



इंडियन रेलवे कैंटरिंग 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 11, 2023

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",-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, this is to inform that the Company has received an Order from District Consumer Dispute Redressal Commission Tirunelveli (Tamil Nadu). The details are given below:

S. No.	Brief Details	Description
1.	Name of the Authority	The President, District Consumer Disputes Redressal Commission Tirunelveli (Tamil Nadu).
2.	Nature and details of the action(s) taken, initiated or order passed	Order passed to pay a sum of Rs.25,000/- as consolidated compensation and Rs.3,000/- as cost to the complainant. The consolidated compensation amount and cost shall be paid within one month from the date of receipt of a copy of the order, to the complainant. In case of default to pay the amount, thereafter the opposite party shall pay 9% interest per annum, for these amounts to the complainant, till the date of realization.
3.	Date of receipt of direction or order, including any ad-interim or interim orders or any other communication from the authority	7 th December 2023 (received on 11 th December 2023).
4.	Details of the violation(s) / contravention(s) committed or alleged to be committed	E-Catering Issue- Failed to provide food to the complainant at Ernakulam Junction (through IRCTC e-Catering from M/s Dominos) due to unavoidable circumstances on 26.12.2019.
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 activities of the Company. However, the financial implications would be limited to compensation amount mentioned in Point no-2.

The Company is examining the notice and will take suitable action.

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