food Plaza and operation thereof at the Indian Railway premises	<ul style="list-style-type: none"> <li>(i) Fixed Monthly User Charges and Variable License Fee in case of contracts awarded under earlier Policy of the Company.</li> <li>(ii) Fixed Annual License Fee as per the agreement signed with the awardees.</li> </ul>
5.	Award of License for Water Vending Machines (WVM) at Railway Stations.	Fixed License fee on basis of date of commencement services of each WVMs.
6.	Award of License for other static units at Railway Stations i.e. Refreshment Rooms, Janahar, Executive Lounge, Retiring Room etc.	Fixed License Fee as per the agreement signed with the awardees from the date of commencement of the unit
7.	Award of license for Re-developing, Operation, Management and Transfer of Budget Hotels on Indian Railway premises	Fixed User Charges and License Fee as per the agreement signed with the awardees.
8.	Fine, Penalty & Interest on delayed payment if any.	Fine, Penalty & Interest on delayed payment if any is recognized on its receipt from Licensee and vendors.
9.	E-Catering services provided on trains	Variable License Fee on the value of total meals delivered to the passengers



# Accounting Policies as per Indian Standards (Ind AS)

The Income under these heads have been recognized / accounted as under:-

- **Concession fee:** Income is recognized on accrual basis (pro-rata) over the period of time as given in the Ind AS-115 relating to revenue recognition. One-time concession fee (Unexpired Concession Fee) received by the Company has been treated as income received in advance. In case the contracts for the trains are terminated on account of cancellation / withdrawal of the train by Railway Administration, income is recognized over the period, the contract was in force.
- **User charges:** User Charges payable by the Food Plazas and Budget Hotels Licensees are accounted on accrual basis till the period project was in operation.
- **License Fee:** -
  - (a) Fixed license fees received by the Company are accounted on accrual basis (pro-rata) till the period contract is in operation.
  - (b) Variable License fee is accounted on accrual basis as a fixed percentage of the catering services provided by the contractor.
  - (c) License fee is accounted on accrual basis as a fixed percentage of the projected turnover of the Budget Hotels operated by the licensees under re-develop, operate, manage and transfer basis. Where additional License Fee is to be received from the Licensee based on the actual turnover of the Licensee as per the audited accounts, the same is accounted on receipt basis.
- Income Accrued on termination of Contracts: - Recognition of income from Catering contracts terminated on account of breach of terms and conditions is made as under:
  - I. Up to the date of termination, the income is recognized in respect of concession fee over the contract

period on pro-rata basis and in case of License fee over the period the train has been in operation on pro-rata basis.

- II. Other income: Remaining balance of concession fee, License fee and Security Deposits on termination of contracts are recognized as other income accrued during the year.

## iv. Income from Package Tours: -

The Company is engaged in booking of Special Trains, Special Coach Charter and berths under value added tours for promoting the rail-based tourism and booking of Air Tickets. The Company is also engaged in booking of foreign tours on group basis. The income from special trains/Coach Charters includes Company's service charge as a fixed percentage of the fare as fixed by the Railways. In case of value added tours, the income includes fare, charges towards On-Board/Off Board Expenses and Company's service charges. The Income from Air Tickets includes service charges earned from booking of air tickets from customers.

In case of Complete Tour Packages, Buddhist Circuit Special Train, Bharat Darshan Trains and Bharat Gaurav Trains, the income includes the total amount net of GST collected from the customer.

The income is booked on accrual basis (pro-rata), based on date of journey.

## v. Income from Train Operations

Company is engaged in the operations of the trains received from the Zonal railways on haulage charge principle basis. The income from the operations of the special train includes the fare collected from the passengers fixed by the Company. The income from operations of trains is recognized over the period of time of the operations of the train as per the requirement of the Ind AS-115.

## vi. Integration Charges

One time Integration Charges payable by the Principal Service Provider to the Company for registration and integration with the Company for reserved rail e-ticketing service has been recognized over a period of 20 years.

# Accounting Policies as per Indian Standards (Ind AS)

## vii. Water vending Machines

The company is in arbitration proceeding with the Licensee for water vending machines and as per the order of the arbitration, the revenue has been recognized/accrued based on the date of commencement of each of the water vending machines as against immediate recognition of revenue on the date of commission of first WVM under a cluster arrangement with the licensee.

## viii. Interest Income from Fixed Deposits including TDRs and Dividend Income: -

Income received as Interest from fixed deposit & TDRs is recognized on accrual basis by using effective rate of interest.

Dividend income is recognized when the company's right to receive the dividend is established.

## q) Expenditure: -

Items of expenditure are recognized on accrual basis however certain expense/claims, which are not ascertainable are accounted for on their being ascertained.

### (i) Expenditure on Railneer -Packaged Drinking Water and Catering Activity: -

Expenses are accounted on accrual basis and provision is made for all known losses and Liabilities.

The expenditure on account of Railway's revenue share is booked @15% of the net profits on Company Owned plants and for PPP plants, revenue share is booked @40 of the profits for the year.

### (ii) Expenditure on Internet ticketing: -

Expenses are accounted on accrual basis and provision is made for all known losses and Liabilities

### (iii) Catering Charges Paid:

#### (a) Onboard Catering Charges:

Catering Charges paid to the Contractor are accounted for on accrual basis for catering services provided to the passengers of Indian Railways.

#### (b) Concession Fees, User Charges, License Fee : -

The Expenditure under this head has been recognized/ accounted for as per the following:-

- Concession Fee Paid:** Concession Fee payable to Indian Railways in respect of on board catering contract is recognized

on accrual basis (pro-rata) over the contract period. Payment of Railway Share on Unexpired Concession Fee to the Indian Railways has been treated as an advance. In case the contracts for the trains are terminated on account of breach of terms and conditions of the contract or cancellation / withdrawal of the train by Railway Administration, expenditure is recognized over the period, the contract was in force.

- User charges Paid:** User Charges payable to Indian Railways in respect of Food Plazas and Budget Hotels are accounted for on accrual basis till the period projects were in operation.

#### • License Fee Paid: -

License Fees payable to Indian Railways by the Company is accounted for on accrual basis (pro-rata) till the period contract are in operation on fixed percentage basis.

- Fine & Penalty payable to Indian Railways is recognized on accrual basis.

#### • Custody/Haulage Charges on Train Operations:-

- (a) Fixed yearly Charges payable to Zonal Railways by the Company is accounted for on accrual basis (pro-rata) till the trains are in operation.

- (b) Variable Haulage Charges:- Fee payable to Zonal Railways is accounted on accrual basis as a fixed rate charged for per km and per day of train operation as per the understanding with the railways on the basis of operations of trains for the year.

#### • Tourism Expenses: -

In case of complete tour packages, Buddhist Circuit Special Train and Bharat Gaurav Trains, cost of ticket, Service Charges and other On Board/off Board charges are accounted on accrual basis. In case of train operations, the Expenses incurred on account of Fixed/Variable haulage/other charges by Railways and Catering/other expenses are accounted on accrual basis.



# Accounting Policies as per Indian Standards (Ind AS)

## r) Leases: -

### Where the Company is the lessee:

- (i) The Company Recognizes a right-of-use asset and a lease liability at the lease commencement date. The right-of-use asset is initially measured at cost, which comprises the initial amount of lease liability adjusted for any lease payments made at or before the commencement date, plus any initial direct cost incurred and an estimate of costs to dismantle and remove the underlying asset or to restore the underlying asset or the site on which it is located, less any lease incentives received.
- (ii) The right-of-use asset is subsequently depreciated using the straight-line method from the commencement date to the earlier of the end of the useful life of the right-to-use-asset or the end of the lease term. The estimated useful life of the right-to-use asset is determined on the same basis as those of property, plant and equipment. In addition, the right-to-use asset is periodically reduced by impairment losses, if any, and adjusted for certain re-measurements of the lease liability.
- (iii) The lease liability is initially measured at the present value of the lease payments that are not paid at the commencement date, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, the Company's incremental borrowing rate.
- (iv) The lease liability is measured at amortized cost using the effective interest method, it is re-measured when there is a change in future lease payments from a change in an index or rate. When the lease liability is re-measured in this way, a corresponding adjustment is made to the carrying amount of the right-of-use asset, or is recorded in the profit and loss if the carrying amount of the right-of-use asset has been reduced to zero.
- (v) The Company presents right-of-use asset separately on the face of the Balance Sheet in the "Right of use assets" and lease liabilities in "other financial liabilities" in the Balance Sheet.
- (vi) Short term Lease and Leases of low value assets: The Company has elected not to recognize right-of-use asset and lease liabilities for short term leases that have lease term of 12 months or less and leases

of low value assets. The Company recognizes the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

### Where the Company is the lessor:

When the Company acts as a lessor, it determines at lease inception whether each lease is a finance lease or an operating lease. To classify each lease, the Company makes an overall assessment of whether the lease transfers substantially all the risk and rewards incidental to the ownership of the underlying asset. If this is the case, then the lease is a finance lease, if not then it is an operating lease. As part of the assessment, the Company considers certain indicators such as whether the lease is for the major part of the economic life of the asset.

The Company recognizes lease payments received under operating lease as income on a straight-line basis over the lease term as part of "Other Income".

## s) Impairment of Assets: -

Cash generating units as defined in Ind AS 36 on 'Impairment of Assets' on 'Impairment of Assets' are identified at the balance sheet date with respect to carrying amount vis-à-vis recoverable amount thereof and impairment loss, if any, is recognized in the statement of profit and loss account. Impairment loss, if need to be reversed subsequently, is accounted for in the year of reversal.

## t) Borrowing Cost: -

General and specific borrowing costs directly attributable to the acquisition, construction or production of qualifying assets, are capitalised as part of the cost of such assets till such time the assets are substantially ready for their intended use. A qualifying asset is an asset that necessarily requires a substantial period of time to get ready for its intended use. All other borrowings costs are recognized in the statement of Profit and Loss in the period in which they are incurred.

## u) Employee Benefits: -

### (a) Short Term Employee Benefits

All employee benefits payable wholly within twelve months of rendering the services are classified as short term employee benefits. Benefits such as salaries, wages, and short-term compensated absences etc. are recognized in the period in which the employee renders the related service.

# Accounting Policies as per Indian Standards (Ind AS)

## (b) Long Term Employee Benefits:

### (i) *The obligation for long-term employee benefits such as half pay leave and LTC*

- Accounted for on actuarial valuation made at the end of year.
- The actuarial gains/losses are recognized in the Statement of Profit and Loss for the year.

### (ii) *Leave Encashment*

- Company recognizes Policy taken from Life Insurance Corporation of India for Leave encashment in its balance sheet as a Right to Reimbursement Assets.
- The company recognizes the obligation of a defined benefit plan in its balance sheet as a liability and are determined by actuarial valuation, performed by an independent actuary, at the year end
- Company recognizes components of defined benefit cost in the Statement of Profit and Loss for the year.
- Company recognizes changes in the carrying amount of the right to reimbursement in the Statement of Profit and Loss for the year.
- Actuarial gains/losses are recognized in the Statement of Profit and Loss.

## (c) Post-Employment Benefits

### (i) **Defined contribution plans:** The Company makes defined contribution to the Regional Provident Fund Commissioner in respect of provident fund scheme. The contribution paid/payable under the schemes is recognized during the period in which the employee renders the related service.

### (ii) **Defined Benefit plans:** Company provides post-retirement medical benefits to employees. The entitlement to these benefits is usually conditional on the employee remaining in service up to retirement age and the completion of minimum service period. The expected costs of these benefits are accrued over the period of employment using the same accounting methodology as used for defined benefit plans.

**(iii)** Gratuity is a post-employment defined benefit plan. The liability recognized in the balance sheet is the present value of the defined benefit obligation at the balance sheet date less fair value of plan assets. The defined benefit obligation is calculated by an independent actuary using projected unit credit(PUC) method.

**(iv)** Re-measurement gains and losses arising from experience adjustments and changes in actuarial assumptions in respect of defined benefit plans are recognised in period in which they occur, directly in other comprehensive income. They are included in retained earnings in the statement of changes in equity.

**(d)** Provision/liabilities towards Foreign Service Contribution- Pension and Leave Salary are made in terms of Government Rules & Regulations for employees on deputation and charged to statement of Profit and Loss on accrual basis.

**v)** Prior period errors/items are considered material if the items of income/expenditure exceed 1% of the company's turnover of the last audited standalone financial statements. These are dealt with retrospectively by restating the comparative amounts for the period in which the error occurred. If the error occurred before the earliest period presented, the opening balances of assets, liabilities, and equity for the earliest period presented are restated. If restating the earliest period is impracticable, the comparative information is adjusted to apply the new accounting policy prospectively from the earliest practicable date.

## w) Inventories:

- (i) Inventories are valued at lower of cost and net realizable value.
- (ii) In case of raw materials, packing materials, stores, spares and consumables, the cost includes duties and taxes (net of ITC, wherever applicable) and is arrived at on FIFO basis.
- (iii) Cost of finished goods and work in process includes the cost of raw materials, packing materials, an appropriate share of fixed and variable production overheads, excise duty as applicable and other costs incurred in bringing the inventories to their present location and condition.
- (iv) PD items (traded goods) are valued at cost or NRV on FIFO basis.



# Accounting Policies as per Indian Standards (Ind AS)

## x) Taxation: -

### (a) Current Income Tax: -

- (i) Taxes including current income-tax are computed using the applicable tax rates and tax laws.
- (ii) The tax rates and tax laws used to compute the amount are those that are enacted or substantively enacted, at the reporting date in the countries where the company operates and generates taxable income.
- (iii) Current income tax assets and liabilities for current and prior periods are measured at the amount expected to be recovered from or paid to the taxation authorities. Liability for additional taxes, if any, is provided / paid as and when assessments are completed.
- (iv) Current tax related to OCI Item are recognized in Other Comprehensive Income (OCI).

### (b) Deferred Tax

The Company has accounted for deferred taxation in line with IndAS-12 "Income Taxes" issued by the Ministry of Corporate Affairs.

- i. Deferred income tax assets and liabilities are recognized for temporary differences which are computed using the tax rates and tax laws that have been enacted or substantively enacted at the reporting date.
- ii. Deferred income tax asset are recognized to the extent that it is probable that taxable profit will be available against which the deductible temporary differences, and the carry forward of unused tax credits and unused tax losses can be utilized.
- iii. The carrying amount of deferred income tax assets is reviewed at each reporting date and reduced to the extent that it is no longer probable that sufficient taxable profit will be available to allow all or part of the deferred income tax asset to be utilized.
- iv. Deferred tax related to OCI Item are recognized in Other Comprehensive Income (OCI).

## y) Earning Per Share

In determining basic earnings per share, the company considers the net profit attributable to equity shareholders. The number of shares used in computing basic earnings per share is the weighted average number of shares outstanding during the period. In determining diluted earnings per share, the net profit attributable to equity shareholders and weighted average number of shares outstanding during the period are adjusted for the effect of all dilutive potential equity shares.

## z) Grants

- i. Government grants relating to purchase of property, plant and equipment are included in liabilities as deferred income and credited to profit or loss over the systematic basis over the expected life of the related assets and presented within other income.
- ii. Grants relating to the revenue expenditure are adjusted against the related expenses. The unutilized portion of revenue and capital grant is shown as liability.
- iii. Government grant in the form of Non-monetary asset is recognized at fair value and presented in balance sheet by setting up the grant as deferred Income.

## aa) Cash & Cash Equivalents

Cash and cash equivalents comprise cash on hand, drafts/cheques on hand, bank balances, deposits with banks and short term investments, which are short-term (three months or less from the date of acquisition), highly liquid investments that are readily convertible into cash and which are subject to an insignificant risk of changes in value.

## bb) Stale Cheques

Cheques which have not been cleared within the validity period of 3 months are credited to the stale cheque account. Stale cheques related to Private parties which are more than 4 years old from the date of transfer to stale cheque and those related to Government Bodies which are more than 6 years old from the date of transfer to stale cheque and which could not be cleared in stale cheque account are credited to Miscellaneous income. For any claim arising in future, the same are debited to Miscellaneous Expenses"

# Accounting Policies as per Indian Standards (Ind AS)

## cc) Financial Instruments:-

### Initial recognition and measurement

Financial Instruments recognized at its fair value plus or minus, in the case of a financial instrument not at fair value through profit or loss, transaction costs that are directly attributable to the acquisition or issue of the financial instruments. However Financial Assets (trade receivables) that do not contain a significant financing component are measured at transaction price.

### Financial Asset at Amortized Cost

Financial assets are subsequently measured at amortised cost if these financial assets are held within a business whose objective is to hold these assets in order to collect contractual cash flows and the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding. Financial assets measured at amortised cost using effective interest rate method less impairment, if any. The EIR amortisation is included in finance income in the statement of profit and loss.

Following financial assets are measured at amortised cost:-

- (i) Security deposit
- (ii) Retention money
- (iii) Cash and cash equivalent
- (iv) Advances adjustable with other financial instrument

### Financial Assets at fair value through other comprehensive income (FVTOCI)

Financial assets are measured at fair value through other comprehensive income if these financial assets are held within a business whose objective is achieved by both collecting contractual cash flows and selling financial assets and the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

Debt instruments included within the FVTOCI category are measured initially as well as at each reporting date at fair value. Fair value movements are recognized in the other comprehensive income (OCI). However, the company recognizes interest income, impairment losses & reversals and foreign exchange gain or loss in the P&L. On de-recognition of the asset, cumulative gain or loss previously recognised in OCI is reclassified from the equity to P&L. Interest earned is recognised using the EIR method.

### Financial Assets at Fair value through Profit & Loss (FVTPL)

FVTPL is a residual category for financial Assets. Any financial assets, which does not meet the criteria for categorization as at amortized cost or as FVTOCI, is classified as at FVTPL.

In addition, the company may elect to designate financial asset, which otherwise meets amortized cost or FVTOCI criteria, as at FVTPL. If doing so reduces or eliminates a measurement or recognition inconsistency.

Financial assets included within the FVTPL category are measured at fair value with all changes recognized in the Statement of Profit and Loss.

### Financial liabilities at Amortised Cost

Financial liabilities at amortised cost represented by trade and other payables, security deposits, advances refundable and retention money are initially recognized at fair value, and subsequently carried at amortized cost using the effective interest rate method.

### Financial liabilities at Fair Value through Profit & Loss (FVTPL)

The company has not designated any financial liabilities at FVTPL.

### De-recognition

#### Financial Asset

A financial asset (or, where applicable, a part of a financial asset or part of a group of similar financial assets) is derecognized only when the contractual rights to the cash flows from the asset expires or it transfers the financial assets and substantially all risks and rewards of the ownership of the asset.

#### Financial Liability

A financial liability is derecognised when the obligation under the liability is discharged or cancelled or expires. When an existing financial liability is replaced by another from the same lender on substantially different terms, or the terms of an existing liability are substantially modified, such an exchange or modification is treated as a de-recognition of the original liability and the recognition of a new liability, and the difference in the respective carrying amounts is recognised in the statement of Profit & Loss.

### Impairment of Financial Assets

The Company recognizes loss allowances using the expected credit loss (ECL) model for the financial assets which are not fair valued through profit or loss. Loss allowance for trade receivables with no significant financing



# Accounting Policies as per Indian Standards (Ind AS)

component is measured at an amount equal to lifetime ECL. For all other financial assets, ECLs are measured at an amount equal to the 12-month ECL, unless there has been a significant increase in credit risk from initial recognition in which case those are measured at lifetime ECL. The amount of ECLs (or reversal) that is required to adjust the loss allowance at the reporting date to the amount that is required to be recognized is recognized as an impairment gain or loss in the Statement of Profit & Loss Account.

## dd) Fair Value Measurement

Company measures financial instruments at fair value at each reporting date. Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. The fair value measurement is based on the presumption that the transaction to sell the asset or transfer the liability takes place either:

- In the principal market for the asset or liability, or
- In the absence of a principal market, in the most advantageous market for the asset or liability.

The principal or the most advantageous market must be accessible to the company. The fair value of an asset or a liability is measured using the assumptions that market participants would use when pricing the asset or liability, assuming that market participants act in their economic best interest. The company uses valuation techniques that are appropriate in the circumstances and for which sufficient data are available to measure fair value, maximizing the use of relevant observable inputs and minimizing the use of unobservable inputs.

Assets and liabilities for which fair value is measured or disclosed in the financial statements are categorized within the fair value hierarchy, described as follows,

based on the lowest level input that is significant to the fair value measurement as a whole:

- Level 1— Quoted (unadjusted) market prices in active markets for identical assets or liabilities
- Level 2 — Valuation techniques for which the lowest level input that is significant to the fair value measurement is directly or indirectly observable.
- Level 3 — Valuation techniques for which the lowest level input that is significant to the fair value measurement is unobservable.

For assets and liabilities that are recognized in the financial statements on a recurring basis, the Company determines whether transfers have occurred between levels in the hierarchy by re-assessing categorization (based on the lowest level input that is significant to the fair value measurement as a whole) at the end of each reporting period.

At the reporting date, the Company analyses the movements in the values of assets and liabilities which are required to be re-measured or re-assessed as per the accounting policies. For this analysis, the Company verifies the major inputs applied in the latest valuation by agreeing the information in the valuation computation to contracts and other relevant documents.

The Company also compares the change in the fair value of each asset and liability with relevant external sources to determine whether the change is reasonable.

For the purpose of fair value disclosures, the Company has determined classes of assets and liabilities on the basis of the nature, characteristics and risks of the asset or liability and the level of the fair value hierarchy as explained above.

# Notes to Standalone Financial Statements

## Note: - 3 Property, Plant and Equipments

Particulars	Buildings				EDP Assets	Office Equipments	Furniture & Fixtures	Luxury Tourist Train	Total
	Freehold Land	Residential Flats	Factory Leasehold Improvements	Plant & Machinery					
<b>Gross Carrying Value</b>									
<b>At 01st April 2022</b>	<b>2,370.40</b>	<b>4,112.01</b>	<b>2,603.24</b>	<b>4,642.53</b>	<b>10,245.96</b>	<b>537.90</b>	<b>10,214.99</b>	<b>494.53</b>	<b>1,471.12</b>
Additions	2,235.61	394.43	28.68	301.97	722.16	415	735.28	25.23	132.08
Disposals/Adjustments	-	-	22.07	-	7.27	-	0.47	2.06	43.15
<b>At 31st March, 2023</b>	<b>4,606.01</b>	<b>4,506.44</b>	<b>2,609.85</b>	<b>4,944.50</b>	<b>10,960.85</b>	<b>542.05</b>	<b>10,949.80</b>	<b>517.70</b>	<b>1,560.05</b>
Additions	98.23	728.58	1,657.57	3.42	405.09	22.36	62.96	22.42	3,000.63
Disposals/Adjustments	-	-	10.04	5.33	76.35	8.76	31.46	4.85	136.79
<b>At 31st March, 2024</b>	<b>4,606.01</b>	<b>4,506.44</b>	<b>2,708.08</b>	<b>5,673.08</b>	<b>12,608.38</b>	<b>540.14</b>	<b>11,278.54</b>	<b>531.30</b>	<b>1,591.55</b>
<b>Accumulated Depreciation and Impairment</b>									
<b>At 01st April, 2022</b>	<b>-</b>	<b>70.06</b>	<b>1,227.78</b>	<b>1,041.59</b>	<b>4,996.64</b>	<b>367.67</b>	<b>8,109.45</b>	<b>374.56</b>	<b>1,180.61</b>
Depreciation charge for the year	-	70.43	271.48	286.97	948.19	33.72	734.63	29.63	98.08
Impairment	-	-	21.22	-	1.88	-	(1.21)	1.56	35.45
Disposals/Adjustments	-	-	140.49	1,478.04	1,328.56	5,942.95	401.39	8,845.29	402.63
<b>At 31st March, 2023</b>	<b>-</b>	<b>73.77</b>	<b>333.32</b>	<b>313.46</b>	<b>968.18</b>	<b>37.63</b>	<b>645.59</b>	<b>25.47</b>	<b>93.93</b>
Depreciation charge for the year	-	-	73.77	333.32	313.46	37.63	645.59	25.47	93.93
Impairment	-	-	-	-	-	-	-	-	-
Disposals/Adjustments	-	-	214.26	1,811.36	1,642.02	6,902.61	434.78	9,419.78	420.37
<b>At 31st March, 2024</b>	<b>-</b>	<b>214.26</b>	<b>1,811.36</b>	<b>1,642.02</b>	<b>6,902.61</b>	<b>434.78</b>	<b>9,419.78</b>	<b>420.37</b>	<b>1,313.83</b>
<b>Net Carrying Value</b>									
<b>At 31st March, 2024</b>	<b>4,606.01</b>	<b>4,292.18</b>	<b>896.72</b>	<b>4,031.06</b>	<b>5,705.77</b>	<b>105.36</b>	<b>1,855.76</b>	<b>110.93</b>	<b>277.72</b>
<b>At 31st March, 2023</b>	<b>4,606.01</b>	<b>4,365.95</b>	<b>1,131.81</b>	<b>3,615.94</b>	<b>5,017.90</b>	<b>140.66</b>	<b>2,104.51</b>	<b>115.07</b>	<b>316.81</b>
<b>At 01st April 2022</b>	<b>2,370.40</b>	<b>4,041.95</b>	<b>1,375.46</b>	<b>3,600.94</b>	<b>5,249.32</b>	<b>170.23</b>	<b>2,105.54</b>	<b>119.97</b>	<b>290.51</b>

**Note :- 3.1** During the F.Y 2009-10, the Company acquired a Pan India Luxury Tourist Train. The total cost of said train was ₹ 5,046.57 Lakhs. The Tourism Ministry had given capital subsidy of ₹ 1,237.00 Lakhs which has been recognised as deferred grant and amortised in the proportion of the depreciation.

**Note :- 3.2**

Refer Note 5B for details of Leasehold Assets (Right of Use) and Note No. 69 for title deeds of immovable properties which are yet to be executed.



# Notes to Standalone Financial Statements

## Note: - 4 Capital Work in Progress

Particulars							Amount (₹ in Lakhs)			
	Railneer Plant - Vijaywada (AP)	Railneer Plant - Bhusawal (Maharashtra)	Railneer Plant - Bhubaneswar (Orissa)	Railneer Plant - Simhadri (AP)	Budget Hotels	Training Centre at Faridabad	Railneer Plant - Kota (Rajasthan)	Corporate Office Building	Others	Total
<b>Opening balance at 01st April, 2022</b>	<b>196.14</b>	<b>510.39</b>	<b>42.00</b>	<b>436.78</b>	<b>1,390.33</b>	<b>41.32</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2,616.96</b>
Additions (subsequent expenditure)	-	165.59	373.92	198.80	120.00	471.65	98.00	-	-	10.13
Adjustments	-56.14	-675.98	-	-	56.14	-	-	-	-	-675.98
<b>Closing balance at 31st March, 2023</b>	<b>140.00</b>	<b>-</b>	<b>415.92</b>	<b>691.72</b>	<b>1,510.33</b>	<b>512.97</b>	<b>98.00</b>	<b>-</b>	<b>-</b>	<b>3,379.07</b>
Additions (subsequent expenditure)	314.86	-	35.90	8.82	354.51	920.63	413.32	40,498.53	-	42,546.57
Adjustments	-	-	-451.82	-700.54	-	-511.32	-	-	-	-10.13
<b>Closing balance at 31st March, 2024</b>	<b>454.86</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,864.84</b>	<b>1,433.60</b>	<b>-</b>	<b>40,498.53</b>	<b>-</b>	<b>44,251.83</b>

## Note:- 4.1(a) Capital Work in Progress Schedule

### CWIP ageing Schedule as on 31st March 2024

Capital Work in Progress	Amount in CWIP for a period of				Total	Amount (₹ in Lakhs)
	Less than 1 year	1-2 years	2-3 years	More than 3 years		
Projects in progress	42088.54	591.65	551.64	1020	44251.83	-
Projects temporarily suspended	-	-	-	-	-	-

### CWIP ageing Schedule as on 31st March 2023

Capital Work in Progress	Amount in CWIP for a period of				Total	Amount (₹ in Lakhs)
	Less than 1 year	1-2 years	2-3 years	More than 3 years		
Projects in progress	1272.5	962.88	805.73	337.96	3379.07	-
Projects temporarily suspended	-	-	-	-	-	-

# Notes to Standalone Financial Statements

**Note:- 4.1(b) Capital Work in Progress ageing Schedule whose completion is overdue as compared to its original plan**

**As on 31st March 2024**

<b>Capital Work in Progress</b>	<b>Amount in CWIP for a period of</b>				<b>Amount (₹ in Lakhs)</b>
	<b>Less than 1 year</b>	<b>1-2 years</b>	<b>2-3 years</b>	<b>More than 3 years</b>	
Budget Hotel - Lucknow*	1,697.69	-	-	-	1,697.69
Budget Hotel - Khajuraho**	42.50	-	-	-	42.50
Budget Hotel - Kevadia***	124.65	-	-	-	124.65
Training Centre at Faridabad***	1,433.60	-	-	-	1,433.60
Railneer Plant- Vijaywada****	454.86	-	-	-	454.86

\* Extension allowed for completion by June, 2024.

\*\* Extension allowed for completion by September, 2024.

\*\*\* Extension allowed for completion by August, 2024.

\*\*\*\* Extension allowed for completion by May, 2024.

\*\*\*\*\* Re-tendered for completion by July, 2024.

**As on 31st March 2023**

<b>Capital Work in Progress</b>	<b>Amount in CWIP for a period of</b>				<b>Amount (₹ in Lakhs)</b>
	<b>Less than 1 year</b>	<b>1-2 years</b>	<b>2-3 years</b>	<b>More than 3 years</b>	
Budget Hotel - Lucknow*	1,347.15	-	-	-	1,347.15
Railneer Plant - Simhadri	691.72	-	-	-	691.72
Railneer Plant-Bhubaneshwar	415.92	-	-	-	415.92
Railneer Plant- Vijaywada	-	140.00	-	-	140.00

\* Extension allowed for completion by December, 2023.

## **Note:- 4.1(c)**

There is no project as on 31st March, 2024 and as on 31st March, 2023 which has exceeded its cost compared to its original plans as on date.

## **Note: - 5 Investment Property**

<b>Particulars</b>	<b>Amount (₹ in Lakhs)</b>		
	<b>Land at Gurugram</b>	<b>Building at Gurugram</b>	<b>Total</b>
<b>Opening balance at 1st April, 2022</b>	<b>464.66</b>	<b>2,368.52</b>	<b>2,833.18</b>
Addition/Adjustment during the year	-	-	-
Disposal/Adjustment during the year	-	-	-
<b>Closing balance at 31st March, 2023</b>	<b>464.66</b>	<b>2,368.52</b>	<b>2,833.18</b>
Addition/Adjustment during the year	-	-	-
Disposal/Adjustment during the year	-	-	-
<b>Closing balance at 31st March, 2024</b>	<b>464.66</b>	<b>2,368.52</b>	<b>2,833.18</b>
Amortization and Impairment	-	-	-
<b>Opening balance at 1st April, 2022</b>	-	<b>137.23</b>	<b>137.23</b>
Amortization during the year	-	37.56	37.56
Disposal/Adjustment during the year	-	-	-



# Notes to Standalone Financial Statements

Particulars	Amount (₹ in Lakhs)		
	Land at Gurugram	Building at Gurugram	Total
<b>Closing balance at 31st March, 2023</b>	-	<b>174.79</b>	<b>174.79</b>
Amortization during the year		37.66	37.66
Disposal/Adjustment during the year			
<b>Closing balance at 31st March, 2024</b>	-	<b>212.45</b>	<b>212.45</b>
<b>Net Carrying Value</b>			
<b>At 31st March, 2024</b>	<b>464.66</b>	<b>2,156.07</b>	<b>2,620.73</b>
<b>At 31st March, 2023</b>	<b>464.66</b>	<b>2,193.73</b>	<b>2,658.39</b>
<b>At 01st April, 2022</b>	<b>464.66</b>	<b>2,231.29</b>	<b>2,695.95</b>

**Note:-5.1** Fair value of Investment property as on 31st March, 2024 is ₹ 8531.00 Lakhs, which has been valued on the basis of Land and Building Method by adopting prevailing market rates by a registered valuer as defined under rule 2 of Companies (Registered Valuers and Valuation) Rules, 2017.

## 5.2 Other Disclosure

Particulars	Amount (₹ in Lakhs)	
	For the year ended March 31, 2024	For the year ended March 31, 2023
<b>Amounts recognized in statement of profit and loss for investment properties</b>		
- Rental Income	234.98	235.00
Direct operating expenses of property that generated rental income	17.66	17.44
Direct operating expenses of property that did not generate rental income	-	-
Income arising from Investment properties before charging depreciation	217.32	217.56
Depreciation & amortisation	37.66	37.56
<b>Income from Investment properties (net)</b>	<b>179.66</b>	<b>180.00</b>

## Note: - 5A Other Intangible Assets

Particulars	Amount (₹ in Lakhs)		
	Softwares	Licenses	Total
<b>Opening balance at 01st April, 2022</b>	<b>1,253.90</b>	<b>70.52</b>	<b>1,324.42</b>
Addition during the year	7.44	-	7.44
Disposal/Adjustment during the year	-	-	-
<b>Closing balance at 31st March, 2023</b>	<b>1,261.34</b>	<b>70.52</b>	<b>1,331.86</b>
Addition during the year	107.07	129.86	236.93
Disposal/Adjustment during the year	-	-	-
<b>Closing balance at 31st March, 2024</b>	<b>1,368.41</b>	<b>200.38</b>	<b>1,568.79</b>
<b>Amortization and Impairment</b>			
<b>Opening balance at 01st April, 2022</b>	<b>729.65</b>	<b>58.31</b>	<b>787.96</b>
Amortization during the year	258.45	12.20	270.65
Disposal/Adjustment during the year			0.00
<b>Closing balance at 31st March, 2023</b>	<b>988.10</b>	<b>70.51</b>	<b>1,058.61</b>
Amortization during the year	186.01	2.44	188.45
Disposal/Adjustment during the year	-	-	-
<b>Closing balance at 31st March, 2024</b>	<b>1,174.11</b>	<b>72.95</b>	<b>1,247.06</b>
<b>Net Carrying Value</b>			
<b>At 31st March, 2024</b>	<b>194.30</b>	<b>127.43</b>	<b>321.73</b>
<b>At 31st March, 2023</b>	<b>273.24</b>	<b>0.01</b>	<b>273.25</b>
<b>At 01st April, 2022</b>	<b>524.25</b>	<b>12.21</b>	<b>536.46</b>

# Notes to Standalone Financial Statements

## Note 5B Right-of-use Assets

Particulars	Land	Building*	Vehicles	Amount (₹ in Lakhs) Total
<b>Gross Carrying Value</b>				
<b>Opening balance at 1st April, 2022</b>	<b>3,967.98</b>	<b>5,287.33</b>	<b>6,094.75</b>	<b>15,350.06</b>
Addition during the year	40.32	2,976.48	3,736.72	6,753.52
Disposals / adjustment during the year	584.43	736.78	3,107.84	4,429.05
<b>Closing balance at 31st March, 2023</b>	<b>3,423.87</b>	<b>7,527.03</b>	<b>6,723.63</b>	<b>17,674.53</b>
Addition during the year		1,387.91	2,479.83	3,867.74
Disposals / adjustment during the year		181.26	2,002.02	2,183.28
<b>Closing balance at 31st March, 2024</b>	<b>3,423.87</b>	<b>8,733.68</b>	<b>7,201.44</b>	<b>19,358.99</b>
<b>Depreciation and Impairment</b>				
<b>Opening balance at 1st April, 2022</b>	<b>578.96</b>	<b>2,018.89</b>	<b>2,971.04</b>	<b>5,568.88</b>
Depreciation charged during the year	136.77	913.63	1,262.39	2,312.79
Disposals / adjustment during the year	-	-	-	-
<b>Closing balance At 31st March, 2023</b>	<b>715.73</b>	<b>2,932.52</b>	<b>4,233.43</b>	<b>7,881.67</b>
Depreciation charged during the year	136.77	1,048.00	1,549.81	2,734.58
Disposals / adjustment during the year	-	-	-	-
<b>Closing balance At 31st March, 2024</b>	<b>852.50</b>	<b>3,980.52</b>	<b>5,783.24</b>	<b>10,616.25</b>
<b>Net Carrying Value</b>				
<b>At 31st March, 2024</b>	<b>2,571.37</b>	<b>4,753.16</b>	<b>1,418.20</b>	<b>8,742.74</b>
<b>At 31st March, 2023</b>	<b>2,708.14</b>	<b>4,594.51</b>	<b>2,490.20</b>	<b>9,792.86</b>
<b>At 1st April, 2022</b>	<b>3,389.02</b>	<b>3,268.44</b>	<b>3,123.71</b>	<b>9,781.18</b>

**\*Note:-** Building includes Residential flats constructed on railway land which are on lease for a period of 30 years and the same has been depreciated over that period.

## Note :- 6 Financial Assets- Non Current

### Note :- 6.1 Non-Current Investments

Particulars	As at 31st March 2024	As at 31st March 2023	Amount (₹ in Lakhs)
<b>Investments in Equity Instruments of Joint Venture</b>			
25 Lakh equity shares of ₹ 10 each of Royale Indian Rail Tours Limited	250.00	250.00	
Less: Impairment in value of Investments	(250.00)	(250.00)	
<b>Total Investments</b>	<b>-</b>	<b>-</b>	

### Note :- 6.1 A Other disclosures : Non Current Investments

Particulars	As at 31st March 2024	As at 31st March 2023	Amount (₹ in Lakhs)
Aggregate Amount of unquoted investments	250.00	250.00	
Aggregate Amount of impairment in the value of investments	(250.00)	(250.00)	
<b>Aggregate Fair Value of investments</b>	<b>-</b>	<b>-</b>	

Refer to Note 37.2 (ii) , 44.4 & 45



# Notes to Standalone Financial Statements

## Note :- 6.2 Other Non Current Financial Assets

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
a) Term deposits, held as margin money against Bank guarantee or other commitments	116.38	91.75
<b>Unsecured, Considered Good</b>		
b) Security Deposits	0.81	2.65
c) Share application money pending allotment with Subsidiary Company*	1,500.00	-
<b>Total</b>	<b>1,617.19</b>	<b>94.40</b>

\* The shares have been allotted on 8th April, 2024

## Note: - 7 Deferred Tax

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
<b>A. Deferred Tax Liabilities</b>		
Property, Plant and Equipment	189.42	302.06
<b>Total of Deferred Tax Liabilities</b>	<b>189.42</b>	<b>302.06</b>
<b>B. Deferred Tax Assets</b>		
Employee Benefit	3,579.35	3,298.60
Doubtful debts	3,749.44	3,504.86
Statutory liabilities (u/s 43B)	5,232.44	4,854.89
Investments	62.93	62.93
Lease Liability (Net of ROU)	177.96	219.63
Deferred Revenue	954.87	919.95
Provision for Claims/Damages	554.71	496.16
<b>Total of Deferred Tax Assets</b>	<b>14,311.70</b>	<b>13,357.02</b>
<b>Deferred Tax Assets Net</b>	<b>14,122.28</b>	<b>13,054.96</b>

## Movement in Deferred Tax Asset/(Liability)

Particulars	Property, Plant and Equipment	Employee Benefit	Doubtful debts	Statutory liabilities (u/s 43B)	Investments	Lease Liability (Net of ROU)	Deferred Revenue	Provisions for Claims/ Damages	Amount (₹ in Lakhs)	
									Total	
<b>Opening balance as at 1st April 2022</b>	<b>(566.65)</b>	<b>1,553.80</b>	<b>2,794.04</b>	<b>4,034.77</b>	<b>62.93</b>	<b>303.16</b>	<b>762.17</b>	<b>529.00</b>	<b>9,473.22</b>	
<b>(Refer Note no.52 &amp; 84)</b>										
Charged/(credited) for the year (Refer Note no.52 & 84)										
To Profit & Loss	264.59	1,819.12	710.82	820.12	-	(83.53)	157.78	(32.84)	3,656.06	
To other	-	(74.32)	-	-	-	-	-	-	(74.32)	
comprehensive income										
<b>Closing balance as at 31st March 2023</b>	<b>(302.06)</b>	<b>3,298.60</b>	<b>3,504.86</b>	<b>4,854.89</b>	<b>62.93</b>	<b>219.63</b>	<b>919.95</b>	<b>496.16</b>	<b>13,054.96</b>	

# Notes to Standalone Financial Statements

Particulars	Amount (₹ in Lakhs)								
	Property, Plant and Equipment	Employee Benefit	Doubtful debts	Statutory liabilities (u/s 43B)	Investments	Lease Liability (Net of ROU)	Deferred Revenue	Provisions for Claims/ Damages	Total
Charged/(credited) for the year									
To Profit & Loss	112.64	291.07	244.58	377.55	-	(41.67)	34.92	58.56	1,077.65
To other comprehensive income	-	(10.32)	-	-	-	-	-	-	(10.32)
<b>Closing balance as at 31st March 2024</b>	<b>(189.42)</b>	<b>3,579.35</b>	<b>3,749.44</b>	<b>5,232.44</b>	<b>62.93</b>	<b>177.96</b>	<b>954.87</b>	<b>554.71</b>	<b>14,122.28</b>

## Note :- 8 Other Non-Current Assets

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
<b>a) Capital Advances</b>		
Capital Advance to Indian Railways for Construction of Flats	635.98	635.98
Capital Advance for Purchase of Flats from Air India	94.49	90.32
Capital Advance for Purchase/Interiors of Office Space at New Delhi	706.68	20,851.84
Capital Advance for Kitchen Equipments for Bharat Gaurav Trains	-	8.98
<b>b) Others</b>		
Deposits with Govt. Authorities	488.65	485.18
Fair Value adjustment on Security Deposits Made*	0.17	0.23
<b>Total</b>	<b>1,925.97</b>	<b>22,072.53</b>

\* It represents unamortised portion of the difference between the fair value of financial assets on initial recognition and expenditure incurred.

## Note :- 9 Inventories

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Raw Material	483.41	500.56
Finished Goods	602.18	449.56
Trading Goods-Packed (PD) items	10.92	10.83
<b>Total</b>	<b>1,096.51</b>	<b>960.95</b>

## Note :- 10 Financial Assets

### Note :- 10.1 Trade Receivables

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Considered Good - Secured	-	-
Considered Good - Unsecured	1,36,184.14	1,12,348.49
Trade Receivables which have significant increase in credit risk	382.51	1,524.06
Trade Receivables-credit impaired	15,377.80	14,343.61
Less: Allowance for Doubtful Debts	(14,510.26)	(13,924.76)
<b>Total Trade receivables</b>	<b>1,37,434.19</b>	<b>1,14,291.40</b>

Refer to Note 58



# Notes to Standalone Financial Statements

## Note 10.2 : Cash and Cash equivalent

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Cash on hand	8.69	10.39
Balances with banks:		
– In Current Account	62,497.43	38,449.01
– In Flexi Current Account	6,627.75	4,425.11
<b>Total</b>	<b>69,133.87</b>	<b>42,884.51</b>

## Note 10.3 : Bank Balances other than Cash and Cash Equivalents

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
– Deposits with original maturity of more than 3 months and maturing within 1 year (Refer note no.48)	1,47,500.00	1,49,227.89
– Restricted Balance with scheduled Banks		
Unpaid Dividend Accounts	83.26	46.20
CSR Unspent Accounts	75.98	53.60
Deposits with original maturity of more than 3 months and maturing within 1 year (Refer Note 10.3.1)	9,471.49	869.54
<b>Total</b>	<b>1,57,130.73</b>	<b>1,50,197.23</b>

Note 10.3.1: Fixed Deposit of ₹ 9,471.49 lakhs represents TDRs held as margin money against Bank guarantee or other commitments

Note 10.3.2: Balance in CSR unspent account includes ₹ 73.80 Lakhs for Financial Year 2022-23 and ₹ 2.18 Lakhs for Financial Year 2020-21. Unspent bank balance of ₹ 73.80 Lakhs for Financial Year 2022-23 includes ₹ 0.08 lakhs towards TDS deposited by the Company from other bank account which is to be transferred from CSR unspent account to general banking account of company.

## Note 10.4 Other Current Financial Assets

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
<b>Unsecured, Considered Good</b>		
Security Deposits	1280.08	1182.97
Term deposits, held as margin money against Bank guarantee or other commitments	225.46	208.31
Interest Accrued but not due on Term & Fixed deposits	5,832.36	4,856.88
<b>Right to Reimburse assets</b>		
New Group Leave Encashment Plan From LIC of India	5989.27	5257.44
Other Receivables	12,422.55	9,584.20
<b>Total</b>	<b>25,749.72</b>	<b>21,089.80</b>

## Note :- 11 Current Tax Assets

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Income Tax Refunds	11,675.45	5,836.75
Advance tax & TDS ((Net of Provision for tax of ₹ 39276.54 Lakh as on 31st March, 2024 and ₹ 37322.40 lakhs as at 31st March, 2023)	4,413.15	5,053.31
<b>Total</b>	<b>16,088.60</b>	<b>10,890.06</b>

# Notes to Standalone Financial Statements

## Note :- 12 Other Current Assets

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
<b>Advances other than Capital Advances</b>		
Other Advances	7,721.06	5,365.53
Less: Provision for Doubtful advances	(535.25)	(149.03)
Balance with Govt. Authorities	4,649.85	6,023.49
Other Deposits with Railways	91,852.97	79,406.60
<b>Others</b>		
Prepaid Expenses	2,594.68	4,218.35
Fair Value adjustment on Security Deposits Made*	0.06	2.87
<b>Total</b>	<b>1,06,283.37</b>	<b>94,867.81</b>

\* It represents unamortised portion of the difference between the fair value of financial assets on initial recognition and expenditure incurred.

## Note : - 13 Equity Share capital

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
<b>Authorised share capital</b>		
12500 Lakh Equity shares of ₹ 2 each	25,000.00	25,000.00
(As at 31 March 2023 - 12500 Lakh Equity shares of ₹ 2 each)	<b>25,000.00</b>	<b>25,000.00</b>
Issued/Subscribed and Paid up Capital		
8000 Lakh Equity shares of ₹ 2 each	16,000.00	16,000.00
(As at 31 March 2023 - 8000 Lakh Equity shares of ₹ 2 each)	<b>16,000.00</b>	<b>16,000.00</b>

### Note 13.1 Reconciliation of the number of equity shares and share capital

Particulars	As at 31st March, 2024		As at 31st March, 2023	
	No. of shares in lakhs	Amt (₹ in Lakhs)	No. of shares in lakhs	Amt (₹ in Lakhs)
Issued/Subscribed and Paid up equity Capital outstanding at the beginning of the year	8,000.00	16,000.00	8,000.00	16,000.00
Add: Shares Issued during the year	-	-	-	-
<b>Issued/Subscribed and Paid up equity Capital outstanding at the end of the year</b>	<b>8,000.00</b>	<b>16,000.00</b>	<b>8,000.00</b>	<b>16,000.00</b>

### Note 13.2 Rights, Preference and restrictions attached to shares

The Company has one class of Equity Shares having at par value of ₹ 2 per share (as at 31st March, 2023 ₹ 2/- each). Each Shareholder is eligible for one vote per share held. The dividend proposed by the Board of Directors is subject to the approval of the shareholders in the ensuing Annual General Meeting, except in case of interim dividend. The Company has no Preference Shares, thus, in the event of liquidation, the equity shareholders are eligible to receive the remaining assets of the Company.

### Note 13.3 Details of Shares held by shareholders holding more than 5% of the aggregate shares in the company

Particulars	As at 31st March, 2024		As at 31st March, 2023	
	No. of shares in lakhs	% of holding	No. of shares in lakhs	% of holding
<b>Equity shares</b>				
The President of India represented through Ministry of Railway, Govt. of India	4,992.00	62.40%	4,992.00	62.40%
Life Insurance Corporation of India	736.19	9.20%	674.13	8.43%
<b>Total</b>	<b>5,728.19</b>	<b>71.60%</b>	<b>5,666.13</b>	<b>70.83%</b>



# Notes to Standalone Financial Statements

## Note 13.4 Shareholding of Promoters

Shares held by promoters at the end of the year (2023-24)			
Promoter name	No. of Shares of ₹ 2/- each (In Lakhs)	% of total shares	% Change during the year
The President of India represented through Ministry of Railway, Govt. of India	4,992.00	62.40%	-
<b>Total</b>	<b>4,992.00</b>	<b>62.40%</b>	

Shares held by promoters at the end of the year (2022-23)			
Promoter name	No. of Shares of ₹ 2/- each (In Lakhs)	% of total shares	% Change during the year
The President of India represented through Ministry of Railway, Govt. of India	4,992.00	62.40%	-
<b>Total</b>	<b>4,992.00</b>	<b>62.40%</b>	

## Note 13.5 Aggregate no. of equity shares issued as fully paid by way of bonus during the period of five years immediately preceding the reporting date

Particulars	As at 31st March 2024	As at 31st March 2023	As at 31st March 2022	As at 31st March 2021	As at 31st March 2020	As at 31st March 2019
	Nos. in Lakhs					
Equity shares issued as bonus	-	-	-	-	-	1,200.00
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,200.00</b>

## Note : - 14 Other Equity

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
General Reserve	62,991.70	59,491.70
Retained Earnings	2,44,005.20	1,72,348.71
<b>Total</b>	<b>3,06,996.90</b>	<b>2,31,840.41</b>

## Note 14.1 General Reserve

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Opening Balance	59,491.70	55,991.70
Add: Transfer from Retained Earnings	3,500.00	3,500.00
<b>Closing Balance</b>	<b>62,991.70</b>	<b>59,491.70</b>

## Note 14.2 Retained Earnings

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Opening Balance	172,348.71	1,15,039.66
Add : Impact due to prior period adjustment & Change in Accounting Policy	-	-
Add: Profit during the period transferred from statement of profit & loss	1,11,125.79	1,00,588.11
Other comprehensive income arising from remeasurement of defined benefit obligation net of income tax	30.70	220.94

# Notes to Standalone Financial Statements

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Payment of final dividend on equity shares	(16,000.00)	(12,000.00)
Payment of interim dividend on equity shares	(20,000.00)	(28,000.00)
Transferred to General Reserve	(3,500.00)	(3,500.00)
<b>Closing Balance</b>	<b>2,44,005.20</b>	<b>1,72,348.71</b>

## Distributions Made and Proposed

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
<b>Cash dividend on Equity shares declared and paid</b>		
Final Dividend paid during the period : ₹ 2.00 per share of face value of ₹ 2/- each (31st March, 2023: ₹ 1.50 per share of face value of ₹ 2/- each)	16,000.00	12,000.00
Interim Dividend paid during the year ₹ 2.50 per share of face value of ₹ 2/- each (31st March, 2023 - ₹ 3.50 per share of face value of ₹ 2/- each)	20,000.00	28,000.00
	<b>36,000.00</b>	<b>40,000.00</b>
<b>Proposed Dividend on Equity shares*</b>		
Proposed Dividend for the period : ₹ 4/- Per Share of face value of ₹ 2/- each (31st March, 2023 - ₹ 2.00 Per Share of face value of ₹ 2/- each)	32,000.00	16,000.00
	<b>32,000.00</b>	<b>16,000.00</b>

\*The proposed dividend on equity shares is subject to approval by shareholders at the ensuing Annual General Meeting and has not been recognised as a liability as at 31st March 2024.

## Note 15 :- Financial Liabilities- Non Current

### Note 15.1 Others

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Security Deposits	5,428.56	3,743.64
<b>Total</b>	<b>5,428.56</b>	<b>3,743.64</b>

## Note :- 16 Provisions- Non Current

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Provision for Employee Benefits		
Retirement Benefits ((Refer note 20, 37.1 & 42)	11,609.51	10,544.37
<b>Total</b>	<b>11,609.51</b>	<b>10,544.37</b>

## Note :- 17 Other Non Current Liabilities

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Deferred Grant	39.43	83.84
Deferred portion of Security Deposits*	1,687.96	1,474.81
Advances received	25.07	107.16
<b>Total</b>	<b>1,752.46</b>	<b>1,665.81</b>

\* It represents unamortized portion of the difference between the fair value of financial liability on initial recognition and expenditure incurred.



# Notes to Standalone Financial Statements

## Note :- 18 Financial Liabilities- Current

### Note 18.1 Trade Payable

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
(a) total outstanding dues of micro enterprises and small enterprises	9274.74	2483.31
(b) total outstanding dues of creditors other than micro enterprises and small enterprises		
For Goods	2,450.69	2,030.18
For Services	88,015.54	80,701.98
<b>Total</b>	<b>99,740.97</b>	<b>85,215.47</b>

### Disclosure as per the requirement under MSME Act:-

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
1. The principal amount and the interest due thereon remaining unpaid to any supplier as at the end of each accounting year:		
Principal amount due to micro and small enterprises	9274.74	2483.31
Interest due on above*	-	-
2. The amount of interest paid by the buyer in terms of Section 16 of the MSMED Act 2006 along with the amounts of the payment made to the supplier beyond the appointed day during each accounting year	-	-
3. The amount of interest due and payable for the period of delay in making payment (which have been paid but beyond the appointed day during the year) but without adding the interest specified under the MSMED Act 2006	-	-
4. The amount of interest accrued and remaining unpaid at the end of each accounting year	-	-
5. The amount of further interest remaining due and payable even in the succeeding years, until such date when the interest dues as above are actually paid to the small enterprise for the purpose of disallowance as a deductible expenditure under Section 23 of the MSMED Act 2006	-	-

### Trade Payables aging schedule as on 31st March 2024

Particulars	Outstanding for following periods from due date of payment				Total
	Less than 1 year	1-2 years	2-3 years	More than 3 years	
(i) MSME	8,660.80	146.61	2.21	15.94	8,825.56
(ii) Others	43,081.20	10,698.09	5,313.09	18,394.47	77,486.85
(iii) Disputed dues – MSME	279.16	24.35	-	145.67	449.18
(iv) Disputed dues - Others	256.59	329.74	158.50	355.43	1,100.26
(v) Unbilled	5,073.19	604.39	316.62	5,884.92	11,879.12
<b>Total</b>	<b>57,350.94</b>	<b>11,803.18</b>	<b>5,790.42</b>	<b>24,796.43</b>	<b>99,740.97</b>

### Trade Payables aging schedule as on 31st March 2023

Particulars	Outstanding for following periods from due date of payment				Total
	Less than 1 year	1-2 years	2-3 years	More than 3 years	
(i) MSME	2,447.98	-	-	-	2,447.98
(ii) Others	43,625.10	8,529.80	4,250.91	18,604.74	75,010.55
(iii) Disputed dues – MSME	30.73	-	3.97	0.63	35.33
(iv) Disputed dues - Others	3.00	-	0.02	73.16	76.18
(v) Unbilled	771.04	112.64	9.64	6,752.11	7,645.43
<b>Total</b>	<b>46,877.85</b>	<b>8,642.44</b>	<b>4,264.54</b>	<b>25,430.64</b>	<b>85,215.47</b>

# Notes to Standalone Financial Statements

## Note 18.2 Other Financial Liabilities

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Security Deposits	13,755.14	9,847.23
Earnest Money deposit	14,564.69	5,598.68
Refundable for Internet Ticketing	12,755.24	8,853.35
Payable towards Others-Expenses Provisions	10,728.71	7,309.26
Lease Rent advance	1,741.50	1,741.50
Advance Refundable(state teertha)	2,106.21	2,106.21
Unpaid Dividend	83.26	46.20
<b>Total</b>	<b>55,734.75</b>	<b>35,502.43</b>

## Note :- 19 Other Current Liabilities

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
<b>a) Contract Liability</b>		
Unexpired concession fee	182.65	172.66
Unexpired User Charges	6.35	7.38
Unexpired Licenc fee	27,105.15	30,609.92
Advances received	11,191.76	10,162.37
	<b>38,485.91</b>	<b>40,952.33</b>
<b>b) Others</b>		
Rolling Deposits	46,711.13	50,620.67
Provision for VAT (Net of service tax) (Refer note no.37.2 (iii))	8,251.01	8,251.01
Provision for Service Tax	2,578.03	2,578.03
Deferred portion of Security Deposits	331.24	1,072.31
Statutory Dues	6,369.93	9,671.22
Deferred Grant	44.28	44.16
<b>Total</b>	<b>1,02,771.53</b>	<b>1,13,189.73</b>

\* It represents unamortized portion of the difference between the fair value of financial liability on initial recognition and expenditure incurred.

## Note :- 20 Provisions- Current

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Provision for Employee Benefits (Refer note 16, 37.1 & 42)	836.85	786.58
Provision for Claims & Damages (Refer note 37.1)	2,203.87	1,971.22
<b>Total</b>	<b>3,040.72</b>	<b>2,757.80</b>

## Note :- 21 Current Tax Liability

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Current Tax Liabilities ( Net of Advance Tax and TDS)	-	-
<b>Total</b>	<b>-</b>	<b>-</b>



# Notes to Standalone Financial Statements

## Note: - 22 Revenue from operations

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>A. Sale of Products</b>		
Railneer (Packaged Drinking Water)	31,940.57	29,503.21
Catering		
– Sale of Food & Beverages	5,678.93	2,099.23
Non-Railway Business		
– Income from Catering	1,203.88	670.64
<b>Total—Sale of Product</b>	<b>38,823.38</b>	<b>32,273.08</b>
<b>B. Sale of Services</b>		
<b>i) Internet Ticketing</b>		
Service Charges Earned—IR Tickets	55.82	25.78
Convenience Fee	86,220.20	80,196.71
Income From License Fee—Call Centre	6.85	21.01
Income from Advertisement/SBI CO-Branded Cards & Loyalty Cards	18,301.84	15,294.71
Income From Fees from IATA/RTSA/Internet Cafe, etc.	24,945.89	24,265.21
	(a)	
	<b>1,29,530.60</b>	<b>1,19,803.42</b>
<b>ii) Income From Catering Services</b>		
Income from Catering & Comprehensive Services provided Income from On Board Catering & Other Services- Rajdhani/Shatabdi/Premium trains/Astha Special Trains	1,00,849.21	80,002.88
Income from Concession Fee, License Fee etc.		
Income from Concession Fee	10,490.55	2,349.91
Income from License Fee	67,967.76	55,170.67
Income from User Charges-Food Plaza	4.61	7.08
Income from License Fee-Food Plaza	8,524.13	7,348.25
	(b)	
	<b>1,87,836.26</b>	<b>1,44,878.79</b>
<b>iii) Tourism &amp; Train Operations</b>		
Tourism & Train Operation	47,030.78	35,131.95
Income from State Teertha	15,179.74	15,377.83
Income from User Charges-Rail Yatri Niwas	92.20	118.30
Income from License Fee-Rail Yatri Niwas	1,198.77	432.71
Maharaja Express-Revenue	6,600.66	5,537.63
	(c)	
	<b>70,102.15</b>	<b>56,598.42</b>
<b>iv) Railneer</b>		
License Fee - Railneer (Refer Note No.51 (a))	683.72	522.70
	(d)	
	<b>683.72</b>	<b>522.70</b>
<b>Total—Sale of Services</b>	<b>(a+b+c+d)</b>	<b>3,88,152.73</b>
<b>C. Other Operating Revenues</b>		
Scrap Sale—Rail Neer	41.74	70.88
<b>Revenue from Operation (Gross)</b>	<b>4,27,017.85</b>	<b>3,54,147.29</b>

# Notes to Standalone Financial Statements

## Note :- 23 Other Income

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>Interest Income</b>		
Interest Income on FDR's & TDR's (Gross)	11,633.79	7,782.49
Interest Income - Others	403.58	351.15
Dividend Income from Mutual fund	-	205.20
	(a) <b>12,037.37</b>	<b>8,338.84</b>
<b>Other Non-Operating Income</b>		
Countermanding Charges & Security Deposit Forfeited	254.55	49.40
Income Accrued on Termination of Contracts	94.53	167.51
Sale of Tender Forms	6.73	3.25
Profit on foreign exchange fluctuation	-	15.93
Amortization of Capital Grant	44.28	44.00
Income from amortisation of deferred security deposits-Liability	1,332.05	955.91
Interest Income on Unwinding of Discounts on security deposits	2.92	3.05
Contractual Fines & Penalties received	1,709.00	1,553.47
Rental Income from Investment Property	234.98	235.00
Miscellaneous Income	731.36	676.69
	(b) <b>4,410.40</b>	<b>3,704.21</b>
<b>Total</b>	<b>(a+b)</b> <b>16,447.77</b>	<b>12,043.05</b>

## Note :- 24 Cost of Material Consumed

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>Railneer (Packaged Drinking Water)</b>		
Opening Stock	484.68	453.85
Add: Purchases And Expenses	6,232.07	7,095.34
	<b>6,716.75</b>	<b>7,549.19</b>
Less: Closing Stock	466.41	484.68
	(a) <b>6,250.34</b>	<b>7,064.51</b>
<b>CATERING</b>		
Opening Stock	15.88	11.03
Add: Purchases And Expenses	949.76	507.72
	<b>965.64</b>	<b>518.75</b>
Less: Closing Stock	17.00	15.88
	(b) <b>948.64</b>	<b>502.87</b>
<b>Total</b>	<b>(a+b)</b> <b>7,198.98</b>	<b>7,567.38</b>

## Note :- 25 Purchase of Stock-in-Trade

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
Purchase of PD/Cooked food items for resale	5,233.04	1,913.82
Purchase – Non-Railway Catering	652.51	270.33
Purchase - Railneer (PPP)	11,610.35	9,884.43
<b>Total</b>	<b>17,495.90</b>	<b>12,068.58</b>



# Notes to Standalone Financial Statements

## Note :- 26 Changes in Inventories of Finished Goods, Work in Progress & Stock in Trade

### RAILNEER (Packaged Drinking Water)

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>Opening Stock</b>		
Finished Goods	449.56	310.58
	<b>449.56</b>	<b>310.58</b>
<b>Closing Stock</b>		
Finished Goods	602.18	449.56
	<b>602.18</b>	<b>449.56</b>
(Increase)/Decrease	(152.62)	(138.98)
<b>DEPARTMENTAL CATERING</b>		
<b>Opening Stock</b>		
Finished Goods	-	0.07
PD Items	2.09	3.33
	<b>2.09</b>	<b>3.40</b>
<b>Closing Stock</b>		
Finished Goods	-	-
PD Items	1.42	2.09
	<b>1.42</b>	<b>2.09</b>
(Increase)/Decrease	0.67	1.31
<b>Luxury Tourist Trains</b>		
<b>Opening Stock</b>		
Finished Goods	8.74	13.93
<b>Closing Stock</b>		
Finished Goods	9.50	8.74
(Increase)/Decrease	(0.76)	5.19
(Increase)/Decrease in Finished Goods	(152.71)	(132.48)

## Note :- 27 Expenses of Licensee Catering Services

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>Expenses of Catering &amp; Comprehensive Services Provided</b>		
On Board Catering & Other Charges - Rajdhani & Shatabdi/Premium trains/Astha Special Trains	99,028.04	79,033.62
	<b>99,028.04</b>	<b>79,033.62</b>
<b>Expense of Concession Fee, License Fee etc.</b>		
Concession Fee	4,209.34	939.96
License Fee	29,994.32	24,303.29
User Charges - Food Plaza	1.84	2.83
License Fee - Food Plaza	3,379.28	2,939.30
Other Direct Expenses	91.20	70.98
	<b>37,675.98</b>	<b>28,256.36</b>
	<b>1,36,704.02</b>	<b>1,07,289.98</b>

# Notes to Standalone Financial Statements

## Note :- 28 Expenses of Tourism & Train Operations

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
Tourism & Train Operation	36,018.67	25,752.18
Expenses of State Teertha	11,849.82	12,238.26
License Fee - Rail Yatri Niwas	479.51	173.09
User Charges - Rail Yatri Niwas	36.88	47.32
Maintenance & Other Charges	1,874.88	1,558.75
Expenses of Luxury Tourist Trains	4,782.52	4,465.83
	<b>55,042.28</b>	<b>44,235.43</b>

## Note :- 29 Manufacturing & Direct Expenses

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>Rail Near (Packaged Drinking Water)</b>		
- Operation & Maintenance Charges	1,580.73	1,610.80
- License Fee - Land & Marking	22.81	12.92
- Power & Fuel	1,061.28	1,104.20
- Repair & Maintenance - Plant & Machinery	315	5.89
- Railway Share - Railneer	772.58	546.60
- Repair & Maintenance - Others	27.77	11.73
	<b>(a) 3,468.32</b>	<b>3,292.14</b>
<b>Catering</b>		
- Freight Inward Loading & Unloading-Catering	221.28	81.92
- Food Inspection Expenses	151.23	58.78
- Power & Fuel	150.64	133.98
- Other Direct Expenses	54.30	20.71
	<b>(b) 577.45</b>	<b>295.39</b>
<b>Internet Ticketing</b>		
- Maintenance & Other Charges	3,821.70	3,498.68
- Cancellation Charges	0.09	0.39
- Railway Share	223.99	234.45
- Internet Usage Charges	105.54	104.02
- Commission paid	8,032.19	6,207.47
- Messaging Expenses	1,233.58	1,041.16
	<b>(c) 13,417.09</b>	<b>11,086.17</b>
<b>Total</b>	<b>(a+b+c) 17,462.86</b>	<b>14,673.70</b>

## Note :- 30 Employee Benefit Expenses

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>Employee Benefits Expenses</b>		
Salaries, Wages & Bonus	24,593.52	21,058.01
Contribution to Provident Fund, Leave Encashment and Other Funds	3,630.91	2,829.07
Gratuity	566.13	560.12
Staff Welfare Expenses	114.25	105.21
	<b>28,904.81</b>	<b>24,552.41</b>



# Notes to Standalone Financial Statements

## Note :- 31 Finance Costs

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
Unwinding of discount on security deposits	1,258.44	876.47
Interest Expense on Lease Liability	606.05	625.00
Interest on Income Tax	-	109.78
	<b>1,864.49</b>	<b>1,611.25</b>

## Note :- 32 Depreciation & Amortization Costs

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
Depreciation on Tangible Assets (Refer Note-3 & 5)	2,798.61	2,789.52
Amortization on Intangible Assets (Refer Note-5A)	188.45	270.65
Depreciation on Rights of use Assets (Refer Note-5B)	2,734.58	2,312.79
	<b>5,721.64</b>	<b>5,372.96</b>

## Note :- 33 Other Expenses

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
Electricity & Water	169.79	257.31
Office Rent	91.88	108.09
Expenses from Amortization of Deferred Security Deposits (Assets)	2.87	3.13
Duties, Rates & Taxes	1,459.38	810.04
Repair Maintenance & other	1,304.65	909.59
Insurance	270.50	251.68
Travelling Expenses	1,139.23	809.58
Conveyance Expenses	273.79	196.33
Director Sitting Fees	12.60	10.80
Payment to Auditors (Refer Note No-33.1)	43.01	42.45
Cost Audit Fee	2.11	2.13
Internal Audit Fee	7.25	6.54
Secretarial Audit Fee	0.25	0.33
Legal & Professional Fees	1,593.11	1,072.65
Communication Expenses	173.05	155.39
Freight Outward & CFA Charges	5,108.82	4,870.90
Printing and Stationary	274.21	181.78
Advertisement Expenses	858.58	568.90
Business Development/Marketing Exp.	266.07	236.70
Vendors' Commission	78.63	60.91
Security Expenses	432.48	397.24
Foreign exchange fluctuation	3.91	-
Loss on Sale of Fixed Assets	9.60	4.95
Allowance for Doubtful Debts & Advances	971.86	2,890.62
Prior Period Expenses	-	-
Provision for Claims and Damages	247.11	2.48
Penalties	558.47	860.60
Miscellaneous Expenses	723.94	306.05
<b>Total</b>	<b>16,077.15</b>	<b>15,017.17</b>

# Notes to Standalone Financial Statements

## Note 33.1 Details of Payment to Auditors

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>Payment to Auditors as Auditor</b>		
Audit Fee	17.97	15.63
Tax Audit Fee	5.03	4.38
<b>In other Capacity</b>		
Limited Review Fee	11.34	10.32
Other Certifications	-	0.40
Re-imbursement/Expenses on travel	8.67	11.72
<b>Total</b>	<b>43.01</b>	<b>42.45</b>

## Note 33.2 Exceptional Items (Refer Note No.76)

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
Excess Provision Written Back	724.41	2,720.00
Haulage and Other Charges for Tejas Tains	(5,126.20)	-
Railway Share in the profits of railneer (PPP Plants)	(1,451.24)	-
<b>Total</b>	<b>(5,853.03)</b>	<b>2,720.00</b>

## Note :- 34 Income Tax Expense

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>Current Income Tax:</b>		
Current income tax charge	39,276.54	37,322.40
Income Tax for Earlier Years	303.69	1,146.50
<b>Deferred Tax:</b>		
In respect of the current year	(1,077.65)	(2,797.54)
Deferred Tax for Earlier Years	-	(858.51)
<b>Total</b>	<b>38,502.58</b>	<b>34,812.85</b>

## Income Tax Expense in Other comprehensive income

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
Deferred Tax:		
In respect of the current year	10.32	74.32
	<b>10.32</b>	<b>74.32</b>

## Reconciliation between Tax Expense and the Accounting Profit :

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
Accounting profit before tax from continuing operations	1,49,628.37	1,35,400.96
<b>Accounting profit before income tax</b>	<b>1,49,628.37</b>	<b>1,35,400.96</b>
At India's statutory income tax rate of 25.17 % (31st March, 2023 : 25.17%)	37,661.46	34,080.42
<b>Tax effect of amounts which are not deductible (taxable) in calculating Taxable income</b>		
Add: Ind AS Adjustment Not Allowed in income tax	(18.54)	(19.97)
Penalties/Interest paid on late deposit of Tax	28.25	4.93
Impact of items not allowed under income tax	117.91	396.53
CSR Expenditure	419.03	315.38



# Notes to Standalone Financial Statements

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
Interest on Income Tax	-	27.63
Impact of Change in rate and other Items	(9.22)	(280.06)
	<b>537.43</b>	<b>444.44</b>
	<b>38,198.89</b>	<b>34,524.86</b>
	38,198.89	34,524.86
<b>Effective Tax Rate</b>	<b>25.53%</b>	<b>25.50%</b>

## Note :- 35 Components of Other Comprehensive Income (OCI)

Particulars	Amount (₹ in Lakhs)	
	FVTOCI Reserve	For the year ended 31st March 2023
Remeasurement of Defined benefit plans (Gain/(Loss))		
- Gratuity	230.19	428.45
- Post Retirement Medical Benefit	(189.17)	(133.19)
<b>Total</b>	<b>41.02</b>	<b>295.26</b>
Tax on Remeasurement of Defined benefit plans	(10.32)	(74.32)
<b>Total</b>	<b>(10.32)</b>	<b>(74.32)</b>

## Note: - 36 Earnings per share (EPS)

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>Basic EPS</b>		
From continuing operation	13.89	12.57
From discontinuing operation	-	-
<b>Diluted EPS</b>		
From continuing operation	13.89	12.57
From discontinuing operation	-	-

### 36.1 Basic Earning per Share

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
Profit attributable to equity holders of the company:		
From Continuing operations	1,11,125.79	1,00,588.11
From discontinuing operation	-	-
<b>Earnings used in calculation of Basic Earning Per Share</b>	<b>1,11,125.79</b>	<b>1,00,588.11</b>
Weighted average number of shares for the purpose of basic earnings per share (In Lakhs)	8,000.00	8,000.00

# Notes to Standalone Financial Statements

## 36.2 Diluted Earning per Share

The earnings and weighted average number of equity shares used in calculation of diluted earning per share:-

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
Profit attributable to equity holders of the company:		
Continuing operations	1,11,125.79	1,00,588.11
From discontinuing operation	-	-
<b>Earnings used in calculation of diluted Earning Per Share from continuing operations</b>	<b>1,11,125.79</b>	<b>1,00,588.11</b>

The weighted number of equity shares for the purpose of diluted earning per share reconciles to the weighted average number of equity shares used in calculation of basic earning per share as follows:

Particulars	For the year ended 31st March 2024		For the year ended 31st March 2023
	Weighted average number of shares for the purpose of basic earnings per share	8000.00	Weighted average number of shares for the purpose of Diluted earnings per share
Effect of Dilution :	-	-	-
<b>Weighted average number of shares for the purpose of Diluted earnings per share</b>	<b>8000.00</b>	<b>8000.00</b>	

## Note :- 37 Provisions, Contingent Liabilities and Contingent Assets

### Note 37.1 Provisions

Pursuant to the Ind AS-37 "Provisions, Contingent Liabilities and Contingent Assets", the disclosure relating to provisions made in the accounts for the year ended 31st March 2024 is as follows:-

Particulars	Amount (₹ in Lakhs)									
	Allowance for Bad and Doubtful Debts		Allowance for Doubtful advances		Provision for Pension		Provision for Leave Encashment (Retirement Benefits)		Provision for Gratuity (Retirement Benefits)	
	As at 31st March 2024	As at 31st March 2023	As at 31st March 2024	As at 31st March 2023	As at 31st March 2024	As at 31st March 2023	As at 31st March 2024	As at 31st March 2023	As at 31st March 2024	As at 31st March 2023
Opening Balance	13,924.77	11,100.68	149.03	82.50	109.13	87.36	5,851.37	5,685.13	1,342.37	1,531.38
Addition	585.64	2,824.09	386.22	66.53	2.99	21.77	1,204.52	593.98	335.94	131.67
Utilization/ Contribution	(0.15)	-	-	-	-	-	(447.06)	(427.74)	(512.65)	(320.68)
Adjustment/Reversal	-	-	-	-	-	-	6.89	-	3.40	-
<b>Closing Balance</b>	<b>14,510.26</b>	<b>13,924.77</b>	<b>535.25</b>	<b>149.03</b>	<b>112.12</b>	<b>109.13</b>	<b>6,615.72</b>	<b>5,851.37</b>	<b>1,169.06</b>	<b>1,342.37</b>

Particulars	Amount (₹ in Lakhs)									
	Provision for Pension for Optees		Provision for Post retirement medical Scheme		Provision for Half Pay leave		Provision for LTC		Provision for Claims & Damages (Refer Note 51 (a))	
	As at 31st March 2024	As at 31st March 2023	As at 31st March 2024	As at 31st March 2023	As at 31st March 2024	As at 31st March 2023	As at 31st March 2024	As at 31st March 2023	As at 31st March 2024	As at 31st March 2023
Opening Balance	544.99	658.85	5.63	(51.06)	3,339.46	2959.85	138.00	145.95	1,971.22	2,101.72
Addition	-	-	348.05	263.25	606.24	388.03	42.55	9.15	2,471	104.64
Utilization/ Contribution	(69.72)	(113.86)	(347.05)	(206.56)	(18.88)	(8.42)	(42.30)	(17.10)	(14.46)	(132.98)
Adjustment/Reversal	-	-	2.50	-	-	-	-	-	-	(102.16)
<b>Closing Balance</b>	<b>475.27</b>	<b>544.99</b>	<b>9.13</b>	<b>5.63</b>	<b>3,926.82</b>	<b>3,339.46</b>	<b>138.25</b>	<b>138.00</b>	<b>2,203.87</b>	<b>1,971.22</b>



# Notes to Standalone Financial Statements

- (i) Provision for doubtful debts/advances is made on the basis of management's estimates. During the current financial year, an amount of ₹ 0.15 lakhs have been utilized towards bad debts written off.
- (ii) Provision for retirement benefits (excluding for pension) is made on the basis of independent actuary's valuation.
- (iii) Provision of Pension in respect of deemed deputationist Optees has been made to make 100% commutation of difference of pension (IRCTC- Railways) as full and final one time settlement of pensionary liabilities of IRCTC so as to avoid monthly recurring liability of pension. Provision of Leave Encashment includes ₹ 1.33 lakhs for deemed deputationists Optees.
- (iv) Provision for pension represents contribution payable in respect of employees who are yet to open their NPS account as on 31st March, 2024.
- (v) Provision for Claims & Damages includes provision for GST refund to licensees amounting to ₹ 796.59 Lakhs payable as refund of license fee given to licensees during previous years. During the current financial year, an amount of ₹ 14.46 lakhs have been utilized for payment to licensee as per the awards by Ho'ble high court in favour of licensee.

## Note 37.2 Contingent Liabilities (As ascertained, quantified and certified by the management)

- (i) Claim against the Company not acknowledge as debt\*:

S. No.	Particulars	Amount (₹ in Lakhs)	
		As at 31st March, 2024	As at 31st March, 2023
a.	Service Tax	8,561.26	8,797.43
b.	VAT & Other Taxes	3,285.52	3,464.83
c.	Income Tax	41.22	42.11
d.	GST	1,218.18	251.30
e.	Others	9,950.86	10,852.21
<b>Total</b>		<b>23,057.04</b>	<b>23,407.88</b>

\*Refer Note Nos. 72 regarding advance ruling application pending. Amounts not ascertained.

- (ii) Royale Indian Rail Tours Limited (RIRTL) is a Joint Venture of IRCTC and Cox and King (C&K) on the basis of JV agreement dated 10.12.2008 for running, operating and managing the luxury tourist train, Maharajas' Express for a minimum period of 15 years on lease to be taken from IRCTC. It operated the train for one season and thereafter dispute arose between the management of both the companies.

C&K has initiated the Arbitration Proceedings against IRCTC and RIRTL seeking relief inter alia that (i) the JV Agreement be specifically performed (ii) the termination of the JV agreement be struck down, (iii) pending the hearing and final disposal of the claim, it be directed that the Train continues to operate as part of RIRTL (iv) IRCTC be permanently restrained from using the rake/coaches of the Train for any other purpose other than for exclusive use of the JV Company, (v) to execute a formal lease agreement for the Train in terms of the JV Agreement (vi) IRCTC be directed to pay ₹ 2000 lakhs towards shortfall of the working capital of the JV Company and (vii) in the alternative and in the unlikely event that specific performance of the JV Agreement is not granted then claim of damages amounting to ₹ 35,100 lakhs.

During the proceedings dated 26.07.2021, Counsel for Cox and King made a statement that "The Claimant wishes to restrict its Claim to ₹ 2270 Lakhs along with interest being the cost thrown away in this Contract". The final arguments in the matter was heard on 28.02.2023 and the Arbitral tribunal has passed an Award dated 31.07.2023 in favour of IRCTC

As per the awards, IRCTC has wholly prevailed in the arbitration and the reliefs claimed by Cox and Kings (C&K) have not been fully accepted. Hence, there are no financial implication of the said award on the Company. The arbitral award has attained finality as no appeal has been preferred by the claimant.

- (iii) VAT Case filled Before Hon'ble Supreme Court of India

IRCTC has been paying service tax towards on-board catering services in trains in which catering charges are included in railway fare. The commissioner of VAT vide order dated 23.03.2006 considered on-board catering service in trains as sale of goods within the meaning of section 2(zc)(vii) of the said Act.

# Notes to Standalone Financial Statements

IRCTC filed an appeal before the Appellate Tribunal Value Added Tax. The Tribunal, while partly allowing the appeal vide Order dated 07.09.2006, held that the observations pertaining to Central Act were beyond the Commissioner's jurisdiction as they pertained to taxability of the goods on sale or purchase taking place in the course of inter-state sale outside the State.

IRCTC assailed the said order by way of filing writ petitions in the Hon'ble High Court of Delhi at New Delhi praying that the services rendered by IRCTC are not liable to Value Added Tax under the Delhi Value Added Tax Act, 2004 and that on-board catering services of IRCTC are primarily services in which food and beverages are also provided and are liable to service tax only. The Hon'ble Delhi High Court upheld the decision of commissioner of VAT and dismissed the petition of IRCTC. The Hon'ble High Court had stated IRCTC is liable to pay VAT. However, it may take refund of service tax already paid.

Aggrieved by the Judgement, IRCTC has moved to Hon'ble Supreme Court, filing Special leave petition against the judgment dated 19.7.2010 passed by the Hon'ble High Court of Delhi. SLP 25292-25319 of 2010 had been admitted and awaiting its turn. The Hon'ble Supreme Court has granted ad-interim direction in the nature of Status Quo on recovery of the demand raised by VAT authorities. Hence the matter is sub-judice and IRCTC is not liable to pay VAT at present. However, IRCTC has provided VAT liability (net of service tax) of ₹ 8251.01 Lakhs up to FY 2017-18(upto 30th June,2017) across India as a matter of prudent accounting policy and not included in 37.2 (i) above. Corresponding VAT input admissibility is shown as balance with Govt. authorities.

- (iv) Certain Licensees who are contractors of IRCTC for providing catering services in trains invoked arbitration clause seeking compensation on account of difference in rates of regular meal and combo meal as provided in terms of CC 63 of 2013 read with CC 67 of 2013 circular issued by Indian Railways and further claimed price of welcome drink provided in terms of CC 32 of 2014, for the period from 2014 till date. The arbitrator awarded a sum of ₹ 7471.65 Lakhs (approx.) in 13 petitions for the aforesaid services for the period from January 2015 to March 2020.

On the basis of appraisal of the factual position, it is matter of record that the claimant never claimed said amount while submitting invoices for the aforesaid services rendered to the passengers. These all contracts are SBD contracts and were assigned to IRCTC post Catering Policy 2017. It is also a matter of record that the services were provided to the passengers of the Indian Railways and the amount so paid is required to be reimbursed to the IRCTC by the Indian Railways. In these circumstances, there will not be any liability of the IRCTC as a consequence of the award and there is no need to make provision pursuant to the above awards. As the Company intends to dispute the awards and also has a right of recovery from Railways, in case the Company is held liable to pay ultimately. However, the same is included in 37.2 (i) above. The Company has filed objection against Arbitral award and the Hon'ble High Court, Delhi vide Order dated 09.10.2023 directed the Corporation to deposit the awarded amount so as to stay the execution of the Arbitral Award. In compliance of the aforesaid order, the Corporation deposited bank Guarantee to the tune of ₹ 8471.65 Lakhs so as to stay the execution of the said award. It is to mention that the Hon'ble High Court, Delhi has reserved the judgment in the said matter

- (v) Demand notice received from National Anti Profiteering Authority for ₹ 5041.44 Lakhs:

IRCTC is a manufacturer of Rail Neer Bottled Drinking Water for exclusive sale to onboard passengers and at Railway Stations through 4 owned plants(previous year 5 plants owned by company). Bilaspur plant converted to PPP Plant in FY 2022-23) and 12 Plants on PPP model. Post implementation of GST regime w.e.f. 01.07.2017, the tax liability on the product was reduced from 24 % (excise 12.5% (with abatement of 45%) + VAT 12.5%) to 18% GST. Even though there was no reduction in GST rates subsequent to GST regime, the Anti profiteering Authority has observed that the benefit of tax has not been passed on to the consumer and as such issued notice for profiteering amount of ₹ 5041.44 lakhs under section 171 of the CGST Act, 2017.

Rail Neer admittedly falls under controlled price segment like catering services at stations and on-board. It is also a fact that on the basis of various yardsticks, the price of the Rail Neer is regulated by Ministry of Railways. The present MRP of ₹ 15/- was fixed in the year 2012 through Railway Board Commercial Circular no. 72 of 2012. However the transfer price of Rail Neer is ₹ 10 for 0-75 kilo meter, above 75 KM ₹ 10.50 and Ex Rail Neer Plant ₹ 9.33 fixed by the Company. Despite an increase in cost of raw material, power and HR cost since the year 2012, Ministry of Railways continued to retain subsidised rate as a part of mandatory government functions and government objectives in supplying standardise Rail Neer at a lower cost than the market rate. The authority appears to have misinterpreted section 171 of GST Act and there is every likelihood of dropping the show cause notice against the Central PSU, which is based on conjectures. The show cause notice has been contested by the Company and matter was argued in August,2022 but final order from Authority still awaited. No provision has been made for the said amount and the same is also not included in note 37.2 (i) above.



# Notes to Standalone Financial Statements

However, as per the notification No. 23/2022-Central tax issued on 23rd November, 2022(effective from 1st December, 2022) by the Government of India, Competition Commission of India (CCI) has been empowered to adjudicate the matter. The proceedings under the notice issued by NAA therefore stands concluded and now proceedings, if any, will be commenced afresh by the Competition Commission of India (CCI) and as on date no communication has been received from CCI in this matter.

- (vi) Kerala Government has fixed the MRP at ₹ 13/- per 1 ltr. Bottle of Rail Neer under Essential Commodity Act for selling in Kerala State and advised the Company to sell Rail Neer bottle at ₹ 13/- instead of ₹ 15/-. There is a stay of order against show cause and seizure vide order dated 27.4.2022 and stay is continuing. No further date has been fixed in this matter as yet. Since, the financial implication for the same is not ascertainable, the same is not included in note 37.2 (i) above of contingent liabilities.
- (vii) The Company has received a show cause cum demand notice dated 18.10.2012 from the Directorate General of Central Excise Intelligence (DGCEI), Pune, in which the department has raised the demand of ₹ 7902 lakhs (included in Note No.37 (2) (i) above) on the ground that IRCTC has not paid the service tax on the various services covered under Renting of immovable property services, Outdoor Catering, business Auxiliary Services, Supply of tangible Goods and Rail Travel Agents.

As per the Department, IRCTC has leased out Food plaza, fast food units and various static units etc. to other catering/vending contractor for which IRCTC has received license fees. According to DGCEI, service tax is payable on the said license fees under the service category of "Renting of immovable property".

In the opinion of the IRCTC, such services do not cover under the service category of ""Renting of immovable property"" services as the land is owned by the Indian Railways not by IRCTC and the purpose is to serve the passenger not to earn the profit. IRCTC filed an appeal before the CESTAT which is under process.

Meanwhile, In the financial year 2019-20. Constitutional validity of the services fall under the "Renting of immovable property" is challenged through a Special Leave Petition (SLP) by some other aggrieved assesses and the same had been admitted by the Apex court.

The last hearing on the above mentioned show cause notice was held on 08.05.2019 and the same is adjourned sine die. Same will be taken up by the CESTAT after the decision of the Honorable Supreme Court in the above mentioned SLP.

## Note 37.3 Contingent Assets

S. No.	Party Name	Particulars	Appellate Authority	Amount (₹ in Lakhs)	
				Awarded amount (As at 31st March, 2024)	Awarded amount (As at 31st March, 2023)
1	A.K. Roy Vs IRCTC	2577-78, 5279-80, 2395-96, 9165/66/67-68, 2555-56, 2569-70, 2213-14, 2203-04, 2061-62, 2209-10, 1043-44	Pending in Patiala House Court	21.95	21.95
2	CKK Caterers	Suit for recovery	suit pending	102.00	102.00
3	Travel Khana	Service provider did not deposit the amount in respect of e-catering	Arbitration	13.29	13.29
4	Railways	Passenger Feedback System	NA	638.41	638.41

Refer Note 37.2 (iv) for right of recovery from Railways in case the Company is made liable to pay these claims ultimately and Note 79 regarding Ex-gratia/Performance related pay to the deputationists.

## Note :- 38 Payment Gateways and Bank Reconciliations

Company is handling Railway reservations through internet for which almost all payment instruments e.g. payment gateways (PG) / Net Banking / Debit cards / Credit Cards / UPI /Wallets etc. are being used. Out of those, there were some old PG accounts pertains to old site which were inoperative and pending for reconciliation due to some bank side/technical issues. Final reconciliation of the same is in process. Pending reconciliation, provision for doubtful of ₹ 201.76 Lakhs (being 100% of debit outstanding) has been made during current Financial Year (31st March, 2023 ₹ 291.59 lakhs being 100% of debits outstanding).

# Notes to Standalone Financial Statements

## Note :- 39: Balance Confirmations

### Trade Receivables

#### a. Railways Balances

The Railways balances in form of trade receivables, trade payables, advances paid and security deposits are subject to reconciliation and confirmation with the Railways and includes old balances since the time of takeover of catering from the railways. The company is in the process of identifying and segregating the railway balances. No balance confirmation letters were sent to Railways/Government Bodies as their books are maintained on cash basis. The Company has created a provision of ₹ 9047.52 Lakhs as on 31st March, 2024 (31 March'2023 ₹ 6740.52 Lakhs) against receivables from Railways/ Other Government parties as per policy which in view of the management are doubtful of recovery.

#### b. Third Party Balances.

The third party balances are subject to confirmations and reconciliations from the various parties. The balance confirmation letters has been sent to private parties but the response from the parties is not satisfactory. IRCTC has created a provision of ₹ 5,462.69 Lakhs as on 31st March, 2024 (31 March'2023 ₹ 7184.24 Lakhs) against receivables as per policy which in view of the management are doubtful of recovery.

### Trade and Other Payables

These balances are subject to confirmations and reconciliations. Even though IRCTC has sent balance confirmation letters to these parties but the response is not satisfactory.

## Note :- 40 Capital Commitments

Estimated amount of Contracts remaining to be executed on capital account and not provided for amounts to ₹ 7683.47 Lakhs as at 31, March 2024 as against ₹ 25182.85 Lakhs as at 31 March 2023.

## Note :- 41

In the opinion of Management, value of Current Asset, Loans and advances, if realized in the ordinary course of business, shall not be less than the amount at which the same are stated in the Balance Sheet. However, the balance of Trade Receivables/Payables including Railway Trade Receivables and Trade Payables/other parties and bank balances as stated in the Balance Sheet are subject to confirmation and reconciliation.

## Note :- 42 Employee Benefits

General description of the defined benefit schemes/defined contribution scheme:

**(i) Gratuity:** Payable on separation @ 15 days pay for each completed year of service to eligible employees who render continuous service of 5 years or more. The gratuity ceiling of ₹ 20 Lakhs has been considered for actuarial valuation. Actuarial valuation though was made for all employees irrespective of the completion of 5 years of service.

**(ii) Leave Encashment:** Leave salary is provided for based on valuations, as at the balance sheet date, made by independent actuary for present value of obligation without netting of fair value of plan assets.

**(iii) Half Pay Leave:** to eligible employees who have accumulated half pay leaves. Half pay leave is provided for based on actuarial valuations, as at the balance sheet date.

**(iv) Leave Travel Concession(LTC):** to eligible employees is provided for based on actuarial valuations, as at the balance sheet date.

**(v) Provident Fund:** 12% of the Basic Pay plus Dearness Allowance of Employees and equivalent Contribution of the Corporation is contributed to the Provident Fund maintained with the Regional Provident Fund Commissioner, New Delhi. Corporation's contribution to provident fund is charged to revenue.



# Notes to Standalone Financial Statements

**(vi) Foreign Service Contribution:** Foreign service contribution payable for leave salary and pension in respect of deputationists (employees who have joined the corporation on deputation for a fixed period from Indian Railways or other government organizations) in terms of Government rules and regulations, is charged to revenue on accrual basis.

**(vii) National Pension Scheme:** Retirement benefits in the form of NPS is a defined contribution scheme. The company has no obligation, other than the contribution @10% of Basic pay plus dearness allowance payable under such scheme. The company recognize contribution payable to such scheme as an expense for the employees while in service.

**(viii) Post Retirement Medical Benefit (PRMB):** To eligible retired employees, provided for based on actuarial valuation as at the Balance sheet date.

Other disclosures, as required under Ind AS-19 "Employee Benefits" in respect of defined obligations are:

## (a) Actuarial Assumptions

S. No.	Particulars	Amount (₹ in Lakhs)	
		As at 31 <sup>st</sup> March, 2024	As at 31 <sup>st</sup> March, 2023
(i)	Discount rate(per annum)	7.23%	7.36%
(ii)	Mortality rate	100 % of IALM (2012 - 14)	100 % of IALM (2012 - 14)
(iii)	Expected Return on assets	7.23%	7.36%
(iv)	Salary Escalation	10%	10%
(v)	Attrition Rate	2%	2%
(vi)	The estimate of future liability increases considered in actuarial valuation, takes into account inflation rate, seniority, promotion and other relevant factors		

## (b) Actuarial Method

Projected unit credit (PUC) actuarial method is used to assess the plan's liabilities of exit employees for retirement, death-in-service and withdrawal and also compensated absence while in service.

## (c) Components of Employer Expense

Sr. No.	Particulars	Amount (₹ in Lakhs)									
		Gratuity*		Leave Encashment		Half Pay Leave		LTC		PRMB	
		As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023
(i)	Current Service Cost	467.33	450.17	461.63	434.09	265.88	241.45	10.47	11.15	158.46	133.73
(ii)	Past Service Cost	-	-								
(iii)	Curtailment Cost										
(iv)	Settlement Cost										
(v)	Total Service Cost	467.33	450.17	461.63	434.09	265.88	241.45	10.47	11.15	158.46	133.73
	Net interest Cost										
(vi)	Interest Expense on DBO	457.93	417.60	430.56	408.10	245.78	212.52	10.15	10.48	139.12	109.20
(vii)	Interest (Income on Plan Assets)	(359.13)	(307.64)	-	-					(138.71)	(112.87)
(viii)	Total Net Interest	98.80	109.96	430.56	408.10	245.78	212.52	10.15	10.48	0.41	(3.67)
(ix)	Immediate Recognition of (Gain)/Lossess Other Long Term benefits			312.33	(248.22)	94.58	(65.94)	21.93	(12.48)		
(xi)	<b>Defined Benefits cost included in P&amp;L</b>	<b>566.13</b>	<b>560.13</b>	<b>1,204.52</b>	<b>593.97</b>	<b>606.24</b>	<b>388.03</b>	<b>42.55</b>	<b>9.15</b>	<b>158.87</b>	<b>130.06</b>

# Notes to Standalone Financial Statements

## (d) Total defined benefit cost recognized in statement of Profit or Loss and Other Comprehensive Income

Sr. No.	Particulars	Gratuity		Leave Encashment		Half Pay Leave		LTC		PRMB		Amount (₹ in Lakhs)
		As at 31 March, 2024	As at 31 March, 2023									
		-	-	-	-	-	-	-	-	-	-	-
(i)	Actuarial (Gain)/Losses due to Demographic Assumption changes in DBO	-	-	-	-	-	-	-	-	-	-	-
(ii)	Actuarial (Gain)/Losses due to Financial Assumption changes in DBO	119.08	(159.47)	118.85	(165.54)	69.78	(93.36)	2.76	(4.41)	38.04	(44.69)	-
(iii)	Actuarial (Gain)/Losses due to Experience on DBO	(329.04)	(261.21)	193.48	(82.68)	24.80	27.42	19.17	(8.07)	157.26	176.31	-
(iv)	Return on Plan Assets (Greater)/Less than Discount Rate	(20.23)	(7.78)	-	-	-	-	-	-	(6.13)	1.57	-
(v)	Total Actuarial (gain)/loss included in OCI	(230.19)	(428.45)	-	-	-	-	-	-	189.17	133.19	-
(vi)	Total Cost Recognised in P&L and OCI  (Defined Benefit Cost)	-	-	-	-	-	-	-	-	-	-	-
(vii)	Cost Recognised in P&L	566.13	560.13	1,204.52	593.97	606.24	388.03	42.55	9.15	158.87	130.06	-
(viii)	Remeasurement Effect Recognised in OCI	(230.19)	(428.45)	-	-	-	-	-	-	189.17	133.19	-
(ix)	Total Defined Benefit Cost	335.94	131.68	1,204.52	593.97	606.24	388.03	42.55	9.15	348.04	263.25	-

## (e) Net Asset/Liability Recognised in Balance Sheet

Sr. No.	Particulars	Gratuity		Leave Encashment		Half Pay Leave		LTC		PRMB		Amount (₹ in Lakhs)
		As at 31 March, 2024	As at 31 March, 2023									
		6,870.03	6,221.90	6,614.37	5,850.03	3,926.82	3,339.46	138.25	138.00	2,380.19	1,890.32	-
(i)	Present Value of Benefit Obligation	-	-	-	-	-	-	-	-	-	-	-
(ii)	Fair Value of Plan Assets	5,700.99	4,879.54	-	-	-	-	-	-	2,371.06	1,884.69	-
(iii)	Funded Status (Surplus/(Deficit))	(1,169.04)	(1,342.36)	(6,614.37)	(5,850.03)	(3,926.82)	(3,339.46)	(138.25)	(138.00)	(9.13)	(5.63)	-
(iv)	Unrecognised Past Service Costs	-	-	-	-	-	-	-	-	-	-	-
(v)	Net Assets/(Liability) Recognised in balance sheet	(1,169.04)	(1,342.36)	(6,614.37)	(5,850.03)	(3,926.82)	(3,339.46)	(138.25)	(138.00)	(9.13)	(5.63)	-
(vi)	Present Value of Encashment Obligation	-	-	-	-	-	-	-	-	-	-	-
(vii)	Present Value of Availment Obligation	-	-	-	-	-	-	-	-	-	-	-
	<b>Current Liability</b>	<b>193.87</b>	<b>215.44</b>	<b>219.49</b>	<b>186.57</b>	<b>168.13</b>	<b>134.19</b>	<b>138.25</b>	<b>138.00</b>	<b>4.99</b>	<b>3.25</b>	-
	<b>Non-Current Liability</b>	<b>975.17</b>	<b>1,126.92</b>	<b>6,394.88</b>	<b>5,663.46</b>	<b>3,758.69</b>	<b>3,205.27</b>	<b>-</b>	<b>-</b>	<b>4.14</b>	<b>2.38</b>	-



# Notes to Standalone Financial Statements

## (f) Change in Obligation over the period ending on

Amount (₹ in Lakhs)

Sr. No.	Particulars	Gratuity		Leave Encashment		Half Pay Leave		LTC		PRMB	
		As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023
(i)	Present Value of Defined Benefits Obligation at Beginning	6,221.92	5,816.11	5,850.04	5,683.81	3,339.46	2,959.85	138.00	145.94	1,890.34	1,520.88
(ii)	Current Service Cost	467.33	450.17	461.63	434.09	265.88	241.45	10.47	11.15	158.46	133.73
(iii)	Interest Cost	457.93	417.60	430.56	408.10	245.78	212.52	10.15	10.48	139.12	109.20
(iv)	Plan Amendments										
(v)	Prior Service Costs										
(vi)	Curtailments	-	-								
(vii)	Acquisition adjustment	3.40	-	6.89	-					2.50	
(viii)	Actuarial (Gains)/Loss	(209.96)	(420.67)	312.33	(248.22)	94.58	(65.94)	21.93	(12.48)	195.30	131.62
(ix)	Benefits Paid	(70.58)	(41.31)	(447.07)	(427.74)	(18.88)	(8.43)	(42.31)	(17.10)	(5.53)	(5.09)
(x)	Present Value of Defined Benefits(Closing)	6,870.05	6,221.92	6,614.38	5,850.04	3,926.83	3,339.46	138.25	138.00	2,380.19	1,890.34

## (g) Reconciliation of Opening & Closing Values of Plan Assets

Amount (₹ in Lakhs)

Sr. No.	Particulars	Gratuity		Leave Encashment		Half Pay Leave		LTC		PRMB	
		As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023
(i)	Fair value of plan assets at the beginning of the period	4,879.53	4,284.74	-	-	-	-			1,884.69	1,571.93
(ii)	Acquisition adjustment										
(iii)	Expected return on plan assets	359.13	307.64							138.71	112.86
(iv)	Contributions	512.65	320.68	-	-	-	-			341.52	201.47
(v)	Benefits paid	(70.58)	(41.31)	-	-	-	-			-	-
(vi)	Actuarial gain/(loss) on plan assets	20.23	7.78	-	-	-	-			6.13	(1.57)
(vii)	Fair value of plan assets at the end of the period	5,700.98	4,879.53	-	-	-	-			2,371.05	1,884.69

## (h) Amounts Recognized in Other Comprehensive Income

Amount (₹ in Lakhs)

Sr. No.	Particulars	Gratuity		Leave Encashment		Half Pay Leave		LTC		PRMB	
		As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023
(i)	Opening OC(Cumulative Unrecognised Losses/(Gains))										
(ii)	Actuarial (gain)/loss on DBO	(209.96)	(420.67)	-	-	-	-	-	-	195.30	131.62
(iii)	Actuarial (gain)/loss on Assets	(20.23)	(7.78)	-	-	-	-	-	-	(6.13)	1.57
(iv)	Amortization Actuarial (Loss)/Gain										
(v)	Net increasing in OCI	(230.19)	(428.45)	-	-	-	-	-	-	189.17	133.19
(vi)	Amortization of Prior Service Cost										
(vii)	Total Recognised in Other Comprehensive Income	(230.19)	(428.45)							189.17	133.19

# Notes to Standalone Financial Statements

## (i) Net Asset /Liability Recognised in Balance Sheet

Sr. No.	Particulars	Amount (₹ in Lakhs)							
		Gratuity		Leave Encashment		Half Pay Leave		LTC	
		As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023
(i)	Net Balance Sheet Asset/(Liability) Recognised at beginning	(1,342.36)	(1,531.38)	(5,850.04)	(5,683.81)	(3,339.46)	(2,959.86)	(138.00)	(145.95)
(ii)	Amount Recognised in Accumulated OCI/loss at the beginning of the period	-	-	-	-	-	-	-	-
(iii)	(Accrued)/Prepaid benefit Cost (Before adjustment at the beginning of the period)	(1,342.36)	(1,531.38)	(5,850.04)	(5,683.81)	(3,339.46)	(2,959.86)	(138.00)	(145.95)
(iv)	Net Periodic Benefit(Cost)/ Income for the period	(566.13)	(560.13)	(1,204.52)	593.97	(606.24)	(388.03)	(42.55)	(9.15)
(v)	Employer Contribution (Net of acquisitions/ adjustments)	509.25	320.68	440.18	427.74	18.88	8.42	42.31	17.10
(vi)	(Accrued)/Prepaid benefit Cost (Before adjustment at the end of the period)	(1,399.23)	(1,770.81)	(6,614.38)	(5,850.04)	(3,926.82)	(3,339.47)	(138.24)	(138.00)
(vii)	Amount Recognised in Accumulated Other Comprehensive Income/(Loss) at the end of the period	230.19	428.45	-	-	-	-	-	(189.17)
(viii)	Net Balance Sheet Asset/(Liability) Recognised at the end of the period	(1,169.04)	(1,342.36)	(6,614.38)	(5,850.04)	(3,926.82)	(3,339.47)	(138.24)	(138.00)
									(9.13)
									(5.64)

## (j) Reconciliation of Opening & Closing Values of reimbursement rights

S. No.	Particulars	Amount (₹ in Lakhs)	
		As at 31 <sup>st</sup> March, 2024	As at 31 <sup>st</sup> March, 2023
(i)	Fair value of reimbursement rights at the beginning of the period	5,257.44	4,916.24
(ii)	Acquisition adjustment	-	-
(iii)	Expected return on reimbursement rights	-	-
(iv)	Contributions	331.26	-
(v)	Benefits paid	-	-
(vi)	Return on reimbursement right net of expenditure	400.57	341.20
(vii)	Fair value of reimbursement rights at the end of the period	5,989.27	5,257.44

(k) The Employees' Gratuity Fund Scheme managed by a Trust (SBI Life Insurance Co. Ltd) is a defined benefit plan. The present value of obligation is determined based on actuarial valuation using the Projected Unit Credit Method. The Company has taken Group Leave Encashment Scheme from LIC for payment towards leave encashment which is not treated as plan assets above.



# Notes to Standalone Financial Statements

## (l) Sensitivity Analysis

For the year ended March 31st 2024

	Change in assumptions	Effect on Gratuity obligation	Effect on Leave Encashment	Effect on Half Pay Leave	Effect on LTC	Effect on PRMB
Discount Rate	Increase of 0.50%	-442.89	-455.29	-267.37	-	-
	Decrease of 0.50%	485.78	512.5	300.71	-	-
Salary Growth Rate	Increase of 0.50%	92.72	489.75	287.38	-	-
	Decrease of 0.50%	-101.11	-450.44	-264.51	-	-

The above sensitivity analysis is based on a change in an assumption while holding all other assumptions constant. In practice, this is unlikely to occur, and changes in some of the assumptions may be correlated. When calculating the sensitivity of the defined benefit obligation to significant actuarial assumptions the same method (projected unit credit method) has been applied as when calculating the defined benefit obligation recognized within the statement of financial position.

## (m) Maturity Profile of Defined Benefit Obligation

S. No.	Year	Gratuity	Leave Encashment	Half Pay Leave	Amount (₹ in Lakhs)	
					LTC	PRMB
a	0 to 1 Year	193.87	219.49	168.13	-	-
b	1 to 2 Year	298.45	284.48	163.92	-	-
c	2 to 3 Year	195.71	205.1	116.32	-	-
d	3 to 4 Year	213.72	202.12	114.17	-	-
e	4 to 5 Year	224.40	194.69	120.73	-	-
f	5 to 6 Year	189.99	167.53	95.81	-	-
g	6 Year onwards	5,553.90	5340.97	3,147.74	-	-

## Note :- 43

During the year 2023-24, the sharing with various Zonal Railways has been made in terms of Memorandum of Understanding, executed with the Ministry of Railways and as per the Catering Policy, 2017.

## Note :- 44 Related Party Disclosures

As per Ind AS - 24 'Related Party Disclosures', the names of the related parties are given below :-

Nature of Relationship	Name of the Related Party
Joint Venture	Royale Indian Rail Tours Limited
Subsidiary	IRCTC Payments Limited
Key Managerial Personnel	<ul style="list-style-type: none"> <li>(i) Smt. Rajni Hasija , Director ( T&amp;M) with additional charge as CMD, IRCTC (ceased w.e.f. 31.05.2023)</li> <li>(ii) Smt. Seema Kumar, Additional Member (T&amp;C)/Railway Board with additional charge as CMD, IRCTC (appointed w.e.f. 01.06.2023 till 09.01.2024)</li> <li>(iii) Shri Sanjay Kumar Jain , CMD, IRCTC (appointed w.e.f. 10.01.2024)</li> <li>(iv) Shri Ajit Kumar, Director (Finance) &amp; CFO</li> <li>(v) Dr. Lokiah Ravikumar, Director (Catering Services)</li> <li>(vi) Shri Kamlesh Kumar Mishra, ED (BD)/Railway Board with additional charge as Director (Tourism &amp; Marketing) (appointed w.e.f. 01.06.2023 till 16.02.2024)</li> <li>(vii) Shri Rahul Himalian, Director (Tourism &amp; Marketing) (appointed w.e.f 16.02.2024)</li> <li>(viii) Shri Neeraj Sharma (Nominee Director)</li> <li>(ix) Shri Manoj Kumar Gangeya (Nominee Director)</li> <li>(x) Shri Vinay Kumar Sharma (Independent Director)</li> <li>(xi) Shri Namgyal Wangchuk (Independent Director)</li> <li>(xii) Shri Devendra Pal Bharti (Independent Director) (appointed w.e.f 09.06.2023)</li> <li>(xiii) Smt. Suman Kalra (Company Secretary)</li> </ul>

# Notes to Standalone Financial Statements

## Note 44.1 Transactions with Key Managerial Personnel

The remuneration of directors and other members of key management personnel during the year was as follows:

Particulars	Amount (₹ in Lakhs)	
	Year ended 31st March 2024	Year ended 31st March 2023
Short term benefits	237.21	206.77
Post-employment benefits*	22.96	23.93
	<b>260.17</b>	<b>230.70</b>

\* The above excludes contribution/provision for long term post employment benefit

## Note 44.2 Sitting Fees to Independent Directors

Particulars	Amount (₹ in Lakhs)	
	Year ended 31st March 2024	Year ended 31st March 2023
Sitting Fees to Independent Directors	12.60	10.80

## Note 44.3 Transactions with the Government Related entities

IRCTC is a central public sector undertaking controlled by Central Government by holding majority number of shares. Pursuant to paragraph 25 and 26 of IND-AS 24, entity over which the same Government has control or joint control, or significant influence, then the reporting entity and other entities shall be regarded as related parties. Transactions with these parties are carried out at market terms on Arm Length basis. IRCTC has applied the exemptions available for Government related entities and have made limited disclosure in the Standalone financial statements. Such entities with which IRCTC has significant transactions include but not limited to are as follows:-

### Name of the Entities:

Government of India, through Ministry of Railway (Significant Influence over company)  
 Rail Vikas Nigam Limited (Controlled through Ministry of Railways)  
 CRIS (Controlled through Ministry of Railways)  
 Railtel Corporation of India Limited (Controlled through Ministry of Railways)  
 Railtel Enterprises Limited (Controlled through Ministry of Railways)

### Certain significant Transactions:-

S. No.	Party	Nature Of Transaction	Amount (₹ in Lakhs)	
			2023-24	2022-23
1	Railways	Income From Catering & Comprehensive Services Provided Income From On Board Catering & Other Services- Rajdhani/Shatabdi/Premium Trains	98,818.70	80,002.88
2	Railways	Railway Share On Licensee Catering Services	37,586.30	28,256.36
3	Railways	Railway Share On Railneer	2,223.82	546.60
4	Railways	Railway Share on Internet Ticketing Service Charges, Advertisement, Office Rent and Water & Electricity	361.81	374.04
5	Railways	Haulage Charges On Maharaja Express, Tejas and other Trains	21,463.64	13,776.95
6	Railways	Provision For Doubtful Debts	2,307.00	1,666.62
7	Railways	Capital Advance for Construction of Flats	-	64.55
8	CRIS	Expenditure on Maintenance & Development and Leased Line Expenses for Internet Ticketing	1,577.84	1,599.73
9	CRIS	Income -Integrated 139 And Rail Madad	1,164.05	729.61
10	Railtel Corporation Of India Limited	Lease Line and Maintenance & Development Expenses	655.93	454.65
11	Railtel Enterprises Limited	Maintenance & Development Expenses	176.82	46.53



# Notes to Standalone Financial Statements

## Other Disclosures:

In relation to the Internet Ticketing ₹ 91,472.98 Lakhs as on 31st March, 2024 (₹ 79,026.60 Lakhs as on 31st March, 2023) given as rolling deposits with Ministry of Railways for payment of train tickets booked through the Company.

These transactions are conducted in the ordinary course of the Company's business.

Transaction with Post Employment Benefit plans managed through separate trust funds

S. No.	Name of Trust Fund	Description	Amount (₹ in Lakhs)	
			2023-24	2022-23
<b>Remittance of payment</b>				
1	IRCTC Gratuity Trust	Contribution	512.65	320.68
2	Post retirement medical scheme	Contribution	341.52	201.47

## Note 44.4 Balances with Joint Venture

S. No.	Particulars	Amount (₹ in Lakhs)	
		31-03-2024	31-03-2023
(i)	Investments	250.00	250.00
(ii)	Impairment in value of investment	(250.00)	(250.00)
(iii)	Advance Lease Rent	1,741.50	1,741.50
(iv)	Lease Rent Receivable	269.08	269.08
(v)	Trade Payables	(1,471.71)	(1,471.71)

Impairment in value of investment has been made for the Company's share of investment i.e. ₹250.00 Lakhs as the cumulative losses of RIRTL has wiped out its net worth. Further, the Balance Sheet of RIRTL for 2011-12 to 2023-24 have not been finalized pending dispute with M/s Cox and Kings (India) Ltd.

## Note 44.5 Transaction and balances with Subsidiary

S. No.	Particulars	Nature Of Transaction	Amount (₹ in Lakhs)	
			31-03-2024	31-03-2023
1	IRCTC payments Ltd.	Share Application Money (pending allotment)	1,500.00	-
2	IRCTC payments Ltd.	Preliminary Expenses of IRCTC Payments Ltd.	24.13	-
3	IRCTC payments Ltd.	Balance recoverable	24.13	-

## Note :- 45 Financial Reporting of Interest in Joint Ventures

The Company had formed a joint venture company with Cox & Kings Limited with 50-50 equal partnership in the name of Royal Indian Rail Tours Limited (RIRTL), by virtue of joint venture agreement dated 10th December 2008. However due to issues between the equity partners, IRCTC terminated the agreement with Cox & Kings Limited as on 12th August 2011, and also withdrawn the train from RIRTL.

The Company's share of ownership interest, assets, liabilities, income, expenses, contingent liabilities and capital commitments in the joint venture company as at 31st March, 2024 are not available in view of non-finalization of its accounts because of dispute between the parties, due to which the consolidation of Financial Statements as required under Ind AS 110 could not be done. These Standalone Financial Statements are the separate financial statements as per Ind AS.

S. No.	Name of the Joint Venture Company	% of Company's ownership interest	Assets	Liabilities	Income	Expenditure	Contingent Liabilities	Capital Commitments
1	RIRTL	50%	Not available	Not available				

# Notes to Standalone Financial Statements

## Note :- 46 Impairment of Assets

IRCTC has made an assessment on 31st March, 2024 for any indication of impairment in the carrying amount of Company's Property, Plant & Equipment (PPE), Intangibles and ROU assets. On the basis of such assessment, in the opinion of the management, no provision for the impairment of Property, Plant & Equipment and intangible assets of IRCTC is required to be made during the year.

Based on present value of future profitability of Golden Chariot and Bharat Gaurav trains, no impairment of ROU is considered necessary by the management as on March 31, 2024 even though operations of these trains were in losses till March 31, 2024.

## Note :- 47 Corporate Social Responsibility Expenditure

- a) Gross amount required to be spent by the Company during the year and approved by Board

S. No.	Particulars	Amount (₹ in Lakhs)	
		Year ended 31.03.2024	Year ended 31.03.2023
1	Gross amount required to be spent by the Company during the year	1,664.80	1,253.00
2	Amount approved by the Board to be spent during the year	1,664.80	1,253.00

- (b) Details of amount spent during the year :-

S. No.	Particulars	2023-24			2022-23			
		Expenditure Incurred (A)	Expenditure yet to be Incurred on ongoing projects(B)	Total (A+B)	Expenditure Incurred (A)	Expenditure yet to be Incurred on ongoing projects(B)	Total (A+B)	
<b>i) Construction/acquisition of any asset</b>								
<b>ii) On purposes other than (i) above</b>								
a)	Expenditure on Swacch Bharat Kosh & Namami Ganga	-	-	-	295.98	-	295.98	
b)	Expenditure on Education and Health Care	637.13	149.93	787.06	357.57	96.98	454.55	
c)	Aspirational District	253.38	53.68	307.06	90.78	17.65	108.43	
d)	Expenditure on Sanitation, Social Empowerment & Environment	206.86	54.04	260.90	110.49	19.58	130.07	
e)	Armed Forces	61.14	-	61.14	5.00	-	5.00	
f)	Research & Development to IIT	-	-	-	44.22	11.06	55.28	
g)	PM Care Fund	171.11	-	171.11	150.00	-	150.00	
h)	Skill Development & Sports	53.05	22.71	75.76	47.69	6.00	53.69	
i)	Others (Supply of Railneer Community meal and administrative expenses etc.)	1.77	-	1.77	-	-	-	
<b>Total</b>		<b>1384.44</b>	<b>280.36</b>	<b>1664.80</b>	<b>1101.73</b>	<b>151.27</b>	<b>1253.00</b>	

### Note 47.1 - Shortfall

Particulars	2023-24	2022-23
Shortfall at the end of the year	Nil	Nil
Total of previous years shortfall	Nil	Nil
Reason for shortfall	Not Applicable	Not Applicable



# Notes to Standalone Financial Statements

## Note 47.2 -Details of unspent amounts for ongoing projects

Year	Total amount remained for unspent for ongoing projects	Total amount spent during 2023-24	Amount remaining to be spent as on 31st March, 2024	Remarks
2023-24	280.36	-	280.36	Deposited in separate Bank Account
2022-23	151.27	77.55	73.72	Deposited in separate Bank Account
2021-22	51.48	51.48	-	-
2020-21	2.18	-	2.18	Deposited in separate Bank Account

**Note 47.3** There were no related party transaction in respect of CSR Expenditure incurred during the year.

## Note 47.4 Movement in CSR Provisions are as follows

S. No.	Financial Year	Opening Balance	Provision made during the year (Net of interest income)		Payment made during the year	Closing balance	Amount (₹ in Lakhs)
			From Company's bank A/c	From Separate CSR Unspent A/c			Amount (₹ in Lakhs)
1	2023-24	204.75	280.54	-	-129.03	356.26	
2	2022-23	126.39	151.27	-	-72.91	204.75	

## Note 47.4 : Details of ongoing projects 31st March 2024

In case of Ongoing and other than ongoing Project							
Opening Balance		Amount required to be spent during the year	Amount spent during the year		Closing Balance		
With Company	In Separate CSR Unspent A/c		From Company's bank A/c	From Separate CSR Unspent A/c	With Company	In Separate CSR Unspent A/c	
151.27	53.60	1,664.80	1384.44	129.03	280.28	75.98	

## Note 47.5 : Details of ongoing projects 31st March 2023

In case of Ongoing and other than ongoing Project							
Opening Balance		Amount required to be spent during the year	Amount spent during the year		Closing Balance		
With Company	In Separate CSR Unspent A/c		From Company's bank A/c	From Separate CSR Unspent A/c	With Company	In Separate CSR Unspent A/c	
124.39	-	1,253.00	1,099.61	72.91	151.27	53.60	

Amout of unspent CSR lying with company as at 31st March is deposited in separate bank account, within stipulated timelines.

## Note :- 48 Bank Balances other than Cash & Cash Equivalents

IRCTC has availed overdraft facility for ₹ 10,000 Lakhs (previous year ₹ 10,000 Lakh) from State Bank of India against fixed deposit of ₹ 12,000 Lakhs (previous year ₹ 12,000 Lakhs). The OD facility shall be availed @ 1% higher than the interest rate on fixed deposit for the period for which OD is being availed. Fixed deposits to that extent are under lien.

## Note :- 49 Railway Share

- (a) License fees / service charges are shown at gross value and corresponding share paid/payable to Indian Railways have been shown as expense under note no. 27, 28, 29 & 33.2.
- (b) As per MOU dt. 17.01.2007 signed between Railways & IRCTC, the sharing of revenue with Railways on Rail Neer has been mentioned in category I " Passenger amenities like management of stall, refreshment rooms at railway station, pantry car services, Rail Neer etc. where services are restricted to paid passengers and items for sale and tariff are determined and controlled by Railways. For this activity there is very limited scope of profit to the service provider." In such case the revenue share is payable @ 15% of revenue earned by IRCTC. In case of departmental units, 15% of net profit to be shared with Railways by IRCTC.

# Notes to Standalone Financial Statements

Railway Board vide its Letter dated 20.07.2021, has raised the issue of Railway Share and asked the Company to pay Railway Share of all the Rail Neer Plants in accordance with the MoU dt. 19.01.2007.

In response to letter dated 20.07.2021, Company has represented on the same ground as done in past. However, the Railway Board has not accepted the contention of the Company and advised to share 15% of profit for Departmental plants and 40% revenue share in terms of Catering Policy 2017 for PPP plants being run by Developer Cum Operator (DCO) vide letter dt. 30.09.2021. However, the Company contended that PPP Plants are not run on licensee model as these plants are set up by IRCTC and sale of Rail Neer takes place on the invoices of IRCTC only.

The Company had agreed to share 15% profit for all the plants including PPP plants and informed Railway Board vide letter dated 24.02.2022 and paid dues amounting to ₹ 2713.32 Lakhs which was accepted by Railway Board subject to reconciliation. The company has recognised Railway Share amounting to ₹ 546.60 Lakhs @ 15% of profit of Rail Neer Segment for the financial year 2022-23. No Railway Share was recognised for the financial year 2021-22 due to loss in Rail Neer Segment on account of Railway Share of ₹ 2713.32 Lakhs for previous years up to financial year 2020-21 charged against the profits of Rail Neer Segment during the financial year 2021-22.

In a further development during Financial Year 2023-24, the Railway board clarified that for Rail Neer plants run departmentally by the Company, the profits between IR and Company shall be shared in the ratio of 15: 85 and for plants operated under PPP model/run by DCO, profits between IR and Company shall be shared in the ratio of 40: 60. Accordingly, the company has recognized profit Share amounting to ₹ 320.33 Lakhs being 15% of profit of Departmentally run Railneer plants and ₹ 452.25 Lakhs being 40% of the profits of plants run on PPP model during the year ended 31st March, 2024 after charging profit Share amounting ₹ 1451.24 lakhs towards differential profit Share @25% on profits from PPP plants for previous years. Provision for the differential amount of profit sharing @25% (40%-15%) up to 31st March, 2023 amounting ₹ 1451.24 Lakhs is shown as an exceptional item for the year ended 31st March, 2024, even though the Company has made representation to the Railway Board for sharing of profit at uniform ratio of 15:85 for all Railneer plants till FY 2022-23. Response from Railway Board is still awaited. These matters are subject to reconciliation with the Railways.

## Note :- 50 Capital Advances For Flats & Land

The following amounts were paid in previous years for Purchase/construction of flats and land which are still pending as on date:-

- ₹ 635.98 Lakhs paid to Indian Railways in the year 2002-03/2006-07/2021-22/2022-23.
- ₹ 90.32 Lakhs for purchase of flats from AIR INDIA LTD in FY 2018-19.

## Note :- 51

- (a) In terms of contract agreement of Rail Neer Plants under PPP model, Developer cum Operator (DCO) shall make payment of fixed amount of License Fee (LF) as stipulated in the agreement and IRCTC shall make Volume Shortfall Payments to DCO if actual sales in a year are less than Assured sales stipulated in the concession agreement.

During the year ended 31st March, 2021, Executive Board (EB) of the IRCTC had decided that no shortfall compensation would be payable during the Covid-19 pandemic. The EB further decided that since this situation pertain to "Non Political Force Majeure" as provided in clause 16.2 of the agreement, licence fee benefit may be given on pro rata basis to the Developer Cum Operator (DCO), correlating with the actual production and installed capacity as per duly executed agreements.

The decision taken by the IRCTC was communicated to all DCOs. But certain DCOs have not accepted the decision of the Company. Accordingly, total amount of ₹ 437.61 Lakhs (Financial Year 2020-21 - ₹ 243.17 Lakhs & Financial Year 2021-22 - ₹ 194.44 Lakhs) was provided for during the year ended 31st March, 2022 as "Provision for Claims & Damages" towards shortfall compensation calculated net of License Fee waived off in respect of dissenting DCOs who have not accepted the decision of EB.

Further, during the Financial year 2022-23, operations have become normal and therefore, shortfall compensation of ₹ 50.41 lakhs has been calculated and accounted for as per contract terms & condition of individual plant. However, no shortfall compensation is provided for during current financial year 2023-24 in view of the normal operations of the railneer plants



# Notes to Standalone Financial Statements

- (b) As per the terms and conditions of the tender, in respect of 4 PPP Rail Neer plants, the Developer cum Operator (DCOs) are to reimburse the taxes on sales at actuals. In the absence of information of ITC availed by DCOs, the ITC receivable amounting to ₹ 364.83 lakhs has been accounted for during the year ended on 31st March, 2024 only for two plants and in the previous year 2022-23, the impact of ₹ 442.46 Lakhs (Financial Year 2021-22 ₹ 309.28 Lakhs) was accounted for the two plants only. These DCOs have represented against the claim of the Company for Input Tax Credit. This matter is being examined by the Management to decide on the future course of action.

## Note :- 52

During the Financial Year 2017-18, the Company had received ₹ 1200 lakhs from Ministry of Tourism for Manufacturing of 3 glass top Coaches on cost to cost basis out of which balance of ₹ 121.66 Lakhs is refundable to Ministry of Tourism.

## Note :- 53 Segment Reporting

The CODM & Manager for corporate planning examines the business performance on the basis of the nature of the services rendered by the company, organization structure & internal reporting system and has identified five reportable segments of its business as follows:-

- Catering
- Railneer
- Tourism & Train Operation
- State Teertha
- Internet Ticketing.

The corporation caters mainly to the needs of the domestic market. As such there are no reportable geographical segments.

The accounting principles used in the preparation of the Standalone financial statements is consistently applied to record revenue & expenditure in individual segments, as set out in the note of significant accounting policies.

Revenue and direct expenses in relation to segment are allocated based on items that are individually identifiable to the respective segment while the remainder of the costs are categorized as unallocated expenses. The management believes that it is not practical to provide segment disclosure to these expenses and accordingly these expenses are separately disclosed as unallocated and adjusted only against the total income of the Corporation. The overall percentage of such unallocable expenses to total revenue is not material.

Assets and Liabilities used in the company's business are not identified to any of the reportable segments as these are used interchangeably between segments. The company believes that it is currently not practicable to provide segmental disclosure relating to total assets and liabilities since a meaningful segregation of the available data could be onerous.

# Notes to Standalone Financial Statements

## Segment Reporting

Particulars	Catering		Railneer		Internet Ticketing		Tourism & Train Operations		State Teertha		Elimination		Total	
	Year ended 31st March 2024		Year ended 31st March 2023		Year ended 31st March 2024		Year ended 31st March 2023		Year ended 31st March 2024		Year ended 31st March 2023		Year ended 31st March 2024	
	Revenue													
Sale of products	6,882.81	2,769.87	31,940.57	29,503.21	-	-	-	-	-	-	-	-	38,823.38	32,273.08
Sale of services	1,87,836.26	1,44,878.79	683.72	522.70	1,29,530.60	119,803.42	54,922.41	41,220.59	15,179.74	15,377.83	3,881,527.3	3,21,803.33	-	-
Other Operating Income	-	-	4174	70.88	-	-	-	-	-	-	4174	70.88	-	-
Inter-Segment Sales	-	-	1,401.09	1,359.94	-	-	-	-	-	-	(1,401.09)	(1,359.94)	-	-
Other Income	2,542.50	1,994.87	337.13	447.99	800.51	885.13	668.72	302.19	61.54	74.04	4,410.40	3,704.22	-	-
Interest and Dividend Income	-	-	-	-	-	-	-	-	-	-	12,037.37	8,338.84	-	-
<b>Total Revenue</b>	<b>1,97,261.57</b>	<b>1,49,643.53</b>			<b>33,003.16</b>	<b>30,544.78</b>	<b>1,30,331.11</b>	<b>1,20,688.55</b>	<b>41,522.78</b>	<b>15,451.87</b>	<b>-</b>	<b>-</b>	<b>4,43,465.62</b>	<b>3,66,190.35</b>
<b>Segment Results</b>														
Unallocated Corporate	26,880.28	16,272.69	4,373.49	3,469.87	1,00,507.52	3,212.31	1,267.17	2,943.19	2,824.87	2,943.19	1,55,181.40	1,32,680.96	-	-
Income	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unallocated Corporate Expenses	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Profit Before Tax (Before Exceptional Items)</b>	<b>26,880.28</b>	<b>16,272.69</b>	<b>4,373.49</b>	<b>3,469.87</b>	<b>1,00,507.52</b>	<b>3,212.31</b>	<b>1,267.17</b>	<b>2,943.19</b>	<b>2,824.87</b>	<b>2,943.19</b>	<b>1,55,481.40</b>	<b>1,32,680.96</b>	-	-
Exceptional Items	-	528.04	(1,451.24)	174.15	1,584.99	(5,126.20)	378.30	-	54.52	-	(5,853.03)	2,720.00	-	-
<b>Profit Before Tax</b>	<b>26,880.28</b>	<b>16,800.73</b>	<b>3,644.02</b>	<b>2,922.25</b>	<b>1,02,092.51</b>	<b>1,06,759.17</b>	<b>1,645.47</b>	<b>1,913.89</b>	<b>2,879.39</b>	<b>2,943.19</b>	<b>1,49,628.37</b>	<b>1,35,400.96</b>	-	-
Income Taxes	-	-	-	-	-	-	-	-	-	-	38,502.58	34,812.85	-	-
<b>Net Profit</b>	<b>26,880.28</b>	<b>16,800.73</b>	<b>3,644.02</b>	<b>2,922.25</b>	<b>1,02,092.51</b>	<b>1,06,759.17</b>	<b>1,645.47</b>	<b>1,913.89</b>	<b>2,879.39</b>	<b>2,943.19</b>	<b>1,11,125.79</b>	<b>1,00,588.11</b>	-	-
Other Disbursements	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Interest Expenses	708.43	575.27	157.84	117.68	445.12	505.50	1,918.72	476.0	59.40	-	1,864.49	1,611.25	-	-
Depreciation	1,322.52	1,007.82	1,444.39	1,380.72	991.58	1,215.77	1,703.62	44.23	65.03	-	5,372.96	5,372.96	-	-
Total Depreciation	1,322.52	1,007.82	1,444.39	1,380.72	991.58	1,215.77	1,918.72	44.23	65.03	-	5,721.64	5,721.64	-	-

### Note:

1. Inter-segment sales are not taken into total revenue.
2. Assets and Liabilities used in the company's business are not identified to any of the reportable segments as these are used interchangeably between segments. The company believes that it is currently not practicable to provide segmental disclosure relating to total assets and liabilities since a meaningful segregation of the available data could be onerous.



# Notes to Standalone Financial Statements

## Note:- 54 Disclosure under Ind AS-115 on Revenue from contracts with Customers

### (a) Disaggregation of revenue

(i) Below is the disaggregation of the Company's revenue from contracts with customers: Type of Products and Service Wise

Type of goods or service	Amount (₹ in Lakhs)	
	For the year ended 31, March 2024	For the year ended 31, March 2023
Sale of Products	38,823.38	32,273.08
<b>Sale of Service-</b>		
i) Internet Ticketing	1,29,530.60	1,19,803.42
ii) Income From Catering Services	1,00,849.21	80,002.88
iii) Income from Concession Fee, License Fee etc.	86,987.05	64,875.91
iv) Tour & Train Operation	70,102.15	56,598.42
v) Railneer License Fee	683.72	522.70
vi) Other Operating Income	41.74	70.88
<b>Total</b>	<b>4,27,017.85</b>	<b>3,54,147.29</b>

(ii) Below is the disaggregation of the Company's revenue from contracts with customers: Segment Wise

Segment Wise	Amount (₹ in Lakhs)	
	For the year ended 31, March 2024	For the year ended 31, March 2023
Catering	1,97,261.57	1,49,643.53
Railneer	33,003.16	30,544.78
Internet Ticketing	1,30,331.11	1,20,688.55
Tour & Train Operation	55,591.13	41,522.78
State Teerath	15,241.28	15,451.87
<b>Total</b>	<b>4,31,428.25</b>	<b>3,57,851.51</b>

(b) Revenue from segment reporting is ₹ 431428.25 Lakhs (₹ 357851.51 Lakhs in F.Y 2022-23).

### (c) Contract balances

	Amount (₹ in Lakhs)	
	March 31, 2024	March 31, 2023
Trade receivables (Note 10.1)	1,37,434.19	1,14,291.40
Contract assets	-	-
Contract liabilities (Note 19)	38,485.91	40,952.33

(i) Trade receivables are non-interest bearing and the customer profile include Ministry of Railways, Government of India, public sector enterprises etc . The Company's average project execution cycle is upto 12 months.

(ii) Contract assets is recognised over the period in which services are performed to represent the Company's right to consideration in exchange for goods or services transferred to the customer. Any amount previously recognised as a contract asset is reclassified to trade receivables on satisfaction of the condition attached i.e. future service which is necessary to achieve the billing milestone.

Particulars	Amount (₹ in Lakhs)	
	March 31, 2024	March 31, 2023
Contract Asset at the beginning of the year	-	-
Transfer from Contract Asset to Trade Receivable and increase as a result of changes in measure of progress	-	-
Contract Asset at the end of the year	-	-

# Notes to Standalone Financial Statements

- (iii) Contract liabilities represents the amount received as advance from Customers related to Unexpired concession fee, Unexpired License fee, Unexpired User Charges, Unexpired Integration Charges & advances against the package tours

Particulars	Amount (₹ in Lakhs)	
	March 31, 2024	March 31, 2023
Contract Liabilities at the beginning of the year	40,952.33	22,081.68
Contract Liabilities at the end of the year	38,485.91	40,952.33

## Note :- 55 Capital management

The company objective to manage its capital in a manner to ensure and safeguard their ability to continue as a going concern so that company can continue to provide maximum returns to share holders and benefit to other stake holders. Company does not have any borrowings as at 31st March 2024.

Further, company manages its capital structure to make adjustments in light of changes in economic conditions and the requirements of the financial covenants. No changes were made in the objectives, policies or processes of managing capital during the year ended 31st March 2024.

## Note :- 56 Fair Value measurements

### (i) Financial Instruments by Category

Particulars	As at 31st March 2024			As at 31st March 2023		
	FVTPL*	FVTOCI**	Amortized Cost	FVTPL*	FVTOCI**	Amortized Cost
<b>Financial Assets</b>						
(i) Investment	-	-	-	-	-	-
(ii) Security Deposits	-	-	1,280.89	-	-	1,185.62
(iii) Trade Receivables	-	-	1,37,434.19	-	-	1,14,291.40
(iv) Cash and Cash Equivalents	-	-	69,133.87	-	-	42,884.51
(v) Bank Balances other than Cash & Cash Equivalents	-	-	1,57,130.73	-	-	1,50,197.23
(vi) Others	-	-	26,086.02	-	-	19,998.58
<b>Total Financial Assets</b>	<b>-</b>	<b>-</b>	<b>3,91,065.70</b>	<b>-</b>	<b>-</b>	<b>3,28,557.34</b>
<b>Financial Liabilities</b>						
(i) Security Deposits	-	-	19,183.70	-	-	13,590.87
(ii) Earnest Money Deposit	-	-	14,564.69	-	-	5,598.68
(iii) Trade payables	-	-	99,740.97	-	-	85,215.47
(iv) Lease Liabilities	-	-	6,035.05	-	-	8,416.22
(v) Others	-	-	27,414.92	-	-	20,056.52
<b>Total Financial Liabilities</b>	<b>-</b>	<b>-</b>	<b>1,66,939.33</b>	<b>-</b>	<b>-</b>	<b>1,32,877.76</b>

\*Fair Value through Profit & Loss

\*\*Fair value through Other Comprehensive Income

### (ii) Assets and liabilities which are measured at amortized cost for which fair values are disclosed.

Particulars	As at 31st March 2024		As at 31st March 2023	
	Carrying Value	Fair value	Carrying Value	Fair value
<b>Financial Assets</b>				
Security Deposit	1,280.89	1,280.82	1,185.62	1,185.62
<b>Total Financial Assets</b>	<b>1,280.89</b>	<b>1,280.82</b>	<b>1,185.62</b>	<b>1,185.62</b>
<b>Financial Liabilities</b>				
Security Deposit	19,183.70	19,127.58	13,590.87	13,474.48
Lease Liabilities	6,035.05	6,035.05	8,416.22	8,416.22
<b>Total Financial Liabilities</b>	<b>25,218.75</b>	<b>25,162.63</b>	<b>22,007.09</b>	<b>21,890.70</b>



# Notes to Standalone Financial Statements

- a. The carrying amounts of trade receivables, trade payables, Short term Security Deposit, cash and cash equivalents and other short term receivables and other payables are considered to be same as their fair values, due to short term nature.
- b. The fair value of long term security deposits were calculated on the cash flows discounted using current market rate of fixed deposits. They are classified as level-3 of fair values hierarchy due to inclusion of unobservable inputs.

## Fair value hierarchy

Level 1 - Quoted prices (unadjusted) in active markets for identical assets or liabilities.

Level 2 – Inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly (i.e. as prices) or indirectly (i.e. derived from prices).

Level 3 - Inputs for the assets or liabilities that are not based on observable market data (unobservable inputs).

The following table presents the fair value measurement hierarchy of financial assets and liabilities measured at fair value on recurring basis and at amortised cost

### Quantitative disclosures fair value measurement hierarchy for financial assets as on 31March 2024:

Particulars	Amount (₹ in Lakhs)			
	Level 1	Level 2	Level 3	Total
<b>Financial assets measured at Amortised Cost for which fair value are disclosed:</b>				
Security Deposit	-	-	1,280.82	1,280.82
	-	-	<b>1,280.82</b>	<b>1,280.82</b>

### Quantitative disclosures fair value measurement hierarchy for financial liabilities as on 31March 2024:-

Particulars	Amount (₹ in Lakhs)			
	Level 1	Level 2	Level 3	Total
<b>Financial liabilities measured at Amortised Cost for which fair value are disclosed:</b>				
Security Deposit	-	-	19,127.58	19,127.58
Lease Liabilities	-	-	6,035.05	6,035.05
	-	-	<b>25,162.63</b>	<b>25,162.63</b>

### Quantitative disclosures fair value measurement hierarchy for financial assets as on 31March 2023 :-

Particulars	Amount (₹ in Lakhs)			
	Level 1	Level 2	Level 3	Total
<b>Financial assets measured at Amortised Cost for which fair value are disclosed:</b>				
Security Deposit	-	-	1,185.62	1,185.62
	-	-	<b>1,185.62</b>	<b>1,185.62</b>

### Quantitative disclosures fair value measurement hierarchy for financial liabilities as on 31March 2023:-

Particulars	Amount (₹ in Lakhs)			
	Level 1	Level 2	Level 3	Total
<b>Financial liabilities measured at Amortised Cost for which fair value are disclosed:</b>				
Security Deposit	-	-	13,474.48	13,474.48
Lease Liabilities	-	-	8,416.22	8,416.22
	-	-	<b>21,890.70</b>	<b>21,890.70</b>

# Notes to Standalone Financial Statements

## Note :- 57 Financial Risk Management

The Company's principal financial liabilities comprise trade and other payables. The main purpose of these financial liabilities is to finance the company's operations and to provide guarantees to support its operation. The Company's principal financial assets include trade and other receivables and cash and cash equivalents that derive directly from its operations. The Company is exposed to market risk, credit risk and liquidity risk. The company financial risk activities are governed by appropriate policies and procedures and that financial risk are identified, measured and managed in accordance with the companies policies and risk objectives. The board of directors reviews and agrees policies for managing each of these risk, which are summarized below:-

### a) Market Risk

Market risk is the risk that the fair value of future cash flows of a financial instruments will fluctuate because of changes in market prices. Market risk comprises Interest rate risk and foreign currency risk. Financial instruments affected by market risk includes security deposits, Bank deposits and other non derivative financial instruments.

#### i) Interest Rate Risk

Interest rate risk is the risk that the fair value of future cash flows of a financial instruments will fluctuate because of change in market interest rate. The company manages its interest risk in accordance with the companies policies and risk objective. Financial instruments affected by interest rate risk includes deposits with banks. Interest rate risk on these financial instruments are very low as interest rate is for the period of financial instruments.

#### ii) Foreign Currency Risk

The company operates internationally. In view of low volume of foreign currency transactions, no material exposure exists from foreign currency risk arising form foreign currency transactions. Company does not hedge any foreign currency risk.

### b) Credit risk

Credit risk is the risk of financial loss to the Company if a customer or counterparty to a financial instrument fails to meet its contractual obligations, and arises principally from the Company's receivables from customers. The company is exposed to credit risk from its financial activities including trade receivable, deposits with banks, financial institutions and other financial instruments. The maximum exposure to credit risk is equal to the carrying value of the financial assets. The objective of managing counterparty credit risk is to prevent losses in financial assets. The Company assesses the credit quality of the counterparties, taking into account their financial position, past experience and other factors.

### c) Financial Instruments and cash deposits

Credit risk from balances with banks and financial institutions is managed in accordance with the company's policy. Investment of surplus are made only with approved counterparty on the basis of the financial quotes received from the counterparty.

### d) Liquidity risk

Liquidity risk is the risk that the company will not be able to meet its financial obligations as they become due. The company manages its liquidity risk by ensuring , as far as possible, that it will always have sufficient liquidity to meet its liabilities when due, under both normal and stressed conditions, without incurring unacceptable losses or risk to the company's reputation.

The company's principal sources of liquidity are cash and cash equivalents and the cash flow that is generated from operations. The company has no bank borrowings. The company believes that the working capital is sufficient to meet its current operational requirements. Any short term- surplus cash generated, over and above the amount required for working capital management and other operational requirements, are retained as cash and investment in short term deposits with banks. The said investments are made in instruments with appropriate maturities and sufficient liquidity.



# Notes to Standalone Financial Statements

## Note:- 58 Allowances for Expected Credit Loss and ageing schedule of Trade Receivables

### (i) Allowances for Expected Credit Loss for the year ended 31st March, 2024

Particulars		Amount (₹ in Lakhs)			
		Upto 3 year	More than 3 less than 5	More than 5 years	Defaulted
Railways/ Government	Gross carrying amount	116,153.25	4,417.72	5,461.92	3,585.60
	Expected credit rate	0%	0%	100%	100%
	Expected credit losses (Loss provision Allowance)		-	5,461.92	3,585.60
	Net carrying amount of trade receivables	116,153.25	4,417.72	-	-
Non-Railways/ Non- Government	Gross carrying amount	15,384.30	382.51	1,570.94	4,988.21
	Expected credit rate	0%	50%	100%	100%
	Expected credit losses (Loss provision Allowance)	-	191.26	1,570.94	3700.54(*)
	Net carrying amount of trade receivables	15,384.30	191.26	-	1,287.67

\*1. The ECL provision on disputed receivables of ₹ 712.03 lakhs up to 03 years , ₹ 658.06 lakhs up to 03 to 05 years and ₹ 388.86 more than 05 years for WVM contracts , in the event of non realization of claim from the licensee at the time of due settlement, liability to pay corresponding 40% Railways share shall also lapse. Hence, the provision has been made on 60% of the amount receivable by the company.

\*2. Disputed Receivables of ₹ 138.22 lakhs up to 03 to 05 years and ₹ 1159.86 lakhs more than 05 years, includes outstanding claims from Licensee's pertaining to increased license fee on sales assessment, on Tea and Coffee serving and hike in meal tariff rate. That in the event of non realization of claim from the licensee at the time of dispute settlement, liability to pay corresponding 45% Railways share (including maintenance charges) shall also lapse. Hence, the Provision has been made on 55% of the amount receivable by the company.

### (ii) Trade Receivables ageing schedule as on 31st March 2024

Particulars	Amount (₹ in Lakhs)					
	Outstanding for following periods from due date of payment					
	Less than 6 months	6 months - 1 year	1-2 years	2-3 years	More than 3 years	Total
(i) Undisputed Trade receivables – considered good	64,951.29	26,776.33	32,496.72	1,887.55	4,417.72	1,30,529.61
(ii) Undisputed Trade Receivables – which have significant increase in credit risk					382.51	382.51
(iii) Undisputed Trade Receivables – credit impaired					7,032.86	7,032.86
(iv) Disputed Trade Receivables– considered good						
(v) Disputed Trade Receivables – which have significant increase in credit risk						
(vi) Disputed Trade Receivables – credit Impaired		22.79	194.12	719.69	7,408.34	8,344.94
(vii) Unbilled amount	4,674.47	82.70	81.82	70.80	744.74	5,654.53

### Trade Receivables ageing schedule as on 31st March 2023

Particulars	Amount (₹ in Lakhs)					
	Outstanding for following periods from due date of payment*					
	Less than 6 months	6 months - 1 year	1-2 years	2-3 years	More than 3 years	Total
(i) Undisputed Trade receivables – considered good	73,704.79	25,439.08	2,701.92	231.11	6,865.93	1,08,942.84
(ii) Undisputed Trade Receivables – which have significant increase in credit risk	-	-	-	-	1,524.06	1,524.06
(iii) Undisputed Trade Receivables – credit impaired					5,474.50	5,474.50
(iv) Disputed Trade Receivables– considered good	-	-	-	-	-	-

# Notes to Standalone Financial Statements

Particulars	Outstanding for following periods from due date of payment*					Amount (₹ in Lakhs)
	Less than 6 months	6 months - 1 year	1-2 years	2-3 years	More than 3 years	
(v) Disputed Trade Receivables – which have significant increase in credit risk	-	-	-	-	-	-
(vi) Disputed Trade Receivables – credit Impaired	-	-	259.36	166.12	8,443.63	8,869.11
(vii) Unbilled amount	2,521.29	18.14	75.03	34.77	756.43	3,405.65

## Note :- 59 Estimates and assumptions

The followings are the key assumptions concerning the future, and the key sources of estimation uncertainty at the end of the reporting period that may have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within next financial year.

### a) Fair valuation measurement and valuation process

The fair values of financial assets and financial liabilities are measured using the valuation techniques including DCF model. The inputs to these methods are taken from observable markets where possible, but where this it is not feasible, a degree of judgement is required in arriving at fair values. Judgements include considerations of inputs such as liquidity risk, credit risk and volatility. Changes in assumptions about these factors could affect the reported fair value of financial instruments.

### b) Taxes

Deferred tax assets are recognized to the extent that it is probable that taxable profit will be available against which losses can be utilized. Significant management judgement is required to determine the amount of deferred tax asset that can be recognized, based upon the likely timing and level of future taxable profit together with future tax planning strategies.

### c) Defined benefit Obligations

Employee benefit obligations are determined using actuarial valuations. An actuarial valuation involves making various assumptions that may differ from actual developments in the future. These include the determination of the discount rate, future salary increases and mortality rates. Due to the complexities involved in the valuation and its long term nature, a defined benefit obligation is highly sensitive to changes in these assumptions. All assumptions are reviewed at each reporting date.

### d) Useful lives of property, plant and equipment

The estimated useful lives of property, plant and equipment is as given in the Note 2(i). Estimated useful lives of property, plant and equipment are based on number of factors including the effects of obsolescence, demand, competition, and other economic factors. The Company reviews the useful life of property, plant and equipment at the end of each reporting date.

### e) Leases

Company uses its judgement in determining whether or not contract contains a lease, extension option of the lease agreement and termination option of the lease agreement will be exercised or not. For the land on lease from the railways refer Note No. 2 (i) (h) to estimate the future lease term.

## Note :- 60 Train Operations

The Company is engaged in the operations of the trains received from the Zonal railways on haulage charge principle basis. The income from the operations of the special train includes the basic fare collected from the passengers, catering charges and other charges as fixed by the Company. The income from operations of trains is recognized over the period of time of the operations of the train as per the requirement of the Ind AS-115.



# Notes to Standalone Financial Statements

## Note :- 61 Ticket Deposit Receipt Refund (TDR) Cases

The TDR refund is made by the Company to the passengers after receipt of the same from Indian Railway. As on 31st March 2024, number of cases pending were 77731 (previous year 59582) with value of ₹ 949.60 lakhs (Previous year ₹ 726.40 Lakhs).

## Note :- 62 Railneer Plants on PPP Model

In addition to 4 nos. of company owned Rail Neer plants, 15 nos. of Rail Neer Plants are operational at various locations on PPP model. One more Rail Neer Plant at Vijayawada is under construction and commercial production at this Rail Neer plant is likely to start in 2024-25.

## Note :- 63 Capital Expenditure

The company has incurred Total Capital Expenditure of ₹ 23,960.35 lakhs including CWIP and Capital Advances but excluding ROU assets ( previous year ₹ 23,863.60 lakhs ).

## Note :- 64 CBI Inquiry against Ex-Railway Minister

The company does not foresee any financial liability with regards to the CBI Enquiry against the Ex-Railway Minister involving the Ex-Senior Official of the Company as per reports in the media.

## Note:- 65 GST Input Tax Credit

GST Input Tax Credit (net of amounts appearing on GST portal & GST Return 2B) as on 31st March, 2024 amounting to ₹ 2283.76 Lakhs (previous year ₹ 921.13 Lakhs) included in "Balances with Government Authorities" in Note 12 is pending for credit in GSTR 2B as on date.

## Note :- 66 Employee advances

The employee advances are paid to avoid genuine employee hardships to meet official expenses. The expenses are reimbursed to the employees separately subsequently. Accordingly although the advances are non-refundable until employment, the same have not been discounted and deemed as current in nature.

## Note:-67 Setting up, Operation & Maintenance of Railneer Plants

The Company has entered into an agreement with private parties "the operator" wherein operator is responsible for Set Up (Building & Plant Machinery), Operation and Maintenance of water treatment Plant on the land owned by the Company against consideration for procurement of Rail Neer, CFA and Transportation services by the Company. Terms of agreement provides that at the end of contract period the commissioned assets at plant along with building shall be transferred to the Company. Since the contract for such O & M Contractor is tendered and selection is made based on commercial bids, in absence of sufficient information to ascertain the additional consideration towards cost of building and plant and following conservative approach, assets have not been recognized. Accordingly, such assets shall be accounted for in the books of accounts based on technical assessment at the time of takeover.

## Note:-68 License Fee on Water Vending Machines

That Licensee Fee as per Note 27, includes contingent provision of 25 % Railway Share (15% as per Circular 36/2015) against license fee received on Water Vending Machines, pending clarification from the Railway Board under the Catering Policy 2017.

# Notes to Standalone Financial Statements

**Note :- 69 List of Immovable Property whose Title Deeds are yet to be executed as on 31.03.2024**

Relevant line item in the Balance sheet	Description of item of property	Gross carrying value	Title deeds held in the name of	Whether title deed holder is a promoter, director or relative # of promoter*/director or employee of promoter / director	Property held since which date	Reason for not being held in the name of the company**
A	B	C	D	E	F	G

**(a) List of Freehold properties for which title deeds yet to be executed**

PPE	Land for Hotel at Village Bimeetha , Distt. Chattarpur, Khajuraho, M.P.	₹66.98 Lakhs	Allotment letter in the name of IRCTC	See remarks in Column G	03.09.2013	Title deed yet to be executed.
	Land for Hotel at Keavadia Near Kevadia Railway Station, Gujarat	₹1275 Lakhs	Allotment letter in the name of IRCTC	See remarks in Column G	15.10.2020	Title deed yet to be executed.

**(b) List of Leasehold properties for which lease deeds yet to be executed**

<b>Residential Buildings:-</b>						
	D/91 & D/141, Westeren Railways Colony, Pali Hills, Bandra, Mumbai	₹325 Lakhs	Allotment in the name of IRCTC	See remarks in Column G	03.10.2012	License Agreement with Railways pending
	3 Residential Flats Near Safdarjung Railway Station, New Delhi	₹1374 Lakhs	Allotment in the name of IRCTC	See remarks in Column G	Nov. & Dec., 2022	Lease Agreement with Railways yet to be executed
<b>Lands :-</b>						
Right of Use Assets	Land allotted by Assam State Government at Jagi Road, Assam for Railneer Plant	₹8.06 Lakhs	Allotment letter in the name of IRCTC	See remarks in Column G	17.02.2017	Lease Agreement yet to be executed.
	Land allotted by Himachal Pradesh State Government at Una, for Railneer Plant	₹103.81 Lakhs	Allotment letter in the name of IRCTC	See remarks in Column G	30.10.2018	Lease Agreement yet to be executed.
	Land given by Railways at Ambernath, Maharashtra, for Railneer Plant	₹28.23 Lakhs	Lease Agreement with Railways	See remarks in Column G	17.12.2009	Renewal of Lease Agreement with Railways is pending since 1st April, 2021

**Notes :- 70 Leases**

**a) Company as a Lessee**

The Company as a lessee has entered into various lease contracts, which includes lease of land, office space, and vehicles. Before the adoption of Ind AS 116, the Company classified each of its leases (as lessee) at the inception date as either a finance lease or an operating lease.

The Company also has certain leases of offices and guest house with lease terms of 12 months or less. The Company applies the 'short-term lease' recognition exemptions for these leases.

**Right of Use Assets**

The carrying amounts of right-of-use assets recognised and the movements during the year are disclosed in Note 5B.



# Notes to Standalone Financial Statements

## Lease Liabilities

Set out below are the carrying amounts of lease liabilities recognised and the movements during the year:

Particulars	(₹ in Lakhs)	
	As at 31st March, 2024	As at 31st March, 2023
<b>Balance at Opening of the year</b>	8,416.22	10,492.13
Addition /Adjustments (Net)	1446.14	733.63
Accretion of interest	606.05	625.00
Payments	4,433.36	3,434.54
<b>Balance as at the year end</b>	<b>6035.05</b>	<b>8416.22</b>
<b>Current</b>	1,855.31	2,471.11
<b>Non-current</b>	4,179.74	5,945.11

The maturity analysis of the lease liability on an undiscounted basis as on 31st March 2024 are as follows :-

Particulars	Amount (₹ in Lakhs)		
	Less than 1 year	1-2 years	2 year and above
Lease liabilities	2,213.20	972.90	3,225.48
	<b>2,213.20</b>	<b>972.90</b>	<b>3,225.48</b>

The maturity analysis of the lease liability on an undiscounted basis as on 31st March 2023 are as follows :-

Particulars	Amount (₹ in Lakhs)		
	Less than 1 year	1-2 years	2 year and above
Lease liabilities	3,039.18	2,065.75	4,429.33
	<b>3,039.18</b>	<b>2,065.75</b>	<b>4,429.33</b>

## Amounts recognised in Statement of Profit and Loss

Particulars	(₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
Depreciation expense of right-of-use assets (Refer Note 32)	2,734.58	2,312.79
Interest expense on lease liabilities (Refer Note 31)	606.05	625.00
Expense relating to short-term leases (Refer Note 33)	89.01	104.96
	<b>3429.64</b>	<b>3042.75</b>

The Company has several lease contracts that include extension and termination options. These options are negotiated by management and align with the Company's business needs. Management exercises significant judgement in determining whether these extension and termination options are reasonably certain to be exercised.

Gain/loss from sale and leaseback transactions is not applicable to the Company.

The Company has used SBI MCLR as incremental borrowing rate for calculation of lease liability.

### b) Company as a Lessor

The Company has given its Assets on the leases, details of the same are given under the Note 5 Investment Property.

Lease Rental recognized as income during the year is ₹ 234.98 Lakhs (Previous year ₹ 235.00 Lakhs)

# Notes to Standalone Financial Statements

**Details of the maturity of lease payment receivables are as follows:-**

<b>Particulars</b>	(₹ in Lakhs)	
	<b>As at 31st March 2024</b>	<b>As at 31st March 2023</b>
Not later than one year	73.90	234.96
Later than one year and not later than five years	-	73.90
Later than five years	-	-

## Note :- 71 Tejas and Mahakal Express trains:

Railway Board had mandated IRCTC to operate 02 rakes of Tejas trains and 01 rake of Kashi Mahakal express trains as passenger trains to provide passenger with an option of travelling in premium segment private trains. IRCTC has inaugurated both the trains on 4th Oct, 2019 and 17th Jan, 2020 on the sector Lucknow –New Delhi-Lucknow and Admedabad –Mumbai-Ahmedabad respectively.

"In the financial year 2020-21, both Tejas trains have been run from the month of October, 2020 and stopped due to the COVID -19 pandemic and suspension of passenger's trains services. The representations have been made to Railway Board for waiver of fixed commitments against both Tejas and Kashi Mahakal trains for the non operational period during the financial year 2020-21 due to present pandemic. Railway Board vide letter no TC-II/2910/20/Trains dated 11.5.2021 has only agreed to waive off the component of ""loss of paths to Good trains"" in calculation and charging of fixed cost for IRCTC passenger trains for non –operational period up to 31.12.2020 and has decided that other charges applicable will remain the same. IRCTC has again requested Railway Board to reconsider waiving off the fixed charges (fixed haulage and Custody charges) amounting to ₹ 2793 Lakhs for non-operational period of the three trains considering it as a force majeure situation, as the lockdown and restriction imposed by Government of India due to COVID-19 pandemic was beyond control of IRCTC. However, IRCTC has made full provision for the fixed charges for both the Tejas trains and Kashi Mahakal express trains train in the Financial Year 2020-21. Further, during the financial year 2022-23, Railway Board vide letter no TC-II/2910/2019/Trains by IRCTC (E-3344610), New Delhi dated 06.01.2023 has further allowed waiver off amounting ₹ 174.91 lakhs relating to Tejas trains on account of Custody and Fixed Haulage charges out of ₹ 2793 Lakhs. The said amount is included in Excess Provision Written Back under Exceptional Items (refer note no.33.2) during that year. "

## Note :- 72 The Company has applied for advance ruling for following issues for which decision of AAR is still awaited:

1. Reimbursement of Service Charges: The Government of India through Ministry of Railways, in the public interest had waived off the service charges from the passengers for booking of online train tickets through IRCTC's website. The Government of India has reimbursed consolidated amount of ₹ 8000 Lakhs, ₹ 8800 Lakhs and ₹ 3227 Lakhs for the 2017-18 , 2018-19 and 2019-20(up to July-19) respectively. Section 15 (2) of CGST Act 2017, excludes the amount of reimbursement of expenses received from the Central Government and State Governments from the value of taxable supply, hence the amount received from the Indian Railways being the Central Government towards the reimbursement of expenses incurred for the providing of same should not be charged to GST. Therefore no GST was paid by IRCTC for above reimbursement.
2. Reimbursement of Travel Insurance: The Government of India has decided to provide travel insurance on free of Cost to the passengers who have booked the train ticket through online to promote digitalization. Accordingly, IRCTC provided the Insurance free of Cost for which Ministry of Railway had reimbursed the travel insurance of ₹ 4700 Lakhs on which no GST was paid by the Company being reimbursement of expenses received from the Central Government.
3. MDR Received from Acquirer Banks. The IRCTC has received ₹ 300 Lakhs in FY 2019-20 from Acquirer Banks towards its share of MDR charges being rate or fee charged on the merchant service providers The Company has treated this payment as subsidy and no GST was paid on the aforesaid amount, as subsidy received from Central Government and State Governments shall be excluded from the value of supply and same shall not form part of consideration for the purpose of levying GST.
4. The IRCTC has received pro-rata Licensee fees from Indian Railways for taken over of catering of SBD trains in the terms of Catering Policy, 2017 of ₹ 1385 Lakhs, ₹ 7058 Lakhs, ₹ 125 Lakhs for the years 2017-18, 2018-19 & 2019-20 respectively and no GST was paid on the aforesaid amounts in view of the fact that the GST is not applicable on the aforesaid amount as it was received from Licensee by the Indian Railways prior to Introduction of GST and service tax was not applicable on the grant of licence for payable to Indian Railways as per Finance Act at the time of its receipt. The proportionate amount paid by Indian



# Notes to Standalone Financial Statements

Railways to IRCTC is towards the remaining part of the tender period which was awarded prior to the implementation of GST. The assigning of licence by Indian Railways to its subsidiary i.e. IRCTC does not change the nomenclature of the transaction as the licence has been awarded prior to the implementation of GST. The incidence of tax is the event when the service is provided/supplied to the service recipient. Thus, the Service being "grant of licence" was provided by Indian Railways at the time when the licence was awarded.

## Note :- 73

Railway Board vide Commercial Circular no. CC60 of 2019 has increased the catering tariff for post and pre-paid trains. However, the effect of enhancement of License Fee for the periods from 18th November, 2019 to 22nd March, 2020 (for post paid trains) and 27th November, 2021 to 31st December, 2023 (for post and pre-paid trains) on account of increase in catering tariff stated above has not been ascertained & recognized pending sale assessment in its entirety. After the resumption of regular train services from 27th Nov 2021 onwards, the Company has conducted and completed the sales assessment, for all the trains (post-paid trains as well as prepaid trains). Further, the company has raised certain demand notices for increased License fee, but some of the licensees have challenged Company's decision of increased License fees in respective Hon'ble High Courts of Delhi, Mumbai, Kolkata and Guwahati. Further, some of the licensees have requested for arbitration. As the matter is sub-judice and the occurrence is dependent on outcome of certain event in future, the impact of increase in License fees for pre-paid and post paid trains has not been recognized in the Standalone financial statements for the year ended on 31st March, 2024 and for previous years up to 31st March, 2023.

## Note :- 74

The menu and tariff of standard meals/items is controlled by Railway Board and these were revised & enhanced vide CC-64 dated 12.12.2019. As per the instructions, these were to be implemented with immediate effect and as an interim measure, sales assessment in limited units was undertaken to assess the impact of enhancement in License fees. Accordingly, guidelines were issued on 28.01.2020 for incorporating the impact of enhancement in license fees by adding the weightage assigned to the License fees of the unit or by undertaking sales assessment within 6 months, whichever is higher. However, unforeseen COVID pandemic started and lockdown was imposed due to which passenger train operation and stations operations for passengers were suspended by MoR w.e.f 23.03.2020.

The static units at stations were closed and due to lockdown followed by severe restrictions as per Govt. instructions, the sales assessment of the units could not be conducted. The temporary passenger train operations started w.e.f. 01.06.2020. Only limited (PAD & RTE) items were permitted for sale @10% license fee w.e.f. 01.06.2020. However, this was limited to few stations only as passenger movement at most of the stations was restricted due to local restrictions.

On 20.01.2021 guidelines for charging reduced license fees@20% of license fees were issued due to prevailing impact of COVID. Further, on 04.10.2021 revised guidelines were issued to implement the reduced License fees @ 20% up to 31.10.2021 and new methodology was implemented for charging of LF w.e.f 01.11.2021 based on footfall. The interim method was followed for ongoing contracts till 31.05.2022. Instructions were issued for charging 100% license fee w.e.f. 01.06.2022.

The sales assessment for all the static units has been completed in the financial year 2022-23. But some of the licensees have challenged the company decision on enhanced LF in the Hon'ble High Court of Kerala(WP(C) WP 26745/20,WP26795/20,WP26721/20,WP26703/20).

As the matter is sub-judice and there is uncertainty and occurrence is dependent on outcome of certain event in future, hence the impact of increase in License fees for Static units has not been recognized in the books of account for the financial years 2022-23. However, following the conservative approach, the negative (refund) impact on License fees of ₹ 94.54 Lakhs (Net of Railway share) was recognized in the books of account for the year 2022-23. Further, an amount of ₹ 45.87 Lakhs have been reversed during current financial year out of ₹ 94.54 Lakhs due to error in calculation during the year 2022-23.

# Notes to Standalone Financial Statements

## Note:- 75 Ratios

The Ratios for the years ended March 31, 2024 and March 31, 2023 are as follows :

Particulars	Numerator	Denominator	As at March 31, 2024	As at March 31, 2023	Variance (in %)
Current ratio	Current assets	Current Liabilities	1.95	1.82	7.14
Debt-Equity ratio (4)	Total Debt(1)	Shareholder's equity	0.02	0.03	-33.33
Debt Service	Earning available for debt service (2)	Debt Service(3)	37.48	38.54	-2.75
Coverage ratio					
Return on Equity (ROE)	Net profits after taxes	Average Shareholder's Equity	0.39	0.46	-15.22
Inventory Turnover Ratio	Sales	Average Inventory	72.33	81.88	-11.66
Trade receivables turnover ratio	Revenue from Operations	Average trade receivable	3.39	4.13	-17.92
Trade payables turnover ratio	Cost of Sales and Purchase of Services	Average trade payable	2.53	2.41	4.98
Net Capital turnover ratio	Revenue	Working Capital	1.71	1.81	-5.52
Net profit ratio	Net profits	Revenue from Operations	0.26	0.28	-7.14
Return on Capital Employed (ROE)	Earning before interest and taxes	Capital employed (Net worth and Long Term Lease Liabilities)	0.46	0.54	-14.81
Return on Investment (ROI) (5)	Income generated from Investments	Time weighted Average Investment	7.94	5.19	52.99

- (1) Debt represent only lease liabilities.
- (2) Net profit after taxes + Non-cash operating expenses/Income plus Interest +other adjustment like loss on sale of Fixed assets.
- (3) Lease payment for the current year.
- (4) Debt Equity ratio decreased due to increase in Shareholders' equity and reduction in debt.
- (5) ROI has increased due to increase in interest rates on FDRs.

## Note :- 76 Exceptional Items

For the current Financial Year 2023-24, net expense on account of Exceptional items amounting to ₹ 5853.03 Lakhs includes: (i) ₹ 5126.20 Lakhs being provision made towards revised fixed, variable and Custody charges for the two Tejas express trains w.e.f. 13th August, 2021 to 31st March, 2023 in line with the letter received from Ministry of Railways even though the Company has made representation to the Railway Board for waiver of this amount, (ii) ₹ 1451.24 Lakhs being provision made towards the differential amount of profit sharing @25% (40%-15%) up to 31st March, 2023 on profits of Railneer plants operated on PPP model and (iii) ₹ 724.41 Lakhs being excess provisions written back for previous years relating to various expenses.

For the Financial Year 2022-23, net income on account of Exceptional items amounting to ₹ 2720.00 Lakhs includes: (i) ₹ 1198.59 Lakhs being excess provisions written back for previous years relating to Performance Related Pay (PRP), (ii) ₹ 1085.74 lakhs being excess provisions written back for previous years relating to Maintenance & Development charges for Internet Ticketing and (iii) ₹ 435.67 Lakhs being excess provisions written back for previous years relating to various other expenses.

## Note :- 77

The Company got incorporated a new company as its wholly owned subsidiary company namely "IRCTC Payments Ltd." on 10th February, 2024 with its main object "To carry on the business of providing different types of online and offline payments related services". The first financial year of the said subsidiary company will be from 10th February, 2024 to 31st March, 2025 as approved by the Board of Directors of IRCTC Payments Ltd. in their meeting held on 4th March, 2024. Accordingly, the Standalone Financial Statements of the subsidiary for the period 10th February, 2024 to 31st March, 2024 has been prepared only for the purpose of preparation of consolidated financial statements of IRCTC Ltd.



# Notes to Standalone Financial Statements

## Note :- 78 Legacy Transactions

- (A) Identification/Reconciliation/Adjustment of legacy items representing old debit and credit balances and certain differences between control and subsidiary balances is in progress. Further, the system of classification/identification of liabilities as trade payables and the aging of payables/recievable including linking of payments made/received against invoices received/raised will be revisited and improved in FY 2024-25.
- (B) Identification and classification of MSME into Micro, Small and Medium is a continuous process and the same will be reviewed and improved during the financial year 2024-25.

## Note :- 79 Ex-gratia/Performance related pay to the deputationists

Ministry of Railways vide letter number 2023-BC-PP-05/2021-22 dated 09.01.2023 has sent provisional Para no 05 issued by C&AG to the company on payments of ex-gratia/Performance related pay to the deputationists and requested to send comments on the provisional Para. this Para C&AG has commented that the payments of ex-gratia either in lieu of PRP or as pay parity to employees on deputation on CDA scale was in violation of the DPE and DoPT instructions, and thus inadmissible. Further C&AG have recommended that the payment of ex-gratia/PRP to the deputationists to be stopped and to ensure recovery of the inadmissible payments of ₹ 230.13 Lakhs made to deputationists. The Company has sent detailed reply to Ministry of Railways on dated 24.01.2023 in which company has requested that the performance award paid to the deputationists is not in violation of the DPE and DoPT instructions. The amount of performance award paid to deputationists is a form of incentive to boost the morale of the employees and to retain them with the company. As on date no further communication has been received from Ministry of Railways by the Company. Appropriate decision will be taken on this matter as and when response is received from Ministry of Railways. In the meantime , no such provision has been made for the financial year 2022-23 & 2023-24 and the provisions outstanding (net of interim payments made) for financial year 2021-22 of ₹ 30.65 lakhs was written back as on March 31,2023. The response from Ministry of Railways is still awaited.

## Note :- 80 Disclosures required under Ind-AS and Schedule III of Companies Act,2013 (as amended)

The Company has made the disclosures at appropiates place regarding the relevant items or transactions of balance sheet and statement of profit and loss. Any non-disclosure is due to non occurrence of related transaction.

## Note :- 81 Borrowings

The company has not taken any borrowings from banks and financial institutions during the year.

## Note :- 82 Other Regulatory Information

- (i) The Company do not have any Benami property. Accordingly, no proceedings have been initiated or pending against the Company for holding any Benami property under the Benami Transactions (Prohibitions) Act, 1988 (45 of 1988) and the rules made thereunder. Accordingly, no disclosure is required to be given.
- (ii) The Company have transactions with companies struck off under section 248 of the Companies Act, 2013 or section 560 of Companies Act, 1956 as per the following details for the year ended 31st March, 2024:-

Name of struck off Company	Nature of transactions with struck-off Company	Balance outstanding (₹ In Lakhs)	Relationship with the Struck off company, if any
G LITE ENERGY PRIVATE LIMITED	Payables	6.06	--
Reliance Communications Infrastructure Ltd.	Payables	0.01	--
Hakmichand D and Sons	Payables	5.26	--

# Notes to Standalone Financial Statements

The Company have transactions with companies struck off under section 248 of the Companies Act, 2013 or section 560 of Companies Act, 1956 as per the following details for the year ended 31st March, 2023:-

Name of struck off Company	Nature of transactions with struck-off Company	Balance outstanding (₹ In Lakhs)	Relationship with the Struck off company, if any
Lead Management Services	Receivables	0.29	--
G LITE ENERGY PRIVATE LIMITED	Payables	6.06	--
Reliance Communications Infrastructure Ltd.	Payables	0.01	--
Bharti Cellular Ltd	Payables	0.49	--
Redguard India Pvt.Ltd.	Payables	0.27	--
Reliance Communications Infrastructure Ltd.	Receivables	2.06	--

- (iii) The Company do not have any charges or satisfaction which are yet to be registered with ROC beyond the statutory period.
- (iv) The Company has not traded or invested in Crypto currency or Virtual Currency during the current financial year.
- (v) The Company has not advanced or loaned or invested funds to any other person(s) or entity(ies), including foreign entities (Intermediaries) with the understanding that the Intermediary shall:
  - (a) directly or indirectly lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the company (Ultimate Beneficiaries) or
  - (b) provide any guarantee, security or the like to or on behalf of the Ultimate Beneficiaries
- (vi) The Company has not received any fund from any person(s) or entity(ies), including foreign entities (Funding Party) with the understanding (whether recorded in writing or otherwise) that the Company shall:
  - (a) directly or indirectly lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the Funding Party (Ultimate Beneficiaries) or
  - (b) provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries
- (vii) The Company has no such transaction which is not recorded in the books of accounts that has been surrendered or disclosed as income during the year in the tax assessments under the Income Tax Act, 1961 (such as, search or survey or any other relevant provisions of the Income Tax Act, 1961).
- (viii) The company is not declared as wilful defaulter by any bank or financial institution or other lender.
- (ix) The company has one subsidiary incorporated on 10th February, 2024 and the subsidiary has not acquired any other Company. Accordingly, provisions of clause (87) of section 2 of the Act read with the Companies (Restriction on number of Layers) Rules, 2017, are complied with.
- (x) The Company has not revalued any of its Properties, Plant & Equipment (Including right of use assets) and intangible assets during the Financial Year 2023-24.
- (xi) The Company has not granted any loans or advances in the nature of loans to promoters, Directors, KMPs and the related parties during the Financial Year 2023-24.



# Notes to Standalone Financial Statements

## Note :- 83 Re-grouping, reclassification, prior period items for previous years

The figures for the previous year have been regrouped/reclassified/restated to confirm and make them comparable with those of current year. The details are as follows:-

Items of Balance Sheet before and after re-classification as on 31st March, 2023:

### (a) Balance Sheet

Particulars	Before re-classification	Re-classification	After re-classification
Other Non Current Financial Assets	11.31	83.09	94.40
Bank Balances other than cash and cash equivalents	1,50,488.63	-291.40	1,50,197.23
Other Current Financial Asset	20,881.49	208.31	21,089.80

**Reason for Change :** Term deposits have been reclassified as on 31st March 2023 in accordance with requirement of schedule III.

### (b) Statement of Cash Flow

Particulars	Before re-classification	Re-classification	Re-stated After re-classification
Cash Flow from Operating Activities	81,012.23	161.24	81,173.47
Cash Flow from Investing Activities	-31,513.56	-161.24	-31,674.80

**Reason for Change :** Term deposits have been reclassified as on 31st March 2023 in accordance with requirement of schedule III. Corresponding impact of same is in statement of cash flow.

Company has defined its policy for restatement of prior period items in Standalone financial statements in accordance with IndAS notified. The impact of the policy is not material on current year financial statements. Net increase in profit for the year is ₹ 553.94 lakhs due to items of prior period nature recognised in current year statement of profit and loss.

## Note :- 84 Approval of Standalone Financial Statements

The Standalone financial statements were approved for issue by the Board of Directors on 28th May, 2024.

As per our Report of even date attached

For **N.K. Bhargava & Co.**

Chartered Accountants

Firm Reg. No. : 000429N

Sd/-

**CA N.K. Bhargava**

Partner

M.NO:-080624

Place : New Delhi

Date : 28th May, 2024

For and on behalf of :-

**Indian Railway Catering & Tourism Corporation Limited**

Sd/-

**Sanjay Kumar Jain**

Chairman & Managing Director

DIN:- 09629741

Sd/-

**Ajit Kumar**

Director (Finance) & CFO

DIN:- 07247362

Sd/-

**Suman Kalra**

Company Secretary

M.No.FCS9199

# **Consolidated Financial Statements**





# Independent Auditors' Report

To the Members of

**Indian Railway Catering and Tourism Corporation Limited**

## Report on the Audit of the Consolidated Financial Statements

### Opinion

We have audited the accompanying Grouping Consolidated Financial Statements of Indian Railway Catering and Tourism Corporation Limited ("hereinafter referred to as Holding Group") and its Subsidiary Company (the Holding Group and its Subsidiary together referred as "the Group") comprising the Consolidated Balance Sheet as at March 31, 2024, the Consolidated Statement of Profit and Loss (including Other Comprehensive Income), the Consolidated Cash Flow Statement and the Consolidated Statement of Changes in Equity for the year then ended and Notes to the Consolidated Financial Statements, including a summary of significant accounting policies and other explanatory information (hereinafter referred to as "Consolidated Financial Statements").

In our opinion and to the best of our information and according to the explanations given to us, the aforesaid Consolidated Financial Statements give the information required by the Companies Act, 2013, as amended, ("the Act") in the manner so required and give a true and fair view in conformity with the Indian Accounting Standards ("Ind AS") prescribed under section 133 of the Act read with the Companies (Indian Accounting Standard) Rules, 2015, as amended, and other accounting principles generally accepted in India, of the state of affairs of the Group as at March 31, 2024, its profit (financial performance including other comprehensive income), its Consolidated cash flows and the Consolidated changes in equity for the year ended on that date.

### Basis of Opinion

We conducted our audit of the Consolidated Financial Statements in accordance with the Standards on Auditing (SAs) specified under section 143(10) of the Act. Our responsibilities under those Standards are further described in the Auditor's Responsibilities for the Audit of the Consolidated Financial Statements section of our report. We are independent of the Group in accordance with the Code of Ethics issued by the Institute of Chartered Accountants of India together with the ethical requirements that are relevant to our audit of the financial Statements under the provisions of the Act and the Rules made there under, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the Code of Ethics. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion on the Consolidated financial statements.

### Emphasis of Matter

We draw attention to:

1. Note No. 37.2(iv) regarding Arbitration award pronounced in April 2022 amounting to ₹ 7,471.65 Lakhs plus simple interest @ 6% per annum from January 2018 onwards, given in favour of certain licensees which represents principal amount towards claims for supply of welcome drinks not paid to licensees and recovery of differential costs for the supply of regular meals to the passengers on the instructions of Railways whereas the price of combo meal, which is lower than the price of regular meal, was reimbursed to these licensees. The Group has filed objections against the award and the same was listed before Honourable High Court of Delhi. The Group contends that the main liability in this matter would be of Railways and the Group has the right to recovery from Railways in case ultimately it is made liable to pay.

The hearing before Hon'ble high court was done on 19.07.2023 and as per the interim order dated 09.10.2023, of Hon'ble high court, the Group has been advised to deposit bank guarantee amount. The Group has filed objections appeal against the award. In compliance of Hon'ble Delhi High Court order, Bank Guarantee to the tune of ₹ 8,471.65 lakhs have been deposited with the court registry as per the orders of Hon'ble Delhi High Court. It is to mention that the Hon'ble High Court, Delhi has reserved the judgment in the said matter.

2. Note No.37.2(v) regarding Notice dated 25.02.2022 issued by the National Anti-Profiteering Authority (GST) alleging profiteering amounting to ₹ 5,041.44 Lakhs for the period July 1, 2017 to May 31, 2020 against the Group under Section 171 of the CGST Act, 2017 for not passing on the benefit of reduction in rate of tax to the consumers by way of commensurate reduction in the MRP of Railneer brand of drinking water manufactured and sold by the Group even though there was reduction in the tax rate on the introduction of GST w.e.f. July 1, 2017. The Group contends that Railneer drinking water falls under controlled price segment as the MRP is fixed by Ministry of Railways, Government of India and the MRP fixed in the year 2012 is still continuing despite substantial increase in prices of raw-materials, power, HR cost, freight etc. Legal opinion obtained by the Group justifies the contention of the Group. Competent Commission of India ("CCI") is now vested with powers to adjudicate all such cases in which benefit of tax reduction not being passed to consumers by the assesses and the matter is now pending with CCI.

3. Note Nos. 49(b) regarding Railway board clarified that for Rail Neer plants run departmentally by the Group, the profits between Railway board and Group shall be shared in the ratio of 15:85 and for plants operated under PPP model/run by DCO, profits between Railway board and Group shall be shared in the ratio 40:60. Accordingly, the Group has recognized profit Share amounting to ₹ 320.33 Lakhs being 15% of profit of Departmentally run Railneer plants and ₹ 452.25 Lakhs being 40% of the profits of plants run on PPP model during the year ended 31st March, 2024 after charging profit Share amounting ₹ 1451.24 lakhs towards differential profit Share @25% on profits from PPP plants for previous years. Provision for the differential amount of profit sharing @25% (40%-15%) up to 31st March, 2023 amounting ₹ 1451.24 Lakhs is shown as an exceptional item for the year ended 31st March, 2024, even though the Group has made representation to the Railway Board for sharing of profit at uniform ratio of 15:85 for all Railneer plants till FY 2022-23. Response from Railway Board is still awaited. These matters are subject to reconciliation with the Railways.
4. Note No. 39 regarding Balance confirmation letters from parties & banks: Guidelines issued by the Group for obtaining balance confirmation letters from parties & banks have been followed. We are informed that no balance confirmation letters are sent to Railways since their books of account are maintained on cash basis. We note that substantial amounts are receivable / payables from / to Railways which also includes number of inoperative debit balances and few credit balances as on March 31, 2024 including legacy debit & credit balances i.e. those pertaining to the period of transfer of catering operations from / to the Railways. Further, response to balance confirmation letters sought from other parties and banks was negligible and the system and procedures of obtaining balance confirmations at periodical intervals has not been reviewed and strengthened to ensure better response from the parties.
5. Note No.51(b) regarding non-sharing of input tax credit data of GST for certain periods by Developer cum Operators ("DCO") of four Rail Neer plants resulting in non-recognition of these claims receivables in the books of account of the Group. Amount of such claims are not ascertainable at this stage. Further, these DCOs are also disputing these claims including claims of ₹ 364.83 Lakhs debited to their accounts.
6. Note Nos.10.1 & 58(i) Regarding trade receivables as on March 31, 2024 includes of ₹ 1296.18 Crores due from Railways and Government as on March 31, 2024 (As on March 31, 2023 ₹ 1053.53 Crores). Out of dues from Railways and Government, outstanding for more than 3 years amounts to ₹ 134.65 Crores include defaulted amount to ₹ 35.86 Crores.
7. Note No. 72 regarding Certain applications made by the Group for advance ruling relating to applicability of Goods and Services Tax in respect of certain income / receipts amounting to ₹ 33,595 Lakhs received mainly from the Ministry of Railways, Government of India for which the decision of the Authority for Advance Ruling is awaited.
8. Note No.73 regarding non-recognition of revenue for the financial years 2020-21 to 2023-24 from the increase to be made in license fee for trains due to tariff revision made by the Railway Board in financial year 2019-20 as the exercise regarding sale-assessment of post-paid trains, which will determine the percentage of increase in license fee, is still under progress as on date. Regarding prepaid trains, even though the sale assessment is over but no revenue was also recognised as certain licensees have disputed demand of additional license fee on account of tariff revision. As the revenue to be recognised can't be either ascertained at this stage or is disputed, the same has been postponed.
9. Note No. 78 regarding: (i) Differences between certain subsidiary and control ledger balances which are pending for identification, reconciliation and adjustments, if any, as on March 31, 2024, (ii) review and improvement of system of identification and disclosure of trade payables pending, (iii) identification of MSME suppliers and their classification into Micro, Small and Medium category to ensure proper disclosure of their dues in Consolidated Financial Statements as on March 31, 2024 which needs improvement by way of confirmations from such parties and their classification into Micro, Small and Medium category.
10. Note No. 79 regarding Inadmissible payments made of ex-gratia / performance related pay to deputationists amounting to ₹ 230.13 Lakhs since the year 2015-16 to 2020-21 as stated by C&AG in their provisional Para for C&AG's Report (Railways) for the year ended March 31, 2022 sent to Railway Board. Vide letter dated January 24, 2023, the Group has given its response to the Railway Board letter dated January 09, 2023 seeking comments from the Group wherein payments made to deputationists was justified by the Group. No further communication has been received from Ministry of Railways by the Group. Appropriate decision will be taken on this matter as and when response is received from Ministry of Railways.
11. Note No. 76 regarding enhancement of charges for operation of two Tejas trains by the Railway Board, Ministry of Railways with effect from August 13, 2021 vide its letter dated June 05, 2023 as the earlier instructions for charges were valid till August 12, 2021. During the year ended March 31, 2024, the Group has made provision for enhanced charges with effect from August 13, 2021 for the period up to March 31, 2023 amounting to ₹ 5,126.20 Lakhs and shown



as an "Exceptional Item" in the financial results. However, the Group has made representation to the Railway Board All for withdrawal of these instructions for enhanced charges from retrospective effect which is pending.

Our opinion on the Consolidated Financial Statement is not modified in respect of above matters.

### **Key Audit Matter**

Key audit matters are those matters that, in our professional judgement, were of most significance in our audit of the Consolidated Financial Statements of the current period. These matters were addressed in the context of our audit of the Consolidated Financial Statements as a whole and in forming our opinion thereon, and we do not provide a separate opinion on these matters. We have determined the matter described below to be the key audit matter to be communicated in our report.

### **Assessment of litigation and related disclosure of contingent liabilities**

Refer to Note No. 2 (o) to the Consolidated Financial Statements – Use of estimates and judgements-Provisions, Contingent liabilities and Contingent assets and Note No. 37.2 to the Consolidated Financial Statements for "Contingent Liabilities" and other significant litigations stated therein.

As at March 31, 2024, the Group has exposures towards number of litigations relating to various matters as set out in the aforesaid Note.

Significant management's judgement is required to assess such matters to determine the probability of occurrence of material outflow of economic resources and whether a provision should be made. The judgement is also supported with legal advice in certain material cases as considered appropriate.

As the ultimate outcome of the litigations are uncertain and the position taken by the management are based on the application of their best judgement which may be subject to management bias, related legal advice including those relating to interpretation of laws/regulations, we have identified this as a Key Audit Matter.

#### How our audit addressed the key audit matter

#### **Our audit procedures included the following:**

- We understood, assessed and tested the design and operating effectiveness of key controls surrounding assessment of litigations relating to the relevant laws and regulations;
- We read and considered latest orders / awards by various courts / authorities on these matters;
- We conducted detailed discussions with in-house legal head, tax consultants and senior management

to understand their assessment on the most likely outcome of the material litigations and to understand the basis considered for the provisions made towards these litigations;

- We performed our assessment on a test basis on the underlying calculations supporting the contingent liabilities/other significant litigations disclosed in the Consolidated Financial Statements;
- We considered external legal opinions, where relevant, obtained by management;
- We evaluated management's assessments by understanding precedent set in similar cases and assessed the reliability of the management's past estimates/judgements;
- We evaluated management's assessment around those matters that are not disclosed or not considered as contingent liability, as the probability of material outflow is considered to be remote by the management; and
- We assessed the adequacy of the Group's disclosures.

Based on the above work performed, the assessment of management in respect of litigations and related disclosures relating to contingent liabilities/other significant litigations in the Consolidated Financial Statements is considered to be reasonable.

### **Information Other than the Financial Statements and Auditor's Report Thereon**

The Group's Board of Directors is responsible for the other information. The other information comprises the information included in the Management Discussion and Analysis, Board's Report including Annexures to Board's Report, Business Responsibility Report, Corporate Governance and Shareholder's Information, but does not include the Consolidated Financial Statements and our auditor's report thereon.

Our opinion on the Consolidated Financial Statements does not cover the other information and we do not express any form of assurance / conclusion thereon.

In connection with our audit of the Consolidated Financial Statements, our responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the Consolidated Financial Statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

When we read the other information, if we conclude that there is a material misstatement therein, we are required to communicate the matter to those charged with governance. Such other information is pending as on the date of our audit report.

## Responsibilities of Management for the Consolidated Financial Statements

The Group's Board of Directors is responsible for the matters stated in section 134(5) of the Act with respect to the preparation of these Consolidation Financial Statements that give a true and fair view of the financial position, financial performance including other comprehensive income, and cash flows and changes in equity of the in accordance with the accounting principles generally accepted in India, including the Indian Accounting Standards (Ind AS) specified under section 133 of the Act read with the Companies (Indian Accounting Standards) Rules, 2015, as amended.

This responsibility also includes maintenance of adequate accounting records in accordance with the provisions of the Act for safeguarding of the assets of the Group and for preventing and detecting frauds and other irregularities; selection and application of appropriate accounting policies; making judgments and estimates that are reasonable and prudent; and design, implementation and maintenance of adequate internal financial controls, that were operating effectively for ensuring the accuracy and completeness of the accounting records, relevant to the preparation and presentation of the Consolidated Financial Statements that give a true and fair view and are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, management is responsible for assessing the Group's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Group or to cease operations, or has no realistic alternative but to do so.

Those Board of Directors are also responsible for overseeing the Group's financial reporting process.

## Auditor's Responsibility for the audit of the Consolidated Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with SAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these Consolidated Financial Statements.

As part of an audit in accordance with SAs, we exercise professional judgement and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those

risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. Under section 143(3) (i) of the Act, we are also responsible for expressing our opinion on whether the Group has adequate internal financial controls system in place and the operating effectiveness of such controls.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Group to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

Materiality is the magnitude of misstatements in the Consolidated financial statements that, individually or in aggregate, makes it probable that the economic decisions of reasonably knowledgeable user of the Consolidated financial statements may be influenced. We consider quantitative materiality and qualitative factors in (i) planning the scope of our audit work and evaluating results of that work; and (ii) to evaluate the effect of any identified misstatements in the Consolidated financial statements.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.



From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the Consolidated Financial Statements of the current period and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

## Other matters

We did not audit the financial statements of subsidiary company, whose financial statements reflect total assets of ₹1506.07 lakhs as of March 31, 2024, total revenues of ₹ Nil and Net profit/ (loss) of ₹ (18.06) Lakhs for the year ended on that date, as considered in the Consolidated financial statements. The financial statements of subsidiary company is unaudited and certified by the management.

The subsidiary company incorporated on February 10, 2024 and hence, the figures for quarter ended March 31, 2024 is given in the consolidated results. Since subsidiary company does not exist before that and hence, the figures for the quarter ended December 31, 2023 and the quarter and year ended March 31, 2023 are related to parent company only and given for comparative purpose only.

## Report on Other Legal and Regulatory Requirements

As required by Section 143(3) of the Act, based on our audit we report that:

(a) We have sought and obtained all the information and explanations which to the best of our knowledge and belief were necessary for the purposes of our audit except for the following:

(i) Balance confirmation letters were not received by us from most of the parties and banks. Further, balance confirmation letters were not sent by offices to railways which is against the guidelines agreed upon with us.

Impact of our observations stated above on Consolidated Financial Statements can't be quantified.

(b) In our opinion, proper books of account as required by law have been kept by the Group so far as it appears from our examination of those books.

(c) The Consolidated Balance Sheet, the Consolidated Statement of Profit and Loss including other Comprehensive income, the Consolidated Cash Flow

Statement and the Consolidated Statement of Changes in equity dealt with by this report are in agreement with the books of account.

- (d) In our opinion, the aforesaid Consolidated Financial Statements comply with the Indian Accounting Standards specified under Section 133 of the Act;
- (e) In terms of Notification No. 463(E) dated 5th June, 2015 issued by the Ministry of Corporate affairs, provisions of Section 164(2) of the Act regarding disqualifications of the Directors, are not applicable as it is a Government Companies.
- (f) With respect to the adequacy of internal financial controls over financial reporting with reference to the Consolidated Financial Statements of the Groups and the operating effectiveness of such controls, refer to our separate Report in "Annexure 1". Our report expresses an unmodified opinion on the adequacy and operating effectiveness of the Group's internal financial controls over financial reporting.
- (g) As per notification No. GSR 463 (E) dated June 5, 2015 issued by the Ministry of Corporate Affairs, Government of India, Section 197 of the Act is not applicable to the Government Companies. Accordingly, reporting in accordance with requirements of provisions of section 197(16) of the Act is not applicable to the Companies.
- (h) With respect to the other matters to be included in the Auditor's Report in accordance with Rule 11 of the Companies (Audit and Auditors) Rules, 2014, in our opinion and to the best of our information and according to the explanations given to us:
  - i. The Group has disclosed the impact of pending litigations on its financial position in its Consolidated Financial Statements. Refer Note No. 37.2 of the Consolidated Financial Statements.
  - ii. The Group has not entered into any long-term contracts including derivative contracts.
  - iii. There were no amounts which were required to be transferred to the Investor Education and Protection Fund by the Group.
  - iv. (a) The Group has represented that, to the best of its knowledge and belief, no funds have been advanced or loaned or invested (either from borrowed funds or share premium or any other sources or kind of funds) by the Group to any persons or entities, including foreign entities ("Intermediaries"), with the understanding, whether recorded in writing or otherwise, that the intermediary shall, whether directly or indirectly lend or invest in other persons or entities or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries;

- (b) The Group has represented that, to the best of its knowledge and belief, no funds have been received by the Group from any persons or entities, including foreign entities ("intermediaries"), with the understanding, whether recorded in writing or otherwise, that the Group shall, whether directly or indirectly lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the Funding party "Ultimate Beneficiaries" or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries;
  - (c) Based on such audit procedures that we have considered appropriate in the circumstances; nothing has come to our notice that has caused us to believe that the representations made to us under paragraphs (iv)(a) and (b) contain any material mis-statement.
- v. The interim and final dividends paid during the financial year are in compliance with provisions of section 123 of the Act. Further, the Board of Directors of the Group have proposed final dividend for the year which is subject to the approval of the members of the Group at the ensuing Annual General Meeting. The amount of dividend proposed is in accordance with section 123 of the Act, as applicable.
- vi. Based on our examination, which included test checks, the Group has used accounting software for maintaining its books of account for the financial year ended March 31, 2024 which has a feature of recording audit trail (edit log) facility and the same has operated throughout the year for all relevant

transactions recorded in the software. Further, during course of our audit we did not come across any instance of the audit trail feature being tampered with.

As proviso to Rule 3(1) of the Companies (Accounts) Rules, 2014 is applicable from April 2023, reporting under Rule 11(g) of Companies (Audit and Auditors) Rules, 2014 on preservation of audit trail as per statutory requirement for record retention is not applicable for the financial year ended March 31, 2024.

With respect to the matters specified in paragraphs 3(xxi) and 4 of the Companies (Auditor's Report) Order, 2020 (the "Order"/ "CARO") issued by the Central Government in terms of Section 143(11) of the Act, to be included in the Auditor's report, according to the information and explanations given to us, subsidiary results are unaudited hence no qualifications or adverse remarks in CARO report.

**For N. K. Bhargava & Co.**

Chartered Accountants  
(Firm's Registration No. 000429N)

**Sd/-**

**(N. K. Bhargava)**

(Partner)

Membership No: 080624

Place: New Delhi

Dated: May 28, 2024

UDIN: 24080624BKEJWF6661



# Annexure 1

**referred to in paragraph 2(f) under 'Report on Other Legal and Regulatory Requirements' section of our report of even date on the Consolidated Financial Statements of Indian Railway Catering and Tourism Corporation Limited for the year ended March 31, 2024**

## **Report on the Internal Financial Controls with reference to Consolidated Financial Statements under Clause (i) of Sub-section 3 of Section 143 of the Companies Act, 2013 ("the Act")**

We have audited the internal financial controls with reference to Consolidated Financial Statements of Indian Railway Catering and Tourism Corporation Limited ("the Group") as of March 31, 2024 in conjunction with our audit of the Consolidated Financial Statements of the Group for the year ended on that date.

### **1. Management's Responsibility for Internal Financial Controls**

The Group's management is responsible for establishing and maintaining internal financial controls based on the internal controls over financial reporting criteria established by the Group considering the essential components of internal control stated in the Guidance Note on Audit of Internal Financial Controls over financial reporting issued by the Institute of Chartered Accountants of India (ICAI). These responsibilities include the design, implementation and maintenance of adequate internal financial controls that were operating effective for ensuring the orderly and efficient conduct of its business, including adherence to Group's policies, the safeguarding of its assets, the prevention and detection of frauds and errors, the accuracy and completeness of the accounting records, and the timely preparation of reliable financial information, as required under the Act.

### **2. Auditors' Responsibility**

Our responsibility is to express an opinion on the Group's internal financial controls over financial reporting with reference to these Consolidated Financial Statements based on our audit. We conducted our audit in accordance with the Guidance Note on Audit of Internal Financial Controls Over Financial Reporting (the "Guidance Note") and the Standards on Auditing, issued by ICAI and deemed to be prescribed under section 143(10) of the Act, to the extent applicable to an audit of internal financial controls, both applicable to an audit of internal financial controls and both issued by ICAI. Those Standards and the Guidance Note require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether adequate internal financial controls with reference to these Consolidated Financial Statements were established and maintained and if such controls operated effectively in all material respects.

Our audit involves performing procedures to obtain audit evidence about the adequacy of the internal financial control with reference to these Consolidated Financial

Statements and their operating effectiveness. Our audit of internal financial control over financial reporting with reference to the Consolidated Financial Statements included obtaining an understanding of internal financial control with reference to these Consolidated Financial Statements, assessing the risk that a material weakness exists, and testing and evaluating the design and operating effectiveness of internal control based on the assessed risk. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the Consolidated Financial Statements, whether due to fraud or error.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion on the Group's internal financial controls over financial reporting with reference to these Consolidated Financial Statements.

### **3. Meaning of Internal Financial Controls with reference to Consolidated Financial Statements**

A Group's internal financial controls with reference to the Consolidated Financial Statements is a process designed to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles. A Group's internal financial controls with reference to the Consolidated Financial Statements include those policies and procedures that (1) pertain to the maintenance of records that, in reasonable detail, accurately and fairly reflect the transactions and dispositions of the assets of the Group; (2) provide reasonable assurance that transactions are recorded as necessary to permit preparation of Consolidated Financial Statements in accordance with generally accepted accounting principles, and that receipts and expenditures of the Group are being made only in accordance with authorizations of management and directors of the Group; and (3) provide reasonable assurance regarding prevention or timely detection of unauthorized acquisition, use, or disposition of the Group's assets that could have a material effect on the Consolidated Financial Statements.

### **4. Inherent Limitations of Internal Financial Controls with reference to Consolidated Financial Statements**

Because of the inherent limitations of internal financial controls over financial reporting with reference to the Consolidated Financial Statements, including the possibility of collusion or improper management override

of controls, material mis-statements due to error or fraud may occur and not be detected. Also, projections of any evaluation of the internal financial controls with reference to the Consolidated Financial Statements to future periods are subject to the risk that the internal financial control with reference to the Consolidated Financial Statements may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

5. According to the information and explanations given to us and based on our audit, we have following observations in this regard for the year ended March 31, 2024:

- i. Maker and checker concept, which is an important internal financial control, is generally missing i.e. not being implemented resulting in number of errors and omissions in financial and other data based on which transactions are recorded in books of account. Group needs to strengthen more professional staff. We observed: (i) internal financial controls being compromised / not implemented including maker and checker concept stated above, (ii) transactions recorded earlier / balances outstanding in books of account not being reviewed periodically by these offices.
- ii. We noted that: (a) differences exists between certain subsidiary and control ledger balances in books of account maintained in ERP where in such accounts and differences are yet to be identified and quantified respectively by the management.
- iii. Guidelines issued by the Group for obtaining balance confirmation letters from parties have been followed by offices. No balance confirmation letters were sent to Railways as the Railways maintain their books of account on cash basis. Further, response to balance confirmations sought from other parties and banks was negligible and the system and procedures of obtaining balance confirmations at periodical intervals has not been reviewed and strengthened to ensure better response from the parties.

- iv. Manual controls are followed instead of system-based automated controls, checks and balances as the transactions executed through 3rd party applications / portals are posted manually in ERP by compiling data through Excel as the existing ERP application is not integrated with certain functions / segments of the Group.
- v. Large number of inoperative debit and credit balances exists as on March 31, 2024 including large number of legacy entries. Group started to identify, reconcile the balances. Once all the entries identified then write-off / write-back need to be done by Group if necessary.

## **6. Opinion**

In our opinion and to the best of our information and according to the explanations given to us and read with our observations stated in paragraph 5 above, the Group has, in all the material respects, adequate internal financial controls with reference to the Consolidated Financial Statements in place and such internal financial controls with reference to the Consolidated Financial Statements were operating effectively as of March 31, 2024, based on the internal controls over financial reporting criteria established by the Group considering the components of internal control stated in the Guidance Note on Audit of Internal Financial Controls Over Financial reporting issued by ICAI.

### **For N. K. Bhargava & Co.**

Chartered Accountants

(Firm's Registration No. 000429N)

**Sd/-**

**(N. K. Bhargava)**

(Partner)

Membership No: 080624

Place: New Delhi

Dated: May 28, 2024

UDIN: 24080624BKEJWF6661



# Revised Independent Auditors' Report

To the Members of

**Indian Railway Catering and Tourism Corporation Limited**

## Revised Report on the Audit of the Consolidated Financial Statements

This revised independent auditor's report supersedes our earlier report dated May 28, 2024, following the identification of apparent errors. The revision is being made in response to observations raised by the Comptroller & Auditor General of India (New Delhi), aiming to enhance transparency and no changes in opinion as expressed earlier. Furthermore, we affirm that there have been no changes to any figures in the financial statements of the company as at March 31, 2024, to the best of our knowledge.

### Opinion

We have audited the accompanying Grouping Consolidated Financial Statements of Indian Railway Catering and Tourism Corporation Limited ("hereinafter referred to as Holding Group") and its Subsidiary Company (the Holding Group and its Subsidiary together referred as "the Group") comprising the Consolidated Balance Sheet as at March 31, 2024, the Consolidated Statement of Profit and Loss (including Other Comprehensive Income), the Consolidated Cash Flow Statement and the Consolidated Statement of Changes in Equity for the year then ended and Notes to the Consolidated Financial Statements, including a summary of material accounting policies and other explanatory information (hereinafter referred to as "Consolidated Financial Statements").

In our opinion and to the best of our information and according to the explanations given to us, the aforesaid Consolidated Financial Statements give the information required by the Companies Act, 2013, as amended, ("the Act") in the manner so required and give a true and fair view in conformity with the Indian Accounting Standards ("Ind AS") prescribed under section 133 of the Act read with the Companies (Indian Accounting Standard) Rules, 2015, as amended, and other accounting principles generally accepted in India, of the state of affairs of the Group as at March 31, 2024, its profit (financial performance including other comprehensive income), its Consolidated cash flows and the Consolidated changes in equity for the year ended on that date.

### Basis of Opinion

We conducted our audit of the Consolidated Financial Statements in accordance with the Standards on Auditing (SAs) specified under section 143(10) of the Act. Our responsibilities under those Standards are further described in the Auditor's Responsibilities for the Audit of the Consolidated Financial Statements section of our report. We are independent of

the Group in accordance with the Code of Ethics issued by the Institute of Chartered Accountants of India together with the ethical requirements that are relevant to our audit of the financial Statements under the provisions of the Act and the Rules made there under, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the Code of Ethics. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion on the Consolidated financial statements.

### Emphasis of Matter

We draw attention to:

1. Note No. 37.2(iv) regarding Arbitration award pronounced in April 2022 amounting to ₹ 7,471.65 Lakhs plus simple interest @ 6% per annum from January 2018 onwards, given in favour of certain licensees which represents principal amount towards claims for supply of welcome drinks not paid to licensees and recovery of differential costs for the supply of regular meals to the passengers on the instructions of Railways whereas the price of combo meal, which is lower than the price of regular meal, was reimbursed to these licensees. The Group has filed objections against the award and the same was listed before Honourable High Court of Delhi. The Group contends that the main liability in this matter would be of Railways and the Group has the right to recovery from Railways in case ultimately it is made liable to pay.

The hearing before Hon'ble high court was done on 19.07.2023 and as per the order dated 09.10.2023, of Hon'ble high court, the Group has been advised to deposit bank guarantee amount. The Group has filed objections appeal against the award. In compliance of Hon'ble Delhi High Court order, Bank Guarantee to the tune of ₹ 8,471.65 lakhs have been deposited with the court registry as per the orders of Hon'ble Delhi High Court. It is to mention that the Hon'ble High Court, Delhi has reserved the judgment in the said matter.

2. Note No.37.2(v) regarding Notice dated 25.02.2022 issued by the National Anti-Profiteering Authority (GST) alleging profiteering amounting to ₹ 5,041.44 Lakhs for the period July 1, 2017 to May 31, 2020 against the Group under Section 171 of the CGST Act, 2017 for not passing on the benefit of reduction in rate of tax to the consumers by way of commensurate reduction in the MRP of Railneer brand of drinking water manufactured and sold by the Group even though there was reduction in the tax rate on the introduction of GST w.e.f. July 1, 2017. The Group contends that Railneer drinking water falls under controlled price segment as the MRP is fixed by Ministry of Railways, Government of India and the MRP fixed in the

- year 2012 is still continuing despite substantial increase in prices of raw-materials, power, HR cost, freight etc. Legal opinion obtained by the Group justifies the contention of the Group. Competent Commission of India ("CCI") is now vested with powers to adjudicate all such cases in which benefit of tax reduction not being passed to consumers by the assesses and the matter is now pending with CCI.
3. Note Nos. 49(b) regarding Railway board clarified that for Rail Neer plants run departmentally by the Group, the profits between Railway board and Group shall be shared in the ratio of 15:85 and for plants operated under PPP model/run by DCO, profits between Railway board and Group shall be shared in the ratio 40:60. Accordingly, the Group has recognized profit Share amounting to ₹ 320.33 Lakhs being 15% of profit of Departmentally run Railneer plants and ₹ 452.25 Lakhs being 40% of the profits of plants run on PPP model during the year ended 31st March, 2024 after charging profit Share amounting ₹ 1451.24 lakhs towards differential profit Share @25% on profits from PPP plants for previous years. Provision for the differential amount of profit sharing @25% (40%-15%) up to 31st March, 2023 amounting ₹ 1451.24 Lakhs is shown as an exceptional item for the year ended 31st March, 2024, even though the Group has made representation to the Railway Board for sharing of profit at uniform ratio of 15:85 for all Railneer plants till FY 2022-23. Response from Railway Board is still awaited. These matters are subject to reconciliation with the Railways.
  4. Note No. 39 regarding Balance confirmation letters from parties & banks: Guidelines issued by the Group for obtaining balance confirmation letters from parties & banks have been followed. We are informed that no balance confirmation letters are sent to Railways since their books of account are maintained on cash basis. We note that substantial amounts are receivable / payables from / to Railways which also includes number of inoperative debit balances and few credit balances as on March 31, 2024 including legacy debit & credit balances i.e. those pertaining to the period of transfer of catering operations from / to the Railways. Further, response to balance confirmation letters sought from other parties and banks was negligible and the system and procedures of obtaining balance confirmations at periodical intervals has not been reviewed and strengthened to ensure better response from the parties.
  5. Note No.51(b) regarding non-sharing of input tax credit data of GST for certain periods by Developer cum Operators ("DCO") of four Rail Neer plants resulting in non-recognition of these claims receivables in the books of account of the Group. Amount of such claims are not ascertainable at this stage. Further, these DCOs are also disputing these claims including claims of ₹ 364.83 Lakhs debited to their accounts.
  6. Note Nos.10.1 & 58(i) Regarding trade receivables as on March 31, 2024 includes of ₹ 1296.18 Crores due from Railways and Government as on March 31, 2024 (As on March 31, 2023 ₹ 1053.53 Crores). Out of dues from Railways and Government, outstanding for more than 3 years amounts to ₹ 134.65 Crores include defaulted amount to ₹ 35.86 Crores.
  7. Note No. 72 regarding Certain applications made by the Group for advance ruling relating to applicability of Goods and Services Tax in respect of certain income / receipts amounting to ₹ 33,595 Lakhs received mainly from the Ministry of Railways, Government of India for which the decision of the Authority for Advance Ruling is awaited.
  8. Note No.73 regarding non-recognition of revenue for the financial years 2020-21 to 2023-24 from the increase to be made in license fee for trains due to tariff revision made by the Railway Board in financial year 2019-20 as the exercise regarding sale-assessment of post-paid trains, which will determine the percentage of increase in license fee, is still under progress as on date. Regarding prepaid trains, even though the sale assessment is over but no revenue was also recognised as certain licensees have disputed demand of additional license fee on account of tariff revision. As the revenue to be recognised can't be either ascertained at this stage or is disputed, the same has been postponed.
  9. Note No. 78 regarding: (i) Differences between certain subsidiary and control ledger balances which are pending for identification, reconciliation and adjustments, if any, as on March 31, 2024, (ii) review and improvement of system of identification and disclosure of trade payables pending, (iii) identification of MSME suppliers and their classification into Micro, Small and Medium category to ensure proper disclosure of their dues in Consolidated Financial Statements as on March 31, 2024 which needs improvement by way of confirmations from such parties and their classification into Micro, Small and Medium category.
  10. Note No. 79 regarding Inadmissible payments made of ex-gratia / performance related pay to deputationists amounting to ₹ 230.13 Lakhs since the year 2015-16 to 2020-21 as stated by C&AG in their provisional Para for C&AG's Report (Railways) for the year ended March 31, 2022 sent to Railway Board. Vide letter dated January 24, 2023, the Group has given its response to the Railway Board letter dated January 09, 2023 seeking comments from the Group wherein payments made to deputationists was justified by the Group. No further communication has been received from Ministry of Railways by the Group. Appropriate decision will be taken on this matter as and when response is received from Ministry of Railways.



11. Note No. 76 regarding enhancement of charges for operation of two Tejas trains by the Railway Board, Ministry of Railways with effect from August 13, 2021 vide its letter dated June 05, 2023 as the earlier instructions for charges were valid till August 12, 2021. During the year ended March 31, 2024, the Group has made provision for enhanced charges with effect from August 13, 2021 for the period up to March 31, 2023 amounting to ₹ 5,126.20 Lakhs and shown as an "Exceptional Item" in the financial results. However, the Group has made representation to the Railway Board All for withdrawal of these instructions for enhanced charges from retrospective effect which is pending.

Our opinion on the Consolidated Financial Statement is not modified in respect of above matters.

#### **Key Audit Matter**

Key audit matters are those matters that, in our professional judgement, were of most significance in our audit of the Consolidated Financial Statements of the current period. These matters were addressed in the context of our audit of the Consolidated Financial Statements as a whole and in forming our opinion thereon, and we do not provide a separate opinion on these matters. We have determined the matter described below to be the key audit matter to be communicated in our report.

#### **Assessment of litigation and related disclosure of contingent liabilities**

Refer to Note No. 2 (o) to the Consolidated Financial Statements – Use of estimates and judgements-Provisions, Contingent liabilities and Contingent assets and Note No. 37.2 to the Consolidated Financial Statements for "Contingent Liabilities" and other significant litigations stated therein.

As at March 31, 2024, the Group has exposures towards number of litigations relating to various matters as set out in the aforesaid Note.

Significant management's judgement is required to assess such matters to determine the probability of occurrence of material outflow of economic resources and whether a provision should be made. The judgement is also supported with legal advice in certain material cases as considered appropriate.

As the ultimate outcome of the litigations are uncertain and the position taken by the management are based on the application of their best judgement which may be subject to management bias, related legal advice including those relating to interpretation of laws/regulations, we have identified this as a Key Audit Matter.

#### How our audit addressed the key audit matter

#### **Our audit procedures included the following:**

- We understood, assessed and tested the design and operating effectiveness of key controls surrounding assessment of litigations relating to the relevant laws and regulations;
- We read and considered latest orders / awards by various courts / authorities on these matters;
- We conducted detailed discussions with in-house legal head, tax consultants and senior management to understand their assessment on the most likely outcome of the material litigations and to understand the basis considered for the provisions made towards these litigations;
- We performed our assessment on a test basis on the underlying calculations supporting the contingent liabilities/other significant litigations disclosed in the Consolidated Financial Statements;
- We considered external legal opinions, where relevant, obtained by management;
- We evaluated management's assessments by understanding precedent set in similar cases and assessed the reliability of the management's past estimates/judgements;
- We evaluated management's assessment around those matters that are not disclosed or not considered as contingent liability, as the probability of material outflow is considered to be remote by the management; and
- We assessed the adequacy of the Group's disclosures.

Based on the above work performed, the assessment of management in respect of litigations and related disclosures relating to contingent liabilities/other significant litigations in the Consolidated Financial Statements is considered to be reasonable.

#### **Information Other than the Financial Statements and Auditor's Report Thereon**

The Group's Board of Directors is responsible for the other information. The other information comprises the information included in the Management Discussion and Analysis, Board's Report including Annexures to Board's Report, Business Responsibility Report, Corporate Governance and Shareholder's Information, but does not include the Consolidated Financial Statements and our auditor's report thereon.

Our opinion on the Consolidated Financial Statements does not cover the other information and we do not express any form of assurance / conclusion thereon.

In connection with our audit of the Consolidated Financial Statements, our responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the Consolidated Financial Statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

When we read the other information, if we conclude that there is a material misstatement therein, we are required to communicate the matter to those charged with governance. Such other information is pending as on the date of our audit report.

### **Responsibilities of Management for the Consolidated Financial Statements**

The Group's Board of Directors is responsible for the matters stated in section 134(5) of the Act with respect to the preparation of these Consolidation Financial Statements that give a true and fair view of the financial position, financial performance including other comprehensive income, and cash flows and changes in equity of the in accordance with the accounting principles generally accepted in India, including the Indian Accounting Standards (Ind AS) specified under section 133 of the Act read with the Companies (Indian Accounting Standards) Rules, 2015, as amended.

This responsibility also includes maintenance of adequate accounting records in accordance with the provisions of the Act for safeguarding of the assets of the Group and for preventing and detecting frauds and other irregularities; selection and application of appropriate accounting policies; making judgments and estimates that are reasonable and prudent; and design, implementation and maintenance of adequate internal financial controls, that were operating effectively for ensuring the accuracy and completeness of the accounting records, relevant to the preparation and presentation of the Consolidated Financial Statements that give a true and fair view and are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial Statements, management is responsible for assessing the Group's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Group or to cease operations, or has no realistic alternative but to do so.

Those Board of Directors are also responsible for overseeing the Group's financial reporting process.

### **Auditor's Responsibility for the audit of the Consolidated Financial Statements**

Our objectives are to obtain reasonable assurance about whether the financial Statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with SAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these Consolidated Financial Statements.

As part of an audit in accordance with SAs, we exercise professional judgement and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial Statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. Under section 143(3) (i) of the Act, we are also responsible for expressing our opinion on whether the Group has adequate internal financial controls system in place and the operating effectiveness of such controls.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial Statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Group to cease to continue as a going concern.



- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

Materiality is the magnitude of misstatements in the Consolidated financial statements that, individually or in aggregate, makes it probable that the economic decisions of reasonably knowledgeable user of the Consolidated financial statements may be influenced. We consider quantitative materiality and qualitative factors in (i) planning the scope of our audit work and evaluating results of that work; and (ii) to evaluate the effect of any identified misstatements in the Consolidated financial statements.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the Consolidated Financial Statements of the current period and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

## Other matters

We did not audit the financial statements of subsidiary company, whose financial statements reflect total assets of ₹ 1506.07 lakhs as of March 31, 2024, total revenues of ₹ Nil and Net profit/ (loss) of ₹ (18.06) Lakhs for the year ended on that date, as considered in the Consolidated financial statements. The financial statements of subsidiary company is unaudited and certified by the management.

The subsidiary company incorporated on February 10, 2024 and hence, the figures for quarter ended March 31, 2024 is given in the consolidated results. Since subsidiary company does not exist before that and hence, the figures for the quarter ended December 31, 2023 and the quarter and year ended March 31, 2023 are related to parent company only and given for comparative purpose only.

## Report on Other Legal and Regulatory Requirements

As required by Section 143(3) of the Act, based on our audit we report that:

- We have sought and obtained all the information and explanations which to the best of our knowledge and belief were necessary for the purposes of our audit except for the following:
  - Balance confirmation letters were not received by us from most of the parties and banks. Further, balance confirmation letters were not sent by offices to railways which is against the guidelines agreed upon with us.

Impact of our observations stated above on Consolidated Financial Statements can't be quantified.
- In our opinion, proper books of account as required by law have been kept by the Group so far as it appears from our examination of those books.
- The Consolidated Balance Sheet, the Consolidated Statement of Profit and Loss including other Comprehensive income, the Consolidated Cash Flow Statement and the Consolidated Statement of Changes in equity dealt with by this report are in agreement with the books of account.
- In our opinion, the aforesaid Consolidated Financial Statements comply with the Indian Accounting Standards specified under Section 133 of the Act.
- In terms of Notification No. 463 (E) dated 5th June, 2015 issued by the Ministry of Corporate affairs, provisions of Section 164(2) of the Act regarding disqualifications of the Directors, are not applicable as it is a Government Companies.
- With respect to the adequacy of internal financial controls over financial reporting with reference to the Consolidated Financial Statements of the Groups and the operating effectiveness of such controls, refer to our separate Report in "**Annexure 1**". Our report expresses an unmodified opinion on the adequacy and operating effectiveness of the Group's internal financial controls over financial reporting.
- As per notification No. GSR 463 (E) dated June 5, 2015 issued by the Ministry of Corporate Affairs, Government of India, Section 197 of the Act is not applicable to the Government Companies. Accordingly, reporting in accordance with requirements of provisions of section 197(16) of the Act is not applicable to the Companies.

- (h) With respect to the other matters to be included in the Auditor's Report in accordance with Rule 11 of the Companies (Audit and Auditors) Rules, 2014, in our opinion and to the best of our information and according to the explanations given to us:
- i. The Group has disclosed the impact of pending litigations on its financial position in its Consolidated Financial Statements. Refer Note No. 37.2 of the Consolidated Financial Statements.
  - ii. The Group has not entered into any long-term contracts including derivative contracts.
  - iii. There were no amounts which were required to be transferred to the Investor Education and Protection Fund by the Group.
  - iv. (a) The Group has represented that, to the best of its knowledge and belief, no funds have been advanced or loaned or invested (either from borrowed funds or share premium or any other sources or kind of funds) by the Group to any persons or entities, including foreign entities ("intermediaries"), with the understanding, whether recorded in writing or otherwise, that the intermediary shall, whether directly or indirectly lend or invest in other persons or entities or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries;
  - (b) The Group has represented that, to the best of its knowledge and belief, no funds have been received by the Group from any persons or entities, including foreign entities ("intermediaries"), with the understanding, whether recorded in writing or otherwise, that the Group shall, whether directly or indirectly lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the Funding party "Ultimate Beneficiaries" or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries;
  - (c) Based on such audit procedures that we have considered appropriate in the circumstances; nothing has come to our notice that has caused us to believe that the representations made to us under paragraphs (iv)(a) and (b) contain any material mis-statement.
- v. The interim and final dividends paid during the financial year are in compliance with provisions of section 123 of the Act. Further, the Board of Directors of the Group have proposed final dividend for the year which is subject to the approval of the members of the Group at the ensuing Annual General Meeting. The amount of dividend proposed is in accordance with section 123 of the Act, as applicable.
- vi. Based on our examination, which included test checks, the Group has used accounting software for maintaining its books of account for the financial year ended March 31, 2024 which has a feature of recording audit trail (edit log) facility and the same has operated throughout the year for all relevant transactions recorded in the software. Further, during course of our audit we did not come across any instance of the audit trail feature being tampered with.
- As proviso to Rule 3(1) of the Companies (Accounts) Rules, 2014 is applicable from April 2023, reporting under Rule 11(g) of Companies (Audit and Auditors) Rules, 2014 on preservation of audit trail as per statutory requirement for record retention is not applicable for the financial year ended March 31, 2024.
- With respect to the matters specified in paragraphs 3(xxi) and 4 of the Companies (Auditor's Report) Order, 2020 (the "Order"/ "CARO") issued by the Central Government in terms of Section 143(11) of the Act, to be included in the Auditor's report, according to the information and explanations given to us, subsidiary results are unaudited hence no qualifications or adverse remarks in CARO report.

**For N. K. Bhargava & Co.**

Chartered Accountants

(Firm's Registration No. 000429N)

**Sd/-****(N. K. Bhargava)**

(Partner)

Membership No: 080624

Place: New Delhi

Dated: July 24, 2024

UDIN: 24080624BKEJWZ9212



# “Annexure 1”

**Referred to in paragraph 2(f) under ‘Report on Other Legal and Regulatory Requirements’ section of our report of even date on the Consolidated Financial Statements of Indian Railway Catering and Tourism Corporation Limited for the year ended March 31, 2024**

## **Report on the Internal Financial Controls with reference to Consolidated Financial Statements under Clause (i) of Sub-section 3 of Section 143 of the Companies Act, 2013 (“the Act”)**

We have audited the internal financial controls with reference to Consolidated Financial Statements of Indian Railway Catering and Tourism Corporation Limited (“the Group”) as of March 31, 2024 in conjunction with our audit of the Consolidated Financial Statements of the Group for the year ended on that date.

### **1. Management’s Responsibility for Internal Financial Controls**

The Group’s management is responsible for establishing and maintaining internal financial controls based on the internal controls over financial reporting criteria established by the Group considering the essential components of internal control stated in the Guidance Note on Audit of Internal Financial Controls over financial reporting issued by the Institute of Chartered Accountants of India (ICAI). These responsibilities include the design, implementation and maintenance of adequate internal financial controls that were operating effective for ensuring the orderly and efficient conduct of its business, including adherence to Group’s policies, the safeguarding of its assets, the prevention and detection of frauds and errors, the accuracy and completeness of the accounting records, and the timely preparation of reliable financial information, as required under the Act.

### **2. Auditors’ Responsibility**

Our responsibility is to express an opinion on the Group’s internal financial controls over financial reporting with reference to these Consolidated Financial Statements based on our audit. We conducted our audit in accordance with the Guidance Note on Audit of Internal Financial Controls Over Financial Reporting (the “Guidance Note”) and the Standards on Auditing, issued by ICAI and deemed to be prescribed under section 143(10) of the Act, to the extent applicable to an audit of internal financial controls, both applicable to an audit of internal financial controls and both issued by ICAI. Those Standards and the Guidance Note require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether adequate internal financial controls with reference to these Consolidated Financial Statements were established and maintained and if such controls operated effectively in all material respects.

Our audit involves performing procedures to obtain audit evidence about the adequacy of the internal financial control with reference to these Consolidated Financial Statements and their operating effectiveness. Our audit of internal financial control over financial reporting with reference to the Consolidated Financial Statements included obtaining an understanding of internal financial control with reference to these Consolidated Financial Statements, assessing the risk that a material weakness exists, and testing and evaluating the design and operating effectiveness of internal control based on the assessed risk. The procedures selected depend on the auditor’s judgement, including the assessment of the risks of material misstatement of the Consolidated Financial Statements, whether due to fraud or error.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion on the Group’s internal financial controls over financial reporting with reference to these Consolidated Financial Statements.

### **3. Meaning of Internal Financial Controls with reference to Consolidated Financial Statements**

A Group’s internal financial controls with reference to the Consolidated Financial Statements is a process designed to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles. A Group’s internal financial controls with reference to the Consolidated Financial Statements include those policies and procedures that (1) pertain to the maintenance of records that, in reasonable detail, accurately and fairly reflect the transactions and dispositions of the assets of the Group; (2) provide reasonable assurance that transactions are recorded as necessary to permit preparation of Consolidated Financial Statements in accordance with generally accepted accounting principles, and that receipts and expenditures of the Group are being made only in accordance with authorizations of management and directors of the Group; and (3) provide reasonable assurance regarding prevention or timely detection of unauthorized acquisition, use, or disposition of the Group’s assets that could have a material effect on the Consolidated Financial Statements.

#### **4. Inherent Limitations of Internal Financial Controls with reference to Consolidated Financial Statements**

Because of the inherent limitations of internal financial controls over financial reporting with reference to the Consolidated Financial Statements, including the possibility of collusion or improper management override of controls, material mis-statements due to error or fraud may occur and not be detected. Also, projections of any evaluation of the internal financial controls with reference to the Consolidated Financial Statements to future periods are subject to the risk that the internal financial control with reference to the Consolidated Financial Statements may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

#### **5. According to the information and explanations given to us and based on our audit, we have following observations in this regard for the year ended March 31, 2024:**

- i. Maker and checker concept, which is an important internal financial control, is generally missing i.e. not being implemented resulting in number of errors and omissions in financial and other data based on which transactions are recorded in books of account. Group needs to strengthen more professional staff. We observed: (i) internal financial controls being compromised / not implemented including maker and checker concept stated above, (ii) transactions recorded earlier / balances outstanding in books of account not being reviewed periodically by these offices.
- ii. We noted that: (a) differences exists between certain subsidiary and control ledger balances in books of account maintained in ERP where in such accounts and differences are yet to be identified and quantified respectively by the management.
- iii. Guidelines issued by the Group for obtaining balance confirmation letters from parties have been followed by offices. No balance confirmation letters were sent to Railways as the Railways maintain their books of account on cash basis. Further, response to balance confirmations sought from other parties and banks was negligible and the system and procedures

of obtaining balance confirmations at periodical intervals has not been reviewed and strengthened to ensure better response from the parties.

- iv. Manual controls are followed instead of system-based automated controls, checks and balances as the transactions executed through 3rd party applications / portals are posted manually in ERP by compiling data through Excel as the existing ERP application is not integrated with certain functions / segments of the Group.
- v. Large number of inoperative debit and credit balances exists as on March 31, 2024 including large number of legacy entries. Group started to identify, reconcile the balances. Once all the entries identified then write-off / write-back need to be done by Group if necessary.

#### **6. Opinion**

In our opinion and to the best of our information and according to the explanations given to us and read with our observations stated in paragraph 5 above, the Group has, in all the material respects, adequate internal financial controls with reference to the Consolidated Financial Statements in place and such internal financial controls with reference to the Consolidated Financial Statements were operating effectively as of March 31, 2024, based on the internal controls over financial reporting criteria established by the Group considering the components of internal control stated in the Guidance Note on Audit of Internal Financial Controls Over Financial reporting issued by ICAI.

#### **For N. K. Bhargava & Co.**

Chartered Accountants  
(Firm's Registration No. 000429N)

**Sd/-**

**(N. K. Bhargava)**

(Partner)

Membership No: 080624

Place: New Delhi

Dated: July 24, 2024

UDIN: 24080624BKEJWZ9212



# Consolidated Balance Sheet

as at 31st March, 2024

Particulars	Note No.	Amount (₹ in Lakhs)	
		As at 31st March 2024	As at 31st March 2023
<b>I. ASSETS</b>			
<b>1 Non-current assets</b>			
(a) Property, Plant and Equipment	3	22,590.99	22,368.66
(b) Capital work-in-progress	4	44,251.83	3,379.07
(c) Investment Property	5	2,620.73	2,658.39
(d) Other Intangible Assets	5A	321.73	273.25
(e) Right-of-use Assets	5B	8,742.74	9,792.86
(f) Financial Assets	6	-	-
(i) Investments	6.1	-	-
(ii) Other Financial Assets	6.2	117.19	94.40
(g) Deferred Tax Assets (Net)	7	14,128.36	13,054.96
(h) Other Non-Current Assets	8	1,925.97	22,072.53
		<b>94,699.54</b>	<b>73,694.11</b>
<b>2 Current assets</b>			
(a) Inventories	9	1,096.51	960.95
(b) Financial Assets	10	-	-
(i) Trade Receivables	10.1	13,743.41	114,291.40
(ii) Cash and Cash Equivalents	10.2	70,633.87	42,884.51
(iii) Bank Balances other than (ii) above	10.3	1,571.30	1,501.97
(iv) Others	10.4	25,749.72	21,089.80
(c) Current Tax Assets (Net)	11	16,088.60	10,890.06
(d) Other Current Assets	12	1,06,283.37	94,867.81
		<b>51,416.99</b>	<b>4,35,181.76</b>
<b>Total Assets</b>		<b>6,09,116.53</b>	<b>5,08,875.88</b>
<b>II. EQUITY AND LIABILITIES</b>			
<b>1 Equity</b>			
(a) Equity Share Capital	13	16,000.00	16,000.00
(b) Other Equity	14	3,06,978.84	2,31,840.41
		<b>3,22,978.84</b>	<b>2,47,840.41</b>
<b>2 Liabilities</b>			
<b>(i) Non-current Liabilities</b>			
(a) Financial Liabilities	15	-	-
(i) Lease Liabilities	70	4,179.74	5,945.11
(ii) Other Financial Liabilities	15.1	5,428.56	3,743.64
(b) Provisions	16	11,609.51	10,544.37
(c) Other Non-Current Liabilities	17	1,752.46	1,665.81
		<b>22,970.27</b>	<b>21,898.93</b>
<b>(ii) Current liabilities</b>			
(a) Financial Liabilities	18	-	-
(i) Lease Liabilities	70	1,855.31	2,471.11
(ii) Trade payables:-	18.1	-	-
(a) Total outstanding dues of micro enterprises and small enterprises; and		9,274.74	2,483.31
(b) Total outstanding dues of creditors other than micro enterprises and		90,490.36	82,732.16
small enterprises		-	-
(iii) Other Financial Liabilities	18.2	55,734.76	35,502.43
(b) Other Current Liabilities	19	1,02,771.53	113,189.73
(c) Provisions	20	3,040.72	2,757.80
(d) Current Tax Liability (Net)	21	-	-
		<b>2,63,167.42</b>	<b>2,39,136.54</b>
<b>Total Equity and Liabilities</b>		<b>6,09,116.53</b>	<b>5,08,875.88</b>

Material accounting policies and notes are an integral part of these Consolidated Financial Statements 1-85

As per our Report of even date attached

For **N.K. Bhargava & Co.**

Chartered Accountants

Firm Reg. No. : 000429N

For and on behalf of :-

**Indian Railway Catering & Tourism Corporation Limited**

Sd/-

**CA N.K. Bhargava**

Partner

M.NO:-080624

Sd/-

**Sanjay Kumar Jain**

Chairman & Managing Director

DIN:- 09629741

Sd/-

**Ajit Kumar**

Director (Finance) & CFO

DIN:- 07247362

Sd/-

**Suman Kalra**

Company Secretary

M.No.FCS9199

Place : New Delhi

Date : 28th May, 2024

# Consolidated Statement of Profit and Loss

for the year ended 31st March, 2024

S. No.	Particulars	Note No.	For the year ended 31st March 2024	Amount (₹ in Lakhs)	For the year ended 31st March 2023
I	Revenue from operations	22	4,270,17,85	3,54,147.29	
II	Other Income	23	16,447,77	12,043.05	
<b>III</b>	<b>Total Income (I+II)</b>		<b>4,43,465.62</b>		<b>3,66,190.34</b>
	<b>Expenses</b>				
	Cost of Materials Consumed	24	7,198.98	7,567.38	
	Purchase of Stock-in-Trade	25	17,495.90	12,068.58	
	Changes in Inventories of finished goods, work-in-progress and Stock-in-Trade	26	(152.71)	(132.48)	
	Expenses of Catering Services	27	13,670,40.02	1,07,289.98	
	Expenses of Tourism & Train Operations	28	55,042.28	44,235.43	
	Manufacturing & Direct Expenses	29	17,462.86	14,673.70	
	Employee benefit expense	30	28,904.81	24,552.41	
	Finance costs	31	1,864.49	1,611.25	
	Depreciation and amortization expense	32	5,721.64	5,372.96	
	Impairment Loss	46		-	
	Corporate Social Responsibility Expenses	47	1,664.80	1,253.00	
	Other Expenses	33	16,101.28	15,017.17	
<b>IV</b>	<b>Total Expenses (IV)</b>		<b>2,88,008.35</b>		<b>2,33,509.38</b>
<b>V</b>	<b>Profit before exceptional items and tax (III - IV)</b>		<b>1,55,457.27</b>		<b>1,32,680.96</b>
VI	Exceptional Items	33.2	(5,853.03)	2,720.00	
<b>VII</b>	<b>Profit before tax (V + VI)</b>		<b>1,49,604.24</b>		<b>1,35,400.96</b>
VIII	Tax expense:				
	(1) Current tax	34			
	- For the year		39,276.54	37,322.40	
	- For Earlier years		303.69	1,146.50	
	(2) Deferred tax				
	- For the year		(1,083.72)	(2,797.54)	
	- For Earlier years			(858.51)	
<b>IX</b>	<b>Profit for the period from continuing operations (VII-VIII)</b>		<b>1,11,107.73</b>		<b>1,00,588.11</b>
X	Profit from discontinued operations		-	-	
XI	Tax expense of discontinued operations		-	-	
XII	Profit from discontinued operations (X - XI)		-	-	
<b>XIII</b>	<b>Profit for the period (IX + XII)</b>		<b>1,11,107.73</b>		<b>1,00,588.11</b>
<b>XIV</b>	<b>Other Comprehensive Income</b>				
A.	(i) Items that will be reclassified to Profit or Loss		-	-	
	(ii) Income Tax relating to Items that will be reclassified to Profit or Loss		-	-	
B.	(i) Items that will not be reclassified to Profit or Loss				
	- Remeasurement of post-employment benefit obligation	35	41.02	295.26	
	(ii) Income Tax relating to Items that will not be reclassified to Profit or Loss		(10.32)	(74.32)	
<b>XV</b>	<b>Other Comprehensive Income for the period</b>		<b>30.70</b>		<b>220.94</b>
<b>XVI</b>	<b>Total Comprehensive Income for the period (XIII+XV)(Comprising Profit and Other Comprehensive Income for the period)</b>		<b>1,11,138.43</b>		<b>1,00,809.05</b>
<b>XVII</b>	<b>Earning per equity share:</b>				
	(For Continuing Operation)				
	(1) Basic (in ₹) (Face value ₹ 2 Per Share)	36	13.89	12.57	
	(2) Diluted (in ₹) (Face value ₹ 2 Per Share)	36	13.89	12.57	
<b>XVIII</b>	<b>Earnings Per Equity Share:</b>				
	(For Discontinuing Operation)				
	(1) Basic (in ₹) (Face value ₹ 2 Per Share)		-	-	
	(2) Diluted (in ₹) (Face value ₹ 2 Per Share)		-	-	
<b>XIX</b>	<b>Earnings Per Equity Share:</b>				
	(For Continuing and Discontinued Operation)				
	(1) Basic (in ₹) (Face value ₹ 2 Per Share)	36	13.89	12.57	
	(2) Diluted (in ₹) (Face value ₹ 2 Per Share)	36	13.89	12.57	

Material accounting policies and notes are an integral part of these Consolidated Financial Statements 1-85

As per our Report of even date attached

For **N.K. Bhargava & Co.**

Chartered Accountants

Firm Reg. No. : 000429N

For and on behalf of :-

**Indian Railway Catering & Tourism Corporation Limited**

Sd/-

**CA N.K. Bhargava**

Partner

M.NO:-080624

Sd/-

**Sanjay Kumar Jain**

Chairman & Managing Director

DIN:- 09629741

Sd/-

**Ajit Kumar**

Director (Finance) & CFO

DIN:- 07247362

Place : New Delhi

Date : 28th May, 2024

Sd/-

**Suman Kalra**

Company Secretary

M.No.FCS9199



# Consolidated Statement of Cash Flow

for the Year ended 31st March, 2024

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>A. Cash Flow from Operating Activities</b>		
Profit before tax	1,49,604.24	1,35,400.96
<b>Adjustments for :-</b>		
Depreciation	5,721.64	5,372.96
Loss/(Profit) on sale of Fixed Assets	9.60	4.95
Interest Income	(11,633.79)	(7,782.49)
Dividend Income from Mutual fund	-	(205.20)
Interest Expenses on Lease Liabilities	606.05	625.00
Rental Income from Investment Property	(234.98)	(235.00)
Amortization of Capital Grant	(44.28)	(44.00)
Income from amortisation of deferred security deposits-Liability	(1,332.05)	(955.91)
Interest Income on Unwinding of Discounts on security deposits	(2.92)	(3.05)
Unwinding of discount on security deposits liability	1,258.44	876.47
Modification of lease liabilities	(238.32)	(216.86)
Unwinding of discount on security deposits assets	2.87	3.13
Excess Provision Written Back	(724.41)	(2,720.00)
Provision for Doubtful Debts	971.86	2,890.62
<b>Operating Profit before operating capital changes</b>	<b>(1)</b>	<b>1,43,963.95</b>
<b>Adjustments for :-</b>		
Decrease / (Increase) in Inventories	(135.56)	(168.16)
Decrease/ (Increase) in Trade & Other Receivables	(24,114.65)	(60,030.07)
Decrease/ (Increase) in Other Non Current Financial assets	4.76	(6.88)
Decrease/ (Increase) in Other Current Financial assets	(3,667.29)	(3,730.88)
Decrease/ (Increase) in Other Current assets	(11,415.56)	(9,854.20)
Decrease/ (Increase) in Other Non Current assets	(6.28)	(21.12)
(Decrease) / Increase in other Non current financial liability	426.49	648.27
(Decrease) / Increase in Non Current Provisions	1,106.17	508.97
(Decrease) / Increase in Other Non current liabilities	1,462.98	1,970.33
(Decrease) / Increase in trade payables	14,549.63	16,126.54
(Decrease) / Increase in Other financial liability	20,956.74	6,199.71
(Decrease) / Increase in Other Current Liability	(10,418.20)	39,500.16
(Decrease) / Increase in Current provisions	282.92	(81.78)
<b>Cash generated from operation</b>	<b>(2)</b>	<b>(10,967.85)</b>
<b>Total Cash generated from Operating Activities</b>	<b>(1+2)</b>	<b>1,32,996.10</b>
<b>B. Cash Flow From Investing Activities</b>		
Sale/Disposal of Property, Plant and Equipment's & Other intangible assets	7.73	14.93
Purchase of Property, Plant and Equipment's & Other intangible assets	(23,249.50)	(6,755.85)
Interest Received	10,658.31	6,047.03
Dividend received	-	205.20
Changes in Other Bank balances	(6,933.50)	(14,152.12)
Payment towards share application money in subsidiary	-	-
(Decrease) / Increase in Non-current TDRs	(24.63)	32.98
(Decrease) / Increase in current TDRs	(17.15)	(194.22)
Rental Income from Investment Property	234.98	235.00
Capital Advances given during the Year	(710.85)	(17,107.75)
<b>Net Cash used in Investing Activities</b>	<b>(20,034.61)</b>	<b>(31,674.80)</b>

<b>Particulars</b>	Amount (₹ in Lakhs)	
	<b>For the year ended 31st March 2024</b>	<b>For the year ended 31st March 2023</b>
<b>C. Cash Flow From Financing Activities</b>		
Payment of principal portion of Lease Liability	(3,827.31)	(2,809.54)
Payment of interest portion of Lease Liability	(606.05)	(625.00)
Dividend Paid	(36,000.00)	(40,000.00)
<b>Net Cash generated from Financing Activities</b>	<b>(40,433.36)</b>	<b>(43,434.54)</b>
<b>Net Increase/(Decrease) in Cash and Cash Equivalents (A+B+C)</b>	<b>27,749.36</b>	<b>6,064.13</b>
Opening Cash & Cash Equivalents	42,884.51	36,820.38
<b>Closing Cash &amp; Cash Equivalents</b>	<b>70,633.87</b>	<b>42,884.51</b>
<b>Reconciliation of Cash &amp; Cash Equivalents</b>		
Cash and Cash Equivalent Comprises of		
Cash on hand	8.69	10.39
Balances with banks:		
- In Current Account	63,997.43	38,449.01
- In Flexi Account	6,627.75	4,425.11
- In Fixed Deposits with original maturity of less than three months		
<b>Cash and Cash Equivalents as per Balance Sheet</b>	<b>70,633.87</b>	<b>42,884.51</b>

**Notes:-**

- The Cash Flow Statement has been prepared under the Indirect method as prescribed in Ind AS-7 Statement of Cash Flow.
- Reconciliation of Liabilities arising from financing activities

<b>Particulars</b>	Amount (₹ in Lakhs)	
	<b>As at 31st March, 2024</b>	<b>As at 31st March, 2023</b>
<b>Opening Balance</b>	8,416.22	10,492.13
<b>Cash flows:-</b>		
- Repayment	4,433.36	3,434.54
- Proceeds	-	-
<b>Non-Cash:-</b>		
- Interest Expense on Lease Liability	606.05	625.00
- Net Additions to right of use assets in exchange for increased lease liabilities and other adjustments	1,446.14	733.63
<b>Closing Balance</b>	<b>6,035.05</b>	<b>8,416.22</b>

As per our Report of even date attached

For **N.K. Bhargava & Co.**

Chartered Accountants

Firm Reg. No. : 000429N

**Sd/-**  
**CA N.K. Bhargava**  
Partner  
M.NO:-080624

Place : New Delhi  
Date : 28th May, 2024

For and on behalf of :-

**Indian Railway Catering & Tourism Corporation Limited**

**Sd/-**  
**Sanjay Kumar Jain**  
Chairman & Managing Director  
DIN:- 09629741

**Sd/-**  
**Suman Kalra**  
Company Secretary  
M.No.FCS9199

**Sd/-**  
**Ajit Kumar**  
Director (Finance) & CFO  
DIN:- 07247362



for the year ended 31st March, 2024

### A. Equity share capital

Particulars	Number of shares in lakhs	₹ in Lakhs
<b>Balance as at April 1, 2023 (8000 Lakh Equity shares of ₹ 2 each)</b>	8,000.00	16,000.00
<b>Changes in Equity Share Capital due to prior period errors</b>	-	-
<b>Restated balance at the April, 2023</b>	8,000.00	16,000.00
Issue of share capital during the year	-	-
	-	-
<b>Balance as at 31st March, 2024 ( 8000 Lakh Equity shares of ₹ 2 each)</b>	<b>8,000.00</b>	<b>16,000.00</b>

### B. Other Equity

Particulars	Amount (₹ in Lakhs)		
	General Reserve	Retained Earnings	Total
Balance at the beginning of the year i.e. 1st April, 2023	59,491.70	1,72,348.71	2,31,840.41
Impact due to prior period adjustment & Change in Accounting Policy	-	-	-
<b>Re-stated Balance at the beginning of the year</b>	<b>59,491.70</b>	<b>1,72,348.71</b>	<b>2,31,840.41</b>
Profit After Tax for the year		1,11,107.73	1,11,107.73
Other Comprehensive Income after tax for the year	-	30.70	30.70
<b>Total Comprehensive Income after tax for the year</b>	<b>-</b>	<b>1,11,138.43</b>	<b>1,11,138.43</b>
Transfer from Retained earnings	3,500.00		3,500.00
Payment of final dividend on equity shares	-	(16,000.00)	(16,000.00)
Payment of interim dividend on equity shares		(20,000.00)	(20,000.00)
Transfer to General Reserves	-	(3,500.00)	(3,500.00)
<b>Balance at the end of the year i.e. 31st March , 2024</b>	<b>62,991.70</b>	<b>2,43,987.14</b>	<b>3,06,978.84</b>

# Consolidated Statement of Changes in Equity

for the year ended 31st March, 2023

## A. Equity share capital

Particulars	Number of shares in lakhs	₹ in Lakhs
<b>Balance as at April 1, 2022 (8000 Lakh Equity shares of ₹ 2 each)</b>	8,000.00	16,000.00
Changes in Equity Share Capital due to prior period errors	-	-
<b>Restated balance at the April, 2022</b>	8,000.00	16,000.00
Issue of share capital during the year	-	-
<b>Balance as at 31st March, 2023 (8000 Lakh Equity shares of ₹ 2 each)</b>	<b>8,000.00</b>	<b>16,000.00</b>

## B. Other Equity

Particulars	Amount (₹ in Lakhs)		
	General Reserve	Retained Earnings	Total
Balance at the beginning of the year i.e. 1st April, 2022	55,991.70	1,15,039.66	1,71,031.36
Impact due to prior period adjustment & Change in Accounting Policy	-	-	-
<b>Re-stated Balance at the beginning of the year</b>	<b>55,991.70</b>	<b>1,15,039.66</b>	<b>1,71,031.36</b>
Profit After Tax for the year		1,00,588.11	1,00,588.11
Other Comprehensive Income after tax for the year	-	220.94	220.94
<b>Total Comprehensive Income after tax for the year</b>	<b>-</b>	<b>1,00,809.05</b>	<b>1,00,809.05</b>
Transfer from Retained earnings	3,500.00		3,500.00
Payment of final dividend on equity shares for Financial Year 2021-22	-	(12,000.00)	(12,000.00)
Payment of interim dividend on equity shares for Financial Year 2022-23		(28,000.00)	(28,000.00)
Transfer to General Reserves	-	(3,500.00)	(3,500.00)
<b>Balance at the end of the year i.e. 31st March, 2023</b>	<b>59,491.70</b>	<b>1,72,348.71</b>	<b>2,31,840.41</b>



# Accounting Policies as per Indian Standards (Ind AS)

## Note-1: Corporate Information

The Consolidated financial statements comprise financial statements of Indian Railway Catering and Tourism Company Ltd (IRCTC-the Holding Company) and its Subsidiary entity (collectively referred to as :the Group")

### Holding Company

Indian Railway Catering and Tourism Company Ltd.,(the holding Company) (hereinafter referred to as "Company) has been set up by the Ministry of Railways. It is a public limited company domiciled and was incorporated in India on September 27, 1999 with the basic purpose of hiving off entire catering and tourism activity of the railways to the new Company so as to professionalize and upgrade these services with public-private participation. Rail based Tourism in India will be the specific vehicle for achieving high growth in coordination with state agencies, tour operators, travel agents and the hospitality industry. The Company is registered under the Indian Companies Act, 1956 and the registered office of the company is located at 11th floor, B-148 Statesman House Barakhamba Road New Delhi-110001

As on 31stMarch, 2024, the total shareholding of Ministry of Railways, stood at 62.4%.

### Subsidiary Company

IRCTC Payment Limited (A wholly owned subsidiary of IRCTC Limited) is a public limited, CIN: U66190DL2024GOI426549 company domiciled and was incorporated in India under the Provisions of the Company Act, 1956 on 10th February, 2024 with the Object of carrying out Business related to different type of online and offline payment related services, including payment aggregation, gateway, and cross-border payments, adhering to RBI guidelines. It issues pre-paid instruments like cash and gift cards, manages coupons and loyalty cards, and operates as a Bharat bill payment unit. The company develops payment processing software and fintech solutions, supporting e-commerce, educational, financial, and government institutions. Ancillary activities include opening bank and escrow accounts, developing tech infrastructure, and resolving disputes. The registered office of the company is located at B-148, 11th Floor, A Wing Statesman House, Connaught place, New Delhi, Central Delhi-110001, India.

## Note-2: Basis of Preparation

### a) Statement of Compliance

The consolidated financial statements as at and for year ended March 31, 2024have been prepared on going concern basis in accordance with Indian Accounting

Standards (Ind-AS) notified under the Companies (Indian Accounting Standards) Rules2015as amended from time to time.

### b) Principles of Consolidation:-

The financial statements of Subsidiary are drawn up to the same reporting date as of the Company for the purpose of consolidation.

Subsidiary is the entity over which the group has control. The group controls an entity when the group is exposed to, or has rights to, variable returns from its involvement with the entity and has the ability to affect those returns through its power to direct the relevant activities of the entity. Subsidiary is fully consolidated from the date on which control is transferred to the group. They are deconsolidated from the date that control ceases.

The group combines the financial statements of the parent and its subsidiary line by line adding together like items of assets, liabilities, equity, income and expenses. Intercompany transactions, balances and unrealised gains on transactions between group companies are eliminated. Unrealised losses are also eliminated unless the transaction provides evidence of an impairment of the transferred asset.

### c) Basis of Measurement

The Group is following accrual basis of accounting under historical cost convention and for the following item that have been measured at fair value as required by relevant Ind-AS.

- i. Defined benefit Plan and other long term employee benefits
- ii. Certain financial assets and liabilities measured at fair value (Refer policy on financial instrument).

### d) Use of estimates & Judgments

The preparation of financial statements in conformity with Ind AS requires management to make judgments, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, disclosure of contingent assets and liabilities at the date of financial statements and the reported amount of income and expenses. Examples of such estimates includes estimated useful life of property, plant and equipment, employee benefit expenses, provisions, satisfaction of performance obligation in revenue recognition etc. actual results may differ from these estimates.

# Accounting Policies as per Indian Standards (Ind AS)

Estimates and underlying assumptions are reviewed on a periodic basis. Future results could differ due to changes in these estimates and difference between the actual result and the estimates are recognized in the period in which the results are known /materialize.

- e)** All financial information presented in Indian rupees and all values are rounded to the nearest lakh rupees with two decimal points except where otherwise stated.
- f)** Statutory dues payable and refundable are treated as current liability and current assets due to current in nature.

## g) Statement of Cash Flow

Statement of Cash Flow is made by using the Indirect Method, whereby profit before tax is adjusted for the effects of transactions of a non-cash nature and any deferrals or accruals of past or future cash receipts or payments. The cash flows from operating, financing and investing activities of the company are segregated.

For the purposes of the statement of cash flow, cash and cash equivalents include cash in hand, cash at banks and demand deposits with banks, net of outstanding bank overdrafts that are repayable on demand are considered part of the Company's cash management system.

The company has adopted the amendment to Ind-AS 7, which require the entities to provide disclosures that enable users of financial statements to evaluate changes in liabilities arising from financing activities, including both changes arising from cash flows and non-cash changes, suggesting inclusion of a reconciliation between the opening and closing balances in the balance sheet for liabilities arising from financing activities, to meet the disclosures requirement.

## h) Foreign Currency

### i. Functional and presentation currency

The consolidated financial statements are presented in Indian Rupees (INR), which is functional as well as presentation currency of the company.

## j) Depreciation & Amortization: -

- (a) Depreciation is provided in accordance with the life specified under Schedule II of the Companies Act, 2013 except for certain items. The Life of certain assets which has not been taken as per schedule II of the Companies Act, 2013 is as follows:-

Particulars	Useful Life
Expenditure incurred on civil work on premises located on Railway land, other than Railneer Plants, has been accounted as lease hold improvement and has been depreciated over a period of ten years.	10 Year

## ii. Transaction and balances

Transactions in foreign currencies are recorded at the exchange rate prevailing on the date of transaction. Monetary foreign currency assets and liabilities are translated or converted with reference to the rates of exchange ruling on the date of the Balance Sheet.

Foreign exchange gains and losses resulting from the settlement of such transaction and for the translation of monetary assets and liabilities denominated in foreign currencies at year end exchange rates are recognised as profit or loss.

## i) Property, Plant and Equipment

- i. Property, Plant and Equipment are stated at cost of acquisition including installation charges and other related expenses if recognition criteria are met.
- ii. Cost of replacement, major inspection, repair of significant parts is capitalized if the recognition criteria are met.
- iii. In case of Computers, the cost of Operating System software procured along with Computer has been capitalized with Computers, while regular upgrades and Annual Maintenance Charges have been treated as revenue expenditure.
- iv. Expenditure on the leased buildings for Office premises has been capitalized as Leasehold -Office Development
- v. The Luxury Tourist Train has been capitalized and shown as "Luxury Tourist Train" in Property, Plant and Equipment, refer policy on government grant for treatment of grant related to acquisition of these assets.
- vi. Upon sale of assets, cost and accumulated depreciation are eliminated from the financial statements and the resultant gains or losses are recognized in the statement of profit and loss.



# Accounting Policies as per Indian Standards (Ind AS)

Particulars	Useful Life
Residential flats constructed on railway land are on lease for a period of 30 years and the same has been depreciated over that period.	30 Year
The Company has taken land from Railways on lease basis for setting up of Railneer Plants at Nangloi, Danapur, Palur, Ambernath and Parassala. Depreciation on Buildings and Land (under Right of use assets).	Tenure of the lease as per the lease agreement or specified in demand letters. In the absence of long term lease agreement/demand letters, the tenure is taken as per the life review committee report of in-house technical experts.
Solar power Plant and Electric Substation	25 years
DG Set , Water Blowing Machine, Compressors	10 years
Air Conditioners and chillers for plant	5 years

- (b) Depreciation is calculated on a straight line basis from the date of ready to use. Depreciation is provided up to the date of sale, discard and loss of the assets during the year.
- (c) Each part of an item of Property, Plant and Equipment related to Company owned Rail Neer plants is depreciated separately if the cost of part is significant in relation to the total cost of the item and useful life of that part is different from the useful life of remaining asset which is based on the estimates & certificate of in-house technical expert. Further, for the PPP plants for which the capital supports are provided by the Company, the estimated life for whole Civil work and plant has been estimated as 20 years and 10 years respectively by in house technical committee. Further, the Bilaspur plant was converted to a PPP (Public-Private Partnership) from a company-operated plant in January 2023. Each item of the plant has its own codal life, and these parts need to be replaced by IRCTC after the expiry of their codal life. Therefore, the life of the plant and machinery at the Bilaspur plant should be considered as per the standards for a company-owned plant, despite its conversion to a PPP plant. Additionally, the building of the Bilaspur factory built by the Company is assessed with a life expectancy of 30 years, starting from 30.03.2017, in accordance with the earlier practices for company-owned Rail Neer plants.
- (d) Leasehold-Office developments in respect of office premises and Leasehold land (for which lease agreement exists) have been depreciated/amortized over the lease period. Expenditure incurred on civil work on premises located on Railway Land (for which no lease agreement exists) has been accounted as lease hold improvement and has been depreciated over a period of ten years. In addition to above, the life of civil infrastructure on Railway land for rail neer plants has been taken as per the life review committee report.
- (e) Depreciation methods, useful lives and residual values are reviewed at each reporting date.
- (f) Depreciation is calculated at depreciable amount, i.e. Cost less its residual value.
- (g) In respect of Residential Flats constructed on leasehold land, depreciation is charged over the period of the lease of the land.
- (h) The life as assessed by the Life review committee for different assets is as per schedule II of company act except as given below
  - 1) Land for which, IRCTC has lease agreement/allotment letter with Railway for long term i.e. More than 10 year :- life has been taken as per agreement (Parassala and Danapur) for creating the lease assets
  - 2) Land for which , IRCTC has a lease agreement/allotment letter with Railway for short term i.e. less than 10 year or no agreement signed with Railway :- Life for creating lease (ROU) has been taken 10 years from FY 2021-22 except for the land of Nangloi and Ambernath plant
    - (i) Nangloi Plant set up on Railway land:- Life has been taken as per actual agreement.
    - (ii) Ambernath plant set up on Railway land: - Life has been taken till 31.03.2026 as per the demand raised by railway for the lease for the purpose of creating ROU only due to non availability of agreement with railway as on date.
  - 3) Buildings on self operated rail neer plant have the life as per company act i.e. 30 Years except

# Accounting Policies as per Indian Standards (Ind AS)

- (i) The building built for plant on Nangloi due to uncertainty of life and it has been taken till the expiry of actual agreement with railways i.e 31.03.2024
- (ii) The building built on Ambernath and Palur plant, where the Life of Building has been taken 10 years from the beginning of FY 2021-22 i.e. till 31.03.2031 due to non availability agreement.
- (iii) For Building situated on Railway land for which there is an agreement, the life of such buildings -have been taken at par with the agreement with railway.
- 4) Building and Plants & Machinery for PPP plants are being depreciated as per the Life assessed by the committee i.e. Civil construction for 20 years and P&M for 10 Years, except the bilaspur plant which is being depreciated as per the practice followed in company owned Rail neer plant
- 5) Life of Leasehold improvement and civil infrastructure situated at North Zone on Ajmeri gate side has been taken till 31.03.2024 due to renovation of station as informed by railways. Life of Assets earmarked for company owned other base kitchens i.e. leasehold improvement, P&M and other Selected office equipment has been taken till the end of FY 2024-25 i.e. till 31st March 2025
- 6) Office on Railway land where there is no agreement and offices are existed on 01.03.2019, the life has been taken as 10 year from the FY 2019-20 (initial reorganisation period /transition period) for creating ROU.
- 7) Any capital nature expenditure done on Bharat Gaurav trains—is being amortised during the lease period of trains under Bharat Gaurav scheme of Indian Railways
- 8) Any other expenditure on railway assets – i.e. being depreciated/amortised at par with the agreement with Railway and in the absence of any agreement, it will be 10 years.

The estimated useful life of assets for current and comparative period of significant items of property plant and equipment which has been

taken as per schedule II of Companies Act, 2013 are as follow:

<b>Particulars</b>	<b>Useful Life</b>
Plant and Machinery	15years
Computers	3 years
Network & Server	6 years
Air Conditioner (Other than Railneer plant)	10 years
Furniture	10 years
Office Equipment's	5 years
Factory Building	30 Years
Building other than Rail Neer	60years
Plant Building	
Luxury Tourist train(Bare Shell)	15 years
Intangible Assets	4 years
Electrical Installation &Equipments	10 years

## k) Capital Work in Progress/Capital Advances: -

Capital work in progress includes the cost of property, plant and equipment (PPE) that are not yet ready for their intended use and the cost of assets not put to use before the balance Sheet date. Advances paid to acquire PPE are shown as “Capital Advances” under other “Non Current Assets”

## l) Intangible Assets: -

Intangible assets like software, licenses, web portal, tourism portal etc. are recorded at the consideration paid for acquisition and useful life of Intangible Assets has been assumed as 4 Years.

## m) Investment Properties

- a) Investment Properties are stated at cost, net of accumulated depreciation and accumulated impairment losses, if any.
- b) The company depreciates building component of investment property over the estimated useful life of the assets as prescribed in property, plant and equipment.
- c) Investment properties are derecognized either when they have been disposed off or when they are permanently withdrawn from use and no future economic benefit is expected from their disposal. Difference between the net disposal proceeds and the carrying amount of the asset is recognised in profit or loss in the period of de-recognition.



# Accounting Policies as per Indian Standards (Ind AS)

## n) Operating cycle for Current and Non Current Assets

Company has classified the assets and liabilities as current which is expected to realise within the twelve months after the reporting period and all other assets and liabilities are classified as noncurrent.

## o) Use of estimates and judgments -Provisions, Contingent Liabilities and Contingent Assets:

### A. Provisions: -

Provisions are recognized in respect of liabilities which can be measured only by using a substantial degree of estimates when:

- (a) The Company has a present obligation as a result of a past event.
- (b) Probable outflow of resources embodying economic benefits will be required to settle the obligation; and
- (c) The amount of the obligation can be reliably estimated. Reimbursement expected in respect of expenditure required to settle a provision is recognized only when it is virtually certain that the reimbursement will be received. Provisions are reviewed at each Balance Sheet date.

### Discounting of Provisions

Provision which expected to be settled beyond 12 months are measured at the present value by using pre-tax discount rate that reflects the risks specific to the liability. The increase in the provision due to the passage of time is recognized as interest expenses.

### B. Contingent Liabilities

- (a) Contingent Liabilities are disclosed in either of the following cases:
  - i. A present obligation arising from a past event, when it is not probable that an outflow of resources will be required to settle the obligation; or
  - ii. A reliable estimate of the present obligation cannot be made; or
  - iii. A possible obligation, unless the probability of outflow of resource is remote.

- (b) Contingent Liability and Provisions needed against Contingent Liability are reviewed at each Reporting date.

- (c) Contingent Liability is net of estimated provisions considering possible outflow on settlement.

### Contingent Assets

- (a) Contingent assets are disclosed where an inflow of economic benefits is probable.
- (b) Contingent assets are reviewed at each Reporting date.

## p) Revenue Recognition: -

The Company is in the business of managing catering services (both mobile and static units), Operating Departmental Catering Units, Managing Budget Hotels on Public Private Partnership basis, awarding licenses for operating Food Plazas, Static Catering stalls, Water Vending Machines, booking of Rail Tickets through Internet, Managing Rail Sampark-139 Call Centre on Public Private Partnership basis, arranging package tours through reputed tour operators, managing complete tour packages, manufacturing and distribution of Railneer-Packaged Drinking Water, Operation of private trains etc.

- (a) Company Recognizes revenue from contracts with customers based on a five-step as set out in Ind AS-115:-
  - (i) Identify contracts with a customer: - A contract is defined as an agreement between two or more parties that creates enforceable rights and obligations and sets out the criteria for every contract that must be met.
  - (ii) Identify performance obligations in the contract: A performance obligation is a promise in a contract with a customer to transfer a good or service to the customer.
  - (iii) Determine the transaction price: The transaction price is the amount of consideration to which the company expects to be entitled in exchange for transferring promised goods or services to a customer, excluding amounts collected on behalf of third parties.

# Accounting Policies as per Indian Standards (Ind AS)

- (iv) Allocate the transaction price to the performance obligations in the contract: For a contract that has more than one performance obligation, the Company allocates the transaction price to each performance obligation in an amount that depicts the amount of consideration to which the Company expects to be entitled in exchange for satisfying each performance obligation.
- (v) Recognise revenue when or as the Company satisfies a performance obligation by transferring a promised goods or services to a customer. An asset is transferred when the customer obtains control of that asset.

The Performance obligation is satisfied and recognized revenue overtime, if one of the following criteria is met:

- a) The performance does not create an asset with an alternate use and has an enforceable right to payment for performance completed to date.
- b) The performance creates or enhances an asset that the customer controls as the asset is created or enhanced.
- c) The customer simultaneously receives and consumes the benefits provided.

For performance obligations where one of the above conditions are not met, revenue is recognized at the point in time at which the performance obligation is satisfied. When performance obligation is satisfied by delivering the promised goods or services, it creates a contract based asset on the amount of consideration earned by the performance. Where the amount of consideration received from a customer exceeds the amount revenue recognized this give rise to a contract liability.

Revenue towards satisfaction of a performance obligation is measured at the amount of transaction price (net of variable consideration) allocated to that performance obligation. The transaction price of goods sold and services rendered is net of variable consideration on account of various discounts and schemes offered by the company as part of the contract.

Revenue is recognized to the extent it is probable that the economic benefits will flow and the revenue and costs if applicable can be measured reliably.

## i. Sales: -

Sales of Railneer-packaged drinking water, food and beverage items are recognized at the point in time when the goods are sold and services rendered and are recorded net of GST etc. in terms of Ind AS-115. It does not include inter-depot and inter-unit transfers.

## ii. Income from Internet Ticketing: -

- (a) Income from Service charges: Income from Service Charges is recognized on the basis of value of the service charges earned on the tickets booked by Foreign customer through Company's Web site([www.irctc.co.in](http://www.irctc.co.in)). Gross service charges earned on the sale of such tickets on accrual basis have been booked as income of the Company & Corresponding railway share is shown as expenses.
- (b) Income from Convenience Fee: Income from Convenience Fee is recognized on the basis of value of the Convenience fee earned on the tickets booked by domestic customers through Company's Website([www.irctc.co.in](http://www.irctc.co.in)). Convenience fees earned on the sale of such tickets on accrual basis have been booked as income of the Company & no Railway share is payable on such income.

## iii. Income from Catering Services: -

The Company has been given a mandate by Railway Board, Ministry of Railways to upgrade and professionalize catering services on trains & other locations. The Company recognizes its income from catering services as per the following policies.

### • Income from On-board Catering Services:

The Company is providing catering services on pre-paid trains i.e. Rajdhani, Duranto, Shatabdi, Vande Bharat, Gatiman, Tejas Trains etc. on Indian Railways network. The income is accounted on the basis of rendering catering services to passengers of Indian Railways on accrual basis.



# Accounting Policies as per Indian Standards (Ind AS)

- Income from Concession Fees, User Charges and License Fee:**

The Company is receiving the income from the following: -

Sr. No.	Nature of business activity	Nature of Fee received from licensees
1.	Awarding license for providing Catering Services on pre-paid trains i.e. Rajdhani, Duronto, Shatabdi, Vande Bharat, Gatiman, Tejas Trains etc.	One time Concession Fee for the contract period (including renewal period, if any), and Variable License Fee, as applicable
2.	Providing Catering Services on trains as awarded by Railways under SBD (Standard Bid Document) agreement and handed over to the Company in terms of Catering Policy, 2017.	Fixed License Fee for the contract period.
3.	Award of license for arranging catering services on Mail/ Jan Shatabdi /Express Trains.	Fixed License Fee as per the agreement signed with the awardees.
4.	Award of license for setting up of Food Plaza and operation thereof at the Indian Railway premises	(i) Fixed Monthly User Charges and Variable License Fee in case of contracts awarded under earlier Policy of the Company. (ii) Fixed Annual License Fee as per the agreement signed with the awardees.
5.	Award of License for Water Vending Machines (WVM) at Railway Stations.	Fixed License fee on basis of date of commencement services of each WVMs.
6.	Award of License for other static units at Railway Stations i.e. Refreshment Rooms, Janahar, Executive Lounge, Retiring Room etc.	Fixed License Fee as per the agreement signed with the awardees from the date of commencement of the unit
7.	Award of license for Re-developing, Operation, Management and Transfer of Budget Hotels on Indian Railway premises	Fixed User Charges and License Fee as per the agreement signed with the awardees.
8	Fine, Penalty & Interest on delayed payment if any.	Fine, Penalty & Interest on delayed payment if any is recognized on its receipt from Licensee and vendors.
9.	E-Catering services provided on trains	Variable License Fee on the value of total meals delivered to the passengers

The Income under these heads have been recognized / accounted as under: -

➤ **Concession fee:** Income is recognized on accrual basis (pro-rata) over the period of time as given in the Ind AS-115 relating to revenue recognition. One-time concession fee (Unexpired Concession Fee) received by the Company has been treated as income received in advance. In case the contracts for the trains are terminated on account of cancellation / withdrawal of the train by Railway Administration, income is recognized over the period, the contract was in force.

➤ **User charges:** User Charges payable by the Food Plazas and Budget

Hotels Licensees are accounted on accrual basis till the period project was in operation.

➤ **License Fee:** -

- (a) Fixed license fees received by the Company are accounted on accrual basis (pro-rata) till the period contract is in operation.
- (b) Variable License fee is accounted on accrual basis as a fixed percentage of the catering services provided by the contractor.
- (c) License fee is accounted on accrual basis as a fixed percentage of the projected turnover of the Budget Hotels

# Accounting Policies as per Indian Standards (Ind AS)

operated by the licensees under re-develop, operate, manage and transfer basis. Where additional License Fee is to be received from the Licensee based on the actual turnover of the Licensee as per the audited accounts, the same is accounted on receipt basis.

- **Income Accrued on termination of Contracts:** Recognition of income from Catering contracts terminated on account of breach of terms and conditions is made as under:
  - I. Up to the date of termination, the income is recognized in respect of concession fee over the contract period on pro-rata basis and in case of License fee over the period the train has been in operation on pro-rata basis.
  - II. Other income: Remaining balance of concession fee, License fee and Security Deposits on termination of contracts are recognized as other income accrued during the year.

## iv. Income from Package Tours: -

The Company is engaged in booking of Special Trains, Special Coach Charter and berths under value added tours for promoting the rail-based tourism and booking of Air Tickets. The Company is also engaged in booking of foreign tours on group basis. The income from special trains/Coach Charters includes Company's service charge as a fixed percentage of the fare as fixed by the Railways. In case of value added tours, the income includes fare, charges towards On-Board/Off Board Expenses and Company's service charges. The Income from Air Tickets includes service charges earned from booking of air tickets from customers.

In case of Complete Tour Packages, Buddhist Circuit Special Train, Bharat Darshan Trains and Bharat Gaurav Trains, the income includes the total amount net of GST collected from the customer.

The income is booked on accrual basis (pro-rata), based on date of journey.

## v. Income from Train Operations

Company is engaged in the operations of the trains received from the Zonal railways on haulage charge principle basis. The income from the operations of the special train includes the fare collected from the passengers fixed by the Company. The income from operations of trains is recognized over the period of time of the operations of the train as per the requirement of the Ind AS-115.

## vi. Integration Charges

One time Integration Charges payable by the Principal Service Provider to the Company for registration and integration with the Company for reserved rail e-ticketing service has been recognized over a period of 20 years.

## vii. Water vending Machines

The company is in arbitration proceeding with the Licensee for water vending machines and as per the order of the arbitration, the revenue has been recognized/accrued based on the date of commencement of each of the water vending machines as against immediate recognition of revenue on the date of commission of first WVM under a cluster arrangement with the licensee.

## viii. Interest Income from Fixed Deposits including TDRs and Dividend Income: -

Income received as Interest from fixed deposit & TDRs is recognized on accrual basis by using effective rate of interest.

Dividend income is recognized when the company's right to receive the dividend is established.

## q) Expenditure: -

Items of expenditure are recognized on accrual basis however certain expense/claims, which are not ascertainable are accounted for on their being ascertained.

### (i) Expenditure on Railneer -Packaged Drinking Water and Catering Activity: -

Expenses are accounted on accrual basis and provision is made for all known losses and Liabilities.

The expenditure on account of Railway's revenue share is booked @15% of the net profits on Company Owned plants and for PPP plants, revenue share is booked @40 of the profits for the year.



# Accounting Policies as per Indian Standards (Ind AS)

## (ii) Expenditure on Internet ticketing: -

Expenses are accounted on accrual basis and provision is made for all known losses and Liabilities

Company is accounted for on accrual basis (pro-rata) till the trains are in operation.

## (iii) Catering Charges Paid:

### (a) Onboard Catering Charges:

Catering Charges paid to the Contractor are accounted for on accrual basis for catering services provided to the passengers of Indian Railways.

(b) Variable Haulage Charges:-Fee payable to Zonal Railways is accounted on accrual basis as a fixed rate charged for per km and per day of train operation as per the understanding with the railways on the basis of operations of trains for the year.

### (b) Concession Fees, User Charges, License Fee :

The Expenditure under this head has been recognized/ accounted for as per the following:-

- Concession Fee Paid: Concession Fee payable to Indian Railways in respect of on board catering contract is recognized on accrual basis (pro-rata) over the contract period. Payment of Railway Share on Unexpired Concession Fee to the Indian Railways has been treated as an advance. In case the contracts for the trains are terminated on account of breach of terms and conditions of the contract or cancellation / withdrawal of the train by Railway Administration, expenditure is recognized over the period, the contract was in force.
- User charges Paid: User Charges payable to Indian Railways in respect of Food Plazas and Budget Hotels are accounted for on accrual basis till the period projects were in operation.

### • License Fee Paid: -

License Fees payable to Indian Railways by the Company is accounted for on accrual basis (pro-rata) till the period contract are in operation on fixed percentage basis.

- Fine & Penalty payable to Indian Railways is recognized on accrual basis.
- Custody/Haulage Charges on Train Operations:-

- (a) Fixed yearly Charges payable to Zonal Railways by the

## • Tourism Expenses: -

In case of complete tour packages, Buddhist Circuit Special Train and Bharat Gaurav Trains, cost of ticket, Service Charges and other On Board/off Board charges are accounted on accrual basis. In case of train operations, the Expenses incurred on account of Fixed/Variable haulage/other charges by Railways and Catering/other expenses are accounted on accrual basis.

- Preliminary expenses and Share issue Expenses are fully written off in the year in which they are incurred as per the Ind AS-1

## r) Leases: -

### Where the Company is the lessee:

(i) The Company Recognizes a right-of-use asset and a lease liability at the lease commencement date. The right of-use asset is initially measured at cost, which comprises the initial amount of lease liability adjusted for any lease payments made at or before the commencement date , plus any initial direct cost incurred and an estimate of costs to dismantle and remove the underlying asset or to restore the underlying asset or the site on which it is located, less any lease incentives received.

(ii) The right-of-use asset is subsequently depreciated using the straight-line method from the commencement date to the earlier of the end of the useful life of the right-to-use-asset or the end of the lease term. The estimated useful life of the right-to-use asset is determined on the same basis as those of property, plant and equipment. In addition, the right-to-use asset is periodically reduced by impairment losses, if any, and adjusted for certain re-measurements of the lease liability.

# Accounting Policies as per Indian Standards (Ind AS)

- (iii) The lease liability is initially measured at the present value of the lease payments that are not paid at the commencement date, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, the Company's incremental borrowing rate.
- (iv) The lease liability is measured at amortized cost using the effective interest method, it is re-measured when there is a change in future lease payments from a change in an index or rate. When the lease liability is re-measured in this way, a corresponding adjustment is made to the carrying amount of the right-of-use asset, or is recorded in the profit and loss if the carrying amount of the right-of-use asset has been reduced to zero.
- (v) The Company presents right-of-use asset separately on the face of the Balance Sheet in the "Right of use assets" and lease liabilities in "other financial liabilities" in the Balance Sheet.
- (vi) Short term Lease and Leases of low value assets:- The Company has elected not to recognize right-of-use asset and lease liabilities for short term leases that have lease term of 12 months or less and leases of low value assets. The Company recognizes the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

## Where the Company is the lessor:

When the Company acts as a lessor, it determines at lease inception whether each lease is a finance lease or an operating lease. To classify each lease, the Company makes an overall assessment of whether the lease transfers substantially all the risk and rewards incidental to the ownership of the underlying asset. If this is the case, then the lease is a finance lease, if not then it is an operating lease. As part of the assessment, the Company considers certain indicators such as whether the lease is for the major part of the economic life of the asset.

The Company recognizes lease payments received under operating lease as income on a straight-line basis over the lease term as part of "Other Income".

## s) Impairment of Assets:-

Cash generating units as defined in Ind AS 36 on 'Impairment of Assets' on 'Impairment of Assets' are identified at the balance sheet date with respect to carrying amount vis-à-vis. recoverable amount thereof and impairment loss, if any, is recognized in the statement of profit and loss account. Impairment loss, if need

to be reversed subsequently, is accounted for in the year of reversal.

## t) Borrowing Cost:-

General and specific borrowing costs directly attributable to the acquisition, construction or production of qualifying assets, are capitalised as part of the cost of such assets till such time the assets are substantially ready for their intended use. A qualifying asset is an asset that necessarily requires a substantial period of time to get ready for its intended use. All other borrowings costs are recognized in the statement of Profit and Loss in the period in which they are incurred.

## u) Employee Benefits:-

### (a) Short Term Employee Benefits

All employee benefits payable wholly within twelve months of rendering the services are classified as short term employee benefits. Benefits such as salaries, wages, and short-term compensated absences etc. are recognized in the period in which the employee renders the related service.

### (b) Long Term Employee Benefits:

- (i) The obligation for long-term employee benefits such as half pay leave and LTC
  - Accounted for on actuarial valuation made at the end of year.
  - The actuarial gains/losses are recognized in the Statement of Profit and Loss for the year.

### (ii) Leave Encashment

- Company recognizes Policy taken from Life Insurance Corporation of India for Leave encashment in its balance sheet as a Right to Reimbursement Assets.
- The company recognizes the obligation of a defined benefit plan in its balance sheet as a liability and are determined by actuarial valuation, performed by an independent actuary, at the year end
- Company recognizes components of defined benefit cost in the Statement of Profit and Loss for the year.
- Company recognizes changes in the carrying amount of the right to reimbursement in the Statement of Profit and Loss for the year.



# Accounting Policies as per Indian Standards (Ind AS)

- Actuarial gains/losses are recognized in the Statement of Profit and Loss.

## (c) Post-Employment Benefits

- (i) Defined contribution plans:** The Company makes defined contribution to the Regional Provident Fund Commissioner in respect of provident fund scheme. The contribution paid/payable under the schemes is recognized during the period in which the employee renders the related service.
- (ii) Defined Benefit plans:** Company provides post-retirement medical benefits to employees. The entitlement to these benefits is usually conditional on the employee remaining in service up to retirement age and the completion of minimum service period. The expected costs of these benefits are accrued over the period of employment using the same accounting methodology as used for defined benefit plans.
- (iii) Gratuity** is a post-employment defined benefit plan. The liability recognized in the balance sheet is the present value of the defined benefit obligation at the balance sheet date less fair value of plan assets. The defined benefit obligation is calculated by an independent actuary using projected unit credit (PUC) method.
- (iv) Re-measurement** gains and losses arising from experience adjustments and changes in actuarial assumptions in respect of defined benefit plans are recognised in period in which they occur, directly in other comprehensive income. They are included in retained earnings in the statement of changes in equity.
- (d) Provision/liabilities towards Foreign Service Contribution-** Pension and Leave Salary are made in terms of Government Rules & Regulations for employees on deputation and charged to statement of Profit and Loss on accrual basis.
- v) (i)** Prior period errors/items are considered material if the items of income/expenditure exceed 1% of the company's turnover of the last audited consolidated financial statements. These are dealt with retrospectively by restating the comparative amounts for the period in which the error occurred. If the error occurred before the earliest period presented, the opening balances of assets, liabilities, and equity for the earliest period presented are restated. If restating the earliest period is impracticable, the

comparative information is adjusted to apply the new accounting policy prospectively from the earliest practicable date.

## (ii) Events occurring after the Balance Sheet date

Impact of events occurring after the balance sheet date that provide additional information materially effecting the determination of the amounts relating to conditions existing at the balance sheet date are adjusted to respective assets and liabilities.

## w) Inventories:

- Inventories are valued at lower of cost and net realizable value.
- In case of raw materials, packing materials, stores, spares and consumables, the cost includes duties and taxes (net of ITC, wherever applicable) and is arrived at on FIFO basis.
- Cost of finished goods and work in process includes the cost of raw materials, packing materials, an appropriate share of fixed and variable production overheads, excise duty as applicable and other costs incurred in bringing the inventories to their present location and condition.
- PD items (traded goods) are valued at cost or NRV on FIFO basis.

## x) Taxation:-

### (a) Current Income Tax:-

- Taxes including current income-tax are computed using the applicable tax rates and tax laws.
- The tax rates and tax laws used to compute the amount are those that are enacted or substantively enacted, at the reporting date in the countries where the company operates and generates taxable income.
- Current income tax assets and liabilities for current and prior periods are measured at the amount expected to be recovered from or paid to the taxation authorities. Liability for additional taxes, if any, is provided / paid as and when assessments are completed.
- Current tax related to OCI Item are recognized in Other Comprehensive Income (OCI).

# Accounting Policies as per Indian Standards (Ind AS)

## (b) Deferred Tax

The Company has accounted for deferred taxation in line with IndAS-12 "Income Taxes" issued by the Ministry of Corporate Affairs.

- i. Deferred income tax assets and liabilities are recognized for temporary differences which is computed using the tax rates and tax laws that have been enacted or substantively enacted at the reporting date.
- ii. Deferred income tax asset are recognized to the extent that it is probable that taxable profit will be available against which the deductible temporary differences, and the carry forward of unused tax credits and unused tax losses can be utilized.
- iii. The carrying amount of deferred income tax assets is reviewed at each reporting date and reduced to the extent that it is no longer probable that sufficient taxable profit will be available to allow all or part of the deferred income tax asset to be utilized.
- iv. Deferred tax related to OCI Item are recognized in Other Comprehensive Income (OCI).

## y) Earning Per Share

In determining basic earnings per share, the company considers the net profit attributable to equity shareholders. The number of shares used in computing basic earnings per share is the weighted average number of shares outstanding during the period. In determining diluted earnings per share, the net profit attributable to equity shareholders and weighted average number of shares outstanding during the period are adjusted for the effect of all dilutive potential equity shares.

## z) Grants

- i. Government grants relating to purchase of property, plant and equipment are included in liabilities as deferred income and credited to profit or loss over the on systematic basis over the expected life of the related assets and presented within other income.
- ii. Grants relating to the revenue expenditure are adjusted against the related expenses. The unutilized portion of revenue and capital grant is shown as liability.
- iii. Government grant in the form of Non-monetary asset is recognized at fair value and presented in balance sheet by setting up the grant as deferred Income.

## aa) Cash & Cash Equivalents

Cash and cash equivalents comprise cash on hand, drafts/cheques on hand, bank balances, deposits with banks and short term investments, which are short-term (three months or less from the date of acquisition), highly liquid investments that are readily convertible into cash and which are subject to an insignificant risk of changes in value.

## bb) Stale Cheques

Cheques which have not been cleared within the validity period of 3 months are credited to the stale cheque account. Stale cheques related to Private parties which are more than 4 years old from the date of transfer to stale cheque and those related to Government Bodies which are more than 6 years old from the date of transfer to stale cheque and which could not be cleared in stale cheque account are credited to Miscellaneous income. For any claim arising in future, the same are debited to Miscellaneous Expenses"

## cc) Financial Instruments: -

### Initial recognition and measurement

Financial Instruments recognized at its fair value plus or minus, in the case of a financial instrument not at fair value through profit or loss, transaction costs that are directly attributable to the acquisition or issue of the financial instruments. However Financial Assets (trade receivables) that do not contain a significant financing component are measured at transaction price.

### Financial Asset at Amortized Cost

Financial assets are subsequently measured at amortised cost if these financial assets are held within a business whose objective is to hold these assets in order to collect contractual cash flows and the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding. Financial assets measured at amortised cost using effective interest rate method less impairment, if any. The EIR amortisation is included in finance income in the statement of profit and loss.

### Following financial assets are measured at amortised cost:

- (i) Security deposit
- (ii) Retention money
- (iii) Cash and cash equivalent
- (iv) Advances adjustable with other financial instrument



# Accounting Policies as per Indian Standards (Ind AS)

## Financial Assets at fair value through other comprehensive income (FVTOCI)

Financial assets are measured at fair value through other comprehensive income if these financial assets are held within a business whose objective is achieved by both collecting contractual cash flows and selling financial assets and the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

Debt instruments included within the FVTOCI category are measured initially as well as at each reporting date at fair value. Fair value movements are recognized in the other comprehensive income (OCI). However, the company recognizes interest income, impairment losses & reversals and foreign exchange gain or loss in the P&L. On de-recognition of the asset, cumulative gain or loss previously recognised in OCI is reclassified from the equity to P&L. Interest earned is recognised using the EIR method.

## Financial Assets at Fair value through Profit & Loss (FVTPL)

FVTPL is a residual category for financial Assets. Any financial assets, which does not meet the criteria for categorization as at amortized cost or as FVTOCI, is classified as at FVTPL.

In addition, the company may elect to designate financial asset, which otherwise meets amortized cost or FVTOCI criteria, as at FVTPL. If doing so reduces or eliminates a measurement or recognition inconsistency.

Financial assets included within the FVTPL category are measured at fair value with all changes recognized in the Statement of Profit and Loss.

## Financial liabilities at Amortised Cost

Financial liabilities at amortised cost represented by trade and other payables, security deposits, advances refundable and retention money are initially recognized at fair value, and subsequently carried at amortized cost using the effective interest rate method.

## Financial liabilities at Fair Value through Profit & Loss (FVTPL)

The company has not designated any financial liabilities at FVTPL.

## De-recognition

### Financial Asset

A financial asset (or, where applicable, a part of a financial asset or part of a group of similar financial assets) is derecognized only when the contractual rights to the cash flows from the asset expires or it transfers the financial assets and substantially all risks and rewards of the ownership of the asset.

### Financial Liability

A financial liability is derecognised when the obligation under the liability is discharged or cancelled or expires. When an existing financial liability is replaced by another from the same lender on substantially different terms, or the terms of an existing liability are substantially modified, such an exchange or modification is treated as a de-recognition of the original liability and the recognition of a new liability, and the difference in the respective carrying amounts is recognised in the statement of Profit & Loss.

## Impairment of Financial Assets

The Company recognizes loss allowances using the expected credit loss (ECL) model for the financial assets which are not fair valued through profit or loss. Loss allowance for trade receivables with no significant financing component is measured at an amount equal to lifetime ECL. For all other financial assets, ECLs are measured at an amount equal to the 12-month ECL, unless there has been a significant increase in credit risk from initial recognition in which case those are measured at lifetime ECL. The amount of ECLs (or reversal) that is required to adjust the loss allowance at the reporting date to the amount that is required to be recognized is recognized as an impairment gain or loss in the Statement of Profit & Loss Account.

## dd) Fair Value Measurement

Company measures financial instruments at fair value at each reporting date. Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. The fair value measurement is based on the presumption that the transaction to sell the asset or transfer the liability takes place either:

- In the principal market for the asset or liability, or
- In the absence of a principal market, in the most advantageous market for the asset or liability.

# Accounting Policies as per Indian Standards (Ind AS)

The principal or the most advantageous market must be accessible to the company. The fair value of an asset or a liability is measured using the assumptions that market participants would use when pricing the asset or liability, assuming that market participants act in their economic best interest. The company uses valuation techniques that are appropriate in the circumstances and for which sufficient data are available to measure fair value, maximizing the use of relevant observable inputs and minimizing the use of unobservable inputs.

Assets and liabilities for which fair value is measured or disclosed in the financial statements are categorized within the fair value hierarchy, described as follows, based on the lowest level input that is significant to the fair value measurement as a whole:

- Level 1— Quoted (unadjusted) market prices in active markets for identical assets or liabilities
- Level 2 — Valuation techniques for which the lowest level input that is significant to the fair value measurement is directly or indirectly observable.
- Level 3 — Valuation techniques for which the lowest level input that is significant to the fair value measurement is unobservable.

For assets and liabilities that are recognized in the financial statements on a recurring basis, the Company determines whether transfers have occurred between levels in the hierarchy by re-assessing categorization (based on the lowest level input that is significant to the fair value measurement as a whole) at the end of each reporting period.

At the reporting date, the Company analyses the movements in the values of assets and liabilities which are required to be re-measured or re-assessed as per the accounting policies. For this analysis, the Company verifies the major inputs applied in the latest valuation by agreeing the information in the valuation computation to contracts and other relevant documents.

The Company also compares the change in the fair value of each asset and liability with relevant external sources to determine whether the change is reasonable.

For the purpose of fair value disclosures, the Company has determined classes of assets and liabilities on the basis of the nature, characteristics and risks of the asset or liability and the level of the fair value hierarchy as explained above.



# Notes to Consolidated Financial Statements

## Note:- 3 Property, Plant and Equipments

Particulars	Buildings				Electrical Installation & Equipments	EDP Assets	Office Equipments		Furniture & Fixtures	Luxury Tourist Train	Total
	Freehold Land	Residential Flats	Factory Building-Leasehold	Leasehold Improvements			Air Conditioner	Office Equipment			
<b>Gross Carrying Value</b>											
<b>At 01st April 2022</b>	<b>2,370.40</b>	<b>4,112.01</b>	<b>2,603.24</b>	<b>4,642.53</b>	<b>10,245.96</b>	<b>537.90</b>	<b>10,214.99</b>	<b>494.53</b>	<b>1,471.12</b>	<b>671.35</b>	<b>5,202.46</b>
Additions	-	2,235.61	394.43	28.68	301.97	722.16	415	735.28	25.23	132.08	29.46
Disposals/Adjustments	-	-	22.07	-	7.27	-	0.47	2.06	43.15	11.37	-
<b>At 31st March, 2023</b>	<b>4,606.01</b>	<b>4,506.44</b>	<b>2,609.85</b>	<b>4,944.50</b>	<b>10,960.85</b>	<b>542.05</b>	<b>10,949.80</b>	<b>511.70</b>	<b>1,560.05</b>	<b>689.44</b>	<b>5,202.46</b>
Additions	-	98.23	728.58	1,657.57	3.42	405.09	22.36	62.96	22.42	-	3,000.63
Disposals/Adjustments	-	-	-	10.04	5.33	76.35	8.76	31.46	4.85	-	136.79
<b>At 31st March, 2024</b>	<b>4,606.01</b>	<b>4,506.44</b>	<b>2,708.08</b>	<b>5,673.08</b>	<b>12,608.38</b>	<b>540.14</b>	<b>11,278.54</b>	<b>531.30</b>	<b>1,591.55</b>	<b>707.01</b>	<b>5,202.46</b>
<b>Accumulated Depreciation and Impairment</b>											
<b>At 01st April, 2022</b>	<b>-</b>	<b>70.06</b>	<b>1,227.78</b>	<b>1,041.59</b>	<b>4,996.64</b>	<b>367.67</b>	<b>8,109.45</b>	<b>374.56</b>	<b>1,180.61</b>	<b>469.66</b>	<b>4,200.28</b>
Depreciation charge for the year	-	70.43	271.48	286.97	948.19	33.72	734.63	29.63	98.08	38.94	239.89
Impairment	-	-	-	-	-	-	-	-	-	-	-
Disposals/Adjustments	-	-	21.22	-	1.88	-	(1.21)	1.56	35.45	10.87	-
<b>At 31st March, 2023</b>	<b>-</b>	<b>140.49</b>	<b>1,478.04</b>	<b>1,328.56</b>	<b>5,942.95</b>	<b>401.39</b>	<b>8,845.29</b>	<b>402.63</b>	<b>1,243.24</b>	<b>497.73</b>	<b>4,440.17</b>
Depreciation charge for the year	-	73.77	333.32	313.46	968.18	37.63	645.59	25.47	93.93	29.53	240.07
Impairment	-	-	-	-	-	-	-	-	-	-	-
Disposals/Adjustments	-	-	-	-	-	-	-	-	-	-	69.77
<b>At 31st March, 2024</b>	<b>-</b>	<b>214.26</b>	<b>1,811.36</b>	<b>1,642.02</b>	<b>6,902.61</b>	<b>434.78</b>	<b>9,419.78</b>	<b>420.37</b>	<b>1,313.83</b>	<b>522.75</b>	<b>4,680.24</b>
<b>Net Carrying Value</b>											
<b>At 31st March, 2024</b>	<b>4,606.01</b>	<b>4,292.18</b>	<b>896.72</b>	<b>4,031.06</b>	<b>5,705.77</b>	<b>105.36</b>	<b>1,858.76</b>	<b>110.93</b>	<b>277.72</b>	<b>184.26</b>	<b>522.22</b>
<b>At 31st March, 2023</b>	<b>4,606.01</b>	<b>4,365.95</b>	<b>1,131.81</b>	<b>3,615.94</b>	<b>5,017.90</b>	<b>140.66</b>	<b>2,104.51</b>	<b>115.07</b>	<b>316.81</b>	<b>191.71</b>	<b>762.29</b>
<b>At 01st April 2022</b>	<b>2,370.40</b>	<b>4,041.95</b>	<b>1,375.46</b>	<b>3,600.94</b>	<b>5,249.32</b>	<b>170.23</b>	<b>2,105.54</b>	<b>119.97</b>	<b>290.51</b>	<b>201.69</b>	<b>1,002.18</b>
<b>Amount (₹ in Lakhs)</b>											

**Note 3.1** During the F.Y 2009-10, the Group acquired a Pan India Luxury Tourist Train. The total cost of said train was ₹ 5,046.57 Lakhs. The Tourism Ministry had given capital subsidy of ₹ 1,237.00 Lakhs which has been recognised as deferred grant and amortised in the proportion of the depreciation.

### Note 3.2

Refer Note 5B for details of Leasehold Assets (Right of Use) and Note No. 69 for title deeds of immovable properties which are yet to be executed.

# Notes to Consolidated Financial Statements

## Note: - 4 Capital Work in Progress

Particulars	Amount (₹ in Lakhs)									
	Railneer Plant - Vijaywada (AP)	Railneer Plant - Bhusawal (Maharashtra)	Railneer Plant - Bhubaneswar (Orissa)	Railneer Plant - Simhadri (AP)	Budget Hotels	Training Centre at Faridabad	Railneer Plant - Kota (Rajasthan)	Corporate Office Building	Others	Total
<b>Opening balance at 01st April, 2022</b>	<b>196.14</b>	<b>510.39</b>	<b>42.00</b>	<b>436.78</b>	<b>1,390.33</b>	<b>41.32</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2,616.96</b>
Additions (subsequent expenditure)	-	165.59	373.92	198.80	120.00	471.65	98.00	-	-	1,438.09
Adjustments	-56.14	-675.98	-	56.14	-	-	-	-	-	-675.98
<b>Closing balance at 31st March, 2023</b>	<b>14.00</b>	<b>-</b>	<b>415.92</b>	<b>691.72</b>	<b>1,510.33</b>	<b>512.97</b>	<b>98.00</b>	<b>-</b>	<b>-</b>	<b>3,379.07</b>
Additions (subsequent expenditure)	314.86	-	35.90	8.82	354.51	920.63	413.32	40,498.53	-	42,546.57
Adjustments	-451.82	-700.54	-	-	-	-511.32	-	-	-	-1,673.81
<b>Closing balance at 31st March, 2024</b>	<b>454.86</b>	<b>-</b>	<b>-</b>	<b>1,864.84</b>	<b>1,433.60</b>	<b>-</b>	<b>40,498.53</b>	<b>-</b>	<b>-</b>	<b>44,251.83</b>

## CWIP ageing Schedule as on 31st March 2024

Capital Work in Progress	Amount in CWIP for a period of				Total 44251.83
	Less than 1 year	1-2 years	2-3 years	More than 3 years	
Projects in progress	42088.54	591.65	551.64	1020	-
Projects temporarily suspended	-	-	-	-	-

## CWIP ageing Schedule as on 31st March 2023

Capital Work in Progress	Amount in CWIP for a period of				Total 3379.07
	Less than 1 year	1-2 years	2-3 years	More than 3 years	
Projects in progress	1272.5	962.88	805.73	337.96	-
Projects temporarily suspended	-	-	-	-	-



# Notes to Consolidated Financial Statements

**Note 4.1 (b) Capital Work in Progress ageing Schedule whose completion is overdue as compared to its original plan**

**As on 31st March 2024**

<b>Capital Work in Progress</b>	<b>To be completed in</b>				<b>Amount (₹ in Lakhs)</b>
	<b>Less than 1 year</b>	<b>1-2 years</b>	<b>2-3 years</b>	<b>More than 3 years</b>	
Budget Hotel - Lucknow*	1,697.69	-	-	-	1,697.69
Budget Hotel - Khajuraho**	42.50	-	-	-	42.50
Budget Hotel - Kevadia***	124.65	-	-	-	124.65
Training Centre at Faridabad***	1,433.60	-	-	-	1,433.60
Railneer Plant- Vijaywada****	454.86	-	-	-	454.86

\* Extension allowed for completion by June, 2024.

\*\* Extension allowed for completion by September, 2024.

\*\*\* Extension allowed for completion by August, 2024.

\*\*\*\* Extension allowed for completion by May, 2024.

\*\*\*\*\* Re-tendered for completion by July, 2024.

**As on 31st March 2023**

<b>Capital Work in Progress</b>	<b>To be completed in</b>				<b>Amount (₹ in Lakhs)</b>
	<b>Less than 1 year</b>	<b>1-2 years</b>	<b>2-3 years</b>	<b>More than 3 years</b>	
Budget Hotel - Lucknow*	1,347.15	-	-	-	1,347.15
Railneer Plant - Simhadri	691.72	-	-	-	691.72
Railneer Plant-Bhubeneshwar	415.92	-	-	-	415.92
Railneer Plant- Vijaywada	-	140.00	-	-	140.00

\* Extension allowed for completion by December, 2023.

## Note 4.1 (c)

There is no project as on 31st March, 2024 and as on 31st March, 2023 which has exceeded its cost compared to its original plans as on date.

## Note: - 5 Investment Property

<b>Particulars</b>	<b>Amount (₹ in Lakhs)</b>		
	<b>Land at Gurugram</b>	<b>Building at Gurugram</b>	<b>Total</b>
<b>Opening balance at 1st April, 2022</b>	<b>464.66</b>	<b>2,368.52</b>	<b>2,833.18</b>
Addition/Adjustment during the year	-	-	-
Disposal/Adjustment during the year	-	-	-
<b>Closing balance at 31st March, 2023</b>	<b>464.66</b>	<b>2,368.52</b>	<b>2,833.18</b>
Addition/Adjustment during the year	-	-	-
Disposal/Adjustment during the year	-	-	-
<b>Closing balance at 31st March, 2024</b>	<b>464.66</b>	<b>2,368.52</b>	<b>2,833.18</b>
<b>Amortization and Impairment</b>			
<b>Opening balance at 1st April, 2022</b>	-	<b>137.23</b>	<b>137.23</b>
Amortization during the year		37.56	37.56
Disposal/Adjustment during the year	-	-	-

# Notes to Consolidated Financial Statements

Particulars	Amount (₹ in Lakhs)		
	Land at Gurugram	Building at Gurugram	Total
<b>Closing balance at 31st March, 2023</b>	-	<b>174.79</b>	<b>174.79</b>
Amortization during the year		37.66	37.66
Disposal/Adjustment during the year			
<b>Closing balance at 31st March, 2024</b>	-	<b>212.45</b>	<b>212.45</b>
<b>Net Carrying Value</b>			
<b>At 31st March, 2024</b>	<b>464.66</b>	<b>2,156.07</b>	<b>2,620.73</b>
<b>At 31st March, 2023</b>	<b>464.66</b>	<b>2,193.73</b>	<b>2,658.39</b>
<b>At 01st April, 2022</b>	<b>464.66</b>	<b>2,231.29</b>	<b>2,695.95</b>

**Note 5.1** Fair value of Investment property as on 31st March, 2024 is ₹ 8531.00 Lakhs, which has been valued on the basis of Land and Building Method by adopting prevailing market rates by a registered valuer as defined under rule 2 of Companies (Registered Valuers and Valuation) Rules, 2017.

## 5.2 Other Disclosure

Particulars	Amount (₹ in Lakhs)	
	For the year ended March 31, 2024	For the year ended March 31, 2023
<b>Amounts recognized in statement of profit and loss for investment properties</b>		
- Rental Income	234.98	235.00
Direct operating expenses of property that generated rental income	17.66	17.44
Direct operating expenses of property that did not generated rental income	-	-
Income arising from Investment properties before charging depreciation	217.32	217.56
Depreciation & amortisation	37.66	37.56
<b>Income from Investment properties (net)</b>	<b>179.66</b>	<b>180.00</b>

## Note: - 5A Other Intangible Assets

Particulars	Amount (₹ in Lakhs)		
	Softwares	Licenses	Total
<b>Opening balance at 01st April, 2022</b>	<b>1,253.90</b>	<b>70.52</b>	<b>1,324.42</b>
Addition during the year	7.44	-	7.44
Disposal/Adjustment during the year	-	-	-
<b>Closing balance at 31st March, 2023</b>	<b>1,261.34</b>	<b>70.52</b>	<b>1,331.86</b>
Addition during the year	107.07	129.86	236.93
Disposal/Adjustment during the year	-	-	-
<b>Closing balance at 31st March, 2024</b>	<b>1,368.41</b>	<b>200.38</b>	<b>1,568.79</b>
<b>Amortization and Impairment</b>			
<b>Opening balance at 01st April, 2022</b>	<b>729.65</b>	<b>58.31</b>	<b>787.96</b>
Amortization during the year	258.45	12.20	270.65
Disposal/Adjustment during the year			0.00
<b>Closing balance at 31st March, 2023</b>	<b>988.10</b>	<b>70.51</b>	<b>1,058.61</b>
Amortization during the year	186.01	2.44	188.45
Disposal/Adjustment during the year			-
<b>Closing balance at 31st March, 2024</b>	<b>1,174.11</b>	<b>72.95</b>	<b>1,247.06</b>
<b>Net Carrying Value</b>			
<b>At 31st March, 2024</b>	<b>194.30</b>	<b>127.43</b>	<b>321.73</b>
<b>At 31st March, 2023</b>	<b>273.24</b>	<b>0.01</b>	<b>273.25</b>
<b>At 01st April, 2022</b>	<b>524.25</b>	<b>12.21</b>	<b>536.46</b>



# Notes to Consolidated Financial Statements

## Note 5B Right-of-use Assets

Particulars	Land	Building*	Vehicles	Total	Amount (₹ in Lakhs)
<b>Gross Carrying Value</b>					
<b>Opening balance at 1st April, 2022</b>	<b>3,967.98</b>	<b>5,287.33</b>	<b>6,094.75</b>	<b>15,350.06</b>	
Addition during the year	40.32	2,976.48	3,736.72	6,753.52	
Disposals / adjustment during the year	584.43	736.78	3,107.84	4,429.05	
<b>Closing balance at 31st March, 2023</b>	<b>3,423.87</b>	<b>7,527.03</b>	<b>6,723.63</b>	<b>17,674.53</b>	
Addition during the year		1,387.91	2,479.83	3,867.74	
Disposals / adjustment during the year		181.26	2,002.02	2,183.28	
<b>Closing balance at 31st March, 2024</b>	<b>3,423.87</b>	<b>8,733.68</b>	<b>7,201.44</b>	<b>19,358.99</b>	
<b>Depreciation and Impairment</b>					
<b>Opening balance at 1st April, 2022</b>	<b>578.96</b>	<b>2,018.89</b>	<b>2,971.04</b>	<b>5,568.88</b>	
Depreciation charged during the year	136.77	913.63	1,262.39	2,312.79	
Disposals / adjustment during the year	-	-	-	-	
<b>Closing balance At 31st March, 2023</b>	<b>715.73</b>	<b>2,932.52</b>	<b>4,233.43</b>	<b>7,881.67</b>	
Depreciation charged during the year	136.77	1,048.00	1,549.81	2,734.58	
Disposals / adjustment during the year	-	-	-	-	
<b>Closing balance At 31st March, 2024</b>	<b>852.50</b>	<b>3,980.52</b>	<b>5,783.24</b>	<b>10,616.25</b>	
<b>Net Carrying Value</b>					
<b>At 31st March, 2024</b>	<b>2,571.37</b>	<b>4,753.16</b>	<b>1,418.20</b>	<b>8,742.74</b>	
<b>At 31st March, 2023</b>	<b>2,708.14</b>	<b>4,594.51</b>	<b>2,490.20</b>	<b>9,792.86</b>	
<b>At 1st April, 2022</b>	<b>3,389.02</b>	<b>3,268.44</b>	<b>3,123.71</b>	<b>9,781.18</b>	

\*Note:- Building includes Residential flats constructed on railway land which are on lease for a period of 30 years and the same has been depreciated over that period.

## Note :- 6 Financial Assets- Non Current

### Note 6.1 Non-Current Investments

Particulars	As at 31st March 2024	As at 31st March 2023	Amount (₹ in Lakhs)
<b>Investments in Equity Instruments of Joint Venture</b>			
25 Lakh equity shares of ₹ 10 each of Royale Indian Rail Tours Limited	250.00	250.00	
Less: Impairment in value of Investments	(250.00)	(250.00)	
<b>Total Investments</b>	<b>-</b>	<b>-</b>	

### Note 6.1 A Other disclosures : Non Current Investments

Particulars	As at 31st March 2024	As at 31st March 2023	Amount (₹ in Lakhs)
<b>Aggregate Amount of unquoted investments</b>			
Aggregate Amount of impairment in the value of investments	250.00	250.00	
<b>Aggregate Fair Value of investments</b>	<b>(250.00)</b>	<b>(250.00)</b>	
<b>Total</b>			

Refer to Note 37.2 (ii) , 44.4 & 45

### Note 6.2 Other Non Current Financial Assets

Particulars	As at 31st March 2024	As at 31st March 2023	Amount (₹ in Lakhs)
<b>a) Term deposits, held as margin money against Bank guarantee or other commitments</b>			
b) Security Deposits	0.81	2.65	
<b>Total</b>	<b>117.19</b>	<b>94.40</b>	

\* The shares have been allotted on 8th April, 2024

# Notes to Consolidated Financial Statements

## Note: - 7 Deferred Tax

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
<b>A. Deferred Tax Liabilities</b>		
Property, Plant and Equipment	189.42	302.06
<b>Total of Deferred Tax Liabilities</b>	<b>189.42</b>	<b>302.06</b>
<b>B. Deferred Tax Assets</b>		
Employee Benefit	3,579.35	3,298.60
Doubtful debts	3,749.44	3,504.86
Statutory liabilities (u/s 43B)	5,232.44	4,854.89
Investments	62.93	62.93
Lease Liability (Net of ROU)	177.96	219.63
Deferred Revenue	954.87	919.95
Preliminary Expenses and Provision for Claims/Damages	560.79	496.16
<b>Total of Deferred Tax Assets</b>	<b>14,317.78</b>	<b>13,357.02</b>
<b>Deferred Tax Assets Net</b>	<b>14,128.36</b>	<b>13,054.96</b>

### Movement in Deferred Tax Asset/(Liability)

Particulars	Amount (₹ in Lakhs)								
	Property, Plant and Equipment	Employee Benefit	Doubtful debts	Statutory liabilities (u/s 43B)	Investments	Lease Liability (Net of ROU)	Deferred Revenue	Preliminary Expenses and Provisions for Claims/ Damages	Total
<b>Opening balance as at 1st April 2022</b>	<b>(566.65)</b>	<b>1,553.80</b>	<b>2,794.04</b>	<b>4,034.77</b>	<b>62.93</b>	<b>303.16</b>	<b>762.17</b>	<b>529.00</b>	<b>9,473.22</b>
<b>(Refer Note no.52 &amp; 84)</b>									
Charged/(credited) for the year (Refer Note no.52 & 84)									
To Profit & Loss	264.59	1,819.12	710.82	820.12	-	(83.53)	157.78	(32.84)	3,656.06
To other comprehensive income	-	(74.32)	-	-	-	-	-	-	(74.32)
<b>Closing balance as at 31st March 2023</b>	<b>(302.06)</b>	<b>3,298.60</b>	<b>3,504.86</b>	<b>4,854.89</b>	<b>62.93</b>	<b>219.63</b>	<b>919.95</b>	<b>496.16</b>	<b>13,054.96</b>
Charged/(credited) for the year									
To Profit & Loss	112.64	291.07	244.58	377.55	-	(41.67)	34.92	64.64	1,083.73
To other comprehensive income	-	(10.32)	-	-	-	-	-	-	(10.32)
<b>Closing balance as at 31st March 2024</b>	<b>(189.42)</b>	<b>3,579.35</b>	<b>3,749.44</b>	<b>5,232.44</b>	<b>62.93</b>	<b>177.96</b>	<b>954.87</b>	<b>560.79</b>	<b>14,128.36</b>



# Notes to Consolidated Financial Statements

## Note :- 8 Other Non-Current Assets

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
<b>a) Capital Advances</b>		
Capital Advance to Indian Railways for Construction of Flats	635.98	635.98
Capital Advance for Purchase of Flats from Air India	94.49	90.32
Capital Advance for Purchase/Interiors of Office Space at New Delhi	706.68	20,851.84
Capital Advance for Kitchen Equipments for Bharat Gaurav Trains	-	8.98
<b>b) Others</b>		
Deposits with Govt. Authorities	488.65	485.18
Fair Value adjustment on Security Deposits Made*	0.17	0.23
<b>Total</b>	<b>1,925.97</b>	<b>22,072.53</b>

\* It represents unamortised portion of the difference between the fair value of financial assets on initial recognition and expenditure incurred.

## Note :- 9 Inventories

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Raw Material	483.41	500.56
Finished Goods	602.18	449.56
Trading Goods-Packed (PD) items	10.92	10.83
<b>Total</b>	<b>1,096.51</b>	<b>960.95</b>

## Note :- 10 Financial Assets

### Note 10.1 Trade Receivables

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Considered Good - Secured	-	-
Considered Good - Unsecured	1,36,184.14	1,12,348.49
Trade Receivables which have significant increase in credit risk	382.51	1,524.06
Trade Receivables-credit impaired	15,377.80	14,343.61
Less: Allowance for Doubtful Debts	(14,510.26)	(13,924.76)
<b>Total Trade receivables</b>	<b>1,37,434.19</b>	<b>1,14,291.40</b>

Refer to Note 58

### Note 10.2 Cash and Cash equivalent

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Cash on hand	8.69	10.39
Balances with banks:		
- In Current Account	63,997.43	38,449.01
- In Flexi Current Account	6,627.75	4,425.11
<b>Total</b>	<b>70,633.87</b>	<b>42,884.51</b>

# Notes to Consolidated Financial Statements

## Note 10.3 Bank Balances other than Cash and Cash Equivalents

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
– Deposits with original maturity of more than 3 months and maturing within 1 year (Refer note no.48)	1,47,500.00	1,49,227.89
– Restricted Balance with scheduled Banks		
Unpaid Dividend Accounts	83.26	46.20
CSR Unspent Accounts	75.98	53.60
Deposits with original maturity of more than 3 months and maturing within 1 year (Refer Note 10.3.1)	9,471.49	869.54
<b>Total</b>	<b>1,57,130.73</b>	<b>1,50,197.23</b>

Note 10.3.1: Fixed Deposit of ₹ 9,471.49 lakhs represents TDRs held as margin money against Bank guarantee or other commitments

Note 10.3.2: Balance in CSR unspent account includes ₹ 73.80 Lakhs for Financial Year 2022-23 and ₹ 2.18 Lakhs for Financial Year 2020-21. Unspent bank balance of ₹ 73.80 Lakhs for Financial Year 2022-23 includes ₹ 0.08 lakhs towards TDS deposited by the Group from other bank account which is to be transferred from CSR unspent account to general banking account of Group.

## Note 10.4 Other Current Financial Assets

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
<b>Unsecured, Considered Good</b>		
Security Deposits	1280.08	1182.97
Term deposits, held as margin money against Bank guarantee or other commitments	225.46	208.31
Interest Accrued but not due on Term & Fixed deposits	5,832.36	4,856.88
<b>Right to Reimburse assets</b>		
New Group Leave Encashment Plan From LIC of India	5989.27	5257.44
Other Receivables	12,422.55	9,584.20
<b>Total</b>	<b>25,749.72</b>	<b>21,089.80</b>

## Note :- 11 Current Tax Assets

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Income Tax Refunds	11,675.45	5,836.75
Advance tax & TDS ((Net of Provision for tax of ₹ 39276.54 Lakh as on 31st March, 2024 and ₹ 37322.40 lakhs as at 31st March, 2023)	4,413.15	5,053.31
<b>Total</b>	<b>16,088.60</b>	<b>10,890.06</b>

## Note :- 12 Other Current Assets

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
<b>Advances other than Capital Advances</b>		
Other Advances	7,721.06	5,365.53
Less: Provision for Doubtful advances	(535.25)	(149.03)
Balance with Govt. Authorities	4,649.85	6,023.49
Other Deposits with Railways	91,852.97	79,406.60
<b>Others</b>		
Prepaid Expenses	2,594.68	4,218.35
Fair Value adjustment on Security Deposits Made*	0.06	2.87
<b>Total</b>	<b>106,283.37</b>	<b>94,867.81</b>

\* It represents unamortised portion of the difference between the fair value of financial assets on initial recognition and expenditure incurred.



# Notes to Consolidated Financial Statements

## Note : - 13 Equity Share capital

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
<b>Authorised share capital</b>		
12500 Lakh Equity shares of ₹ 2 each	25,000.00	25,000.00
(As at 31 March 2023 - 12500 Lakh Equity shares of ₹ 2 each)	<b>25,000.00</b>	<b>25,000.00</b>
<b>Issued/Subscribed and Paid up Capital</b>		
8000 Lakh Equity shares of ₹ 2 each	16,000.00	16,000.00
(As at 31 March 2023 - 8000 Lakh Equity shares of ₹ 2 each)	<b>16,000.00</b>	<b>16,000.00</b>

## Note 13.1 Reconciliation of the number of equity shares and share capital

Particulars	Amount (₹ in Lakhs)			
	As at 31st March, 2024		As at 31st March, 2023	
No. of shares in lakhs	Amt (₹ in Lakhs)	No. of shares in lakhs	Amt (₹ in Lakhs)	
Issued/Subscribed and Paid up equity Capital outstanding at the beginning of the year	8,000.00	16,000.00	8,000.00	16,000.00
Add: Shares Issued during the year	-	-	-	-
<b>Issued/Subscribed and Paid up equity Capital outstanding at the end of the year</b>	<b>8,000.00</b>	<b>16,000.00</b>	<b>8,000.00</b>	<b>16,000.00</b>

## Note 13.2 Rights, Preference and restrictions attached to shares

The Company has one class of Equity Shares having at par value of ₹ 2 per share (as at 31st March, 2023 Rs. 2/- each). Each Shareholder is eligible for one vote per share held. The dividend proposed by the Board of Directors is subject to the approval of the shareholders in the ensuing Annual General Meeting, except in case of interim dividend. The Company has no Preference Shares, thus, in the event of liquidation, the equity shareholders are eligible to receive the remaining assets of the Company.

## Note 13.3 Details of Shares held by shareholders holding more than 5% of the aggregate shares in the company

Name of the shareholder	As at 31st March, 2024		As at 31st March, 2023	
	No. of shares in lakhs	% of holding	No. of shares in lakhs	% of holding
<b>Equity shares</b>				
The President of India represented through Ministry of Railway, Govt. of India	4,992.00	62.40%	4,992.00	62.40%
Life Insurance Corporation of India	736.19	9.20%	674.13	8.43%
<b>Total</b>	<b>5,728.19</b>	<b>71.60%</b>	<b>5,666.13</b>	<b>70.83%</b>

## Note 13.4 Shareholding of Promoters

Shares held by promoters at the end of the year (2023-24)			
Promoter name	No. of Shares of ₹ 2/- each (In Lakhs)	% of total shares	% Change during the year
The President of India represented through Ministry of Railway, Govt. of India	4,992.00	62.40%	-
<b>Total</b>	<b>4,992.00</b>	<b>62.40%</b>	

# Notes to Consolidated Financial Statements

Shares held by promoters at the end of the year (2022-23)			
Promoter name	No. of Shares of ₹ 2/- each (In Lakhs)	% of total shares	% Change during the year
The President of India represented through Ministry of Railway, Govt. of India	4,992.00	62.40%	-
<b>Total</b>	<b>4,992.00</b>	<b>62.40%</b>	

**Note 13.5 Aggregate no. of equity shares issued as fully paid by way of bonus during the period of five years immediately preceding the reporting date**

Particulars	As at 31st March 2024	As at 31st March 2023	As at 31st March 2022	As at 31st March 2021	As at 31st March 2020	As at 31st March 2019
	Nos. in Lakhs					
Equity shares issued as bonus	-	-	-	-	-	1,200.00
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,200.00</b>

## Note : - 14 Other Equity

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
General Reserve	62,991.70	59,491.70
Retained Earnings	2,43,987.14	1,72,348.71
<b>Total</b>	<b>3,06,978.84</b>	<b>2,31,840.41</b>

### Note 14.1 General Reserve

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Opening Balance	59,491.70	55,991.70
Add: Transfer from Retained Earnings	3,500.00	3,500.00
<b>Closing Balance</b>	<b>62,991.70</b>	<b>59,491.70</b>

### Note 14.2 Retained Earnings

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Opening Balance	1,72,348.71	1,15,039.66
Add : Impact due to prior period adjustment & Change in Accounting Policy	-	-
Add: Profit during the period transferred from statement of profit & loss	1,11,107.73	1,00,588.11
Other comprehensive income arising from remeasurement of defined benefit obligation net of income tax	30.70	220.94
Payment of final dividend on equity shares	(16,000.00)	(12,000.00)
Payment of interim dividend on equity shares	(20,000.00)	(28,000.00)
Transferred to General Reserve	(3,500.00)	(3,500.00)
<b>Closing Balance</b>	<b>2,43,987.14</b>	<b>1,72,348.71</b>



# Notes to Consolidated Financial Statements

## Distributions Made and Proposed

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
<b>Cash dividend on Equity shares declared and paid</b>		
Final Dividend paid during the period : ₹ 2.00 per share of face value of ₹ 2/- each (31st March, 2023: ₹ 1.50 per share of face value of ₹ 2/- each)	16,000.00	12,000.00
Interim Dividend paid during the year ₹ 2.50 per share of face value of ₹ 2/- each (31st March, 2023 - ₹ 3.50 per share of face value of ₹ 2/- each)	20,000.00	28,000.00
	<b>36,000.00</b>	<b>40,000.00</b>
<b>Proposed Dividend on Equity shares*</b>		
Proposed Dividend for the period : ₹ 4/- Per Share of face value of ₹ 2/- each (31st March, 2023 - ₹ 2.00 Per Share of face value of ₹ 2/- each)	32,000.00	16,000.00
	<b>32,000.00</b>	<b>16,000.00</b>

\*The proposed dividend on equity shares is subject to approval by shareholders at the ensuing Annual General Meeting and has not been recognised as a liability as at 31st March 2024

## Note 15 :- Financial Liabilities- Non Current

### Note 15.1 Others

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Security Deposits	5,428.56	3,743.64
<b>Total</b>	<b>5,428.56</b>	<b>3,743.64</b>

## Note :- 16 Provisions- Non Current

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
<b>Provision for Employee Benefits</b>		
Retirement Benefits ((Refer note 20, 371 & 42))	11,609.51	10,544.37
<b>Total</b>	<b>11,609.51</b>	<b>10,544.37</b>

## Note :- 17 Other Non Current Liabilities

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Deferred Grant	39.43	83.84
Deferred portion of Security Deposits*	1,687.96	1,474.81
Advances received	25.07	107.16
<b>Total</b>	<b>1,752.46</b>	<b>1,665.81</b>

\* It represents unamortized portion of the difference between the fair value of financial liability on initial recognition and expenditure incurred.

# Notes to Consolidated Financial Statements

## Note :- 18 Financial Liabilities- Current

### Note 18.1 Trade Payables

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
(a) total outstanding dues of micro enterprises and small enterprises	9274.74	2483.31
(b) total outstanding dues of creditors other than micro enterprises and small enterprises		
For Goods	2,450.69	2,030.18
For Services	88,039.67	80,701.98
<b>Total</b>	<b>99,765.10</b>	<b>85,215.47</b>

### Disclosure as per the requirement under MSME Act:-

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
1. The principal amount and the interest due thereon remaining unpaid to any supplier as at the end of each accounting year:		
Principal amount due to micro and small enterprises	9274.74	2483.31
Interest due on above*	-	-
2. The amount of interest paid by the buyer in terms of Section 16 of the MSMED Act 2006 along with the amounts of the payment made to the supplier beyond the appointed day during each accounting year	-	-
3. The amount of interest due and payable for the period of delay in making payment (which have been paid but beyond the appointed day during the year) but without adding the interest specified under the MSMED Act 2006	-	-
4. The amount of interest accrued and remaining unpaid at the end of each accounting year	-	-
5. The amount of further interest remaining due and payable even in the succeeding years, until such date when the interest dues as above are actually paid to the small enterprise for the purpose of disallowance as a deductible expenditure under Section 23 of the MSMED Act 2006	-	-

### Trade Payables aging schedule as on 31st March 2024

Particulars	Outstanding for following periods from due date of payment				Amount (₹ in Lakhs)
	Less than 1 year	1-2 years	2-3 years	More than 3 years	
(i) MSME	8,660.80	146.61	2.21	15.94	8,825.56
(ii) Others	43,105.33	10,698.09	5,313.09	18,394.47	77,510.98
(iii) Disputed dues – MSME	279.16	24.35	-	145.67	449.18
(iv) Disputed dues - Others	256.59	329.74	158.50	355.43	1,100.26
(v) Unbilled	5,073.19	604.39	316.62	5,884.92	11,879.12
<b>Total</b>	<b>57,375.07</b>	<b>11,803.18</b>	<b>5,790.42</b>	<b>24,796.43</b>	<b>99,765.10</b>

### Trade Payables aging schedule as on 31st March 2023

Particulars	Outstanding for following periods from due date of payment				Amount (₹ in Lakhs)
	Less than 1 year	1-2 years	2-3 years	More than 3 years	
(i) MSME	2,447.98	-	-	-	2,447.98
(ii) Others	43,625.10	8,529.80	4,250.91	18,604.74	75,010.55
(iii) Disputed dues – MSME	30.73	-	3.97	0.63	35.33
(iv) Disputed dues - Others	3.00	-	0.02	73.16	76.18
(v) Unbilled	771.04	112.64	9.64	6,752.11	7,645.43
<b>Total</b>	<b>46,877.85</b>	<b>8,642.44</b>	<b>4,264.54</b>	<b>25,430.64</b>	<b>85,215.47</b>



# Notes to Consolidated Financial Statements

## Note 18.2 Other Financial Liabilities

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Security Deposits	13,755.14	9,847.23
Earnest Money deposit	14,564.69	5,598.68
Refundable for Internet Ticketing	12,755.24	8,853.35
Payable towards Others-Expenses Provisions	10,728.72	7,309.26
Lease Rent advance	1,741.50	1,741.50
Advance Refundable(state teertha)	2,106.21	2,106.21
Unpaid Dividend	83.26	46.20
<b>Total</b>	<b>55,734.76</b>	<b>35,502.43</b>

## Note :- 19 Other Current Liabilities

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
<b>a) Contract Liability</b>		
Unexpired concession fee	182.65	172.66
Unexpired User Charges	6.35	7.38
Unexpired Licenc fee	27,105.15	30,609.92
Advances received	11,191.76	10,162.37
	<b>38,485.91</b>	<b>40,952.33</b>
<b>b) Others</b>		
Rolling Deposits	46,711.13	50,620.67
Provision for VAT (Net of service tax) (Refer note no.37.2 (iii))	8,251.01	8,251.01
Provision for Service Tax	2,578.03	2,578.03
Deferred portion of Security Deposits	331.24	1,072.31
Statutory Dues	6,369.93	9,671.22
Deferred Grant	44.28	44.16
<b>Total</b>	<b>1,02,771.53</b>	<b>1,13,189.73</b>

\* It represents unamortized portion of the difference between the fair value of financial liability on initial recognition and expenditure incurred.

## Note :- 20 Provisions- Current

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Provision for Employee Benefits (Refer note 16, 37.1 & 42)	836.85	786.58
Provision for Claims & Damages (Refer note 37.1)	2,203.87	1,971.22
<b>Total</b>	<b>3,040.72</b>	<b>2,757.80</b>

## Note :- 21 Current Tax Liability

Particulars	Amount (₹ in Lakhs)	
	As at 31st March 2024	As at 31st March 2023
Current Tax Liabilities ( Net of Advance Tax and TDS)	-	-
<b>Total</b>	<b>-</b>	<b>-</b>

# Notes to Consolidated Financial Statements

## Note: - 22 Revenue from operations

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>A. Sale of Products</b>		
Railneer (Packaged Drinking Water)	31,940.57	29,503.21
Catering		
– Sale of Food & Beverages	5,678.93	2,099.23
Non-Railway Business		
– Income from Catering	1,203.88	670.64
<b>Total—Sale of Product</b>	<b>38,823.38</b>	<b>32,273.08</b>
<b>B. Sale of Services</b>		
<b>i) Internet Ticketing</b>		
Service Charges Earned—IR Tickets	55.82	25.78
Convenience Fee	86,220.20	80,196.71
Income From License Fee—Call Centre	6.85	21.01
Income from Advertisement/SBI CO-Branded Cards & Loyalty Cards	18,301.84	15,294.71
Income From Fees from IATA/RTSA/Internet Cafe, etc.	24,945.89	24,265.21
(a)	<b>1,29,530.60</b>	<b>1,19,803.42</b>
<b>ii) Income From Catering Services</b>		
Income from Catering & Comprehensive Services provided Income from On Board Catering & Other Services- Rajdhani/Shatabdi/Premium trains/Astha Special Trains	1,00,849.21	80,002.88
Income from Concession Fee, License Fee etc.		
Income from Concession Fee	10,490.55	2,349.91
Income from License Fee	67,967.76	55,170.67
Income from User Charges—Food Plaza	4.61	7.08
Income from License Fee—Food Plaza	8,524.13	7,348.25
(b)	<b>1,87,836.26</b>	<b>1,44,878.79</b>
<b>iii) Tourism &amp; Train Operations</b>		
Tourism & Train Operation	47,030.78	35,131.95
Income from State Teertha	15,179.74	15,377.83
Income from User Charges—Rail Yatri Niwas	92.20	118.30
Income from License Fee—Rail Yatri Niwas	1,198.77	432.71
Maharaja Express—Revenue	6,600.66	5,537.63
(c)	<b>70,102.15</b>	<b>56,598.42</b>
<b>iv) Railneer</b>		
License Fee - Railneer (Refer Note No.51 (a))	683.72	522.70
(d)	<b>683.72</b>	<b>522.70</b>
<b>Total—Sale of Services</b>	<b>(a+b+c+d)</b>	<b>3,88,152.73</b>
<b>C. Other Operating Revenues</b>		
Scrap Sale—Rail Neer	41.74	70.88
<b>Revenue from Operation (Gross)</b>	<b>4,27,017.85</b>	<b>3,54,147.29</b>



# Notes to Consolidated Financial Statements

## Note :- 23 Other Income

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>Interest Income</b>		
Interest Income on FDR's & TDR's (Gross)	11,633.79	7,782.49
Interest Income - Others	403.58	351.15
Dividend Income from Mutual fund	-	205.20
	(a) <b>12,037.37</b>	<b>8,338.84</b>
<b>Other Non-Operating Income</b>		
Countermanding Charges & Security Deposit Forfeited	254.55	49.40
Income Accrued on Termination of Contracts	94.53	167.51
Sale of Tender Forms	6.73	3.25
Profit on foreign exchange fluctuation	-	15.93
Amortization of Capital Grant	44.28	44.00
Income from amortisation of deferred security deposits-Liability	1,332.05	955.91
Interest Income on Unwinding of Discounts on security deposits	2.92	3.05
Contractual Fines & Penalties received	1,709.00	1,553.47
Rental Income from Investment Property	234.98	235.00
Miscellaneous Income	731.36	676.69
	(b) <b>4,410.40</b>	<b>3,704.21</b>
<b>Total</b>	<b>(a+b)</b> <b>16,447.77</b>	<b>12,043.05</b>

## Note :- 24 Cost of Material Consumed

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>Railneer (Packaged Drinking Water)</b>		
Opening Stock	484.68	453.85
Add: Purchases And Expenses	6,232.07	7,095.34
	<b>6,716.75</b>	<b>7,549.19</b>
Less: Closing Stock	466.41	484.68
	(a) <b>6,250.34</b>	<b>7,064.51</b>
<b>CATERING</b>		
Opening Stock	15.88	11.03
Add: Purchases And Expenses	949.76	507.72
	<b>965.64</b>	<b>518.75</b>
Less: Closing Stock	17.00	15.88
	(b) <b>948.64</b>	<b>502.87</b>
<b>Total</b>	<b>(a+b)</b> <b>7,198.98</b>	<b>7,567.38</b>

## Note :- 25 Purchase of Stock-in-Trade

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>Purchase of PD/Cooked food items for resale</b>		
Purchase of PD/Cooked food items for resale	5,233.04	1,913.82
Purchase – Non-Railway Catering	652.51	270.33
Purchase - Railneer (PPP)	11,610.35	9,884.43
<b>Total</b>	<b>17,495.90</b>	<b>12,068.58</b>

# Notes to Consolidated Financial Statements

## Note :- 26 Changes in Inventories of Finished Goods, Work in Progress & Stock in Trade

### RAILNEER (Packaged Drinking Water)

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>Opening Stock</b>		
Finished Goods	449.56	310.58
	<b>449.56</b>	<b>310.58</b>
<b>Closing Stock</b>		
Finished Goods	602.18	449.56
	<b>602.18</b>	<b>449.56</b>
<b>(Increase)/Decrease</b>		
	<b>(152.62)</b>	<b>(138.98)</b>
<b>DEPARTMENTAL CATERING</b>		
<b>Opening Stock</b>		
Finished Goods	-	0.07
PD Items	2.09	3.33
	<b>2.09</b>	<b>3.40</b>
<b>Closing Stock</b>		
Finished Goods	-	-
PD Items	1.42	2.09
	<b>1.42</b>	<b>2.09</b>
<b>(Increase)/Decrease</b>		
	<b>0.67</b>	<b>1.31</b>
<b>Luxury Tourist Trains</b>		
<b>Opening Stock</b>		
Finished Goods	8.74	13.93
<b>Closing Stock</b>		
Finished Goods	9.50	8.74
<b>(Increase)/Decrease</b>		
	<b>(0.76)</b>	<b>5.19</b>
<b>(Increase)/Decrease in Finished Goods</b>		
	<b>(152.71)</b>	<b>(132.48)</b>

## Note :- 27 Expenses of Licensee Catering Services

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>Expenses of Catering &amp; Comprehensive Services Provided</b>		
On Board Catering & Other Charges - Rajdhani & Shatabdi/Premium trains/Astha Special Trains	99,028.04	79,033.62
	<b>99,028.04</b>	<b>79,033.62</b>
<b>Expense of Concession Fee, License Fee etc.</b>		
Concession Fee	4,209.34	939.96
License Fee	29,994.32	24,303.29
User Charges - Food Plaza	1.84	2.83
License Fee - Food Plaza	3,379.28	2,939.30
Other Direct Expenses	91.20	70.98
	<b>37,675.98</b>	<b>28,256.36</b>
	<b>1,36,704.02</b>	<b>1,07,289.98</b>



# Notes to Consolidated Financial Statements

## Note :- 28 Expenses of Tourism & Train Operations

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
Tourism & Train Operation	36,018.67	25,752.18
Expenses of State Teertha	11,849.82	12,238.26
License Fee - Rail Yatri Niwas	479.51	173.09
User Charges - Rail Yatri Niwas	36.88	47.32
Maintenance & Other Charges	1,874.88	1,558.75
Expenses of Luxury Tourist Trains	4,782.52	4,465.83
	<b>55,042.28</b>	<b>44,235.43</b>

## Note :- 29 Manufacturing & Direct Expenses

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>Rail Near (Packaged Drinking Water)</b>		
- Operation & Maintenance Charges	1,580.73	1,610.80
- License Fee - Land & Marking	22.81	12.92
- Power & Fuel	1,061.28	1,104.20
- Repair & Maintenance - Plant & Machinery	3.15	5.89
- Railway Share - Railneer	772.58	546.60
- Repair & Maintenance - Others	27.77	11.73
	<b>(a) 3,468.32</b>	<b>3,292.14</b>
<b>Catering</b>		
- Freight Inward Loading & Unloading-Catering	221.28	81.92
- Food Inspection Expenses	151.23	58.78
- Power & Fuel	150.64	133.98
- Other Direct Expenses	54.30	20.71
	<b>(b) 577.45</b>	<b>295.39</b>
<b>Internet Ticketing</b>		
- Maintenance & Other Charges	3,821.70	3,498.68
- Cancellation Charges	0.09	0.39
- Railway Share	223.99	234.45
- Internet Usage Charges	105.54	104.02
- Commission paid	8,032.19	6,207.47
- Messaging Expenses	1,233.58	1,041.16
	<b>(c) 13,417.09</b>	<b>11,086.17</b>
<b>Total</b>	<b>(a+b+c) 17,462.86</b>	<b>14,673.70</b>

## Note :- 30 Employee Benefit Expenses

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>Employee Benefits Expenses</b>		
Salaries, Wages & Bonus	24,593.52	21,058.01
Contribution to Provident Fund, Leave Encashment and Other Funds	3,630.91	2,829.07
Gratuity	566.13	560.12
Staff Welfare Expenses	114.25	105.21
	<b>28,904.81</b>	<b>24,552.41</b>

# Notes to Consolidated Financial Statements

## Note :- 31 Finance Costs

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
Unwinding of discount on security deposits	1,258.44	876.47
Interest Expense on Lease Liability	606.05	625.00
Interest on Income Tax	-	109.78
	<b>1,864.49</b>	<b>1,611.25</b>

## Note :- 32 Depreciation & Amortization Costs

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
Depreciation on Tangible Assets (Refer Note-3 & 5)	2,798.61	2,789.52
Amortization on Intangible Assets (Refer Note-5A)	188.45	270.65
Depreciation on Rights of use Assets (Refer Note-5B)	2,734.58	2,312.79
	<b>5,721.64</b>	<b>5,372.96</b>

## Note :- 33 Other Expenses

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
Electricity & Water	169.79	257.31
Office Rent	91.88	108.09
Expenses from Amortization of Deferred Security Deposits (Assets)	2.87	3.13
Duties, Rates & Taxes	1,459.38	810.04
Repair Maintenance & other	1,304.65	909.59
Insurance	270.50	251.68
Travelling Expenses	1,139.23	809.58
Conveyance Expenses	273.79	196.33
Director Sitting Fees	12.60	10.80
Payment to Auditors (Refer Note No-33.1)	43.01	42.45
Cost Audit Fee	2.11	2.13
Internal Audit Fee	7.25	6.54
Secretarial Audit Fee	0.25	0.33
Legal & Professional Fees	1,593.11	1,072.65
Communication Expenses	173.05	155.39
Freight Outward & CFA Charges	5,108.82	4,870.90
Printing and Stationary	274.21	181.78
Advertisement Expenses	858.58	568.90
Business Development/Marketing Exp.	266.07	236.70
Vendors' Commission	78.63	60.91
Security Expenses	432.48	397.24
Foreign exchange fluctuation	3.91	-
Loss on Sale of Fixed Assets	9.60	4.95
Allowance for Doubtful Debts & Advances	971.86	2,890.62
Prior Period Expenses	-	-
Provision for Claims and Damages	247.11	2.48
Penalties	558.47	860.60
Company Incorporation Expenses	24.13	-
Miscellaneous Expenses	723.94	306.05
<b>Total</b>	<b>16,101.28</b>	<b>15,017.17</b>



# Notes to Consolidated Financial Statements

## Note 33.1 Details of Payment to Auditors

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>Payment to Auditors as Auditor</b>		
Audit Fee	17.97	15.63
Tax Audit Fee	5.03	4.38
<b>In other Capacity</b>		
Limited Review Fee	11.34	10.32
Other Certifications	-	0.40
Re-imbursement/Expenses on travel	8.67	11.72
<b>Total</b>	<b>43.01</b>	<b>42.45</b>

## Note 33.2 Exceptional Items (Refer Note No.76)

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
Excess Provision Written Back	724.41	2,720.00
Haulage and Other Charges for Tejas Tains	(5,126.20)	-
Railway Share in the profits of railneer (PPP Plants)	(1,451.24)	-
<b>Total</b>	<b>(5,853.03)</b>	<b>2,720.00</b>

## Note :- 34 Income Tax Expense

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>Current Income Tax:</b>		
Current income tax charge	39,276.54	37,322.40
Income Tax for Earlier Years	303.69	1,146.50
<b>Deferred Tax:</b>		
In respect of the current year	(1,083.72)	(2,797.54)
Deferred Tax for Earlier Years	-	(858.51)
<b>Total</b>	<b>38,496.51</b>	<b>34,812.85</b>

## Income Tax Expense in Other comprehensive income

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>Deferred Tax:</b>		
In respect of the current year	10.32	74.32
	<b>10.32</b>	<b>74.32</b>

## Reconciliation between Tax Expense and the Accounting Profit :

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
Accounting profit before tax from continuing operations	1,49,604.24	1,35,400.96
<b>Accounting profit before income tax</b>	<b>1,49,604.24</b>	<b>1,35,400.96</b>
At India's statutory income tax rate of 25.17 % (31st March, 2023 : 25.17%)	37,655.39	34,080.42
<b>Tax effect of amounts which are not deductible (taxable) in calculating Taxable income</b>		
Add: Ind AS Adjustment Not Allowed in income tax	(18.54)	(19.97)
Penalties/Interest paid on late deposit of Tax	28.25	4.93

# Notes to Consolidated Financial Statements

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
Impact of items not allowed under income tax	117.91	396.53
CSR Expenditure	419.03	315.38
Interest on Income Tax	-	27.63
Impact of Change in rate and other Items	(9.22)	(280.06)
	<b>537.43</b>	<b>444.44</b>
<b>At the Effective Income Tax rate</b>	<b>38,192.82</b>	<b>34,524.86</b>
Income tax expense for current year reported in the statement of profit and loss (relating to continuing operations)	38,192.82	34,524.86
<b>Effective Tax Rate</b>	<b>25.53%</b>	<b>25.50%</b>

## Note :- 35 Components of Other Comprehensive Income (OCI)

Particulars	Amount (₹ in Lakhs)	
	FVTOCI Reserve	For the year ended 31st March 2024
Remeasurement of Defined benefit plans (Gain/(Loss))		
- Gratuity	230.19	428.45
- Post Retirement Medical Benefit	(189.17)	(133.19)
<b>Total</b>	<b>41.02</b>	<b>295.26</b>
Tax on Remeasurement of Defined benefit plans		
<b>Total</b>	<b>(10.32)</b>	<b>(74.32)</b>
<b>Total</b>	<b>(10.32)</b>	<b>(74.32)</b>

## Note: - 36 Earnings per share (EPS)

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
<b>Basic EPS</b>		
From continuing operation	13.89	12.57
From discontinuing operation	-	-
<b>Diluted EPS</b>		
From continuing operation	13.89	12.57
From discontinuing operation	-	-

### Note 36.1 Basic Earning per Share

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
Profit attributable to equity holders of the parent:		
From Continuing operations	1,11,107.73	1,00,588.11
From discontinuing operation	-	-
<b>Earnings used in calculation of Basic Earning Per Share</b>	<b>1,11,107.73</b>	<b>1,00,588.11</b>
Weighted average number of shares for the purpose of basic earnings per share (In Lakhs)	8,000.00	8,000.00



# Notes to Consolidated Financial Statements

## Note 36.2 Diluted Earning per Share

The earnings and weighted average number of equity shares used in calculation of diluted earning per share:-

Particulars	Amount (₹ in Lakhs)	
	For the year ended 31st March 2024	For the year ended 31st March 2023
Profit attributable to equity holders of the parent:		
Continuing operations	1,11,107.73	1,00,588.11
From discontinuing operation	-	-
<b>Earnings used in calculation of diluted Earning Per Share from continuing operations</b>	<b>1,11,107.73</b>	<b>1,00,588.11</b>

The weighted number of equity shares for the purpose of diluted earning per share reconciles to the weighted average number of equity shares used in calculation of basic earning per share as follows:

Particulars	For the year ended 31st March 2024		For the year ended 31st March 2023
	Weighted average number of shares for the purpose of basic earnings per share	8000.00	Weighted average number of shares for the purpose of Diluted earnings per share
Effect of Dilution :	-	-	-
<b>Weighted average number of shares for the purpose of Diluted earnings per share</b>	<b>8000.00</b>	<b>8000.00</b>	<b>8000.00</b>

## Note :- 37 Provisions, Contingent Liabilities and Contingent Assets

### Note 37.1 Provisions

Pursuant to the Ind AS-37 "Provisions, Contingent Liabilities and Contingent Assets", the disclosure relating to provisions made in the accounts for the year ended 31st March 2024 is as follows:-

Particulars	Amount (₹ in Lakhs)									
	Allowance for Bad and Doubtful Debts		Allowance for Doubtful advances		Provision for Pension		Provision for Leave Encashment (Retirement Benefits)		Provision for Gratuity (Retirement Benefits)	
	As at 31st March 2024	As at 31st March 2023	As at 31st March 2024	As at 31st March 2023	As at 31st March 2024	As at 31st March 2023	As at 31st March 2024	As at 31st March 2023	As at 31st March 2024	As at 31st March 2023
Opening Balance	13,924.77	11,100.68	149.03	82.50	109.13	87.36	5,851.37	5,685.13	1,342.37	1,531.38
Addition	585.64	2,824.09	386.22	66.53	2.99	21.77	1,204.52	593.98	335.94	131.67
Utilization/ Contribution	(0.15)	-	-	-	-	-	(447.06)	(427.74)	(512.65)	(320.68)
Adjustment/Reversal	-	-	-	-	-	-	6.89	-	3.40	-
<b>Closing Balance</b>	<b>14,510.26</b>	<b>13,924.77</b>	<b>535.25</b>	<b>149.03</b>	<b>112.12</b>	<b>109.13</b>	<b>6,615.72</b>	<b>5,851.37</b>	<b>1,169.06</b>	<b>1,342.37</b>

Particulars	Amount (₹ in Lakhs)									
	Provision for Pension for Optees		Provision for Post retirement medical Scheme		Provision for Half Pay leave		Provision for LTC		Provision for Claims & Damages (Refer Note 51 (a))	
	As at 31st March 2024	As at 31st March 2023	As at 31st March 2024	As at 31st March 2023	As at 31st March 2024	As at 31st March 2023	As at 31st March 2024	As at 31st March 2023	As at 31st March 2024	As at 31st March 2023
Opening Balance	544.99	658.85	5.63	(51.06)	3,339.46	2959.85	138.00	145.95	1,971.22	2,101.72
Addition	-	-	348.05	263.25	606.24	388.03	42.55	9.15	247.11	104.64
Utilization/ Contribution	(69.72)	(113.86)	(347.05)	(206.56)	(18.88)	(8.42)	(42.30)	(17.10)	(14.46)	(132.98)
Adjustment/Reversal	-	-	2.50	-	-	-	-	-	-	(102.16)
<b>Closing Balance</b>	<b>475.27</b>	<b>544.99</b>	<b>9.13</b>	<b>5.63</b>	<b>3,926.82</b>	<b>3,339.46</b>	<b>138.25</b>	<b>138.00</b>	<b>2,203.87</b>	<b>1,971.22</b>

- (i) Provision for doubtful debts/advances is made on the basis of management's estimates. During the current financial year, an amount of Rs. 0.15 lakhs have been utilized towards bad debts written off.

# Notes to Consolidated Financial Statements

- (ii) Provision for retirement benefits (excluding for pension) is made on the basis of independent actuary's valuation.
- (iii) Provision of Pension in respect of deemed deputationist Optees has been made to make 100% commutation of difference of pension (IRCTC- Railways)as full and final one time settlement of pensionary liabilities of IRCTC so as to avoid monthly recurring liability of pension. Provision of Leave Encashment includes ₹ 1.33 lakhs for deemed deputationists Optees.
- (iv) Provision for pension represents contribution payable in respect of employees who are yet to open their NPS account as on 31st March, 2024.
- (v) Provision for Claims & Damages includes provision for GST refund to licensees amounting to ₹ 796.59 Lakhs payable as refund of license fee given to licensees during previous years. During the current financial year, an amount of ₹ 14.46 lakhs have been utilized for payment to licensee as per the awards by Hon'ble high court in favour of licensee.

## Note 37.2 Contingent Liabilities (As ascertained, quantified and certified by the management)

- (i) Claim against the Group not acknowledge as debt\*.

S. No.	Particulars	Amount (₹ in Lakhs)	
		As at 31 <sup>st</sup> March, 2024	As at 31 <sup>st</sup> March, 2023
a.	Service Tax	8,561.26	8,797.43
b.	VAT & Other Taxes	3,285.52	3,464.83
c.	Income Tax	41.22	42.11
d.	GST	1,218.18	251.30
e.	Others	9,950.86	10,852.21
<b>Total</b>		<b>23,057.04</b>	<b>23,407.88</b>

\*Refer Note Nos. 72 regarding advance ruling application pending. Amounts not ascertained.

- (ii) Royale Indian Rail Tours Limited (RIRTL) is a Joint Venture of IRCTC and Cox and King (C&K) on the basis of JV agreement dated 10.12.2008 for running, operating and managing the luxury tourist train, Maharajas' Express for a minimum period of 15 years on lease to be taken from IRCTC. It operated the train for one season and thereafter dispute arose between the management of both the companies.

C&K has initiated the Arbitration Proceedings against IRCTC and RIRTL seeking relief inter alia that (i) the JV Agreement be specifically performed (ii) the termination of the JV agreement be struck down, (iii) pending the hearing and final disposal of the claim, it be directed that the Train continues to operate as part of RIRTL (iv) IRCTC be permanently restrained from using the rake/coaches of the Train for any other purpose other than for exclusive use of the JV Company, (v) to execute a formal lease agreement for the Train in terms of the JV Agreement (vi) IRCTC be directed to pay ₹ 2000 lakhs towards shortfall of the working capital of the JV Company and (vii) in the alternative and in the unlikely event that specific performance of the JV Agreement is not granted then claim of damages amounting to ₹ 35,100 lakhs.

During the proceedings dated 26.07.2021, Counsel for Cox and King made a statement that "The Claimant wishes to restrict its Claim to ₹ 2270 Lakhs along with interest being the cost thrown away in this Contract". The final arguments in the matter was heard on 28.02.2023 and the Arbitral tribunal has passed an Award dated 31.07.2023 in favour of IRCTC

As per the awards, IRCTC has wholly prevailed in the arbitration and the reliefs claimed by Cox and Kings (C&K) have not been fully accepted. Hence, there are no financial implication of the said award on the Group. The arbitral award has attained finality as no appeal has been preferred by the claimant.

### (iii) VAT Case filled Before Hon'ble Supreme Court of India

IRCTC has been paying service tax towards on-board catering services in trains in which catering charges are included in railway fare. The commissioner of VAT vide order dated 23.03.2006 considered on-board catering service in trains as sale of goods within the meaning of section 2(zc)(vii) of the said Act.

IRCTC filed an appeal before the Appellate Tribunal Value Added Tax. The Tribunal, while partly allowing the appeal vide Order dated 07.09.2006, held that the observations pertaining to Central Act were beyond the Commissioner's jurisdiction as they pertained to taxability of the goods on sale or purchase taking place in the course of inter-state sale outside the State.



# Notes to Consolidated Financial Statements

IRCTC assailed the said order by way of filing writ petitions in the Hon'ble High Court of Delhi at New Delhi praying that the services rendered by IRCTC are not liable to Value Added Tax under the Delhi Value Added Tax Act, 2004 and that on-board catering services of IRCTC are primarily services in which food and beverages are also provided and are liable to service tax only. The Hon'ble Delhi High Court upheld the decision of commissioner of VAT and dismissed the petition of IRCTC. The Hon'ble High Court had stated IRCTC is liable to pay VAT. However, it may take refund of service tax already paid.

Aggrieved by the Judgement, IRCTC has moved to Hon'ble Supreme Court, filing Special leave petition against the judgment dated 19.7.2010 passed by the Hon'ble High Court of Delhi. SLP 25292-25319 of 2010 had been admitted and awaiting its turn. The Hon'ble Supreme Court has granted ad-interim direction in the nature of Status Quo on recovery of the demand raised by VAT authorities. Hence the matter is sub-judice and IRCTC is not liable to pay VAT at present. However, IRCTC has provided VAT liability (net of service tax) of ₹ 8251.01 Lakhs up to FY 2017-18(upto 30th June,2017) across India as a matter of prudent accounting policy and not included in 37.2 (i) above. Corresponding VAT input admissibility is shown as balance with Govt. authorities.

- (iv) Certain Licensees who are contractors of IRCTC for providing catering services in trains invoked arbitration clause seeking compensation on account of difference in rates of regular meal and combo meal as provided in terms of CC 63 of 2013 read with CC 67 of 2013 circular issued by Indian Railways and further claimed price of welcome drink provided in terms of CC 32 of 2014, for the period from 2014 till date. The arbitrator awarded a sum of ₹ 7471.65 Lakhs (approx.) in 13 petitions for the aforesaid services for the period from January 2015 to March 2020.

On the basis of appraisal of the factual position, it is matter of record that the claimant never claimed said amount while submitting invoices for the aforesaid services rendered to the passengers. These all contracts are SBD contracts and were assigned to IRCTC post Catering Policy 2017. It is also a matter of record that the services were provided to the passengers of the Indian Railways and the amount so paid is required to be reimbursed to the IRCTC by the Indian Railways. In these circumstances, there will not be any liability of the IRCTC as a consequence of the award and there is no need to make provision pursuant to the above awards. As the Group intends to dispute the awards and also has a right of recovery from Railways, in case the Group is held liable to pay ultimately. However, the same is included in 37.2 (i) above.

The Group has filed objection against Arbitral award and the Hon'ble Court vide Order dated 09.10.2023 directed the Corporation to deposit the awarded amount so as to stay the execution of the Arbitral Award. In compliance of the aforesaid order, the Corporation deposited a bank Guarantee to the tune of ₹ 8471.65 Lakhs so as to stay the execution of the said award. It is to mention that the Hon'ble Court has reserved the judgment in the said matter

## **(v) Demand notice received from National Anti Profiteering Authority for ₹ 5041.44 Lakhs:**

IRCTC is a manufacturer of Rail Neer Bottled Drinking Water for exclusive sale to onboard passengers and at Railway Stations through 4 owned plants (previous year 5 plants owned by Group). Bilaspur plant converted to PPP Plant in FY 2022-23) and 12 Plants on PPP model. Post implementation of GST regime w.e.f. 01.07.2017, the tax liability on the product was reduced from 24 % (excise 12.5% (with abatement of 45%) + VAT 12.5%) to 18% GST. Even though there was no reduction in GST rates subsequent to GST regime, the Anti profiteering Authority has observed that the benefit of tax has not been passed on to the consumer and as such issued notice for profiteering amount of ₹ 5041.44 lakhs under section 171 of the CGST Act, 2017.

Rail Neer admittedly falls under controlled price segment like catering services at stations and on-board. It is also a fact that on the basis of various yardsticks, the price of the Rail Neer is regulated by Ministry of Railways. The present MRP of ₹ 15/- was fixed in the year 2012 through Railway Board Commercial Circular no. 72 of 2012. However the transfer price of Rail Neer is ₹ 10 for 0-75 kilo meter, above 75 KM ₹ 10.50 and Ex Rail Neer Plant ₹ 9.33 fixed by the Group. Despite an increase in cost of raw material, power and HR cost since the year 2012, Ministry of Railways continued to retain subsidised rate as a part of mandatory government functions and government objectives in supplying standardised Rail Neer at a lower cost than the market rate. The authority appears to have misinterpreted section 171 of GST Act and there is every likelihood of dropping the show cause notice against the Central PSU, which is based on conjectures. The show cause notice has been contested by the Group and matter was argued in August,2022 but final order from Authority still awaited. No provision has been made for the said amount and the same is also not included in note 37.2 (i) above.

# Notes to Consolidated Financial Statements

However, as per the notification No. 23/2022-Central tax issued on 23rd November, 2022(effective from 1st December, 2022) by the Government of India, Competition Commission of India (CCI) has been empowered to adjudicate the matter.The proceedings under the notice issued by NAA therefore stands concluded and now proceedings, if any, will be commenced afresh by the Competition Commission of India (CCI) and as on date no communication has been received from CCI in this matter.

- (vi) Kerala Government has fixed the MRP at ₹ 13/- per 1 ltr. Bottle of Rail Neer under Essential Commodity Act for selling in Kerala State and advised the Group to sell Rail Neer bottle at ₹ 13/- instead of ₹ 15/-. There is a stay of order against show cause and seizure vide order dated 27.4.2022 and stay is continuing. No further date has been fixed in this matter as yet. Since, the financial implication for the same is not ascertainable, the same is not included in note 37.2 (i) above of contingent liabilities.
- (vii) The Group has received a show cause cum demand notice dated 18.10.2012 from the Directorate General of Central Excise Intelligence (DGCEI), Pune, in which the department has raised the demand of ₹ 7902 lakhs (included in Note No.37 (2)(i) above) on the ground that IRCTC has not paid the service tax on the various services covered under Renting of immovable property services, Outdoor Catering, business Auxiliary Services, Supply of tangible Goods and Rail Travel Agents.

As per the Department, IRCTC has leased out Food plaza, fast food units and various static units etc. to other catering/vending contractor for which IRCTC has received license fees. According to DGCEI, service tax is payable on the said license fees under the service category of "Renting of immovable property".

In the opinion of the IRCTC, such services do not cover under the service category of ""Renting of immovable property"" services as the land is owned by the Indian Railways not by IRCTC and the purpose is to serve the passenger not to earn the profit. IRCTC filed an appeal before the CESTAT which is under process.

Meanwhile, In the financial year 2019-20. Constitutional validity of the services fall under the "Renting of immovable property" is challenged through a Special Leave Petition (SLP) by some other aggrieved assesses and the same had been admitted by the Apex court.

The last hearing on the above mentioned show cause notice was held on 08.05.2019 and the same is adjourned sine die. Same will be taken up by the CESTAT after the decision of the Honorable Supreme Court in the above mentioned SLP.

## Note 37.3 Contingent Assets

S. No.	Party Name	Particulars	Appellate Authority	Amount (₹ in Lakhs)	
				Awarded amount (As at 31st March, 2024)	Awarded amount (As at 31st March, 2023)
1	A.K. Roy Vs IRCTC	2577-78, 5279-80, 2395-96, 9165/66/67-68, 2555-56, 2569-70, 2213-14, 2203-04, 2061-62, 2209-10, 1043-44	Pending in Patiala House Court	21.95	21.95
2	CKK Caterers	Suit for recovery	suit pending	102.00	102.00
3	Travel Khana	Service provider did not deposit the amount in respect of e-catering	Arbitration	13.29	13.29
4	Railways	Passenger Feedback System	NA	638.41	638.41

Refer Note 37.2 (iv) for right of recovery from Railways in case the Group is made liable to pay these claims ultimately and Note 79 regarding Ex-gratia/Performance related pay to the deputationists.

## Note :- 38 Payment Gateways and Bank Reconciliations

Group is handling Railway reservations through internet for which almost all payment instruments e.g. payment gateways (PG) / Net Banking / Debit cards / Credit Cards / UPI /Wallets etc. are being used. Out of those, there were some old PG accounts pertains to old site which were inoperative and pending for reconciliation due to some bank side/technical issues. Final reconciliation of the same is in process. Pending reconciliation, provision for doubtful of ₹ 201.76 Lakhs (being 100% of debit outstanding) has been made during current Financial Year (31st March, 2023 ₹ 291.59 lakhs being 100% of debits outstanding).



# Notes to Consolidated Financial Statements

## Note :- 39 Balance Confirmations

### Trade Receivables

#### a. Railways Balances

The Railways balances in form of trade receivables, trade payables, advances paid and security deposits are subject to reconciliation and confirmation with the Railways and includes old balances since the time of takeover of catering from the railways. The Group is in the process of identifying and segregating the railway balances. No balance confirmation letters were sent to Railways/Government Bodies as their books are maintained on cash basis. The Group has created a provision of ₹ 9047.52 Lakhs as on 31st March, 2024 (31 March'2023 ₹ 6740.52 Lakhs) against receivables from Railways/Other Government parties as per policy which in view of the management are doubtful of recovery.

#### b. Third Party Balances.

The third party balances are subject to confirmations and reconciliations from the various parties. The balance confirmation letters have been sent to private parties but the response from the parties is not satisfactory. IRCTC has created a provision of ₹ 5,462.69 Lakhs as on 31st March, 2024 (31 March'2023 ₹ 7184.24 Lakhs) against receivables as per policy which in view of the management are doubtful of recovery.

### Trade and Other Payables

These balances are subject to confirmations and reconciliations. Even though IRCTC has sent balance confirmation letters to these parties but the response is not satisfactory.

## Note :- 40 Capital Commitments

Estimated amount of Contracts remaining to be executed on capital account and not provided for amounts to ₹ 7683.47 Lakhs as at 31, March 2024 as against ₹ 25182.85 Lakhs as at 31 March 2023.

## Note :- 41

In the opinion of Management, value of Current Asset, Loans and advances, if realized in the ordinary course of business, shall not be less than the amount at which the same are stated in the Balance Sheet. However, the balance of Trade Receivables/Payables including Railway Trade Receivables and Trade Payables/other parties and bank balances as stated in the Balance Sheet are subject to confirmation and reconciliation.

## Note :- 42 Employee Benefits

General description of the defined benefit schemes/defined contribution scheme:

- (i) **Gratuity:** Payable on separation @ 15 days pay for each completed year of service to eligible employees who render continuous service of 5 years or more. The gratuity ceiling of ₹ 20 Lakhs has been considered for actuarial valuation. Actuarial valuation though was made for all employees irrespective of the completion of 5 years of service.
- (ii) **Leave Encashment:** Leave salary is provided for based on valuations, as at the balance sheet date, made by independent actuary for present value of obligation without netting of fair value of plan assets.
- (iii) **Half Pay Leave:** to eligible employees who have accumulated half pay leaves. Half pay leave is provided for based on actuarial valuations, as at the balance sheet date.
- (iv) **Leave Travel Concession(LTC):** to eligible employees is provided for based on actuarial valuations, as at the balance sheet date.
- (v) **Provident Fund:** 12% of the Basic Pay plus Dearness Allowance of Employees and equivalent Contribution of the Corporation is contributed to the Provident Fund maintained with the Regional Provident Fund Commissioner, New Delhi. Corporation's contribution to provident fund is charged to revenue.
- (vi) **Foreign Service Contribution:** Foreign service contribution payable for leave salary and pension in respect of deputationists (employees who have joined the corporation on deputation for a fixed period from Indian Railways or other government organizations) in terms of Government rules and regulations, is charged to revenue on accrual basis.

# Notes to Consolidated Financial Statements

**(vii) National Pension Scheme:** Retirement benefits in the form of NPS is a defined contribution scheme. The Group has no obligation, other than the contribution @10% of Basic pay plus dearness allowance payable under such scheme. The Group recognize contribution payable to such scheme as an expense for the employees while in service.

**(viii) Post Retirement Medical Benefit (PRMB):** To eligible retired employees, provided for based on actuarial valuation as at the Balance sheet date.

Other disclosures, as required under Ind AS-19 "Employee Benefits" in respect of defined obligations are:

**(a) Actuarial Assumptions**

S. No.	Particulars	Amount (₹ in Lakhs)	
		As at 31 <sup>st</sup> March, 2024	As at 31 <sup>st</sup> March, 2023
(i)	Discount rate(per annum)	7.23%	7.36%
(ii)	Mortality rate	100 % of IALM (2012 - 14)	100 % of IALM (2012 - 14)
(iii)	Expected Return on assets	7.23%	7.36%
(iv)	Salary Escalation	10%	10%
(v)	Attrition Rate	2%	2%
(vi)	The estimate of future liability increases considered in actuarial valuation, takes into account inflation rate, seniority, promotion and other relevant factors		

**(b) Actuarial Method**

Projected unit credit (PUC) actuarial method is used to assess the plan's liabilities of exit employees for retirement, death-in-service and withdrawal and also compensated absence while in service.

**(c) Components of Employer Expense**

Sr. No.	Particulars	Amount (₹ in Lakhs)									
		Gratuity*		Leave Encashment		Half Pay Leave		LTC		PRMB	
		As at 31 March, 2024	As at 31 March, 2023								
(i)	Current Service Cost	467.33	450.17	461.63	434.09	265.88	241.45	10.47	11.15	158.46	133.73
(ii)	Past Service Cost	-	-	-	-	-	-	-	-	-	-
(iii)	Curtailement Cost	-	-	-	-	-	-	-	-	-	-
(iv)	Settlement Cost	-	-	-	-	-	-	-	-	-	-
(v)	Total Service Cost	467.33	450.17	461.63	434.09	265.88	241.45	10.47	11.15	158.46	133.73
	Net interest Cost	-	-	-	-	-	-	-	-	-	-
(vi)	Interest Expense on DBO	457.93	417.60	430.56	408.10	245.78	212.52	10.15	10.48	139.12	109.20
(vii)	Interest (Income on Plan Assets)	(359.13)	(307.64)	-	-	-	-	-	-	(138.71)	(112.87)
(viii)	Total Net Interest	98.80	109.96	430.56	408.10	245.78	212.52	10.15	10.48	0.41	(3.67)
(ix)	Immediate Recognition of (Gain)/Losses Other Long Term benefits	-	-	312.33	(248.22)	94.58	(65.94)	21.93	(12.48)	-	-
(xi)	<b>Defined Benefits cost included in P&amp;L</b>	<b>566.13</b>	<b>560.13</b>	<b>1,204.52</b>	<b>593.97</b>	<b>606.24</b>	<b>388.03</b>	<b>42.55</b>	<b>9.15</b>	<b>158.87</b>	<b>130.06</b>



# Notes to Consolidated Financial Statements

## (d) Total defined benefit cost recognized in statement of Profit or Loss and Other Comprehensive Income

Amount (₹ in Lakhs)

Sr. No.	Particulars	Gratuity		Leave Encashment		Half Pay Leave		LTC		PRMB	
		As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023
(i)	Actuarial (Gain)/Losses due to Demographic Assumption changes in DBO	-	-	-	-	-	-	-	-	-	-
(ii)	Actuarial (Gain)/Losses due to Financial Assumption changes in DBO	119.08	(159.47)	118.85	(165.54)	69.78	(93.36)	2.76	(4.41)	38.04	(44.69)
(iii)	Actuarial (Gain)/Losses due to Experience on DBO	(329.04)	(261.21)	193.48	(82.68)	24.80	27.42	19.17	(8.07)	157.26	176.31
(iv)	Return on Plan Assets (Greater)/ Less than Discount Rate	(20.23)	(7.78)	-	-	-	-	-	-	(6.13)	1.57
(v)	Total Actuarial (gain)/loss included in OCI	(230.19)	(428.45)	-	-	-	-	-	-	189.17	133.19
(vi)	Total Cost Recognised in P&L and OCI (Defined Benefit Cost)	-	-	-	-	-	-	-	-	-	-
(vii)	Cost Recognised in P&L	566.13	560.13	1,204.52	593.97	606.24	388.03	42.55	9.15	158.87	130.06
(viii)	Remeasurement Effect Recognised in OCI	(230.19)	(428.45)	-	-	-	-	-	-	189.17	133.19
(ix)	Total Defined Benefit Cost	335.94	131.68	1,204.52	593.97	606.24	388.03	42.55	9.15	348.04	263.25

## (e) Net Asset/Liability Recognised in Balance Sheet

Amount (₹ in Lakhs)

Sr. No.	Particulars	Gratuity		Leave Encashment		Half Pay Leave		LTC		PRMB	
		As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023
(i)	Present Value of Benefit Obligation	6,870.03	6,221.90	6,614.37	5,850.03	3,926.82	3,339.46	138.25	138.00	2,380.19	1,890.32
(ii)	Fair Value of Plan Assets	5,700.99	4,879.54	-	-	-	-	-	-	2,371.06	1,884.69
(iii)	Funded Status (Surplus/(Deficit))	(1,169.04)	(1,342.36)	(6,614.37)	(5,850.03)	(3,926.82)	(3,339.46)	(138.25)	(138.00)	(9.13)	(5.63)
(iv)	Unrecognised Past Service Costs	-	-	-	-	-	-	-	-	-	-
(v)	Net Assets/(Liability) Recognised in balance sheet	(1,169.04)	(1,342.36)	(6,614.37)	(5,850.03)	(3,926.82)	(3,339.46)	(138.25)	(138.00)	(9.13)	(5.63)
(vi)	Present Value of Encashment Obligation	-	-	-	-	-	-	-	-	-	-
(vii)	Present Value of Availment Obligation	-	-	-	-	-	-	-	-	-	-
	<b>Current Liability</b>	<b>193.87</b>	<b>215.44</b>	<b>219.49</b>	<b>186.57</b>	<b>168.13</b>	<b>134.19</b>	<b>138.25</b>	<b>138.00</b>	<b>4.99</b>	<b>3.25</b>
	<b>Non-Current Liability</b>	<b>975.17</b>	<b>1,126.92</b>	<b>6,394.88</b>	<b>5,663.46</b>	<b>3,758.69</b>	<b>3,205.27</b>	-	-	<b>4.14</b>	<b>2.38</b>

## (f) Change in Obligation over the period ending on

Amount (₹ in Lakhs)

Sr. No.	Particulars	Gratuity		Leave Encashment		Half Pay Leave		LTC		PRMB	
		As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023
(i)	Present Value of Defined Benefits Obligation at Beginning	6,221.92	5,816.11	5,850.04	5,683.81	3,339.46	2,959.85	138.00	145.94	1,890.34	1,520.88
(ii)	Current Service Cost	467.33	450.17	461.63	434.09	265.88	241.45	10.47	11.15	158.46	133.73
(iii)	Interest Cost	457.93	417.60	430.56	408.10	245.78	212.52	10.15	10.48	139.12	109.20
(iv)	Plan Amendments	-	-	-	-	-	-	-	-	-	-
(v)	Prior Service Costs	-	-	-	-	-	-	-	-	-	-
(vi)	Curtailments	-	-	-	-	-	-	-	-	-	-
(vii)	Acquisition adjustment	3.40	-	6.89	-	-	-	-	-	2.50	-

# Notes to Consolidated Financial Statements

Sr. No.	Particulars	Amount (₹ in Lakhs)							
		Gratuity		Leave Encashment		Half Pay Leave		LTC	
		As at 31 March, 2024	As at 31 March, 2023						
(viii)	Actuarial (Gains)/Loss	(209.96)	(420.67)	312.33	(248.22)	94.58	(65.94)	21.93	(12.48)
(ix)	Benefits Paid	(70.58)	(41.31)	(447.07)	(427.74)	(18.88)	(8.43)	(42.31)	(17.10)
(x)	Present Value of Defined Benefits(Closing)	6,870.05	6,221.92	6,614.38	5,850.04	3,926.83	3,339.46	138.25	138.00

## (g) Reconciliation of Opening & Closing Values of Plan Assets

Sr. No.	Description	Amount (₹ in Lakhs)							
		Gratuity		Leave Encashment		Half Pay Leave		LTC	
		As at 31 March, 2024	As at 31 March, 2023						
(i)	Fair value of plan assets at the beginning of the period	4,879.53	4,284.74	-	-	-	-		1,884.69
(ii)	Acquisition adjustment								
(iii)	Expected return on plan assets	359.13	307.64						138.71
(iv)	Contributions	512.65	320.68	-	-				341.52
(v)	Benefits paid	(70.58)	(41.31)	-	-				-
(vi)	Actuarial gain/(loss) on plan assets	20.23	77.8	-	-				6.13
(vii)	Fair value of plan assets at the end of the period	5,700.98	4,879.53	-	-	-	-		2,371.05

## (h) Amounts Recognized in Other Comprehensive Income

Sr. No.	Description	Amount (₹ in Lakhs)							
		Gratuity		Leave Encashment		Half Pay Leave		LTC	
		As at 31 March, 2024	As at 31 March, 2023						
(i)	Opening OC/Cumulative Unrecognised Losses/(Gains)								
(ii)	Actuarial (gain)/loss on DBO	(209.96)	(420.67)	-	-	-	-	-	195.30
(iii)	Actuarial (gain)/loss on Assets	(20.23)	(77.8)	-	-	-	-	-	(6.13)
(iv)	Amortization Actuarial (Loss)/Gain								
(v)	Net increasing in OCI	(230.19)	(428.45)	-	-	-	-	-	189.17
(vi)	Amortization of Prior Service Cost								133.19
(vii)	Total Recognised in Other Comprehensive Income	(230.19)	(428.45)						189.17
									133.19

## (i) Net Asset /Liability Recognised in Balance Sheet

Sr. No.	Description	Amount (₹ in Lakhs)							
		Gratuity		Leave Encashment		Half Pay Leave		LTC	
		As at 31 March, 2024	As at 31 March, 2023						
(i)	Net Balance Sheet Asset/(Liability) Recognised at beginning	(1,342.36)	(1,531.38)	(5,850.04)	(5,683.81)	(3,339.46)	(2,959.86)	(138.00)	(145.95)
(ii)	Amount Recognised in Accumulated OCI/loss at the beginning of the period	-	-						
(iii)	(Accrued)/Prepaid benefit Cost (Before adjustment at the beginning of the period)	(1,342.36)	(1,531.38)	(5,850.04)	(5,683.81)	(3,339.46)	(2,959.86)	(138.00)	(145.95)
(iv)	Net Periodic Benefit(Cost)/Income for the period	(566.13)	(560.13)	(1,204.52)	(593.97)	(606.24)	(388.03)	(42.55)	(9.15)



# Notes to Consolidated Financial Statements

Amount (₹ in Lakhs)

Sr. No.	Description	Gratuity		Leave Encashment		Half Pay Leave		LTC		PRMB	
		As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023	As at 31 March, 2024	As at 31 March, 2023
(v)	Employer Contribution (Net of acquisition/adjustments)	509.25	320.68	440.18	427.74	18.88	8.42	42.31	17.10	344.55	206.56
(vi)	(Accrued)/Prepaid benefit Cost (Before adjustment at the end of the period)	(1,399.23)	(1,770.81)	(6,614.38)	(5,850.04)	(3,926.82)	(3,339.47)	(138.24)	(138.00)	180.04	127.55
(vii)	Amount Recognised in Accumulated Other Comprehensive Income/(Loss) at the end of the period	23019	428.45					-	-	(189.17)	(133.19)
(viii)	Net Balance Sheet Asset/(Liability) Recognised at the end of the period	(1,169.04)	(1,342.36)	(6,614.38)	(5,850.04)	(3,926.82)	(3,339.47)	(138.24)	(138.00)	(9.13)	(5.64)

## (j) Reconciliation of Opening & Closing Values of reimbursement rights

Amount (₹ in Lakhs)

S. No.	Particulars	Leave Encashment	
		As at 31 <sup>st</sup> March, 2024	As at 31 <sup>st</sup> March, 2023
(i)	Fair value of reimbursement rights at the beginning of the period	5,257.44	4,916.24
(ii)	Acquisition adjustment		
(iii)	Expected return on reimbursement rights		
(iv)	Contributions	331.26	-
(v)	Benefits paid	-	-
(vi)	Return on reimbursement right net of expenditure	400.57	341.20
(vii)	Fair value of reimbursement rights at the end of the period	5,989.27	5,257.44

**(k)** The Employees' Gratuity Fund Scheme managed by a Trust (SBI Life Insurance Co. Ltd) is a defined benefit plan. The present value of obligation is determined based on actuarial valuation using the Projected Unit Credit Method. The Group has taken Group Leave Encashment Scheme from LIC for payment towards leave encashment which is not treated as plan assets above.

## (l) Sensitivity Analysis

For the year ended March 31st 2024

	Change in assumptions	Effect on Gratuity obligation	Effect on Leave Encashment	Effect on Half Pay Leave	Effect on LTC	Effect on PRMB
Discount Rate	Increase of 0.50%	-442.89	-455.29	-267.37	-	-
	Decrease of 0.50%	485.78	512.5	300.71	-	-
Salary Growth Rate	Increase of 0.50%	92.72	489.75	287.38	-	-
	Decrease of 0.50%	-101.11	-450.44	-264.51	-	-

The above sensitivity analysis is based on a change in an assumption while holding all other assumptions constant. In practice, this is unlikely to occur, and changes in some of the assumptions may be correlated. When calculating the sensitivity of the defined benefit obligation to significant actuarial assumptions the same method (projected unit credit method) has been applied as when calculating the defined benefit obligation recognized within the statement of financial position.

# Notes to Consolidated Financial Statements

## (m) Maturity Profile of Defined Benefit Obligation

S. No.	Year	Amount (₹ in Lakhs)			
		Gratuity	Leave Encashment	Half Pay Leave	LTC
a	0 to 1 Year	193.87	219.49	168.13	-
b	1 to 2 Year	298.45	284.48	163.92	-
c	2 to 3 Year	195.71	205.10	116.32	-
d	3 to 4 Year	213.72	202.12	114.17	-
e	4 to 5 Year	224.40	194.69	120.73	-
f	5 to 6 Year	189.99	167.53	95.81	-
g	6 Year onwards	5,553.90	5,340.97	3,147.74	-

## Note :- 43

During the year 2023-24, the sharing with various Zonal Railways has been made in terms of Memorandum of Understanding, executed with the Ministry of Railways and as per the Catering Policy, 2017.

## Note :- 44 Related Party Disclosures

As per Ind AS - 24 'Related Party Disclosures', the names of the related parties are given below :-

Nature of Relationship	Name of the Related Party
Joint Venture	Royale Indian Rail Tours Limited
Subsidiary	IRCTC Payments Limited
Key Managerial Personnel	<ul style="list-style-type: none"> <li>(i) Smt. Rajni Hasiya , Director ( T&amp;M) with additional charge as CMD, IRCTC (ceased w.e.f. 31.05.2023)</li> <li>(ii) Smt. Seema Kumar, Additional Member (T&amp;C)/Railway Board with additional charge as CMD, IRCTC (appointed w.e.f. 01.06.2023 till 09.01.2024)</li> <li>(iii) Shri Sanjay Kumar Jain , CMD, IRCTC (appointed w.e.f. 10.01.2024)</li> <li>(iv) Shri Ajit Kumar, Director (Finance) &amp; CFO</li> <li>(v) Dr. Lokiah Ravikumar, Director (Catering Services)</li> <li>(vi) Shri Kamlesh Kumar Mishra, ED (BD)/Railway Board with additional charge as Director (Tourism &amp; Marketing) (appointed w.e.f. 01.06.2023 till 16.02.2024)</li> <li>(vii) Shri Rahul Himalian, Director (Tourism &amp; Marketing) (appointed w.e.f 16.02.2024)</li> <li>(viii) Shri Neeraj Sharma (Nominee Director)</li> <li>(ix) Shri Manoj Kumar Gangeya (Nominee Director)</li> <li>(x) Shri Vinay Kumar Sharma (Independent Director)</li> <li>(xi) Shri Namgyal Wangchuk (Independent Director)</li> <li>(xii) Shri Devendra Pal Bharti (Independent Director) (appointed w.e.f 09.06.2023)</li> <li>(xiii) Smt. Suman Kalra (Company Secretary)</li> </ul>

### Note 44.1 Transactions with Key Managerial Personnel

The remuneration of directors and other members of key management personnel during the year was as follows:

Particulars	Amount (₹ in Lakhs)	
	Year ended 31st March 2024	Year ended 31st March 2023
Short term benefits	237.21	206.77
Post-employment benefits*	22.96	23.93
	<b>260.17</b>	<b>230.70</b>

\* The above excludes contribution/provision for long term post employment benefit



# Notes to Consolidated Financial Statements

## Note 44.2 Sitting Fees to Independent Directors

Particulars	Amount (₹ in Lakhs)	
	Year ended 31st March 2024	Year ended 31st March 2023
Sitting Fees to Independent Directors	12.60	10.80

## Note 44.3 Transactions with the Government Related entities

IRCTC is a central public sector undertaking controlled by Central Government by holding majority number of shares. Pursuant to paragraph 25 and 26 of IND-AS 24, entity over which the same Government has control or joint control, or significant influence, then the reporting entity and other entities shall be regarded as related parties. Transactions with these parties are carried out at market terms on Arm Length basis. IRCTC has applied the exemptions available for Government related entities and have made limited disclosure in the Consolidated financial statements. Such entities with which IRCTC has significant transactions include but not limited to are as follows:-

<b>Name of the Entities:</b>	Government of India, through Ministry of Railway (Significant Influence over Group) Rail Vikas Nigam Limited (Controlled through Ministry of Railways) CRIS (Controlled through Ministry of Railways) Railtel Corporation of India Limited (Controlled through Ministry of Railways) Railtel Enterprises Limited (Controlled through Ministry of Railways)
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## Certain significant Transactions:-

S. No.	Party	Nature Of Transaction	Amount (₹ in Lakhs)	
			2023-24	2022-23
1	Railways	Income From Catering & Comprehensive Services Provided Income From On Board Catering & Other Services- Rajdhani/Shatabdi/Premium Trains	1,00,849.21	80,002.88
2	Railways	Railway Share On Licensee Catering Services	37,675.98	28,256.36
3	Railways	Railway Share On Railneer	772.58	546.60
4	Railways	Railway Share on Internet Ticketing Service Charges, Advertisement, Office Rent and Water & Electricity	361.81	374.04
5	Railways	Haulage Charges On Maharaja Express, Tejas and other Trains	21,463.64	13,776.95
6	Railways	Provision For Doubtful Debts	2,307.00	1,666.62
7	Railways	Capital Advance for Construction of Flats	-	64.55
8	CRIS	Expenditure on Maintenance & Development and Leased Line Expenses for Internet Ticketing	1,577.84	1,599.73
9	CRIS	Income -Integrated 139 And Rail Madad	1,164.05	729.61
10	Railtel Corporation Of India Limited	Lease Line and Maintenance & Development Expenses	655.93	454.65
11	Railtel Enterprises Limited	Maintenance & Development Expenses	176.82	46.53

## Other Disclosures:

In relation to the Internet Ticketing ₹ 91,472.98 Lakhs as on 31st March, 2024 (₹ 79,026.60 Lakhs as on 31st March, 2023) given as rolling deposits with Ministry of Railways for payment of train tickets booked through the Group.

These transactions are conducted in the ordinary course of the Group's business.

Transaction with Post Employment Benefit plans managed through separate trust funds

S. No.	Name of Trust Fund	Description	Transactions (₹ in Lakhs)	
			Transactions Year ended 31st March 2024	Transactions Year ended 31st March 2023
<b>Remittance of payment</b>				
1	IRCTC Gratuity Trust	Contribution	512.65	320.68
2	Post retirement medical scheme	Contribution	341.52	201.47

# Notes to Consolidated Financial Statements

## Note 44.4 Balances with Joint Venture

S. No.	Particulars	Amount (₹ in Lakhs)	
		31-03-2024	31-03-2023
(i)	Investments	250.00	250.00
(ii)	Impairment in value of investment	(250.00)	(250.00)
(iii)	Advance Lease Rent	1,741.50	1,741.50
(iv)	Lease Rent Receivable	269.08	269.08
(v)	Trade Payables	(1,471.71)	(1,471.71)

Impairment in value of investment has been made for the Group's share of investment i.e. ₹ 250.00 Lakhs as the cumulative losses of RIRTL has wiped out its net worth. Further, the Balance Sheet of RIRTL for 2011-12 to 2023-24 have not been finalized pending dispute with M/s Cox and Kings (India) Ltd.

## Note 44.5 Transaction and balances with Subsidiary

S. No.	Particulars	Nature Of Transaction	Amount (₹ in Lakhs)	
			31-03-2024	31-03-2023
1	IRCTC payments Ltd.	Share Application Money (pending allotment)	1,500.00	-
2	IRCTC payments Ltd.	Preliminary Expenses of IRCTC Payments Ltd.	24.13	-
3	IRCTC payments Ltd.	Balance recoverable	24.13	-

## Note :- 45 Financial Reporting of Interest in Joint Ventures

The Group had formed a joint venture company with Cox & Kings Limited with 50-50 equal partnership in the name of Royal Indian Rail Tours Limited (RIRTL), by virtue of joint venture agreement dated 10th December 2008. However due to issues between the equity partners, IRCTC terminated the agreement with Cox & Kings Limited as on 12th August 2011, and also withdrawn the train from RIRTL.

The Group's share of ownership interest, assets, liabilities, income, expenses, contingent liabilities and capital commitments in the joint venture company as at 31st March, 2024 are not available in view of non-finalization of its accounts because of dispute between the parties, due to which the consolidation of Financial Statements as required under Ind AS 110 could not be done. These Consolidated Financial Statements are the separate financial statements as per Ind AS.

S. No.	Name of the Joint Venture Company	% of Group's ownership interest	Assets	Liabilities	Income	Expenditure	Contingent Liabilities	Capital Commitments
1	RIRTL	50%	Not available	Not available	Not available	Not available	Not available	Not available

## Note :- 46 Impairment of Assets

IRCTC has made an assessment on 31st March, 2024 for any indication of impairment in the carrying amount of Group's Property, Plant & Equipment (PPE), Intangibles and ROU assets. On the basis of such assessment, in the opinion of the management, no provision for the impairment of Property, Plant & Equipment and intangible assets of IRCTC is required to be made during the year.

Based on present value of future profitability of Golden Chariot and Bharat Gaurav trains, no impairment of ROU is considered necessary by the management as on March 31, 2024 even though operations of these trains were in losses till March 31, 2024.



# Notes to Consolidated Financial Statements

## Note :- 47 Corporate Social Responsibility Expenditure

a) Gross amount required to be spent by the Group during the year and approved by Board

S. No.	Particulars	Amount (₹ in Lakhs)	
		Year ended 31.03.2024	Year ended 31.03.2023
1	Gross amount required to be spent by the Group during the year	1,664.80	1,253.00
2	Amount approved by the Board to be spent during the year	1,664.80	1,253.00

(b) Details of amount spent during the year :-

S. No.	Particulars	2023-24			2022-23		
		Expenditure Incurred (A)	Expenditure yet to be Incurred on ongoing projects(B)	Total (A+B)	Expenditure Incurred (A)	Expenditure yet to be Incurred on ongoing projects(B)	Total (A+B)
i)	<b>Construction/acquisition of any asset</b>						
ii)	<b>On purposes other than (i) above</b>						
a)	Expenditure on Swacch Bharat Kosh & Namami Ganga	-	-	-	295.98	-	295.98
b)	Expenditure on Education and Health Care	637.13	149.93	787.06	357.57	96.98	454.55
c)	Aspirational District	253.38	53.68	307.06	90.78	17.65	108.43
d)	Expenditure on Sanitation,Social Empowerment & Environment	206.86	54.04	260.90	110.49	19.58	130.07
e)	Armed Forces	61.14	-	61.14	5.00	-	5.00
f)	Research & Development to IIT	-	-	-	44.22	11.06	55.28
g)	PM Care Fund	171.11	-	171.11	150.00	-	150.00
h)	Skill Development & Sports	53.05	22.71	75.76	47.69	6.00	53.69
i)	Others (Supply of Railneer Community meal and administrative expenses etc.)	1.77	-	1.77	-	-	-
	<b>Total</b>	<b>1384.44</b>	<b>280.36</b>	<b>1664.80</b>	<b>1101.73</b>	<b>151.27</b>	<b>1253.00</b>

### Note 47.1 Shortfall

Particulars	2023-24	2022-23
Shortfall at the end of the year	Nil	Nil
Total of previous years shortfall	Nil	Nil
Reason for shortfall	Not Applicable	Not Applicable

### Note 47.2 Details of unspent amounts for ongoing projects

Year	Total amount remained for unspent for ongoing projects	Total amount spent during 2023-24	Amount remaining to be spent as on 31st March, 2024	Remarks
2023-24	280.36	-	280.36	Deposited in separate Bank Account
2022-23	151.27	77.55	73.72	Deposited in separate Bank Account
2021-22	51.48	51.48	-	-
2020-21	2.18	-	2.18	Deposited in separate Bank Account

Note 47.3 There were no related party transaction in respect of CSR Expenditure incurred during the year.

# Notes to Consolidated Financial Statements

## Note 47.4 Details of ongoing projects 31st March 2024

In case of Ongoing and other than ongoing Project					
Opening Balance		Amount required to be spent during the year	Amount spent during the year		Closing Balance
With Company	In Separate CSR Unspent A/c		From Company's bank A/c	From Separate CSR Unspent A/c	With Company
151.27	53.60	1,664.80	1384.44	129.03	280.28
					75.98

## Note 47.5 Details of ongoing projects 31st March 2023

In case of Ongoing and other than ongoing Project					
Opening Balance		Amount required to be spent during the year	Amount spent during the year		Closing Balance
With Company	In Separate CSR Unspent A/c		From Company's bank A/c	From Separate CSR Unspent A/c	With Company
124.39	-	1,253.00	1,099.61	72.91	151.27
					53.60

Amount of unspent CSR lying with Group as at 31st March is deposited in separate bank account, within stipulated timelines.

## Note :- 48 Bank Balances other than Cash & Cash Equivalents

IRCTC has availed overdraft facility for ₹ 10,000 Lakhs (previous year ₹ 10,000 Lakh) from State Bank of India against fixed deposit of ₹ 12,000 Lakhs (previous year ₹ 12,000 Lakhs). The OD facility shall be availed @ 1% higher than the interest rate on fixed deposit for the period for which OD is being availed. Fixed deposits to that extent are under lien.

## Note :- 49 Railway Share

- (a) License fees / service charges are shown at gross value and corresponding share paid/payable to Indian Railways have been shown as expense under note no. 27, 28, 29 & 33.2.
- (b) As per MOU dt. 17.01.2007 signed between Railways & IRCTC, the sharing of revenue with Railways on Rail Neer has been mentioned in category I " Passenger amenities like management of stall, refreshment rooms at railway station, pantry car services, Rail Neer etc. where services are restricted to paid passengers and items for sale and tariff are determined and controlled by Railways. For this activity there is very limited scope of profit to the service provider." In such case the revenue share is payable @ 15% of revenue earned by IRCTC. In case of departmental units, 15% of net profit to be shared with Railways by IRCTC.

Railway Board vide its Letter dated 20.07.2021, has raised the issue of Railway Share and asked the Company to pay Railway Share of all the Rail Neer Plants in accordance with the MoU dt. 19.01.2007

In response to letter dated 20.07.2021, Company has represented on the same ground as done in past. However, the Railway Board has not accepted the contention of the Company and advised to share 15% of profit for Departmental plants and 40% revenue share in terms of Catering Policy 2017 for PPP plants being run by Developer Cum Operator (DCO) vide letter dt. 30.09.2021. However, the Group contended that PPP Plants are not run on licensee model as these plants are set up by IRCTC and sale of Rail Neer takes place on the invoices of IRCTC only. The Company had agreed to share 15% profit for all the plants including PPP plants and informed Railway Board vide letter dated 24.02.2022 and paid dues amounting to ₹ 2713.32 Lakhs which was accepted by Railway Board subject to reconciliation. The Group has recognised Railway Share amounting to ₹ 546.60 Lakhs @ 15% of profit of Rail Neer Segment for the financial year 2022-23. No Railway Share was recognised for the financial year 2021-22 due to loss in Rail Neer Segment on account of Railway Share of ₹ 2713.32 Lakhs for previous years up to financial year 2020-21 charged against the profits of Rail Neer Segment during the financial year 2021-22.

In a further development during Financial Year 2023-24, the Railway board clarified that for Rail Neer plants run departmentally by the Company, the profits between IR and Company shall be shared in the ratio of 15: 85 and for plants operated under PPP model/run by DCO, profits between IR and Company shall be shared in the ratio of 40: 60. Accordingly, the Company has recognized profit Share amounting to ₹ 320.33 Lakhs being 15% of profit of Departmentally run Railneer plants and ₹ 452.25 Lakhs being 40% of the profits of plants run on PPP model during the year ended 31st March, 2024 after charging profit Share



# Notes to Consolidated Financial Statements

amounting ₹ 1451.24 lakhs towards differential profit Share @25% on profits from PPP plants for previous years. Provision for the differential amount of profit sharing @25% (40%-15%) up to 31st March, 2023 amounting ₹ 1451.24 Lakhs is shown as an exceptional item for the year ended 31st March, 2024, even though the Group has made representation to the Railway Board for sharing of profit at uniform ratio of 15:85 for all Railneer plants till FY 2022-23. Response from Railway Board is still awaited. These matters are subject to reconciliation with the Railways.

## Note :- 50 Capital Advances For Flats & Land

The following amounts were paid in previous years for Purchase/construction of flats and land which are still pending as on date:-

- ₹ 635.98 Lakhs paid to Indian Railways in the year 2002-03/2006-07/2021-22/2022-23.
- ₹ 90.32 Lakhs for purchase of flats from AIR INDIA LTD in FY 2018-19.

## Note :- 51

- (a) In terms of contract agreement of Rail Neer Plants under PPP model, Developer cum Operator (DCO) shall make payment of fixed amount of License Fee (LF) as stipulated in the agreement and IRCTC shall make Volume Shortfall Payments to DCO if actual sales in a year are less than Assured sales stipulated in the concession agreement.

During the year ended 31st March, 2021, Executive Board (EB) of the IRCTC had decided that no shortfall compensation would be payable during the Covid-19 pandemic. The EB further decided that since this situation pertain to "Non Political Force Majeure" as provided in clause 16.2 of the agreement, licence fee benefit may be given on pro rata basis to the Developer Cum Operator (DCO), correlating with the actual production and installed capacity as per duly executed agreements.

The decision taken by the IRCTC was communicated to all DCOs. But certain DCOs have not accepted the decision of the Company. Accordingly, total amount of ₹ 437.61 Lakhs (Financial Year 2020-21 - ₹ 243.17 Lakhs & Financial Year 2021-22 - ₹ 194.44 Lakhs) was provided for during the year ended 31st March, 2022 as "Provision for Claims & Damages" towards shortfall compensation calculated net of License Fee waived off in respect of dissenting DCOs who have not accepted the decision of EB.

Further, during the Financial year 2022-23, operations have become normal and therefore, shortfall compensation of Rs. 50.41 lakhs has been calculated and accounted for as per contract terms & condition of individual plant. However, no shortfall compensation is provided for during current financial year 2023-24 in view of the normal operations of the railneer plants

- (b) As per the terms and conditions of the tender, in respect of 4 PPP Rail Neer plants, the Developer cum Operator (DCOs) are to reimburse the taxes on sales at actuals. In the absence of information of ITC availed by DCOs, the ITC receivable amounting to ₹ 364.83 lakhs has been accounted for during the year ended on 31st March, 2024 only for two plants and in the previous year 2022-23, the impact of ₹ 442.46 Lakhs (Financial Year 2021-22 ₹ 309.28 Lakhs) was accounted for the two plants only. These DCOs have represented against the claim of the Group for Input Tax Credit. This matter is being examined by the Management to decide on the future course of action.

## Note :- 52

During the Financial Year 2017-18, the Company had received ₹ 1200 lakhs from Ministry of Tourism for Manufacturing of 3 glass top Coaches on cost to cost basis out of which balance of ₹ 121.66 Lakhs is refundable to Ministry of Tourism.

# Notes to Consolidated Financial Statements

## Note :- 53 Segment Reporting

The CODM & Manager for corporate planning examines the business performance on the basis of the nature of the services rendered by the Company, organization structure & internal reporting system and has identified five reportable segments of its business as follows:-

- Catering
- Railneer
- Tourism & Train Operation
- State Teertha
- Internet Ticketing.

The corporation caters mainly to the needs of the domestic market. As such there are no reportable geographical segments.

The accounting principles used in the preparation of the Consolidated financial statements is consistently applied to record revenue & expenditure in individual segments, as set out in the note of significant accounting policies.

Revenue and direct expenses in relation to segment are allocated based on items that are individually identifiable to the respective segment while the remainder of the costs are categorized as unallocated expenses. The management believes that it is not practical to provide segment disclosure to these expenses and accordingly these expenses are separately disclosed as unallocated and adjusted only against the total income of the Corporation. The overall percentage of such unallocable expenses to total revenue is not material.

Assets and Liabilities used in the Company's business are not identified to any of the reportable segments as these are used interchangeably between segments. The Company believes that it is currently not practicable to provide segmental disclosure relating to total assets and liabilities since a meaningful segregation of the available data could be onerous.

# Notes to Consolidated Financial Statements

## Segment Reporting

Particulars	Catering		Railneer		Internet Ticketing		Tourism & Train Operations		State Teertha		Elimination		Total	
	Year ended 31st March 2024	Year ended 31st March 2023												
	Revenue													
Sale of products	6,882.81	2,769.87	31,940.57	29,503.21	-	-	-	-	-	-	-	-	-	-
Sale of services	137,836.26	1,44,878.79	683.72	522.70	129,530.60	119,803.42	54,922.41	41,220.59	15,179.74	15,377.83	-	-	-	-
Other Operating Income	-	-	4174	7088	-	-	-	-	-	-	-	-	-	-
Inter-Segment Sales	-	-	1,401.09	1,359.94	-	-	-	-	-	-	(1,401.09)	(1359.94)	-	-
Other Income	2,542.50	1,994.87	337.13	447.99	800.51	885.13	668.72	302.19	61.54	74.04	-	-	-	-
Interest and Dividend Income	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Revenue</b>	<b>1,97,261.57</b>	<b>1,49,643.53</b>	<b>33,003.16</b>	<b>30,544.78</b>	<b>1,30,331.11</b>	<b>1,20,688.55</b>	<b>55,591.13</b>	<b>41,522.78</b>	<b>15,241.28</b>	<b>15,451.87</b>	<b>-</b>	<b>-</b>	<b>4,43,465.62</b>	<b>3,66,190.35</b>
<b>Segment Results</b>	<b>26,869.25</b>	<b>16,272.69</b>	<b>4,371.64</b>	<b>3,469.87</b>	<b>1,06,027.47</b>	<b>1,00,507.52</b>	<b>3,209.20</b>	<b>1,267.17</b>	<b>2,942.34</b>	<b>2,824.87</b>	<b>-</b>	<b>-</b>	<b>1,55,457.27</b>	<b>1,32,680.96</b>
Unallocated Corporate Income	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unallocated Corporate Expenses	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Profit Before Tax (Before Exceptional Items)</b>	<b>26,869.25</b>	<b>16,272.69</b>	<b>4,371.64</b>	<b>3,469.87</b>	<b>1,06,027.47</b>	<b>1,00,507.52</b>	<b>3,209.20</b>	<b>1,267.17</b>	<b>2,942.34</b>	<b>2,824.87</b>	<b>-</b>	<b>-</b>	<b>1,55,457.27</b>	<b>1,32,680.96</b>
Exceptional Items	-	-	528.04	174.15	(1,451.24)	1,584.99	(5,126.20)	378.30	-	54.52	-	-	(5,853.03)	2,720.00
<b>Profit Before Tax</b>	<b>26,869.25</b>	<b>16,800.73</b>	<b>2,920.40</b>	<b>3,644.02</b>	<b>1,06,751.88</b>	<b>1,02,092.51</b>	<b>1,917.00</b>	<b>1,645.47</b>	<b>2,942.34</b>	<b>2,879.39</b>	<b>-</b>	<b>-</b>	<b>1,49,604.24</b>	<b>1,35,400.96</b>
Income Taxes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net Profit</b>	<b>26,869.25</b>	<b>16,800.73</b>	<b>2,920.40</b>	<b>3,644.02</b>	<b>1,06,751.88</b>	<b>1,02,092.51</b>	<b>1,917.00</b>	<b>1,645.47</b>	<b>2,942.34</b>	<b>2,879.39</b>	<b>-</b>	<b>-</b>	<b>1,11,077.73</b>	<b>1,00,588.11</b>
<b>Other Disbursements</b>	<b>708.43</b>	<b>575.27</b>	<b>157.84</b>	<b>117.68</b>	<b>445.12</b>	<b>468.40</b>	<b>505.50</b>	<b>390.50</b>	<b>476.0</b>	<b>59.40</b>	<b>-</b>	<b>-</b>	<b>1,864.49</b>	<b>1,611.25</b>
Interest Expenses	-	-	1,322.52	1,007.82	1,444.59	1,380.72	991.58	1,215.77	1,918.72	1,703.62	44.23	65.03	-	-
Depreciation	-	-	1,322.52	1,007.82	1,444.59	1,380.72	991.58	1,215.77	1,918.72	1,703.62	44.23	65.03	-	-
Total Depreciation	-	-	-	-	-	-	-	-	-	-	-	-	-	-

### Note:

1. Inter-segment sales are not taken into total revenue.
2. Assets and Liabilities used in the Group's business are not identified to any of the reportable segments as these are used interchangeably between segments. The company believes that it is currently not practicable to provide segmental disclosure relating to total assets and liabilities since a meaningful segregation of the available data could be onerous.

# Notes to Consolidated Financial Statements

## Note:- 54 Disclosure under Ind AS-115 on Revenue from contracts with Customers

### (a) Disaggregation of revenue

(i) Below is the disaggregation of the Group's revenue from contracts with customers: Type of Products and Service Wise

<b>Type of goods or service</b>	<b>Amount (₹ in Lakhs)</b>	
	<b>For the year ended 31, March 2024</b>	<b>For the year ended 31, March 2023</b>
Sale of Products	38,823.38	32,273.08
<b>Sale of Service-</b>		
i) Internet Ticketing	1,29,530.60	1,19,803.42
ii) Income From Catering Services	1,00,849.21	80,002.88
iii) Income from Concession Fee, License Fee etc.	86,987.05	64,875.91
iv) Tour & Train Operation	70,102.15	56,598.42
v) Railneer License Fee	683.72	522.70
vi) Other Operating Income	41.74	70.88
<b>Total</b>	<b>4,27,017.85</b>	<b>3,54,147.29</b>

(ii) Below is the disaggregation of the Group's revenue from contracts with customers: Segment Wise

<b>Segment Wise</b>	<b>Amount (₹ in Lakhs)</b>	
	<b>For the year ended 31, March 2024</b>	<b>For the year ended 31, March 2023</b>
Catering	1,97,261.57	1,49,643.53
Railneer	33,003.16	30,544.78
Internet Ticketing	1,30,331.11	1,20,688.55
Tour & Train Operation	55,591.13	41,522.78
State Teerath	15,241.28	15,451.87
<b>Total</b>	<b>4,31,428.25</b>	<b>3,57,851.51</b>

(b) Revenue from segment reporting is ₹ 431428.25 Lakhs (₹ 357851.51 Lakhs in F.Y 2022-23).

### (c) Contract balances

	<b>Amount (₹ in Lakhs)</b>	
	<b>March 31, 2024</b>	<b>March 31, 2023</b>
Trade receivables (Note 10.1)	1,37,434.19	1,14,291.40
Contract assets	-	-
Contract liabilities (Note 19)	38,485.91	40,952.33

- (i) Trade receivables are non-interest bearing and the customer profile include Ministry of Railways, Government of India, public sector enterprises etc . The Group's average project execution cycle is upto 12 months.
- (ii) Contract assets is recognised over the period in which services are performed to represent the Group's right to consideration in exchange for goods or services transferred to the customer. Any amount previously recognised as a contract asset is reclassified to trade receivables on satisfaction of the condition attached i.e. future service which is necessary to achieve the billing milestone.

<b>Particulars</b>	<b>Amount (₹ in Lakhs)</b>	
	<b>March 31, 2024</b>	<b>March 31, 2023</b>
Contract Asset at the beginning of the year	-	-
Transfer from Contract Asset to Trade Receivable and increase as a result of changes in measure of progress	-	-
Contract Asset at the end of the year	-	-



# Notes to Consolidated Financial Statements

- (iii) Contract liabilities represents the amount received as advance from Customers related to Unexpired concession fee, Unexpired License fee, Unexpired User Charges, Unexpired Integration Charges & advances against the package tours

Particulars	Amount (₹ in Lakhs)	
	March 31, 2024	March 31, 2023
Contract Liabilities at the beginning of the year	40,952.33	22,081.68
Contract Liabilities at the end of the year	38,485.91	40,952.33

## Note :- 55 Capital management

The Group objective to manage its capital in a manner to ensure and safeguard their ability to continue as a going concern so that Group can continue to provide maximum returns to share holders and benefit to other stake holders. Group does not have any borrowings as at 31st March 2024.

Further, Group manages its capital structure to make adjustments in light of changes in economic conditions and the requirements of the financial covenants. No changes were made in the objectives, policies or processes of managing capital during the year ended 31st March 2024.

## Note :- 56 Fair Value measurements

### (i) Financial Instruments by Category

Particulars	As at 31st March 2024			As at 31st March 2023		
	FVTPL*	FVTOCI**	Amortized Cost	FVTPL*	FVTOCI**	Amortized Cost
<b>Financial Assets</b>						
(i) Investment	-	-	-	-	-	-
(ii) Security Deposits	-	-	1,280.89	-	-	1,185.62
(iii) Trade Receivables	-	-	1,37,434.19	-	-	1,14,291.40
(iv) Cash and Cash Equivalents	-	-	70,633.87	-	-	42,884.51
(v) Bank Balances other than Cash & Cash Equivalents	-	-	1,57,130.73	-	-	1,50,197.23
(vi) Others	-	-	24,586.02	-	-	19,998.58
<b>Total Financial Assets</b>	<b>-</b>	<b>-</b>	<b>3,91,065.70</b>	<b>-</b>	<b>-</b>	<b>3,28,557.34</b>
<b>Financial Liabilities</b>						
(i) Security Deposits	-	-	19,183.70	-	-	13,590.87
(ii) Earnest Money Deposit	-	-	14,564.69	-	-	5,598.68
(iii) Trade payables	-	-	99,765.10	-	-	85,215.47
(iv) Lease Liabilities	-	-	6,035.05	-	-	8,416.22
(v) Others	-	-	27,414.93	-	-	20,056.52
<b>Total Financial Liabilities</b>	<b>-</b>	<b>-</b>	<b>1,66,963.47</b>	<b>-</b>	<b>-</b>	<b>1,32,877.76</b>

\*Fair Value through Profit & Loss

\*\*Fair value through Other Comprehensive Income

### (ii) Assets and liabilities which are measured at amortized cost for which fair values are disclosed.

Particulars	As at 31st March 2024		As at 31st March 2023	
	Carrying Value	Fair value	Carrying Value	Fair value
<b>Financial Assets</b>				
Security Deposit	1,280.89	1,280.82	1,185.62	1,185.62
<b>Total Financial Assets</b>	<b>1,280.89</b>	<b>1,280.82</b>	<b>1,185.62</b>	<b>1,185.62</b>
<b>Financial Liabilities</b>				
Security Deposit	19,183.70	19,127.58	13,590.87	13,474.48
Lease Liabilities	6,035.05	6,035.05	8,416.22	8,416.22
<b>Total Financial Liabilities</b>	<b>25,218.75</b>	<b>25,162.63</b>	<b>22,007.09</b>	<b>21,890.70</b>

# Notes to Consolidated Financial Statements

- a. The carrying amounts of trade receivables, trade payables, Short term Security Deposit, cash and cash equivalents and other short term receivables and other payables are considered to be same as their fair values, due to short term nature.
- b. The fair value of long term security deposits were calculated on the cash flows discounted using current market rate of fixed deposits. They are classified as level-3 of fair values hierarchy due to inclusion of unobservable inputs.

## Fair value hierarchy

Level 1 - Quoted prices (unadjusted) in active markets for identical assets or liabilities.

Level 2 – Inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly (i.e. as prices) or indirectly (i.e. derived from prices).

Level 3 - Inputs for the assets or liabilities that are not based on observable market data (unobservable inputs).

The following table presents the fair value measurement hierarchy of financial assets and liabilities measured at fair value on recurring basis and at amortised cost

### Quantitative disclosures fair value measurement hierarchy for financial assets as on 31March 2024:

Particulars	Amount (₹ in Lakhs)			
	Level 1	Level 2	Level 3	Total
<b>Financial assets measured at Amortised Cost for which fair value are disclosed:</b>				
Security Deposit	-	-	1,280.82	1,280.82
	-	-	<b>1,280.82</b>	<b>1,280.82</b>

### Quantitative disclosures fair value measurement hierarchy for financial liabilities as on 31March 2024:

Particulars	Amount (₹ in Lakhs)			
	Level 1	Level 2	Level 3	Total
<b>Financial liabilities measured at Amortised Cost for which fair value are disclosed:</b>				
Security Deposit	-	-	19,127.58	19,127.58
Lease Liabilities	-	-	6,035.05	6,035.05
	-	-	<b>25,162.63</b>	<b>25,162.63</b>

### Quantitative disclosures fair value measurement hierarchy for financial assets as on 31March 2023:

Particulars	Amount (₹ in Lakhs)			
	Level 1	Level 2	Level 3	Total
<b>Financial assets measured at Amortised Cost for which fair value are disclosed:</b>				
Security Deposit	-	-	1,185.62	1,185.62
	-	-	<b>1,185.62</b>	<b>1,185.62</b>

### Quantitative disclosures fair value measurement hierarchy for financial liabilities as on 31March 2023:

Particulars	Amount (₹ in Lakhs)			
	Level 1	Level 2	Level 3	Total
<b>Financial liabilities measured at Amortised Cost for which fair value are disclosed:</b>				
Security Deposit	-	-	13,474.48	13,474.48
Lease Liabilities	-	-	8,416.22	8,416.22
	-	-	<b>21,890.70</b>	<b>21,890.70</b>



# Notes to Consolidated Financial Statements

## Note :- 57 Financial Risk Management

The Group's principal financial liabilities comprise trade and other payables. The main purpose of these financial liabilities is to finance the Group's operations and to provide guarantees to support its operation. The Group's principal financial assets include trade and other receivables and cash and cash equivalents that derive directly from its operations. The Group is exposed to market risk, credit risk and liquidity risk. The Group financial risk activities are governed by appropriate policies and procedures and that financial risk are identified, measured and managed in accordance with the companies policies and risk objectives. The board of directors reviews and agrees policies for managing each of these risk, which are summarized below:-

### a) Market Risk

Market risk is the risk that the fair value of future cash flows of a financial instruments will fluctuate because of changes in market prices. Market risk comprises Interest rate risk and foreign currency risk. Financial instruments affected by market risk includes security deposits, Bank deposits and other non derivative financial instruments.

#### i) Interest Rate Risk

Interest rate risk is the risk that the fair value of future cash flows of a financial instruments will fluctuate because of change in market interest rate. The Group manages its interest risk in accordance with the companies policies and risk objective. Financial instruments affected by interest rate risk includes deposits with banks. Interest rate risk on these financial instruments are very low as interest rate is for the period of financial instruments.

#### ii) Foreign Currency Risk

The Group operates internationally. In view of low volume of foreign currency transactions, no material exposure exists from foreign currency risk arising form foreign currency transactions. Group does not hedge any foreign currency risk.

### b) Credit risk

Credit risk is the risk of financial loss to the Group if a customer or counterparty to a financial instrument fails to meet its contractual obligations, and arises principally from the Group's receivables from customers. The Group is exposed to credit risk from its financial activities including trade receivable, deposits with banks, financial institutions and other financial instruments. The maximum exposure to credit risk is equal to the carrying value of the financial assets. The objective of managing counterparty credit risk is to prevent losses in financial assets. The Group assesses the credit quality of the counterparties, taking into account their financial position, past experience and other factors.

### c) Financial Instruments and cash deposits

Credit risk from balances with banks and financial institutions is managed in accordance with the Group's policy. Investment of surplus are made only with approved counterparty on the basis of the financial quotes received from the counterparty.

### d) Liquidity risk

Liquidity risk is the risk that the Group will not be able to meet its financial obligations as they become due. The Group manages its liquidity risk by ensuring , as far as possible, that it will always have sufficient liquidity to meet its liabilities when due, under both normal and stressed conditions, without incurring unacceptable losses or risk to the Group's reputation.

The Group's principal sources of liquidity are cash and cash equivalents and the cash flow that is generated from operations. The Group has no bank borrowings. The Group believes that the working capital is sufficient to meet its current operational requirements. Any short term- surplus cash generated, over and above the amount required for working capital management and other operational requirements, are retained as cash and investment in short term deposits with banks. The said investments are made in instruments with appropriate maturities and sufficient liquidity.

# Notes to Consolidated Financial Statements

## Note:- 58 Allowances for Expected Credit Loss and ageing schedule of Trade Receivables

### (i) Allowances for Expected Credit Loss for the year ended 31st March, 2024

Particulars		Amount (₹ in Lakhs)			
		Upto 3 year	More than 3 less than 5	More than 5 years	Defaulted
Railways/ Government	Gross carrying amount	1,16,153.25	4,417.72	5,461.92	3,585.60
	Expected credit rate	0%	0%	100%	100%
	Expected credit losses (Loss provision Allowance)		-	5,461.92	3,585.60
Non-Railways/ Non- Government	Net carrying amount of trade receivables	1,16,153.25	4,417.72	-	-
	Gross carrying amount	15,384.30	382.51	1,570.94	4,988.21
	Expected credit rate	0%	50%	100%	100%
	Expected credit losses (Loss provision Allowance)	-	191.26	1,570.94	3700.54(*)
	Net carrying amount of trade receivables	15,384.30	191.26	-	1,287.67

- \*1. The ECL provision on disputed receivables of ₹ 712.03 lakhs up to 03 years , ₹ 658.06 lakhs up to 03 to 05 years and ₹ 388.86 more than 05 years for WVM contracts , in the event of non realization of claim from the licensee at the time of due settlement, liability to pay corresponding 40% Railways share shall also lapse. Hence, the provision has been made on 60% of the amount receivable by the Group.
- \*2. Disputed Receivables of ₹ 138.22 lakhs up to 03 to 05 years and ₹ 1159.86 lakhs more than 05 years, includes outstanding claims from Licensee's pertaining to increased license fee on sales assessment, on Tea and Coffee serving and hike in meal tariff rate. That in the event of non realization of claim from the licensee at the time of dispute settlement, liability to pay corresponding 45% Railways share (including maintenance charges) shall also lapse. Hence, the Provision has been made on 55% of the amount receivable by the Group.

### (ii) Trade Receivables ageing schedule as on 31st March 2024

Particulars	Outstanding for following periods from due date of payment						Amount (₹ in Lakhs)
	Less than 6 months	6 months - 1 year	1-2 years	2-3 years	More than 3 years	Total	
(i) Undisputed Trade receivables – considered good	64,951.29	26,776.33	32,496.72	1,887.55	4,417.72	1,30,529.61	
(ii) Undisputed Trade Receivables – which have significant increase in credit risk					382.51	382.51	
(iii) Undisputed Trade Receivables – credit impaired					7,032.86	7,032.86	
(iv) Disputed Trade Receivables– considered good							
(v) Disputed Trade Receivables – which have significant increase in credit risk							
(vi) Disputed Trade Receivables – credit Impaired		22.79	194.12	719.69	7,408.34	8,344.94	
(vii) Unbilled amount	4,674.47	82.70	81.82	70.80	744.74	5,654.53	

### Trade Receivables ageing schedule as on 31st March 2023

Particulars	Outstanding for following periods from due date of payment*						Amount (₹ in Lakhs)
	Less than 6 months	6 months - 1 year	1-2 years	2-3 years	More than 3 years	Total	
(i) Undisputed Trade receivables – considered good	73,704.79	25,439.08	2,701.92	231.11	6,865.93	1,08,942.84	
(ii) Undisputed Trade Receivables – which have significant increase in credit risk	-	-	-	-	1,524.06	1,524.06	



# Notes to Consolidated Financial Statements

Particulars	Outstanding for following periods from due date of payment*					Amount (₹ in Lakhs)
	Less than 6 months	6 months - 1 year	1-2 years	2-3 years	More than 3 years	
(iii) Undisputed Trade Receivables – credit impaired						5,474.50
(iv) Disputed Trade Receivables – considered good	-	-	-	-	-	-
(v) Disputed Trade Receivables – which have significant increase in credit risk	-	-	-	-	-	-
(vi) Disputed Trade Receivables – credit Impaired	-		259.36	166.12	8,443.63	8,869.11
(vii) Unbilled amount	2,521.29	18.14	75.03	34.77	756.43	3,405.65

## Note :- 59 Estimates and assumptions

The followings are the key assumptions concerning the future, and the key sources of estimation uncertainty at the end of the reporting period that may have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within next financial year.

### a) Fair valuation measurement and valuation process

The fair values of financial assets and financial liabilities are measured using the valuation techniques including DCF model. The inputs to these methods are taken from observable markets where possible, but where this it is not feasible, a degree of judgement is required in arriving at fair values. Judgements include considerations of inputs such as liquidity risk, credit risk and volatility. Changes in assumptions about these factors could affect the reported fair value of financial instruments.

### b) Taxes

Deferred tax assets are recognized to the extent that it is probable that taxable profit will be available against which losses can be utilized. Significant management judgement is required to determine the amount of deferred tax asset that can be recognized, based upon the likely timing and level of future taxable profit together with future tax planning strategies.

### c) Defined benefit Obligations

Employee benefit obligations are determined using actuarial valuations. An actuarial valuation involves making various assumptions that may differ from actual developments in the future. These include the determination of the discount rate, future salary increases and mortality rates. Due to the complexities involved in the valuation and its long term nature, a defined benefit obligation is highly sensitive to changes in these assumptions. All assumptions are reviewed at each reporting date.

### d) Useful lives of property, plant and equipment

The estimated useful lives of property, plant and equipment is as given in the Note 2(i). Estimated useful lives of property, plant and equipment are based on number of factors including the effects of obsolescence, demand, competition, and other economic factors. The Group reviews the useful life of property, plant and equipment at the end of each reporting date.

### e) Leases

Group uses its judgement in determining whether or not contract contains a lease, extension option of the lease agreement and termination option of the lease agreement will be exercised or not. For the land on lease from the railways refer Note No. 2 (i) (h) to estimate the future lease term.

## Note :- 60 Train Operations

The Group is engaged in the operations of the trains received from the Zonal railways on haulage charge principle basis. The income from the operations of the special train includes the basic fare collected from the passengers, catering charges and other charges as fixed by the Group. The income from operations of trains is recognized over the period of time of the operations of the train as per the requirement of the Ind AS-115.

# Notes to Consolidated Financial Statements

## Note :- 61 Ticket Deposit Receipt Refund (TDR) Cases

The TDR refund is made by the Group to the passengers after receipt of the same from Indian Railway. As on 31st March 2024, number of cases pending were 77731 (previous year 59582) with value of ₹ 949.60 lakhs (Previous year ₹ 726.40 Lakhs).

## Note :- 62 Railneer Plants on PPP Model

In addition to 4 nos. of Group owned Rail Neer plants, 15 nos. of Rail Neer Plants are operational at various locations on PPP model. One more Rail Neer Plant at Vijayawada is under construction and commercial production at this Rail Neer plant is likely to start in 2024-25.

## Note :- 63 Capital Expenditure

The Group has incurred Total Capital Expenditure of ₹ 23,960.35 lakhs including CWIP and Capital Advances but excluding ROU assets ( previous year ₹ 23,863.60 lakhs) .

## Note :- 64 CBI Inquiry against Ex-Railway Minister

The Group does not foresee any financial liability with regards to the CBI Enquiry against the Ex-Railway Minister involving the Ex-Senior Official of the Group as per reports in the media.

## Note:- 65 GST Input Tax Credit

GST Input Tax Credit (net of amounts appearing on GST portal & GST Return 2B) as on 31st March, 2024 amounting to ₹ 2283.76 Lakhs (previous year ₹ 921.13 Lakhs) included in "Balances with Government Authorities" in Note 12 is pending for credit in GSTR 2B as on date.

## Note :- 66 Employee advances

The employee advances are paid to avoid genuine employee hardships to meet official expenses. The expenses are reimbursed to the employees separately subsequently. Accordingly although the advances are non-refundable until employment, the same have not been discounted and deemed as current in nature.

## Note:-67 Setting up, Operation & Maintenance of Railneer Plants

The Group has entered into an agreement with private parties "the operator" wherein operator is responsible for Set Up (Building & Plant Machinery), Operation and Maintenance of water treatment Plant on the land owned by the Group against consideration for procurement of Rail Neer, CFA and Transportation services by the Group. Terms of agreement provides that at the end of contract period the commissioned assets at plant along with building shall be transferred to the Group. Since the contract for such O & M Contractor is tendered and selection is made based on commercial bids, in absence of sufficient information to ascertain the additional consideration towards cost of building and plant and following conservative approach, assets have not been recognized. Accordingly, such assets shall be accounted for in the books of accounts based on technical assessment at the time of takeover.

## Note:-68 License Fee on Water Vending Machines

That Licensee Fee as per Note 27, includes contingent provision of 25 % Railway Share (15% as per Circular 36/2015) against license fee received on Water Vending Machines, pending clarification from the Railway Board under the Catering Policy 2017.



# Notes to Consolidated Financial Statements

**Note :- 69 List of Immovable Property whose Title Deeds are yet to be executed as on 31.03.2024**

Relevant line item in the Balance sheet	Description of item of property	Gross carrying value	Title deeds held in the name of	Whether title deed holder is a promoter, director or relative # of promoter*/director or employee of promoter / director	Property held since which date	Reason for not being held in the name of the company**
A	B	C	D	E	F	G

**(a) List of Freehold properties for which title deeds yet to be executed**

PPE	Land for Hotel at Village Bimeetha , Distt. Chattarpur, Khajuraho, M.P.	₹66.98 Lakhs	Allotment letter in the name of IRCTC	See remarks in Column G	03.09.2013	Title deed yet to be executed.
	Land for Hotel at Keavadia Near Kevadia Railway Station, Gujarat	₹1275 Lakhs	Allotment letter in the name of IRCTC	See remarks in Column G	15.10.2020	Title deed yet to be executed.

**(b) List of Leasehold properties for which lease deeds yet to be executed**

<b>Residential Buildings:-</b>						
Right of Use Assets	D/91 & D/141, Western Railways Colony, Pali Hills, Bandra, Mumbai	₹325 Lakhs	Allotment in the name of IRCTC	See remarks in Column G	03.10.2012	License Agreement with Railways pending
	3 Residential Flats Near Safdarjung Railway Station, New Delhi	₹1374 Lakhs	Allotment in the name of IRCTC	See remarks in Column G	Nov. & Dec., 2022	Lease Agreement with Railways yet to be executed
<b>Lands :-</b>						
Right of Use Assets	Land allotted by Assam State Government at Jagi Road, Assam for Railneer Plant	₹8.06 Lakhs	Allotment letter in the name of IRCTC	See remarks in Column G	17.02.2017	Lease Agreement yet to be executed.
	Land allotted by Himachal Pradesh State Government at Una, for Railneer Plant	₹103.81 Lakhs	Allotment letter in the name of IRCTC	See remarks in Column G	30.10.2018	Lease Agreement yet to be executed.
	Land given by Railways at Ambernath, Maharashtra, for Railneer Plant	₹28.23 Lakhs	Lease Agreement with Railways	See remarks in Column G	17.12.2009	Renewal of Lease Agreement with Railways is pending since 1st April, 2021

**Notes :- 70 Leases**

**a) Group as a Lessee**

The Group as a lessee has entered into various lease contracts, which includes lease of land, office space, and vehicles. Before the adoption of Ind AS 116, the Group classified each of its leases (as lessee) at the inception date as either a finance lease or an operating lease.

The Group also has certain leases of offices and guest house with lease terms of 12 months or less. The Group applies the 'short-term lease' recognition exemptions for these leases.

**Right of Use Assets**

The carrying amounts of right-of-use assets recognised and the movements during the year are disclosed in Note 5B.

# Notes to Consolidated Financial Statements

## Lease Liabilities

Set out below are the carrying amounts of lease liabilities recognised and the movements during the year:

Particulars	As at 31st March, 2024	As at 31st March, 2023
<b>Balance at Opening of the year</b>	8,416.22	10,492.13
Addition /Adjustments (Net)	1446.14	733.63
Accretion of interest	606.05	625.00
Payments	4,433.36	3,434.54
<b>Balance as at the year end</b>	<b>6035.05</b>	<b>8416.22</b>
<b>Current</b>	1,855.31	2,471.11
<b>Non-current</b>	4,179.74	5,945.11

The maturity analysis of the lease liability on an undiscounted basis as on 31st March 2024 are as follows :-

Particulars	Less than 1 year	1-2 years	2 year and above	Amount (₹ in Lakhs)
Lease liabilities	2,213.20	972.90	3,225.48	
	<b>2,213.20</b>	<b>972.90</b>	<b>3,225.48</b>	

The maturity analysis of the lease liability on an undiscounted basis as on 31st March 2023 are as follows :-

Particulars	Less than 1 year	1-2 years	2 year and above	Amount (₹ in Lakhs)
Lease liabilities	3,039.18	2,065.75	4,429.33	
	<b>3,039.18</b>	<b>2,065.75</b>	<b>4,429.33</b>	

## Amounts recognised in Statement of Profit and Loss

Particulars	For the year ended 31st March 2024	For the year ended 31st March 2023
Depreciation expense of right-of-use assets (Refer Note 32)	2,734.58	2,312.79
Interest expense on lease liabilities (Refer Note 31)	606.05	625.00
Expense relating to short-term leases (Refer Note 33)	89.01	104.96
	<b>3429.64</b>	<b>3042.75</b>

The Group has several lease contracts that include extension and termination options. These options are negotiated by management and align with the Group's business needs. Management exercises significant judgement in determining whether these extension and termination options are reasonably certain to be exercised.

Gain/loss from sale and leaseback transactions is not applicable to the Group.

The Group has used SBI MCLR as incremental borrowing rate for calculation of lease liability.

### b) Group as a Lessor

The Group has given its Assets on the leases, details of the same are given under the Note 5 Investment Property.

Lease Rental recognized as income during the year is ₹ 234.98 Lakhs (Previous year ₹ 235.00 Lakhs)

## Details of the maturity of lease payment receivables are as follows:-

Particulars	As at 31st March 2024	As at 31st March 2023
Not later than one year	73.90	234.96
Later than one year and not later than five years	-	73.90
Later than five years	-	-



# Notes to Consolidated Financial Statements

## Note :- 71 Tejas and Mahakal Express trains:

Railway Board had mandated IRCTC to operate 02 rakes of Tejas trains and 01 rake of Kashi Mahakal express trains as passenger trains to provide passenger with an option of travelling in premium segment private trains. IRCTC has inaugurated both the trains on 4th Oct, 2019 and 17th Jan, 2020 on the sector Lucknow –New Delhi-Lucknow and Admedabad –Mumbai-Ahmedabad respectively.

In the financial year 2020-21, both Tejas trains have been run from the month of October, 2020 and stopped due to the COVID-19 pandemic and suspension of passenger's trains services. The representations have been made to Railway Board for waiver of fixed commitments against both Tejas and Kashi Mahakal trains for the non operational period during the financial year 2020-21 due to present pandemic. Railway Board vide letter no TC-II/2910/20/Trains dated 11.5.2021 has only agreed to waive off the component of "loss of paths to Good trains" in calculation and charging of fixed cost for IRCTC passenger trains for non –operational period up to 31.12.2020 and has decided that other charges applicable will remain the same. IRCTC has again requested Railway Board to reconsider waiving off the fixed charges (fixed haulage and Custody charges) amounting to ₹ 2793 Lakhs for non-operational period of the three trains considering it as a force majeure situation, as the lockdown and restriction imposed by Government of India due to COVID-19 pandemic was beyond control of IRCTC. However, IRCTC has made full provision for the fixed charges for both the Tejas trains and Kashi Mahakal express trains train in the Financial Year 2020-21. Further, during the financial year 2022-23, Railway Board vide letter no TC-II/2910/2019/Trains by IRCTC (E-3344610), New Delhi dated 06.01.2023 has further allowed waiver off amounting ₹ 174.91 lakhs relating to Tejas trains on account of Custody and Fixed Haulage charges out of ₹ 2793 Lakhs. The said amount is included in Excess Provision Written Back under Exceptional Items (refer note no.33.2) during that year.

## Note :- 72 The Group has applied for advance ruling for following issues for which decision of AAR is still awaited:

1. Reimbursement of Service Charges: The Government of India through Ministry of Railways, in the public interest had waived off the service charges from the passengers for booking of online train tickets through IRCTC's website. The Government of India has reimbursed consolidated amount of ₹ 8000 Lakhs, ₹ 8800 Lakhs and ₹ 3227 Lakhs for the 2017-18 , 2018-19 and 2019-20(up to July-19) respectively. Section 15 (2) of CGST Act 2017, excludes the amount of reimbursement of expenses received from the Central Government and State Governments from the value of taxable supply, hence the amount received from the Indian Railways being the Central Government towards the reimbursement of expenses incurred for the providing of same should not be charged to GST. Therefore no GST was paid by IRCTC for above reimbursement.
2. Reimbursement of Travel Insurance: The Government of India has decided to provide travel insurance on free of Cost to the passengers who have booked the train ticket through online to promote digitalization. Accordingly, IRCTC provided the Insurance free of Cost for which Ministry of Railway had reimbursed the travel insurance of ₹ 4700 Lakhs on which no GST was paid by the Group being reimbursement of expenses received from the Central Government.
3. MDR Received from Acquirer Banks. The IRCTC has received ₹ 300 Lakhs in FY 2019-20 from Acquirer Banks towards its share of MDR charges being rate or fee charged on the merchant service providers The Group has treated this payment as subsidy and no GST was paid on the aforesaid amount, as subsidy received from Central Government and State Governments shall be excluded from the value of supply and same shall not form part of consideration for the purpose of levying GST.
4. The IRCTC has received pro-rata Licensee fees from Indian Railways for taken over of catering of SBD trains in the terms of Catering Policy, 2017 of ₹ 1385 Lakhs, ₹ 7058 Lakhs, ₹ 125 Lakhs for the years 2017-18, 2018-19 & 2019-20 respectively and no GST was paid on the aforesaid amounts in view of the fact that the GST is not applicable on the aforesaid amount as it was received from Licensee by the Indian Railways prior to Introduction of GST and service tax was not applicable on the grant of licence for payable to Indian Railways as per Finance Act at the time of its receipt. The proportionate amount paid by Indian Railways to IRCTC is towards the remaining part of the tender period which was awarded prior to the implementation of GST. The assigning of licence by Indian Railways to its subsidiary i.e. IRCTC does not change the nomenclature of the transaction as the licence has been awarded prior to the implementation of GST. The incidence of tax is the event when the service is provided/supplied to the service recipient. Thus, the Service being "grant of licence" was provided by Indian Railways at the time when the licence was awarded.

# Notes to Consolidated Financial Statements

## Note :- 73

Railway Board vide Commercial Circular no. CC60 of 2019 has increased the catering tariff for post and pre-paid trains. However, the effect of enhancement of License Fee for the periods from 18th November, 2019 to 22nd March, 2020 (for post paid trains) and 27th November, 2021 to 31st December, 2023 (for post and pre-paid trains) on account of increase in catering tariff stated above has not been ascertained & recognized pending sale assessment in its entirety. After the resumption of regular train services from 27th Nov 2021 onwards, the Group has conducted and completed the sales assessment, for all the trains (post-paid trains as well as prepaid trains). Further, the Group has raised certain demand notices for increased License fee, but some of the licensees have challenged Group's decision of increased License fees in respective Hon'ble High Courts of Delhi, Mumbai, Kolkata and Guwahati. Further, some of the licensees have requested for arbitration. As the matter is sub-judice and the occurrence is dependent on outcome of certain event in future, the impact of increase in License fees for pre-paid and post paid trains has not been recognized in the Consolidated financial statements for the year ended on 31st March, 2024 and for previous years up to 31st March, 2023.

## Note :- 74

The menu and tariff of standard meals/items is controlled by Railway Board and these were revised & enhanced vide CC-64 dated 12.12.2019. As per the instructions, these were to be implemented with immediate effect and as an interim measure, sales assessment in limited units was undertaken to assess the impact of enhancement in License fees. Accordingly, guidelines were issued on 28.01.2020 for incorporating the impact of enhancement in license fees by adding the weightage assigned to the License fees of the unit or by undertaking sales assessment within 6 months, whichever is higher. However, unforeseen COVID pandemic started and lockdown was imposed due to which passenger train operation and stations operations for passengers were suspended by MoR w.e.f 23.03.2020.

The static units at stations were closed and due to lockdown followed by severe restrictions as per Govt. instructions, the sales assessment of the units could not be conducted. The temporary passenger train operations started w.e.f. 01.06.2020. Only limited (PAD & RTE) items were permitted for sale @10% license fee w.e.f. 01.06.2020. However, this was limited to few stations only as passenger movement at most of the stations was restricted due to local restrictions.

On 20.01.2021 guidelines for charging reduced license fees @20% of license fees were issued due to prevailing impact of COVID. Further, on 04.10.2021 revised guidelines were issued to implement the reduced License fees @ 20% up to 31.10.2021 and new methodology was implemented for charging of LF w.e.f 01.11.2021 based on footfall. The interim method was followed for ongoing contracts till 31.05.2022. Instructions were issued for charging 100% license fee w.e.f. 01.06.2022.

The sales assessment for all the static units has been completed in the financial year 2022-23. But some of the licensees have challenged the Group's decision on enhanced LF in the Hon'ble High Court of Kerala(WP(C) WP 26745/20, WP26795/20, WP26721 /20, WP26703/20).

As the matter is sub- judice and there is uncertainty and occurrence is dependent on outcome of certain event in future, hence the impact of increase in License fees for Static units has not been recognized in the books of account for the financial years 2022-23. However, following the conservative approach, the negative (refund) impact on License fees of ₹ 94.54 Lakhs (Net of Railway share) was recognized in the books of account for the year 2022-23. Further, an amount of ₹ 45.87 Lakhs have been reversed during current financial year out of ₹ 94.54 Lakhs due to error in calculation during the year 2022-23.

## Note:- 75 Ratios

The Ratios for the years ended March 31, 2024 and March 31, 2023 are as follows :

Particulars	Numerator	Denominator	As at March 31, 2024	As at March 31, 2023	Variance (in %)
Current ratio	Current assets	Current Liabilities	1.95	1.82	7.14
Debt-Equity ratio (4)	Total Debt(1)	Shareholder's equity	0.02	0.03	-33.33
Debt Service Coverage ratio	Earning available for debt service (2)	Debt Service(3)	37.48	38.54	-2.75
Return on Equity (ROE)	Net profits after taxes	Average Shareholder's Equity	0.39	0.46	-15.22
Inventory Turnover Ratio	Sales	Average Inventory	72.33	81.88	-11.66



# Notes to Consolidated Financial Statements

Particulars	Numerator	Denominator	As at March 31, 2024	As at March 31, 2023	Variance (in %)
Trade receivables turnover ratio	Revenue from Operations	Average trade receivable	3.39	4.13	-17.92
Trade payables turnover ratio	Cost of Sales and Purchase of Services	Average trade payable	2.53	2.41	4.98
Net Capital turnover ratio	Revenue	Working Capital	1.7	1.81	-6.08
Net profit ratio	Net profits	Revenue from Operations	0.26	0.28	-8.39
Return on Capital Employed (ROE)	Earning before interest and taxes	Capital employed (Net worth and Long Term Lease Liabilities)	0.46	0.54	-14.81
Return on Investment (ROI) (5)	Income generated from Investments	Time weighted Average Investment	7.94	5.19	52.99

- (1) Debt represent only lease liabilities.
- (2) Net profit after taxes + Non-cash operating expenses/Income plus Interest +other adjustment like losss on sale of Fixed assets.
- (3) Lease payment for the current year.
- (4) Debt Equity ratio decreased due to increase in Shareholders' equity and reduction in debt.
- (5) ROI has increased due to increase in interest rates on FDRs.

## Note :- 76 Exceptional Items

For the current Financial Year 2023-24, net expense on account of Exceptional items amounting to ₹ 5853.03 Lakhs includes: (i) ₹ 5126.20 Lakhs being provision made towards revised fixed, variable and Custody charges for the two Tejas express trains w.e.f. 13th August, 2021 to 31st March, 2023 in line with the letter received from Ministry of Railways even though the Group has made representation to the Railway Board for waiver of this amount, (ii) ₹ 1451.24 Lakhs being provision made towards the differential amount of profit sharing @25% (40%-15%) up to 31st March, 2023 on profits of Railneer plants operated on PPP model and (iii) ₹ 724.41 Lakhs being excess provisions written back for previous years relating to various expenses.

For the Financial Year 2022-23, net income on account of Exceptional items amounting to ₹ 2720.00 Lakhs includes: (i) ₹ 1198.59 Lakhs being excess provisions written back for previous years relating to Performance Related Pay (PRP), (ii) ₹ 1085.74 lakhs being excess provisions written back for previous years relating to Maintenance & Development charges for Internet Ticketing and (iii) ₹ 435.67 Lakhs being excess provisions written back for previous years relating to various other expenses.

## Note :- 77

The Group got incorporated a new company as its wholly owned subsidiary company namely "IRCTC Payments Ltd." on 10th February, 2024 with its main object "To carry on the business of providing different types of online and offline payments related services". The first financial year of the said subsidiary company will be from 10th February, 2024 to 31st March, 2025 as approved by the Board of Directors of IRCTC Payments Ltd. in their meeting held on 4th March, 2024. Accordingly, the Consolidated Financial Statements of the subsidiary for the period 10th February, 2024 to 31st March, 2024 has been prepared only for the purpose of preparation of consolidated financial statements of IRCTC Ltd.

Since the subsidiary Company is incorporated on 10th February, 2024 and hence, the consolidated figures for the year ended 31st March, 2024 include the figures of the subsidiary for the period 10th February, 2024 to 31st March, 2024. Figures for the year ended 31st March, 2023 pertain to parent company only as the subsidiary company does not exist during that year.

# Notes to Consolidated Financial Statements

## Note :- 78 Legacy Transactions

- (A) Identification/Reconciliation/Adjustment of legacy items representing old debit and credit balances and certain differences between control and subsidiary balances is in progress. Further, the system of classification/identification of liabilities as trade payables and the aging of payables/recievable including linking of payments made/received against invoices received/raised will be revisited and improved in FY 2024-25.
- (B) Identification and classification of MSME into Micro, Small and Medium is a continuous process and the same will be reviewed and improved during the financial year 2024-25.

## Note :- 79 Ex-gratia/Performance related pay to the deputationists

Ministry of Railways vide letter number 2023-BC-PP-05/2021-22 dated 09.01.2023 has sent provisional Para no 05 issued by C&AG to the Group on payments of ex-gratia/Performance related pay to the deputationists and requested to send comments on the provisional Para. this Para C&AG has commented that the payments of ex-gratia either in lieu of PRP or as pay parity to employees on deputation on CDA scale was in violation of the DPE and DoPT instructions, and thus inadmissible. Further C&AG have recommended that the payment of ex-gratia/PRP to the deputationists to be stopped and to ensure recovery of the inadmissible payments of ₹ 230.13 Lakhs made to deputationists. The Group has sent detailed reply to Ministry of Railways on dated 24.01.2023 in which company has requested that the performance award paid to the deputationists is not in violation of the DPE and DoPT instructions. The amount of performance award paid to deputationists is a form of incentive to boost the morale of the employees and to retain them with the Group. As on date no further communication has been received from Ministry of Railways by the Company. Appropriate decision will be taken on this matter as and when response is received from Ministry of Railways. In the meantime , no such provision has been made for the financial year 2022-23 & 2023-24 and the provisions outstanding (net of interim payments made) for financial year 2021-22 of ₹ 30.65 lakhs was written back as on March 31,2023. The response from Ministry of Railways is still awaited.

## Note :- 80 Disclosures required under Ind-AS and Schedule III of Companies Act,2013 (as amended)

The Group has made the disclosures at appropiates place regarding the relevant items or transactions of balance sheet and statement of profit and loss. Any non-disclosure is due to non occurrence of related transaction.

## Note :- 81 Borrowings

The Group has not taken any borrowings from banks and financial institutions during the year.

## Note :- 82 Other Regulatory Information

- (i) The Group do not have any Benami property. Accordingly, no proceedings have been initiated or pending against the Group for holding any Benami property under the Benami Transactions (Prohibitions) Act, 1988 (45 of 1988) and the rules made thereunder. Accordingly, no disclosure is required to be given.
- (ii) The Group have transactions with companies struck off under section 248 of the Companies Act, 2013 or section 560 of Companies Act, 1956 as per the following details for the year ended 31st March, 2024:-

Name of struck off Company	Nature of transactions with struck-off Company	Balance outstanding (₹ In Lakhs)	Relationship with the Struck off company, if any
G LITE ENERGY PRIVATE LIMITED	Payables	6.06	--
Reliance Communications Infrastructure Ltd.	Payables	0.01	--
Hakmichand D and Sons	Payables	5.26	--



# Notes to Consolidated Financial Statements

The Group have transactions with companies struck off under section 248 of the Companies Act, 2013 or section 560 of Companies Act, 1956 as per the following details for the year ended 31st March, 2023:-

Name of struck off Company	Nature of transactions with struck-off Company	Balance outstanding (₹ In Lakhs)	Relationship with the Struck off company, if any
Lead Management Services	Receivables	0.29	--
G LITE ENERGY PRIVATE LIMITED	Payables	6.06	--
Reliance Communications Infrastructure Ltd.	Payables	0.01	--
Bharti Cellular Ltd	Payables	0.49	--
Redguard India Pvt.Ltd.	Payables	0.27	--
Reliance Communications Infrastructure Ltd.	Receivables	2.06	--

- (iii) The Group do not have any charges or satisfaction which are yet to be registered with ROC beyond the statutory period.
- (iv) The Group has not traded or invested in Crypto currency or Virtual Currency during the current financial year.
- (v) The Group has not advanced or loaned or invested funds to any other person(s) or entity(ies), including foreign entities (Intermediaries) with the understanding that the Intermediary shall:
  - (a) directly or indirectly lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the Group (Ultimate Beneficiaries) or
  - (b) provide any guarantee, security or the like to or on behalf of the Ultimate Beneficiaries
- (vi) The Group has not received any fund from any person(s) or entity(ies), including foreign entities (Funding Party) with the understanding (whether recorded in writing or otherwise) that the Group shall:
  - (a) directly or indirectly lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the Funding Party (Ultimate Beneficiaries) or
  - (b) provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries
- (vii) The Group has no such transaction which is not recorded in the books of accounts that has been surrendered or disclosed as income during the year in the tax assessments under the Income Tax Act, 1961 (such as, search or survey or any other relevant provisions of the Income Tax Act, 1961).
- (viii) The Group is not declared as wilful defaulter by any bank or financial institution or other lender.
- (ix) The Group has one subsidiary incorporated on 10th February, 2024 and the subsidiary has not acquired any other Company. Accordingly, provisions of clause (87) of section 2 of the Act read with the Companies (Restriction on number of Layers) Rules, 2017, are complied with.
- (x) The Group has not revalued any of its Properties, Plant & Equipment (Including right of use assets) and intangible assets during the Financial Year 2023-24.
- (xi) The Group has not granted any loans or advances in the nature of loans to promoters, Directors, KMPs and the related parties during the Financial Year 2023-24.

# Notes to Consolidated Financial Statements

## Note :- 83 Re-grouping, reclassification, prior period items for previous years

The figures for the previous year have been regrouped/reclassified/restated to confirm and make them comparable with those of current year. The details are as follows:-

Items of Balance Sheet before and after re-classification as on 31st March, 2023:

### (a) Balance Sheet

Particulars	Before re-classification	Re-classification	₹ In Lakhs	After re-classification
Other Non Current Financial Assets	11.31	83.09		94.40
Bank Balances other than cash and cash equivalents	1,50,488.62	-291.39		1,50,197.23
Other Current Financial Asset	20,881.49	208.31		21,089.80

**Reason for Change :** Term deposits have been reclassified as on 31st March 2023 in accordance with requirement of schedule III.

### (b) Statement of Cash Flow

Particulars	Before re-classification	Re-classification	₹ In Lakhs	After re-classification
Cash Flow from Operating Activities	81,012.23	161.24		81,173.47
Cash Flow from Investing Activities	-31,513.56	-161.24		-31,674.80

**Reason for Change :** Term deposits have been reclassified as on 31st March 2023 in accordance with requirement of schedule III. Corresponding impact of same is in statement of cash flow.

Group has defined its policy for restatement of prior period items in Consolidated financial statements in accordance with IndAS notified. The impact of the policy is not material on current year financial statements. Net increase in profit for the year is ₹ 553.94 lakhs due to items of prior period nature recognised in current year statement of profit and loss.

## Note :- 84:

### (a) Statement containing salient feature of Financial Statements of Subsidiary

#### Part A "Subsidiaries" [ as per section 2(87) of the companies act 2013]

S. No.	Particulars	₹ In Lakhs	IRCTC Payments Ltd.
	Date of acquisition		10th February, 2024
	Financial Year ending on		31st March, 2024
	Principal Place of Business		India
1	Share Capital		-
2	Other equity/Reserves & surplus (as applicable)	1,481.94	
3	Liabilities	24.13	
4	Total Equity and Liability	1,506.07	
5	Total assets	1,506.07	
6	Investments	0.00	
7	Turnover	0.00	
8	Profit before taxation	-24.13	
9	Provision for taxation	-6.07	
10	Profit after taxation	-18.06	
11	Interim Dividend - Equity	NA	
12	Interim Dividend - Preference	NA	
13	Proposed Dividend - Equity	NA	
14	Proposed Dividend - Preference	NA	
15	% of share holding	NA	



# Notes to Consolidated Financial Statements

## (b) Additional information pursuant to Schedule III to the Companies Act, 2013

₹ In Lakhs

Name of the entity	Net Assets, i.e., total assets minus total liabilities		Share in profit or (loss)		Share in total comprehensive income	
	As % of consolidated net assets	Amount (₹)	As % of consolidated profit or loss	Amount (₹)	As % of consolidated total comprehensive income	Amount (₹)
<b>Parent Company</b>						
IRCTC LTD.	99.54%	3,21,486.67	100.02%	1,11,115.56	100.02%	1,11,146.26
<b>Subsidiaries</b>						
IRCTC Payments Ltd.	0.46%	1,481.94	-0.02%	(18.06)	-0.02%	(18.06)
<b>Net Total</b>	<b>100%</b>	<b>3,22,968.61</b>	<b>100.00%</b>	<b>1,11,097.50</b>	<b>100%</b>	<b>1,11,128.20</b>

## Note :- 85 Approval of Consolidated Financial Statements

The Consolidated financial statements were approved for issue by the Board of Directors on 28th May, 2024.

As per our Report of even date attached

For **N.K. Bhargava & Co.**

Chartered Accountants

Firm Reg. No. : 000429N

Sd/-

**CA N.K. Bhargava**

Partner

M.NO:-080624

For and on behalf of :-

**Indian Railway Catering & Tourism Corporation Limited**

Sd/-

**Sanjay Kumar Jain**

Chairman & Managing Director

DIN:- 09629741

Sd/-

**Ajit Kumar**

Director (Finance) & CFO

DIN:- 07247362

Sd/-

**Suman Kalra**

Company Secretary

M.No.FCS9199

Place : New Delhi

Date : 28th May, 2024





**COMMENTS OF THE COMPTROLLER AND AUDITOR GENERAL OF INDIA UNDER SECTION 143(6) (b)  
OF THE COMPANIES ACT, 2013 ON THE FINANCIAL STATEMENTS OF INDIAN RAILWAY CATERING  
AND TOURISM CORPORATION LIMITED FOR THE YEAR ENDED 31 MARCH 2024**

The preparation of financial statements of **INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED** for the year ended 31 March 2024 in accordance with the financial reporting framework prescribed under the Companies Act, 2013 (Act) is the responsibility of the management of the Company. The Statutory Auditors appointed by the Comptroller and Auditor General of India under Section 139 (5) of the Act is responsible for expressing opinion on the financial statements under Section 143 of the Act based on independent audit in accordance with the standards on auditing prescribed under Section 143(10) of the Act. This is stated to have been done by them vide their Revised Audit Report dated 24 July 2024 which supersedes their earlier Audit Report dated 28 May 2024.

I, on behalf of the Comptroller and Auditor General of India, have conducted a supplementary audit of the financial statements of **INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED** for the year ended 31 March 2024 under Section 143(6)(a) of the Act. This supplementary audit has been carried out independently without access to the working papers of the Statutory Auditors and is limited primarily to inquiries of the Statutory Auditors and Company personnel and a selective examination of some of the accounting records.

In view of the revisions made in the Statutory Auditor's report, to give effect to some of my audit observations raised during supplementary audit, I have no further comments to offer upon or supplement to the Statutory Auditors' report under Section 143(6)(b) of the Act.

For and on the behalf of the  
Comptroller & Auditor General of India

**Dr. Nilotpal Goswami**  
Director General of Audit  
Railway Commercial, New Delhi

**Place: New Delhi**  
**Dated: 09.08.2024**

**COMMENTS OF THE COMPTROLLER AND AUDITOR GENERAL OF INDIA UNDER SECTION 143(6) (b)  
READ WITH SECTION 129 (4) OF THE COMPANIES ACT, 2013 ON THE CONSOLIDATED FINANCIAL  
STATEMENTS OF INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED FOR THE  
YEAR ENDED 31 MARCH 2024**

The preparation of consolidated financial statements of **INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED** for the year ended 31 March 2024 in accordance with the financial reporting framework prescribed under the Companies Act, 2013 (Act) is the responsibility of the management of the company. The Statutory Auditors appointed by the Comptroller and Auditor General of India under Section 139 (5) read with Section 129 (4) of the Act is responsible for expressing opinion on the financial statements under Section 143 read with Section 129 (4) of the Act based on independent audit in accordance with the standards on auditing prescribed under Section 143(10) of the Act. This is stated to have been done by them vide their Revised Audit Report dated 24 July 2024 which supersedes their earlier Audit Report dated 28 May 2024.

I, on behalf of the Comptroller and Auditor General of India, have conducted a supplementary audit of the consolidated financial statements of **INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED** for the year ended 31 March 2024 under Section 143(6)(a) read with Section 129(4) of the Act. We did not conduct supplementary audit of the financial statements of IRCTC Payments Limited for the year ended on that date. This supplementary audit has been carried out independently without access to the working papers of the Statutory Auditors and is limited primarily to inquiries of the Statutory Auditors and company personnel and a selective examination of some of the accounting records.

In view of the revisions made in the Statutory Auditor's report, to give effect to some of my audit observations raised during supplementary audit, I have no further comments to offer upon or supplement to the Statutory Auditors' report under Section 143(6)(b) of the Act.

For and on the behalf of the  
Comptroller & Auditor General of India

**Dr. Nilotpal Goswami**  
Director General of Audit  
Railway Commercial, New Delhi

Place: New Delhi  
Dated: 09.08.2024

## Notes

## **Disclaimer**

Some information in this report may contain forward-looking statements which include statements regarding Company's expected financial position and results of operations, business plans and prospects etc. and are generally identified by forward-looking words such as "believe," "plan," "anticipate," "continue," "estimate," "expect," "may," "will" or other similar words. Forward-looking statements are dependent on assumptions or basis underlying such statements. We have chosen these assumptions or basis in good faith, and we believe that they are reasonable in all material respects. However, we caution that actual results, performances or achievements could differ materially from those expressed or implied in such forward-looking statements. We undertake no obligation to update or revise any forward-looking statement, whether as a result of new information, future events, or otherwise.



**Indian Railway Catering and Tourism Corporation Limited**  
(A Govt. of India Enterprise-Mini Ratna Category-I)

**Registered & Corporate Office**

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**CIN** L74899DL1999G01101707

