

**REVIEW OF ANNUAL REPORT AND AUDITED ACCOUNTS OF INDIAN RAILWAY
CATERING AND TOURISM CORPORATION LIMITED FOR THE YEAR 2018-19**

Background

Indian Railway Catering and Tourism Corporation Limited (IRCTC), was incorporated on 27th September 1999 under the Companies Act, 1956 as an extended arm of the Indian Railways to upgrade, professionalize and manage the catering and hospitality services at stations, on trains and other locations and to promote domestic and international tourism through development of budget hotels, special tour packages, information & commercial publicity and global reservation systems. The authorized share capital of the company is ₹ 250 crores and paid up share capital is ₹ 160 crores, fully subscribed by Ministry of Railways, Government of India.

Financial Performance Highlights

During the financial year 2018-19, the Company achieved a total income of ₹ 1957.01 crore, as compared to ₹ 1544.75 crore in the previous year. The Company earned Profit before tax of ₹ 475.93 crore in 2018-19 as compared to ₹ 338.98 crore in 2017-18 and Profit after tax of ₹ 305.93 crore in 2018-19 as compared to ₹ 219.52 crore in 2017-18.

The Board of Directors has recommended a total dividend of ₹122.37 cores (including interim dividend of ₹ 60 crores already paid to Government of India) for the financial year 2018-19 as against ₹88.81cores paid in the previous year.

The last five years financial highlights are as below:

(₹ in Crores)

S. No.	Particulars	2014-15	2015-16	2016-17	2017-18	2018-19
1	Total Income	1,141.21	1,523.41	1598.71	1544.75	1957.01
2	Total Expenditure	906.76	1,193.58	1242.31	1181.45	1487.49
3	Gross Margin	234.45	329.82	356.40	360.30	469.52
4	Profit Before Taxes	214.03	306.79	331.45	338.98	475.93
5	Provision for Taxes	83.40	109.49	116.76	119.46	170.00
6	Profit After Tax	130.63	197.30	214.69	219.52	305.93
7.	Dividend	26.13	75.45	84.68	88.81	122.37
8	Net worth	444.25	700.57	778.34	945.37	1067.02
9.	Number of Employees	1511	1483	1494	1464	1509
10.	RATIO					
(i)	Total expenditure / total income	79.46%	78.35%	77.71%	76.48%	76.00%

The activities of company can be broadly grouped under following four segments:

1. Catering & Hospitality
2. Travel & Tourism
3. Internet Ticketing
4. Packaged Drinking Water(Rail Neer)

Catering & Hospitality:

The revenue from Catering increased to ₹ 1065 cr (approx.) against ₹ 729 cr (approx.) in 2017-18.

During the year, IRCTC managed on-board catering services in 19 Rajdhanis, 2 Tejas, 1 Gatiman, 1 Vande Bharat, 22 Shatabdis, 19 Durontos and 296 Mail/Express trains. During 2018-19, Ministry of Railways introduced 1 Tejas, 1 Vande Bharat, 1 Rajdhani and 13 Mail/express trains.

During the year, IRCTC managed 11 Base Kitchens, located at New Delhi, Howrah, Ahmedabad, Patna, Mumbai Central, Mumbai CST, Ballarshah, Nagpur, Balasore, Sealdah and Kharagpur Jn. In view of Catering Policy 2017, 30 base kitchens were also up-graded in FY 19.

During the year, company commissioned 16 Food Plazas and 49 Fast Food Units, thereby managing 290 operational units.

E-catering service is expanding and available at 325 stations. The average daily bookings under E-Catering for FY – 2018-19 stood at 11,859 meals.

IRCTC has commissioned 8 Executive Lauges at Visakhapatnam, New Delhi, Vijayawada, Agra Cantt, Jaipur, Ahmedabad, Madurai & Sealdah.

The Company is presently operating two Rail Yatri Niwas at Ginger Rail Yatri Niwas, New Delhi and Sampath Rail Yatri Niwas Howrah and two BNR Hotels from Puri and Ranchi.

Travel And Tourism :

IRCTC has become one of the leading travel and tourism companies in the market. The various tourism products of IRCTC includes Luxury Train Tours Maharajas' Express, Buddhist Circuit Special Train, Bharat Darshan Special Tourist Trains, Rail Tour Packages, International and Domestic Air packages, Land Tour Packages, Hotel booking, Car Rental, Customised and LTC tours and Event Management etc.. IRCTC have its exclusive tourism portal, www.irctctourism.com for showcasing and booking of various tourism products in a single space.

The revenue from Tourism segment in 2018-19 (including State Teerath segment) was registered at ₹ 453 cr (approx.) as against ₹ 399 cr. (approx.) in 2017-18.

Internet Ticketing:

E-ticketing accounts for 70% of reserved tickets in 2018-19 on Indian Railways booked online. On an average, more than 7.78 lakh tickets were sold daily through IRCTC's website during the 2018-19. The site offers round the clock ticket booking services except for 35 minutes from 2345 hrs to 0020 hrs.

Year	2017-18	2018-19
No. of E-Tickets Booked (in Lakhs)	2466	2841
No. of Passengers Booked E-tickets (in Lakhs)	4340	4949
E-ticketing Revenue Collection (₹ in Crores)	28475	32069

The revenue from Internet Ticketing segment in 2018-19 was registered at ₹ 239 cr (approx.) as against ₹ 204 cr. (approx.) in 2017-18.

Packaged Drinking Water (Rail Neer) :

In addition to present operational plants located at Delhi, Patna, Palur, Ambernath, Amethi, Parassala and Bilaspur, the Company has set up four new plants at Hapur, Sanand, Nagpur and Bhopal in FY 2018-19.

The total production of Rail Neer at Nangloi, Danapur, Palur, Ambernath, Amethi, Parassala & Bilaspur plants was 21.50 crore bottles in FY 2018-19 against total production of 20.20 crore bottles in previous year. The capacity utilization of all plants was 83% as on 31st March, 2019.

The revenue from Railneer segment in 2018-19 was registered at ₹ 180 cr (approx.)as against ₹ 167 cr (approx.)in 2017-18
