

**REVIEW OF ANNUAL REPORT AND AUDITED ACCOUNTS OF INDIAN RAILWAY  
CATERING AND TOURISM CORPORATION LIMITED FOR THE YEAR 2019-20**

**Background**

Indian Railway Catering and Tourism Corporation Limited (IRCTC), was incorporated on 27<sup>th</sup> 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 authorised share capital of the company is ₹ 250 crores and paid up share capital is ₹ 160crores, fully subscribed by Ministry of Railways, Government of India.

During 2019-20, shares of IRCTC got listed on 14<sup>th</sup> October, 2019 on BSE Limited (BSE) and National Stock Exchange of India Limited (NSE) and the public issue was subscribed more than 112 times. Post IPO, shareholding of the President of India (Government of India) reduced to 87.40% from 100% of the paid up equity share capital of the Company.

**Financial Performance Highlights**

During the financial year 2019-20, the Company achieved a total income of ₹ 2,353.54 crore, as compared to ₹ 1,958.94 crore in the previous year. The Company earned Profit before tax of ₹ 745.35 in 2019-20 as compared to ₹478.56 crore in 2018-19 and Profit after tax of ₹ 528.57 crore in 2019-20 as compared to ₹308.56 crore in 2018-19.

Subject to approval of shareholders in the ensuing Annual General Meeting, the Board of Directors has recommended a total dividend of ₹ 200 crores (including interim dividend of ₹ 160 crores already paid to shareholders of the Company in March, 2020) for the financial year 2019-20 as against ₹ 122.37 crores paid in the previous year.

The financial highlights of the year 2019-20 as compared with the year 2018-19 are as below:

**(₹ in Crores)**

<b>S. No.</b>	<b>Particulars</b>	<b>2018-19</b>	<b>2019-20</b>
1	Total Income	1958.94	2353.54
2	Total Expenditure	1486.78	1562.09
3	Gross Margin	472.16	791.45
4	Profit Before Tax	478.56	745.35
5	Provision for Tax	170.00	216.78
6	Profit After Tax	308.56	528.57
7	Net worth	1071.02	1327.82
8	Number of Employees	1509	1446
9	Total expenditure / total income	75.90	66.37

## **Catering & Hospitality:**

During the year, IRCTC managed on-board catering services on 417 trains (24 Rajdhani, 2 Tejas, 1 Gatiman, 2 Vande Bharat, 23 Shatabdis, 18 Durontos and 347 Mail/Express trains). During 2019-20, Ministry of Railways has introduced one Vande Bharat, one Rajdhani and thirteen Mail/express trains. IRCTC also manages Train side vending contracts on Mail/Express and Superfast trains having no pantry cars. As on 31<sup>st</sup> March, 2020, contracts for 26 sections over Indian Railway network have been finalized for provision of TSV services for trains without Pantry Cars.

As on 31<sup>st</sup> March, 2020, IRCTC managed 11 Base Kitchens, located at New Delhi, Howrah, Ahmedabad, Patna, Mumbai Central, Mumbai CST, Ballarshah, Nagpur, Balasore, Sealdah and Kharagpur Jn. and also managed 169 Refreshment rooms, 56 Jan Ahaars and 24 Cell Kitchens.

The Company commissioned 16 Food Plazas and 40 Fast Food Units, thereby managing 293 operational units as on 31<sup>st</sup> March, 2020.

E-catering services are expanding and available at 358 stations. On an average 21,571 meals per day were booked through e-catering in Financial Year 2019-20.

IRCTC has set up 06 Executive Lounges at New Delhi, 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.

The revenue from Catering segment in 2019-20 was registered at ₹1059.99 crore as against ₹ 1045.41crore in 2018-19.

## **Travel And Tourism :**

IRCTC has become one of the leading travel and tourism companies in the market. The various tourism business segments of IRCTC include 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, Customised and LTC tours and Event Management etc. Initialisation of operation and management of Private Trains which is operated on sectors like, Lucknow- Delhi- Lucknow, Ahmedabad- Mumbai- Ahmedabad and Varanasi- Indore- Varanasi. IRCTC have its exclusive tourism portal, [www.ircctourism.com](http://www.ircctourism.com) for showcasing and booking of various tourism products in a single space.

The revenue from Tourism segment in 2019-20 was registered at ₹ 297.20 crore as against ₹ 251.25 crore in 2018-19.

### **Internet Ticketing:**

E-ticketing accounts for 72.75% of reserved tickets in 2019-20 on Indian Railways booked online. On an average, more than 8.25 lakh tickets were sold daily through IRCTC's website and Mobile App during the 2019-20. The site offers round the clock ticket booking services except for 35 minutes from 2345 hrs to 0020 hrs.

<b>Year</b>	<b>2018-19</b>	<b>2019-20</b>
No. of E-Tickets Booked (in Lakhs)	2842	3019
No. of Passengers Booked E-tickets (in Lakhs)	4950	5230
E-ticketing Revenue Collection (₹ in Crores)	32070	34055

The revenue from Internet Ticketing segment in 2019-20 was registered at ₹ 622.34 crore as against ₹ 234.10 crore in 2018-19.

### **Packaged Drinking Water (Rail Neer):**

As on 31.03.2020, IRCTC has fourteen operational plants located at Delhi, Patna, Palur, Ambernath, Amethi, Parassala, Bilaspur, Sanand, Hapur, Mandideep, Nagpur, Jagiroad, Jabalpur and Sankrail of which the plants at Amethi, Parassala, Sanand, Hapur, Mandideep, Nagpur, Jagiroad, Jabalpur and Sankrail are under PPP mode.

The total production of Rail Neer Plants during FY 2019-20 was 29.50 crore litres against total production of 21.50 crore litres in previous year. The capacity utilization of all plants was 79% as on 31<sup>st</sup> March, 2020.

The revenue from Railneer segment in 2019-20 was registered at ₹ 225.85 crore as against ₹ 176.26 crore in 2018-19.

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