



इंडियन रेलवे कॅटरिंग एण्ड टूरिज्म कॉरपोरेशन लिमिटेड
(भारत सरकार का उद्यम-मिनी रत्न)
INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.
(A Govt. of India Enterprise-Mini Ratna)

"CIN-L74899DL1999GOI101707" E-mail : info@irctc.com Website : www.irctc.com

No. 2019/IRCTC/CS/STEX/356

December 16, 2024

BSE Limited (Through BSE Listing Centre) 1 st Floor, New Trade Wing, Rotunda Building Phiroze Jeejeebhoy Towers, Dalal Street Fort, Mumbai – 400 001 Scrip Code: 542830	National Stock Exchange of India Limited (Through NEAPS) "Exchange Plaza", C-1, Block-G, Bandra- Kurla Complex, Bandra (East), Mumbai – 400 051 Scrip Symbol: IRCTC
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Sub: Disclosure under Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

Sir/Madam,

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find attached herewith the details of Orders passed by the District Consumer Dispute Redressal Commission, uploaded on online portal on 14.12.2024 (received on 16.12.2024).

This is for your information and record please.

Thanking you,

Yours faithfully,

**For and on behalf of Indian Railway Catering &
Tourism Corporation Limited**

(Suman Kalra)
Company Secretary and Compliance Officer

S. No.	Brief Details	Description	Description
1.	Name of the Authority	The President, District Consumer Dispute Redressal Commission, Kalaburagi, Karnataka.	The President, District Consumer Dispute Redressal Commission, Kalaburagi, Karnataka.
2.	Nature and details of the action(s) taken, initiated or order passed	<p>CC/103/2024 before DCDRC Kalaburagi, Karnataka.</p> <p>The Complaint filed under Sec 35 of the Consumer Protection Act, 2019 against the OP's is hereby allowed with cost.</p> <p>The OP's are jointly and severally liable to pay compensation for a sum of Rs. 3,000/- for unfair trade practice, Rs.4,000/- for deficiency in service and physical strain suffered and cost of Rs.3,000/-. The OP's are further directed to deposit a sum of Rs.50,000/- to the District Consumer Welfare Fund account of this commission. The OP's are directed to comply the said order within 45 days from the date of this order. Failing which the complainant is directed to recover the said total sum of Rs.60,000/- with interest at the rate of 9% p.a from the date of complainant i.e 08.02.2024 to till realization of entire amount. After realization of said amount the complainant is entitled to take his compensation amount of Rs.10,000/- with interest only. The office directed to deposit the balance amount to the District Consumer Welfare Fund account.</p>	<p>CC/193/2023 before DCDRC Kalaburagi, Karnataka.</p> <p>The Complaint filed under Sec 35 of the Consumer Protection Act, 2019 against the OP' s is hereby allowed with cost.</p> <p>The OP's are jointly and severally liable to pay compensation for a sum of Rs.3,000/- for unfair trade practice, Rs.4,000 / - for deficiency in service and physical strain suffered and cost of Rs.3,000/- The OP's are further directed to deposit a sum of Rs.50,000/- to the District Consumer Welfare Fund account of this commission. The OP' s are directed to comply the said order within 45 days from the date of this order. Failing which the complainant is directed to recover the said total sum of Rs.60 ,000/- with interest at the rate of 9% p.a from the date of complainant i.e 12.12.2023 to till realization of entire amount. After realization of said amount the complainant is entitled to take his compensation amount of Rs.10,000/- with interest only. The office directed to deposit the balance amount to the District Consumer Welfare Fund account.</p>

3.	Date of receipt of direction or order, including any ad-interim or interim orders or any other communication from the authority	Order was passed by the District Consumer Dispute Redressal Commission and uploaded on online portal on 14.12.2024. The certified Judgment copy from the consumer court is not received by this office so far.	Order was passed by the District Consumer Dispute Redressal Commission and uploaded on online portal on 14.12.2024. The certified Judgment copy from the consumer court is not received by this office so far.
4.	Details of the violation(s) / contravention(s) committed or alleged to be committed	The Complainant had booked the reservation ticket in Train No 17308 for his travel from Gulbarga to Bangalore on 07.11.2023 and Return journey train ticket was reserved from Kengeri to Gulbarga in Train No 17307 on 08.11.2023 and unfortunately his ticket was not confirmed, hence he travelled in General Compartment of the train no 17307 and the complainant has mentioned that train was overcrowded and that passengers had to travel like animals with being provided the basic service by the Railways. So aggrieved customer sent legal notice to all the opposite parties and filed this consumer case.	The Complainant had booked the reservation ticket in Train No 17308 for his travel from Gulbarga to Bangalore on 16.10.2023 and Return journey train ticket was reserved from Kengeri to Gulbarga on 17.10.2023 in Train No 17307. Complainant's ticket was confirmed in RAC in 511 RAC-71. After boarding the train, due to no water in the toilet he could not clean himself after using the toilet which led to lot of mental tension. He made complaint to 139 regarding this, no action has taken and water issue was not solved even after much time. So aggrieved customer sent legal notice to all the opposite parties and filed this consumer case.
5.	Impact of financial, operation or other activities of the listed entity, quantifiable in monetary terms to the extent possible	There is no impact on the operations or other actives of the company. However, the financial implications would be limited to compensation amount mentioned in point no-2.	There is no impact on the operations or other actives of the company. However, the financial implications would be limited to compensation amount mentioned in point no-2.