

IRCTC 24TH ANNUAL GENERAL MEETING

- **Moderator:**
- Dear shareholders, good afternoon and a warm welcome to you all to the 24th Annual General meeting of IRCTC Limited through video conferencing or other audiovisual facility. As a reminder, for the smooth conduct of the meeting the members will be in mute mode and audio and video will be opened when they will speak at the AGM as per the preregistration. Please note that as per the requirements the proceedings of the Annual General meeting will be recorded and available on the website of the company.
- I now hand over the proceedings to Ms. Suman Kalra, Company Secretary of IRCTC Limited.
- **Suman Karla – Company Secretary, IRCTC Limited:**
- Thank you, namaskar and a very good afternoon to all of you. Dear shareholders. I, Suman Kalra, Company Secretary of Indian Railway, Catering and Tourism Corporation Limited extend a very warm welcome to all of you to the 24th annual general meeting of the company. In accordance with the Company's Act 2013 and circulars issued by Ministry of Corporate Affairs and Sebi, this annual general meeting is being held through video conferencing and other audiovisual means. Further, all efforts have been made by the company to enable members to participate and vote on the items being considered in the meeting. Registers would be open for inspection as per requirement of statute. Now, I take privilege to introduce board of directors of our company and other dignitaries. We have with us, Smt. Seema Kumar, Chairperson and Managing Director.
- **Seema Kumar - Chairperson and Managing Director, IRCTC Limited:**
- Namaskar and very warm welcome to the AGM today.
- **Suman Karla – Company Secretary, IRCTC Limited:**
- Sri Ajit Kumar, Director of Finance and CFO.
- **Ajit Kumar - Director of Finance and CFO, IRCTC Limited:**
- Namaskar, welcome to the 24th AGM of your company.
- **Suman Karla – Company Secretary, IRCTC Limited:**
- Dr. L RaviKumar, Director, Catering Services.
- **L RaviKumar - Director, Catering Services, IRCTC Limited:**
- Namaskar, welcome to all shareholders for the AGM today.
- **Suman Karla – Company Secretary, IRCTC Limited:**

- Mr. KK. Mishra, Director, Tourism and Marketing.
- **K K. Mishra - Director, Tourism and Marketing, IRCTC Limited:**
- Namaskar, IRCTC, welcome to AGM.
- **Suman Karla – Company Secretary, IRCTC Limited:**
- Mr. Neeraj Sharma, Government Nominee Director.
- **Neeraj Sharma - Government Nominee Director, IRCTC Limited:**
- Namaskar. Welcome you all.
- **Suman Karla – Company Secretary, IRCTC Limited:**
- Mr. Manoj Kumar Gangeye, Government Nominee Director.
- Mr. Vinay Kumar Sharma, Chairman Audit Committee and Stakeholder Relationship Committee.
- **Vinay Sharma - Chairman Audit Committee and Stakeholder Relationship Committee, IRCTC Limited:**
- Namaskar. Welcome you all.
- **Suman Karla – Company Secretary, IRCTC Limited:**
- Mr. Namgyal Wangchuk, Chairman Nomination and Remuneration Committee.
- **Namgyal Wangchuk - Chairman Nomination and Remuneration Committee, IRCTC Limited:**
- Namaskar. Welcome you all to 24th annual general meeting.
- **Suman Karla – Company Secretary, IRCTC Limited:**
- Mr. Devendra Pal Bharti, Independent Director.
- **Devendra Pal Bharti - Independent Director, IRCTC Limited:**
- Namaskar. I welcome you all.
- **Suman Karla – Company Secretary, IRCTC Limited:**
- Mr. Vikram Singh, Nominee for and on behalf of President of India. Attending meeting from Ministry of Railways, New Delhi.
- **Vikram Singh - Nominee for and on behalf of President of India, IRCTC Limited:**
- Good morning, everyone. I am Vikram Singh. ED, Tourism and Catering and President's nominee in IRCTC Board of directors. Thank you.
- **Suman Karla – Company Secretary, IRCTC Limited:**

- Thank you, sir. Mr. Ashok Malhotra, Statutory Auditor from New Delhi. Mr. Naresh Kumar Sinha, Secretary Auditor from New Delhi.
- **Naresh Kumar Sinha - Secretary Auditor:**
- Attending this meeting from my office at Noida. Thank you.
- **Suman Karla – Company Secretary, IRCTC Limited:**
- Thank you, sir. Smt. Balika Sharma, Scrutinizer from New Delhi. I now request Chairperson and Managing Director of your company to address you all.
- **Seema Kumar - Chairperson and Managing Director, IRCTC Limited:**
- Very good afternoon to all of you. As the requisite quorum for the annual general meeting is present as confirmed by the NSDL with the presence of 106 members, I call this meeting in order. I welcome you all to the 24th annual General meeting. With the permission of the shareholders, the notice convening the Annual General meeting and director's report already circulated to you is taken as read. I would also take this opportunity to brief our esteemed shareholders about the performance of your company.
- Today, as we convene the 24th annual General meeting of IRCTC. I warmly welcome each one of you. It is a pleasure to connect with you all. Although virtual, it is a privilege to host you today. On behalf of the IRCTC board of directors, I want to thank you for taking out the time to join us. Your continued trust in the company has given us confidence to push ourselves further to deliver market leading returns and consistent value for you year after year. India's service sector witnessed a swift rebound in FY22 driven by growth in the contact intensive service subsector which bore the maximum burden of the pandemic. This subsector completely recovered from the pre-pandemic level in Q2 of FY23 driven by the release of pent-up demand, ease of mobility restriction and near universal vaccination coverage. The post pandemic scenario of global tourism is gradually converging to pre pandemic one. With travel restrictions and health concerns, subsiding tourism has become a vital driver of a strong upswing in the contact intensive activity. India's tourism sector is also showing signs of revival. Foreign tourist arrivals in India, FY23 have been growing month on month. And with the resumption of scheduled international flight and the easing of COVID-19 regulations.
- Now coming to the performance of your company during '22-'23, I'm delighted to inform that during the year under review, we have registered a strong financial performance with a total income of Rs. 3601.90 crores, which increased from Rs. 1954.48 crores in '21-'22, our EBITDA stood at Rs. 1396.65 crores over Rs. 949.42 crores in previous fiscal, our Pat grew to Rs. 1005.88 crores from Rs. 659.55 crores in FY21-22. Both EBITDA and PAT ended up at a healthy margin of 38.14% and 27.47% respectively. Considering the excellent performance of the company, directors have recommended a final dividend of Rs 2 share for FY22-23, subject to the approval of the shareholder in this AGM today. This is in addition to the interim dividend of Rs 3.5 per share which was declared in February '23 and paid to the shareholder in March '23. With this, the total dividend declared by the company for FY23 is Rs. 5.50

per equity share of the face value of Rs 2 each. During FY22-23, Department of Investment and Public Asset Management. That is DIPAM Ministry of Finance issued directives for disinvestment up to 5% of paid-up equity capital in the company, through offer for sale, subsequent to this OFS the President of India's Holding in IRCTC has reduced to 62.4% from 67.4% of the paid equity share capital of the company. I would like to take this opportunity now to brief our esteemed shareholders about the segment wise highlights for the year '22-'23.

- Internet ticketing segment has registered a tremendous growth. The company's next generation E-ticketing system has simplified the life of passengers and consistently heading on growth path by capturing 80.99% share of Indian railways booked in FY22- 23. As a milestone, E-ticking system booked 28,434 tickets in a minute on 12th November 2022. IRCTC's E -ticking facility proved as an extremely convenient tool for the paramilitary forces for handling their reserve train e-ticketing requirements. Eliminating the need for cumbersome manual processes of railway warrant management, reconciliation and accounting between Indian Railways and Ministry of Home Affairs. IRCTC has developed a dedicated in-house website to maintain the E-ticketing system along with the warrant management system for booking of e-tickets through this portal to travel for train in a hassle-free manner.
- Giving further impetus to this progress, E-ticketing service for Indo Tibetan Board police that is IDPP was launched on 9 February '23. Presently, we are serving seven central paramilitary forces. That is NSG, CRPF, NDRF, AR, CISF, BSF and ITBP. With the advent of new technology, mode of communication has majorly shifted to mobile phones, which has now become essential part of daily lives. IRCTC has tapped this opportunity with IRCTC Rail Connect mobile app both for Android and iOS platform, whereby approximately 47% users are booking tickets through mobiles only. During FY22-23, several new features have been added to the mobile app to enhance the experience like Biometric based login, Hindi language syncing, e-valet registration facility, proliferation of booking through Ask Disha chatbot and iPay, simplified user account recovery process, new UI design for dashboard page, display of latest accommodation, availability in trains and the verification of Aadhaar detail, etc.
- Going further, IRCTC has signed an MoU with Uttarakhand Civil Aviation Development authority for five years for online booking of helicopter services to holy shrine of Shrikedarnath Dhamji. IRCTC has developed an online electronic booking, ticket booking platform for online as well as counter ticket booking along with the QR code-based ticket checking. First booking was opened on 8th April '23 for the Yatra this year, which started on 24th April '23. During the first quarter of FY23-24, 75,828 passengers have booked their helicopter tickets online. IRCTC has earned a revenue of Rs. 2.57 crores from the convenience fee charged to the passenger. As it is evident, online travel booking platforms have become preferred choice of customers. To take it forward, IRCTC has recently signed an MoU with Delhi Metro Rail Corporation on 14th August '23 to provide facility of seamless booking of QR code-based tickets to DMRC for the users booking e-tickets on IRCTC portal. This is a major step towards streamlining travel experience, setting new standards for convenience, efficiency and connectivity.

- Now coming to travel and tourism segment. India being one of the most popular travel destinations across the globe has resulted in Indian tourism and hospitality industry to emerge as one of the key drivers of growth among the service sectors in India. I am pleased to report that during this year IRCTC has initiated the operation of Bharat Gaurav trains across India with the allotment of LHB rakes from Indian Railways for promotion of domestic railways tourism at a reasonable price. With the induction of these rakes, IRCTC has become the largest train operator in the country by owning 10 exclusive Bharat Gaurav LHB Rakes in its custody. Full-fledged operation of all these Bharat Gaurav rakes have been planned and 41 tours have already been operated till July '23. These Bharat Gaurav trains although along with the special state thirath trains are poised for a significant operational jump in revenues from the tourism and travel vertical of IRCTC.
- In addition, in order to attract common man, especially senior citizens to travel by air, IRCTC has made a new beginning in this segment by operating such tours by air. During FY22-23, IRCTC operated state special tours by air from Jaipur to Kathmandu for Rajasthan State government and provided services to 538 passengers. Government of India has reposed its confidence in IRCTC for operating various prestigious cultural exchange groups as well. IRCTC organized Kashi Tamil Sangamam for 2,592 participants from Tamil Nadu to Varanasi which was operating during February - March '23 and Northeast Yuva Sangamam tours with total of 29 number of tours carrying 1,250 youths identified by designated higher education institute where IRCTC has provided end-to-end services.
- I am pleased to share that IRCTC has also operated Yuva Sangam season two for providing services to 982 participants in May- June '23 and Saurashtra Tamil Sangamam tours were operated with 3,234 participants in April - May '23. These cultural exchange tours were operated under Ek Bharat Shreshth Bharat initiative of Central government.
- Now coming to the catering vertical of IRCTC, with the resumption of operation of regular trains and cooked food post Pandemic in November '21, the company's mobile catering segment has started operating in full swing. In FY22-23, IRCTC focused its catering operation towards enhancement of meal experience of the passenger fraternity whether on trains or at station. After witnessing stagnation in catering activity in nearly two years on account of Pandemic, IRCTC has come back strongly in its catering vertical by commencing operation of a number of hospitality outlets at railway station and nonrailway premises as well. Besides, the company has been entrusted with the responsibility of provision of catering services in the fleet of prestigious Vande Bharat trains launched by Ministry of Railways during the year which also demonstrates the trust of Ministry of Railways on IRCTC.
- As on 31st March '23, your company has provided onboard catering services in 474 pairs of trains and managed 182 refreshment rooms, 57 Jan Ahaars and 315 Food Plaza fast food units. I am happy to convey that post resumption E-Catering segment of IRCTC has also performed exceptionally well. An average of 40,669 meals per day were booked through E-Catering during year under review. Your company is also successfully operating eight executive lounges on Pan India basis. These state of art executive lounges have won admiration from one and all for their impeccable décor,

service and facilities for the railway passengers to wait comfortably during pre-departures and post arrivals. Your company also plans to build a network of well-planned chain of hotels that target the economy budget travellers, presently, budget hotels at Lucknow, Khajuraho and Kevadia are under construction and company is exploring the avenues for such hotels at other locations as well. We have approached several state governments for the same.

- Now. Railneer vertical, at present 16 Railneer plants are operational on Indian Railways. Out of these, Railneer plants located at Nangloi, Danapur, Palur and Ambernath are being departmentally operated by IRCTC and plants at Amethi, Parassala, Sanand, Hapur, Mandideep, Nagpur, Jagiroad, Maneri, Sankrail, Una, Bilaspur and Bhusawal are being operated under PPP model. Railneer plant at Bhusawal has commenced commercial operations during FY22-23. Three additional plants at Kota, Bhuvneshwar and Vishakhapatnam are expected to be operational in FY23-24. As far as corporate social responsibility is concerned, your company is committed in its contribution to the welfare of the communities in the society where it operates through corporate social responsibility initiatives. The activities undertaken are governed by the CSR policy of the company whose primary objective is to consistently pursue the concept of integrated development of the society in an economically, socially and environmentally sustainable manner and at the same time recognize the interest of all its shareholders.
- Your company undertakes the CSR activities as specified in the Company's Act and rules thereto and guidelines issued by Department of Public Enterprise. During the year '22-'23, Company completely utilizes a CSR budget of Rs. 12.53 crores towards the CSR activities with special focus on health and education in aspirational districts. IRCTC is fully committed to conducting business using the highest standard of governance, ethics and integrity. Its strong and effective governance framework supports these values by addressing the potential risk crucial for its business and helps align the management responsibilities with the board's strategic foresight of the organization. The values set by the board are embraced by all employee in the right earnest. Your company is fully committed to higher standards of ethical governance practices. I feel proud to share with you that for the third year in succession, IRCTC has received nil comments from the CAG on financial statements for FY22-23. I am equally pleased to inform that your company has achieved an excellent grading in corporate governance for the year '21- '22, and we are expecting excellent grading for FY22-23, also by Department of Public Enterprise. IRCTC has been complying with the requirement of corporate governance as enunciated in Sebi regulations and DP guidelines on corporate governance except for requisite numbers of independent directors and woman independent director on its board, for which we are regularly following up with the Ministry of Railways.
- Before I conclude, on behalf of the Board of Directors, I wish to convey our sincere regards and deep gratitude to our valued stakeholders for continued support and trust. You always have been the motivational force. That has facilitated us to move ahead and achieve target despite the numerous challenges. I also put my heartfelt appreciation for all IRCTC employees who are the backbone of your company and have put their best-efforts day after day to transform your company and to make it

competitive. I would like to conclude by saying that your company is fully committed to achieve the bigger goals. To each of you, I offer a sincere thank you.

- Now I would request company secretary to read auditor's report. Jay Hind.
- **Suman Karla – Company Secretary, IRCTC Limited:**
- Thank you, ma'am. The reports of CAG, Independent Auditor and Secretary Auditor along with respective management replies form part of this annual report. I am pleased to inform that Independent Auditor's Report is neither qualified nor modified. Also, the company has received nil comments from CAG on the financial statements for FY23. I would read extracts of first and last pair of Independent Auditors Report as per the Auditors Report in their opinion and to the best of their information and according to the explanations. The financial statements read along with Audit Report gives a true and fair view in conformity with Indian accounting standards prescribed under Section 133 of the Act read with relevant rules.
- The last pair of the report is with respect to the other matters included in the Auditor's Report in accordance with relevant rules confirming that the company has disclosed impact of pending litigations on its financial position, has not entered into long term contracts including derivative contract. No amount is required to be transferred to IEPF and the interim and financial dividend paid during the financial year are in compliance with the provisions of Section 123 of the Act and reporting under Rule 11G of Company Audit and Auditors Rules to 2014 is not applicable for the financial year ended March 31, 2023.
- Regarding Secretarial Auditor Report, the main observation is with respect to nonappointment of requisite number of independent directors, including independent women director for which company is regularly taking up the issue with the Ministry of Railways. As the notice is already circulated to all the members. I take the notice convening the meeting as read. Before we proceed, I am pleased to bring to your notice that as required under Companies Act 2013 the Company has provided with the facility to cast your votes electronically on all the resolutions set forth in the notice. Members who have not cast their vote electronically but are participating in this meeting will have the opportunity to cast their votes through their e-voting system provided by NSDL. Members may please know note that there will be no voting of show by hands. Ms. Balika Sharma, Balika Sharma and Associates, Company Secretary has been appointed as scrutinizer to scrutinize the remote e-voting process including voting through electronic voting system. The results of voting along with the Scrutinizer's report will be available by Monday, 28 August 2023 at the website of Company, www.irctc.com.
- We now take up the resolutions as set forth in the notice. We will open the floor for any questions by members after all the resolutions are tabled. Accordingly. I'll now only read out the resolutions.
- First is ordinary business. Item number 1 is to receive, consider, approve and adopt the audited financial statements of the Company for the financial year ended 31st March 2023 along with the Board's report, the report of Auditors thereon and the comments of Comptroller and Auditor General of India thereof.

- Resolution number 2 is to confirm the payment of interim dividend of Rs. 3.5 per equity share that is amounting to Rs. 280 Crores on 80 crore equity shares and to declare a final revenue of Rs. 2 per equity share amounting to Rs. 160 crores on 80 crore equity shares for the financial year '22- '23.
- 3rd resolution is to appoint a director in place of Mr. Neeraj Sharma, part time official government nominee Director who retires by rotation and being eligible offers himself for reappointment.
- Resolution number 4 is to appoint Director in place of Mr. Ajit Kumar, Director of Finance who retires by rotation and being eligible offers himself for reappointment.
- Item number 5 is to authorize the Board of Directors of the Company to fix the remuneration of the statutory Auditors to be appointed by CAG of India for the financial year '23 – '24 on the basis of recommendations of audit committee.
- Now coming to special business. Resolution number 6 is to approve the appointment Dr. L RaviKumar as Director, Catering Services, IRCTC.
- Number 7 is to approve the appointment of Ms. Seema Kumar, IRTS, AM (T&C) Railway Board as Chairman and Managing Director, IRCTC.
- Number 8 is to approve the appointment. Mr. Kamlesh Kumar Mishra, IRTS, ED(BD) Railway Board as Director, Tourism and Marketing, IRCTC.
- Resolution number 9 is to approve the Devendra Pal Bharti as Independent Director, IRCTC. I now request Chairperson to answer the queries of shareholders relating to item of business.
- **Seema Kumar - Chairperson and Managing Director, IRCTC Limited:**
- Thank you, Suman. Now, I invite the shareholders who have pre-registered to ask questions and have joined as shareholder speakers to raise their queries. If any relating to the item of business as mentioned in the notice of annual general meeting. Keeping in view the large number of speaker shareholders members may kindly note that answer of the queries raised by the shareholders will be replied by the management after questions from the speaker shareholders are over. Moderator, please go ahead now.
- **Moderator:**
- Thank you, ma'am. With that, we will start with the speaker shareholder queries. May I request all the registered speakers to kindly be precise and restrict your questions or comments to a maximum of two minutes? I now invite our first speaker, Mr. Sunil Kumar Modak. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on your camera if you may so desire.
- **Sunil Modak - Shareholder:**
- Hello.
- **Moderator:**

- Yes sir. You're audible.
- **Sunil Modak - Shareholder:**
- Good news to everybody. Respected Chairman, Managing Director, Company Secretary, other Board of Directors, employees of IRCTC and my fellow shareholders. Myself Sunil Modak, joining this VC meeting from Calcutta. Despite a grim picture for the global economy, India's economic growth remain robust in financial year '23 because of strong macroeconomic fundamentals. IRCTC positions a significant participant for millions of people's travel requirement after two years stagnation for Corona Pandemic. Robust revenue growth, enhanced profitability, increased strong performance of total income, Rs. 361 crores against Rs. 195 crores in last financial year 2021-22, EBITDA is Rs. 1,396 crores against Rs. 949 crores last financial year. That is Rs. 1,005 crores against Rs. 659 crores financial year. Congratulations sir for having received two awards on IRCTC Foundation Day on 27 September. Congratulations to everyone, employees, management all. Sir, the result is good. You have declared dividend total Rs. 5.5 for the year. This year is 24th year. 25th year is coming year. So how do you like to celebrate this 25th year? This is a landmark year. Kindly intimate us. With this I conclude, excellent results for the IRCTC and hope that we will meet in coming 25th year with greater performance and your announcement how do you celebrate this 25th year. Thank you, sir. With this I conclude.
- **Moderator:**
- Thank you so much sir. I now invite our next speaker, Mr. Ajay Kumar Jain. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on your camera, if you may so desire.
- **Ajay Jain - Shareholder:**
- Namaskar, Chairperson. I am Ajay Kumar Jain, shareholder speaking from Delhi. I congratulate for joining as chairperson. It's your ability with company will go further. I read balance sheet, and this company which you joined is a lifeline for common man. Whether it is for rail ticket booking, food, you provide this facility. You have food quality, people have complaints about this, I congratulate for this. You have introduced Jain thali, it is good thing, you have woman empowerment. And slowly complaints against food will be reduced. You gave good presentation speech and cover everything. And every shareholder should receive this speech. People will know where our company stands. I congratulate all directors to be appointed with these resolutions. It will strengthen you and your company. One more thing, ES department, they are taking care for minority shareholder. I asked her why you are taking so much pain. She said chairperson told me to attach all shareholders. She said whatever you want to ask tell us. Your leadership will take us further down the road. I congratulate you from bottom of my heart. I pray for you. One of our companies is Miniratna, it will go above Navratna, it will go under your leadership. Namaskar, Jai Hind.

- Thank you, sir. I now invite our next speaker, Mr. Praful Chavda. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on your camera, if you may so desire.
- **Praful Chavda - Shareholder:**
- Chairperson Madam, your trip is very costly. You should keep trip for middle class and poor people also so that they can also see India, go to pilgrimage. We are not getting reservation after paying also. Our money gets blocked and we get it after seven days. If you have limited money, then registration is not possible. If 50,000 is for reservation, what will he do. If you pay it and you don't get reservation and your money is blocked. It should not happen, like you take money in one second, you should return back in one second. If reservation is not confirmed, you should return money immediately.
- You check your quality food while traveling. You sit in civil dress then you will know the poor quality of food, tea, coffee, quality and all. If you travel in AC, there are two three guards, they keep saluting, then quality will be good, it is not like that. Board of directors should travel in civil dress in train to find out problems.
- How many complaints do you get? How many get resolved? How many are remaining? How do we complain? You should inform us where to complain. Service man should provide price list. And they are overcharging, if you object then they start strong arm tactics. It should not happen. Price list is a must. For tourist place, you should provide circle ticket for poor people. It is a job of government of your I don't know. So that he can get ticket from you, food and all and he can travel, make some arrangement like that. Thank you.
- Thank you, sir. I now invite our next speaker Mr. Sujan Modak. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on your camera, if you may so desire.
- **Sujan Modak - Shareholder:**
- Hello. You can hear me?
- **Moderator:**
- Yes sir. You're audible?
- **Praful Chavda - Shareholder:**
- **Sujan Modak - Shareholder:**
- Yes. Respected Chairman, other board of directors, I'm Sujan Modak. I am attending this meeting from my residence in Kolkata. Madam, namaskar, ma'am. How are you ma'am?
- **Seema Kumar - Chairperson and Managing Director, IRCTC Limited:**
- Very well, thank you, sir.

– **Sujan Modak - Shareholder:**

- Yes, ma'am namaskar. Thank you very much ma'am. Ma'am, if we see the performance of our company this year IRCTC's revenue from operation has 88% jumped, profit before tax is 53% jumped up, profit after tax also 52.5%, it has increased and you have given 275% dividend. So as far as performance is concerned, our company is doing very good, ma'am. Ma'am, I have got a few questions to ask. What is the guidance you give particularly for this year to the investors' community? As investors will definitely like to know how much increase or how much decrease your guidance is and what is the road ahead? What are the new projects you are going to take? If you can, please tell us, ma'am. It will be kind of you, ma'am. In the print media, we get a lot of complaints about the food served in the train. As my previous speaker has also pointed out. So what are the steps you are going to take? If you can, please tell us. It will be very kind of you, ma'am. And one suggestion ma'am, we received that when we applied for speaker registration, we received the link. But with that link we did not get what is my number? Is it number five, number six? Whatever it is that so it's better if you can provide us the link. It will be very good for us, convenient for us. And when somebody our moderator is asking my name so should always tell the number also. Because this is connectivity problem. Sometimes my connectivity goes after three minutes the connectivity comes. So I don't know whether my turn has gone out or not. So it will be very nice if you can do it, Ma'am. And before I finish, I'd like to definitely congratulate and thank our company secretary, Suman Kalra, ma'am and our whole team for doing very good investor services to the investor's community. Suman ma'am, thank you very much. You are doing a very good job. Your job and your dedication definitely say that you are one of our best officers today in our company. Ma'am. Chairperson ma'am, thank you very much. Over to you for further proceedings.

– **Moderator:**

- Thank you, sir. I now invite our next speaker, Mr. Lokesh Gupta. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on video, if you desire.

– **Lokesh Gupta - Shareholder:**

- Yes, ma'am. Can you hear me?

– **Moderator:**

- Sir, you are audible.

– **Lokesh Gupta - Shareholder:**

- Ma'am, first of all, I welcome Chairperson and all the board members. I am shareholder of company for a long time and as a speaker I always speaks in meeting. Chairman speech was excellent, presentation was excellent, lot of questions were answered there. I want to know few things. I congratulate IRCTC for worldclass catering. When you work in such large scale then there must be some drawbacks and we can solve that too. Few things, ma'am. What steps you are taking to keep safe our data? Tell us about that. Second, we are providing worldclass catering, PPP model you are already doing, we have tie-up with UP government, there is one

project that is to be connected next year is Ayodhya, where tourism will increase, there also are you trying making some PPP project model. We trust your leadership; you will do whatever necessary to improve railway service. I want to thank secretary who helped me to attend this meeting, whenever I call, she was available and she couriered me annual report. Thanks once again. Thank you, ma'am.

– **Moderator:**

- Thank you, sir. I now invite our next speaker, Mr. Shailesh Mahadevia. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on your camera, if you may so desire. Sir, I request you to kindly unmute your audio.

– **Shailesh Mahadevia - Shareholder:**

- Yes, well, I believe I am now visible and audible also. Well respected Chairperson, distinguished directors and all the members of the company. Namaskar to all of you. Well, first, let me appreciate. That it is because of the virtual meeting that I have been able to take part in this meeting at my age of 84 plus. And let me report that working of our company is excellent during the year under consideration and it is very well reproduced in our integrated report for the year, which has got lot of data and information about the working of the company. I also find that there is a service orientation as far as our company is concerned in all aspects of its activities and I would like to appreciate the cooperation and guidance of the company secretary, which has made it possible for me to participate in a very smooth way. And I also received a physical copy of the report at my request. With all this appreciation and many more to your account, I would now like to proceed to ask some of the questions with a view to increase my understanding and appreciation.
- My first question is that 2023 has been declared as a year of millets universally and it was at India's lead, in our report we don't find emphasis as far as services based on millets is concerned. So may I know whether we are providing meal with all these types of products?
- Number two, I would also suggest that we should try to use the Ghani oil and not the machine-made oil under double fine, refined, et cetera or so. I have two or three basic reasons of great importance to us. Number one is that factory made oil suffers from two problems. There is a great friction in manufacturing operation and that damages the quality. And number two, chemicals are being used in making such a thing. However, if you introduced the hand pressed or Ghani till as we call it, it will be of great benefit to the user. It will generate employment all over India. The quality of it is well established now in several parts and it is also very healthy. It will solve a number of things at a time.
- My next question and suggestion are that the pay scale of executives, the compensation package of all the executives in our organization are very low. We are expecting and we are getting services like the efficiency of the private sector which we are getting. So why not to increase their compensation package I believe at least it should be doubled and compare it with what is the compensation package in private sectors, in good companies, in big companies. My next suggestion is that

could you share the quarterly result of '23 – '24 and analyse it for us regarding the trend in this particular year. My next question is –

– **Moderator:**

– Sorry sir to interrupt but I would request you to kindly wrap up your questions and suggestions in the next 30 seconds.

– **Shailesh Mahadevia - Shareholder:**

– Yes. I will do that. Well, I will try to do as the last year I got concession because of senior age. So if you can provide the same, I will be within that. But anyway I understand your problem. My next query is that government of India has offloaded 5% of its investment in the company as a result of which the market capitalization of our company has remained almost stagnant throughout the year. Because of this decision of government. May I know whether there is any further plan to reduce the investment of government of India. And my last question is regarding our five sources of revenue. The five verticals. Can you give some idea how these verticals will respond in the year under consideration '23 – '24 and with this I wish our organization every success at an accelerated rate in the years to come. And namaskar to all of you.

– **Moderator:**

– Thank you so much, sir. I now invite our next speaker Mr. Santosh Chopra. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on your camera, if you may so desire. Sir, you are not audible.

– **Santosh Chopra - Shareholder:**

– Yes sir, am I audible?

– **Moderator:**

– Yes sir.

– **Santosh Chopra - Shareholder:**

– Thank you very much. I thank for giving me the opportunity to speak at this AGM. I am a retired senior citizen from Delhi NCR Koshambi Ghaziabad and have invested my retirement funds in listed company like yours. I, along with my family members who have invested around ten lakhs at the time of IPO, feel proud to be part of IRCTC, a Miniratna company under central government. I vouch the praise for your company secretarial team, especially everything for your CS, Ms. Suman Kalra who facilitated me for attending this AGM. I am happy to note important developments in IRCTC as reported in Media. Further, as reported by Chairperson Ms. Seema Kumar in her speech on IRCTC development with PPT presentation is really appreciable and keeps the company different from other Navaratna companies. I'm also happy that IRCTC has received nil adverse comments from CAG which is also appreciable for all personnel, including the top management. I also understand that the company is planning to build a chain of hotels. Three budget hotels are under construction at Lucknow, Khajuraho and Kevadia, diversification over IRCTC as a

fintech company through company's online payment gateway iPay, company plans to enter into segments like helicopter travel, Mediclaim tourism, company also plans to expand non-rail-based tourism namely corporate travel business cruise river packages, air ticket etc. IRCTC is offering Railneer packaged drinking water at railway stations and trains in India at very reasonable price for the salesmen and platform vendors with a view to make more profit commission for selling other local brand which are unhygienic. So I request IRCTC to take remedial steps. IRCTC is also conducting state thirath with the view to further enlarge this facility, some discount coupon may be offered to senior citizen shareholders. I don't want to face any further questions as my queries have already been covered by previous speakers. I once again thank IRCTC management and wish all the best results in years coming days of festivity seasons. Thank you very much.

– **Moderator:**

– Thank you so much sir. I now invite our next speaker, Mr. Anil Mehta. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on your camera, if you may so desire.

– **Anil Mehta - Shareholder:**

– Hello. Am I audible?

– **Moderator:**

– Yes sir, you're audible.

– **Anil Mehta - Shareholder:**

– Thank you very much, ma'am. Good afternoon all of you. This is Anil Mehta attending this meeting from Mumbai with my family member who are also the shareholder of this company. Sir, we have two questions. First is what is the company doing to improve the shareholder relations? And the second question is what are the major opportunities and challenges facing the company and how does the management plan to respond? With this, we are supporting all the resolution and thanks to the secretarial department led by Kalra Madam with the supportive and cooperative nature. And all the best for the future. Thank you very much.

– **Moderator:**

– Thank you, sir. Ma'am, our speaker shareholder Mr. Rajesh Chennani has not joined the meeting yet and hence we are inviting the next Speaker, Mr. Kaushik Sahukar. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on your camera, if you may so desire it.

– **Kaushik Sahukar - Shareholder:**

– Yesh. Am I audible, visible?

– **Moderator:**

– Yes sir.

– **Kaushik Sahukar - Shareholder:**

– Thank you, ma'am. First of all, good afternoon, everyone, I am honoured to have the opportunity to address you all today and would like to express my gratitude to the Board of Directors for giving me this chance once again. Thank you so much. First of all, I salute the Board of Directors for continuing VC's mode of meeting thereby allowing Pan India participation. Request you to continue the trend. I am satisfied shareholder of our company and I must commend the management for the remarkable efforts in creating wealth for the stakeholders. More particularly amongst minority stakeholders. However, there are a few concerns I would like to raise. My primary concern pertains to the utilization of savings on account of virtual mode of meeting. I believe it would be prudent and fair to allocate a portion of these funds to the welfare of the shareholders. More particularly among speaker shareholders who actually participate in AGM as speakers. It would be gesture of recognition appreciation to distribute a small memento among them on the occasion of festival. Yes. Can we run the breakup of expenses on account of virtual mode of meeting and on account of physical meeting, if possible. I humbly request the board to consider my proposal and explore the possibility of implementing this gesture of gratitude and appreciation. By doing so, I firmly believe that it will reinforce the positive rapport between the company and its stakeholders and contribute to the overall wellbeing of the corporate family.

– My next concern is I kindly urge the company to approach the government and make a representation. That why there is so much hardship faced by especially abled person and to allow them concession for differently abled individuals. It would be appreciated if they can remove hardship to obtain concessions and do away with separate forms for rail, for trains, for other type of transportation. It really doubts the intention of government whether they want to provide a relief to the marginalized section people. We are also taxpayer of the nation. So why benefits given to us should depend on benefits? There are some governments who make everything free like free electricity, free water and free bus transport to all the people regardless the handicap or not. I don't know what is the intention of the government. It is worth noting that once individual obtains the UVID card, it means that are disabled. So if you have done KYC then why to harass people again to obtain concession for different transportation mode. I have no idea, why we have to rush to so much one places other places. One place and that rail department other place and bus department in the other place. Then why so much? Why we are so helpless? Why can't you just use your UVID card as a mode of your concession? Why we have to obtain different?

– **Moderator:**

– Sir, I would request you to kindly wrap up your questions or comments in the next 30 seconds.

– **Kaushik Sahukar - Shareholder:**

– Last concern, my final concern is the company has been hesitant in supporting individuals in need including myself. I have said my credential in past and followed completely by the request, have not be considered. Should not treating differently

able individuals be part of CS activity, I appeal for support and certification work including Form 15 CB, assistance would mean a lot to me. If I can't get help from such a company like IRCTC then whom can I turn to? I am resending the credential after a meeting in hopes of receiving justice and consideration for desired help and support. Ma'am, you assured last year that you will support me but there is no positive change. Now I want to clarify that I'm not taking handouts of free money nor in sympathy. I value my independence and self-reliance as a Charter accountant myself and I hope you understood and respect my desire to maintain independence. Thank you for considering my request. I firmly believe that with your support I can make significant contributions to our organizations and have a positive impact on society. Thank you, so much.

– **Moderator:**

– Our next speaker shareholder is Mr. Hiran Kotwani. You are in place in the meeting. Kindly accept the unmute request and ask your question.

– **Hiranand Kotwani - Shareholder:**

– Hello? Yes hello.

– **Moderator:**

– Yes sir, we can hear you.

– **Hiranand Kotwani - Shareholder:**

– Yes, it's a great pleasure to join you. Certainly, namaste to all. I am Hiranand Kotwani from Ulhasnagar. I have not received the balance sheet because I mail for the physical. We are able to reach electronically and certainly there's a lot of improvement should be needed in our organization. Transparency, particularly the sanitation is the issue. I have visited now AC that catering is a problem because every person IRCTC should have a dress and some digital hand should be given to them. We should know that he's the right person because there were so many water, duplicate water is selling, there is need improvement in cleanliness, long way to. Certainly I will mail you in this regard but long way to go. Please do for the better future of this organization, strong transparency, competency and particularly the sincerity required improvement should be in every area innovation improvement. Thank you and good luck.

– **Moderator:**

– Thank you so much, sir. Our next speaker, Mr. Dilip Kumar Jain has not joined the meeting and hence we are inviting the next speaker, Mr. Santosh Kumar Saraf.

– **Santosh Saraf - Shareholder:**

– Hello?

– **Moderator:**

– Yes, sir. You're audible.

– **Santosh Saraf - Shareholder:**

- Madam president, all directors, officer and workers, I am Santosh Kumar Saraf, speaking from Kolkata, greeting. I hope you are doing well. I congratulate or workers because of their hard work our company is giving good results. You gave Rs. 5.5 dividend this year, it is more than Rs. 2 from last year. I pray that company workers will contribute continuously and company grow and give new results. Madam, when cancel booking, if it is not for some reason, you can re merit that. This option is not available on site. Without cancellation, with recharge we can re merit, if have this option it will benefit us all. Otherwise we have to cancel ticket and re booking it and it cost us dearly. Make some software change so that we can have this facility. Madam, your female employee population is 8%. You are a woman, your secretary is a woman, if you want to India third world power, then we need women empowerment. Try to involve women more and more in your organization. What steps are you taking to keep this growth continuing and keep maintaining dividend? There are frauds taking place in the name of IRCTC, what steps are you taking to stop this? Please tell us. Are we trying to get benefit of artificial intelligence? In dispute case, lot of claims are made for catering services, what is the reason for that? I pray our company will grow like this and I request for next year keep VC meeting with physical meeting. So that we can present our gratitude towards you. I wish all the employees, directors a happy 2023-24, it will be good for our company and others bring happiness. I congratulate moderator also and wish her good health. Jai Hind, Jai Bharat for your time.

– **Moderator:**

- Thank you so sir, I now invite our next speaker Mr. Pramukh Kumar Jain. Sir, you are now placed in the meeting. Kindly unmute the audio and turn on your camera, if you may so desire.

– **Rajendra Seth - Shareholder:**

- Hello.

– **Pramukh Jain - Shareholder:**

- Yes, sir. You're audible.

– **Rajendra Seth - Shareholder:**

- Okay. Good afternoon, sir. I'm Rajendra Seth calling from Mumbai. I am very happy with company results and satisfied. Our company is best company in India, it helps our tourism industry and also supports business. Our results are good. I have one question. When we go for pilgrim, can you provide guide facility? Our secretarial team work is outstanding. Karla ma'am called me and asked whether I got a link or not. I felt very good that this type of big company secretary called me. I support all resolutions. I wish and pray our company keep doing progress. I want to conclude my speech with small shloka. *Ya devi sarva bhuteshu shanti, namastesai namo namah*. Everyday our company provide good service, that is my prayer. You gave me opportunity to speak. Thank you.

- **Moderator:**
- Thank you so much, sir. I now invite our next speaker Mr. K Sadanand Shastri. Sir, now you are now placed in the meeting. Kindly unmute your audio and turn on your camera, if you may so desire.
- **K Sadanand Shashti - Shareholder:**
- Am I audible?
- **Moderator:**
- Yes, sir. You are audible.
- **K Sadanand Shashti - Shareholder:**
- Good afternoon, sir. I am Sadanand Shashti from Bangalore. My number is 1172201. Chairman madam, I will go according to your report only and none other than that. I will steal not a quarter minute more. Thank you very much, Chairman. You have given a colourful picturized with the fine print report which proves the efficiency of the company to the public. As said in your message '22 – '23 financial year is really commendable. Page 21, your packaged drinking water is being misused in and around the railway area. And some vendors especially in the nighttime Railneer bottle is being used for raw water. Company should eradicate these issues to save the image of the company. Page number 29, what is the use of interesting train information inquiry to third party. Company has to shoulder the responsibility for the misdeeds committed by those. Page number 45, company should have its zonal office or sub office or satellite office in all capital cities, Bangalore being growing metropolitan city should have zonal office, why can't you open zonal office for southwestern zone? Page number 49, installation of CCTV camera, surprise inspections, sudden raids to kitchens and other related areas are must in all long-distance trains to catch the misdeeds and cleanliness. Page number 62, you have mentioned.
- **Moderator:**
- Sir, I do kindly request you to wrap up your question.
- **K Sadanand Shashti - Shareholder:**
- Page number I am not going out of the report, please. Page number 62 you have mentioned some hotels in the rest house among that Katra in the top of the country south end Kandikumari does not have. Why can't the company cover top and the bottom? Page number 65 why the Ask Disha chatbot '22 -'23 is high only in January what is its status in current month? Whether it is picking up? Page number 74, along with Railneer, the good motive Sena Jal has come out in the market, how do you face the competition? Is it not a tough one for you? Page number 89, foreign exchange and outgo, when the earnings reached to the extent of Rs. 27 crores there must be outgo also, outgo is showing nil, is it hidden anywhere? Page number 97, catering service in addition to foreign company. The problem of unorganized and individual vendors. Problems are more Swiggy, et cetera are coming into the picture and

spoiling the discipline. Companies should take drastic steps to arrest these. Page number 135, investors, shareholders are benefited with only dividend if declared, company should set apart its little service to shareholders by giving concessions, discount and other kind of services. Page number 214, balance sheet, in actually deferred tax asset there is an increase of Rs. 36 crores compared to last year, whether it includes any backlog.

– **Moderator:**

– Sir, I am so sorry to interrupt again –

– **K Sadanand Shashti - Shareholder:**

– I am talking about the balance sheet. Balance sheet, no one has talked about it, please bear with me. In trade receivables are unsecured, almost unsecured, credit risk and impairment to the extent of Rs. 15,767 lakhs exist. It affects the growth of profit if it goes bad somehow, what strategy you will take to realization. Cash and equivalent bank balance maintained is on the higher side. Why can't the company use this un-remitative asset for its main activity to boost up the revenue. Capital equity other equities piling up substantially. Why can't the company use the reserves by declaring bonus shares to strengthen the capital and to reduce the abnormal liabilities, borrowings and increasing finance cost. Profit and loss other expenses Rs. 29 crores debited towards doubtful bad debts, which ultimately comes back. It is on the higher side and deplete the profit. Why can't the company take drastic steps for recovery? Debiting bad debt should not be a habitual in the interest of the company again.

– **Moderator:**

– Sir, I am so sorry to interrupt again. But could you please email the remaining questions as other shareholders are waiting? I kindly request you to. Thank you so much, sir. May I request all the registered speakers to kindly be precise and restrict your questions or comments to a maximum of two minutes. I now invite our next speaker, Mr. Jaydip Bakshi. Sir, you are placed in the meeting. Kindly unmute your audio and turn on your camera, if you may so desire.

– **Jaidip Bakshi – Shareholder:**

– Yes. Very good afternoon, Chairperson madam and Board of directors. Myself Jaidip Bakshi connecting from the city of Kolkata. Thanks to our secretary Madam Suman for giving me an opportunity to express my view and presenting a detailed annual report. And to the entire secretarial team including Rajatji for keeping in touch with the shareholders. Madam, your initial speech presentation was a vivid and descriptive one regarding our company. Madam, IRCTC is the backbone and lifeline of the transport sector. Our thoughts for the vision to upgrade and deliver efficient service. Kindly highlight on this. In tune with our infrastructure development plan. Strong financial performance. Credit goes to all involved in achieving this performance. And thanks for the dividend you have passed on Rs. 2 the final one and the Rs. 3.5 the interim one. Travel and tourism industry is on the rebound. Expected revenue generation from this sector. Our online ticket booking portal is very much user friendly. Madam, the IRCTC conducts tours in different destinations both

national and international. What is the percentage of booking at present? I request to send updates of these tours through emails. And also that there can be more bookings on this and also for IRCTC maintained rooms at different stations which are available. Madam, any new technology driven set up for better services regarding catering requests to improve more on the quality of the food and provide price chart for this also in the train. And our expansion plans for unlocking new avenues and any partnership with any industry also.

– **Moderator:**

– Sir, you're not audible. Thank you, sir. I now invite our next speaker, Mr. Santosh Bhutani. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on your camera, if you may so desire.

– **Santosh Bhutani - Shareholder:**

– Hello? Am I audible?

– **Moderator:**

– Yes sir, you're audible. Please continue.

– **Santosh Bhutani - Shareholder:**

– Very good afternoon to all the team of IRCTC. Page 24, I congratulate for AGM for the whole team. Madam, Chairperson, almost 1.10 mins passed for our meeting, and your presentation covered most of the questions. Some shareholders have taken lot of time. When you send them request, please make sure they do not waste time. Our CS and her team done very good job. They confirmed for three times in the last five days whether we got the link or not, whether we face any difficulties or queries. After all that if somebody is wasting time, I don't think it's right. They can send queries 10 days before or send it on time. Madam, we got Bharat darshan because of IRCTC. From Safdarjung to Nepal, from Maa Sita, you did great job at all pilgrim point, the government, with the help of Ashwini Vaishnav, railway department, and from you and your team, to visit all places because of you people. I thank you all for that. I know when woman decide something she does it, after corona, you gave company a new height, new identity, best working, I salute you and your team. I have no questions left. I want to say this, *manzile unhi ko milti hai, jinke irado mein jaan hoti*, just like you. Other company say they will do and this that. For you I want to say this, *jo pankho se nahi, buland irado se buland hoslo uddan bharte hai*. And you're growing with great vision, our share is increasing as well, you are taking company for new height, new identity, for that I want to congratulate from bottom of my heart to you, CS team, each and every employee, wish good luck for health, keep doing this with dedication. We will good appreciate, good return, it is good company, it is for common man also. I want to stop my speech here. I want hybrid meeting. Thank you and namaskar.

– **Moderator:**

- Thank you so much, sir. I now invite our next speaker, Mr Bharatraj Kankanala. Sir, you are now placed in the meeting. Kindly unmute your audio. Turn on your camera, if you may so desire.

- **Bharatraj Kankanala - Shareholder:**

- Very good afternoon, entire board of directors. Madam Chairman Simaji, our Ajit Kumar CFO, and our company secretary Suman ji, Madam chairman. Wonderful performance and I congratulate you. We are celebrated silver jubilee. Sir. Under the leadership my dividend payout is increased and net profit has been increased. And the IRCTC is doing wonderful performance. And I wrote that you received woman leader of the year and Maharaj Express luxury trains and green future leader. Lot of awards you received, Madam. This is all nothing, madam. This is hard work of our team entire employment. All the best for coming years. Madam. There are two questions madam. At present Railneer plant is operating by our own. So far it is operated by third party. Please let me know, Madam. Second, I want to bring to your notice the food in Vande Bharat is not as per expected standards. We're traveling in Hyderabad, Tirupati, previously when I travel Shatabdi and Rajdhani, the food is of high standards. Now in Vande Bharat, price is more but the quality of the food is not as per our standards. MRP price of peanuts is Rs10. But in the MRP they're showing Rs30. In the market it is Rs 5 or Rs10. So madam see consultant because Ajani is our pride brand of our PMG Modiji. So the rail is good. But inside the food is as per not our standards. Madam. That is the only issue. I've been to a notice, madam. Our company secretary is always accessible 365days. Sumanji particular called me and informed me. She sends in time our annual report. Thank you for the secretary services, madam chairmanji. Once again madam. My best wishes to you madam. In this happy occasion. Madam. Please arrange sweet box for all speaker shareholders, if it is possible madam, please send discount coupons for the luxury train. Thank you very much for giving this opportunity. God bless you.

- **Moderator:**

- Thank you so much, sir. I now invite our next speaker Mr. Rohinton Bhattiwala. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on your camera, if you may so desire.

- **Rohinton Bhattiwala - Shareholder:**

- Hello. The camera option is,okay. Ma'am lot has been spoken so I will not take much of your time. All I would say, ask there are a few questions that I need to ask. First is that ma'am, what is our installed capacity and utilized capacity for bottling of water? And previous shareholders have mentioned that the bottled water is being misused which I agree, lot many places I've travelled the bottled water the Railneer bottle and the bottle available over there at times is different and there are a lot of, what do you mean duplication activity going on. Secondly with the food some places there is very good food but some places there is very substandard food. Now sometimes we see these people who are serving. They have this IRCTC logo on them. We are not able to make out whether they are genuine or they are the station people. And now with this Vande Bharat sleepers and Rajdhani and Tejas and all these new trains coming in what is IRCTC's take on providing catering for these trains? Are you going

to set new standards or is going to be the same? Thank you very much for patient hearing, ma'am. Thank you.

– **Moderator:**

– Thank you so much sir. I now invite our next speaker, Ms. Swaran Lata. Ma'am, you are now placed in the meeting. Kindly unmute your audio and turn on your camera if you may so desire. Hello. Yes, ma'am. You're audible.

– **Swaran Lata - Shareholder:**

– Okay, thank you. Good afternoon. Respected Chairman Sir, board of directors and my fellow shareholders, attending my e-meeting. Most of my queries have been covered in Chairman Sir's speech. But I have a little query that since the company had strong performance last year in terms of revenue and the profit after taxes and as well as reserves should we expect a bonus issue in current financial year? At last, I would like to thank Madam Karla and her team for providing a copy of annual report in my single request. And hope the management will continue to hold the shareholders meeting through VC so that shareholders from faraway places like me can interact with the management in future. Also, I hereby support all the resolutions. Thank you and all the best.

– **Moderator:**

– Thank you so much, ma'am. I now invite our next speaker, Mr. Bimal Krishna Sarkar. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on your camera if you may so desire. Sir, please accept the unmute request.

– **Bimal Sarkar - Shareholder:**

– Hello. Very good afternoon, madam. I am Bimal Krishna Sarkar, equity shareholder of the company, calling from my residence, Kolkata. I congratulate Seema for excellent and favourable presentation. Most of the questions were covered in the presentation, it took lot of time, they don't listen. These excellent results, revenue increased 88.5%, brilliant result. Significant profit, 52.3%. I thank your whole team once again. I thank CS team. I attend lot of meetings and see annual report. I think this is the first report which is so colourful. I thank CA sir, obligation of Rs. 12.53 lakhs, spend during this year Rs. 11.01 crores, transferred spend to unspent account. Swatch Bharat, PM Care Fund and Clean Ganga Fund, you are paying in these, I thank you once again. Your CRPF contribution under armed forces, to control government fund, it's good thing. Welfare for ex-service men and their widows and dependents. It's good thing. Our company, reached Jammu, Kashmir till Ladakh. We are company in a good position. I wish you, health and best wishes. Karla ma'am, you are very cooperating. Wish you good health. Thank you for giving me chance to speak. Thank you, madam.

– **Moderator:**

– Thank you so much, sir. I now invite our next speaker, Mr Krishan Lal Chaddha. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on your camera., if you may so desire. Sir, I request you to accept your unmute request.

- **Chetan Chaddha - Shareholder:**
- Hello, ma'am. Can you hear me?
- **Moderator:**
- Yes, sir. We can hear you.
- **Chetan Chaddha - Shareholder:**
- Thank you so much for giving me the chance to speak with you. Myself Chetan Chaddha. And I'm joining Joint Holder with the Krishan Lal Chadda. It is almost 1.30-2 hours passed since I joined meeting, I can say proudly that coordination of CS team is far better than last year. All speaker shareholder is praising Ms Karla. I won't repeat questions. You did lot of spending and expenditure. You did good for shareholders. If you see earlier in 2019, railway was always giving discount. Now all the problems are faced by senior citizen. Can IRCTC make some kind of model to benefit for senior citizens, who are small time investors, they have less holding in public company. Can you provide them discount voucher –
- **Moderator:**
- But I would kindly request you to wrap up your question or comments in the next 30 seconds.
- **Chetan Chaddha - Shareholder:**
- Ma'am, I am really thankful, thank you so much and to give me the chance and I am really thankful to the Secretary department. Please think about my suggestion.
- **Moderator:**
- Thank you. I now invite our next speaker, Ms. Kanika Jain. Ma'am, you are now placed in the meeting. Kindly unmute your audio and turn on your camera, if you may so desire.
- **Kanika Jain - Shareholder:**
- Hello. Am I audible?
- **Moderator:**
- Yes, ma'am, you're audible.
- **Kanika Jain - Shareholder:**
- Okay. Good afternoon, Chairperson, board of directors and the shareholders joining this meeting. First of all, I would like to thank our honourable Prime Minister Sri Modiji for the most effective improvement in rail infrastructure in India. And by giving a world class look to Indian Railways. This leads more and more usage of rail transport and reciprocally, the usage of IRCTC and increase in the profit of our company. No doubt the management and staff are doing hard work to provide the facilities. To all types of passengers which now also include ticket booking for air

passengers. Ma'am, I would like to know that if our management is also thinking about the ticket booking facility of Volvo buses operated by the state government and which are presently running between Tier one and tier two cities also. So ma'am, if you have seen IRCTC under its license are selling packaged food, water bottles in trains at railway stations. In this case I request our Chairwoman and Railway Ministry that the MRP given on each item may be printed in bold and a little bigger size so that it helps the passengers to identify the rates easily and quickly when there is short of time. At last I would thank the whole secretarial team for allowing me to keep my views in front of the management and I hope the management will follow this platform to hold the shareholders meeting in future. Thank you and all the best.

– **Moderator:**

– Thank you so much ma'am. I now invite our next speaker Mr. Vinod Agarwal. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on your camera, if you may so desire.

– **Vinod Agarwal - Shareholder:**

– Hello, I am Vinod Agarwal from Mumbai, ma'am. Thanks for giving me an opportunity to speak. Ma'am, this is our 24th year and how would like you to celebrate it. We are running into the silver jubilee year already. So how are you likely to celebrate? I congratulate the company for all the prestigious awards shown on the page 34 of the annual report of CSR activity, spend also was very good at Rs. 12.53 crores and the revenue are also over 89% higher compared to the previous year, very good. And sir, I would like to know, madam I'd like to know can the company give a discount to shareholders for staying in Yatri Nivas or retiring? Because these are operated by you. If go and travel ticket cover you cannot give on anything but on YatriNivas and retiring rooms if they are operated by you, can you give some discounts for staying for shareholders who visit different cities. Thank you. Signing off Vinod Agarwal from Mumbai.

– **Moderator:**

– Thank you so much sir. I now invite our next speaker Mr. Gagan Kumar. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on your camera, if you may so desire.

– **Gagan Kumar - Shareholder:**

– Yes. Good afternoon, Chairperson Ma'am, board of directors and fellow shareholders. Myself Gagan Kumar, I am joining this meeting from Delhi. First of all, lot of speakers already spoke, almost all questions are covered, your in-depth speech with presentation, it contains all the aspects of balance sheet and as far as the future prospects of our company. So first of all, congratulation to all of you for successful landing of Chandrayan 3, I don't want to repeat same questions. I have only two points, on next year of silver jubilee, can we expect a bonus or increased dividend at the 25th AGM? And what is our roadmap from next two years? That is all from my side. I don't want to take much time. At last I would like to thank our CFO, our CS and

the entire team for maintaining such a high standard of corporate governance. Thank you.

– **Moderator:**

– Thank you so much, sir. Ma'am, our next speaker Mr. Shivam Agarwal has not joined yet and hence we are inviting Mr. Ashok Kumar Jain. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on your camera if, you may so desire.

– **Ashok Jain - Shareholder:**

– Hello. I'm audible.

– **Moderator:**

– Yes sir, we can hear you.

– **Ashok Jain - Shareholder:**

– Good afternoon, Chairperson Ma'am and extreme board of directors and my co fellow shareholder who joined the AGM on VC portal. First of all, I congratulate to the entire management to give us a great performance during the financial year '22-'23. Secondly, I thanks to the secretarial department and company secretary madam to help us join the meeting on VC portal ma'am. Secretarial department kept us in loop, even company secretary also called. I want to thank them for this. Chairperson gave lot of information in her speech, shareholders asked lot of questions, so I don't want to repeat. Our revenue is increased but our profit not increased compared to that. What is the reason for that? I support all the resolutions. Thank you, ma'am. Our colleague wants to talk to you.

– **Moderator:**

– Yes, sir, we can hear you.

– **Yashpal Chopra - Shareholder:**

– Yes, myself Yashpal Chopra, shareholder, client id, 30051382570454. I must compliment and rather bless the Chairperson madam Seema Ji, our CFO Ajit and madam Suman ji, who is the investor friendly, who is very close to our heart. I must compliment them. I must congratulate for the grand performance for the company for the last year. There is all round progress in revenue, PBT, PAT, ROCE, EPS, and this in spite of horrible time and turbulent global economy. Last year having its shadows on our economy as well. So if you achieved that much under those circumstances, so definitely we are going to get a bright future ahead because now the –

– **Moderator:**

– I'm so sorry to interrupt, sir, but I kindly request you to wrap up in the next 30 seconds.

– **Yashpal Chopra - Shareholder:**

- Yes. So next, the future is very bright. Because now the people have realized the value of their life. And the people know that instead of saving *Kal Ho Na Hoso* they want to enjoy it. So all air travels and railway bookings and all the hotels, resorts and everything is booked. So that will give a boost to our company's revenue in the next year. So great, thanks for getting me a chance to speak. Thank you. Best of luck for the festive season ahead. So I will pray God for the positive strength to the company and our management. Thank you.
- **Moderator:**
- Thank you so much, sir. I now invite our next speaker, Mr. Manjeet Singh. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on your camera, if you may so desire.
- **Manjeet Singh - Shareholder:**
- Hello. Am I audible?
- **Moderator:**
- Yes, sir, you're audible.
- **Manjeet Singh - Shareholder:**
- IRCTC management team or secretarial team and my co-shareholder, I welcome you all. You are company running since 1999, I hope in future also you will do well. After corona, premium trains started like Vande Bharat and all, there lot of trains are running empty, how much loss does IRCTC make and if you can fluctuate rate instead of fixed rate, if there are no train ticket booking, you will get revenue after running empty trains. If Google can suggest for traffic, and you are 24 years old company and why can't you gauge number of passengers, why are they running their premium train empty, what is contribution of management, and we should reduce loss. G20 Summit, do we are planning something from IRCTC. EPS is less relatively to our peer group, what is your take on that. What are you doing to green area surrounding the station. What are we doing for unemployment? Our BST port, 542 830, IRCTC symbol NST, if we respect it and put more focus on company --
- **Moderator:**
- I would request you to wrap your question in 30 second.
- **Manjeet Singh - Shareholder:**
- Listen to me, you are making loss in revenue, you are not listening. Investors investment in 542 830, IRCTC, look after it and focus on it, don't make loss in trains, I thank CS department for connecting for AGM. I request you to bring AGM into hybrid mode. You make lot of arrangement for travellers, make some practice session for AGM. If you don't want to listen in public then listen in closed room. Take everybody's view, nothing wrong in it. Thank you very much, 2.30 hrs shareholders are sitting with empty stomach. All shareholders have spoken.
- **Moderator:**

- Thank you so much, sir. I now invite our next speaker, Mr. Sashi Jain. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on your camera, if you may so desire. So I request you to kindly unmute. Sir, I request you to kindly unmute ma'am, I think we are facing some network issues with the shareholders so we will be moving on. I now invite our next speaker, Mr. Surendra Kumar Arora. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on your camera, if you may so desire.
- **Surendra Arora - Shareholder:**
- Namaskar Chairman sir. I congratulate for your speech, it was very informative, very knowledgeable speech, thank you for that. Lot of doubts cleared by shareholders questions. Question regarding CSR activity, earlier we used to get facility for senior citizen, now we don't get it. If you can provide some benefit to senior citizen, number one. Number two, share price, can we get some good news about moment. I want to thank CS team for helping in attending this AGM. Thank you very much.
- **Moderator:**
- Thank you. I now invite our next speaker, Mr. Rishab Jain. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on your camera, if you may so desire.
- **Rishab Jain - Shareholder:**
- Yes. Hello. Am I audible and visible?
- **Moderator:**
- Yes, sir.
- **Rishab Jain - Shareholder:**
- Okay. So good afternoon, first of all, respected Chairperson ma'am, all the board of directors and my fellow shareholders who are in this meeting. So first of all, I would like to thank the secretarial department for allowing me to be a part of this meeting and put forward my queries. I just have a couple of small queries and I would like to hear the answers for them. So my first question is that what are the company's plans for its new products and services? Is it planning to launch any new product and services in the coming time. My second question is that how is the company planning to improve its customer service for ticket booking especially during the Tatkal hours as it is often seen that the site almost crashes during the Tatkal hours? My third question is that are there any steps that IRCTC is taking to promote the ecofriendly practices, reduce its carbon footprint and contribute to the sustainable development for the entire country as there are various goals that have been set by the country level and which are published at international levels also. And my final question is that what are the IRCTC's key priorities and goals that it wants to achieve in the coming year, especially in the very near future? Lastly, again, I would like to thank the entire management and the secretarial department to give me an opportunity to connect directly and put forward my queries. Thank you and wish you all the best for the coming time.

- **Moderator:**
- Thank you so much, sir. I now invite our next speaker, Mr. Atanu Saha. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on your camera, if you may so desire.
- **Atanu Saha - Shareholder:**
- Am I audible?
- **Moderator:**
- Yes, sir. We can hear you.
- **Atanu Saha - Shareholder:**
- Good morning, weather time. Good afternoon. I Atanu Saha, a shareholder of IRCTC Limited. My respective Chairman Seema Kumar ji, and CFO Ajit ji, and all directors and our company secretary, Karla Madam and her total team and our government nominee, and our president nominee and all my shareholders present in this virtual meeting. I thank to give me chance to thanks to everybody. Sir, one thing my previous shareholder only said, so not necessary to repeat the same question, sir my question is that sir, what about the shareholders reward? One point, second what about the discount coupon? Third point, sir the shareholders this is promoters holding decreasing but how do we increase our public shareholders? And I wish a good year ahead with good results and good health to everybody. I wish that, this is our IRCTC where we serve the nation withstand always firm, with extraordinary performance, sir I wish our Miniratna transform into Maharatna. Thank you. Have a good day.
- **Moderator:**
- Thank you so much, sir. I now invite our next speaker, Mr. Ankur Chanda. Sir, you are now placed in the meeting. Kindly unmute your audio and turn on your camera, if you may so desire. Sir, I request you to accept the unmute request. Sir, we're not able to hear you. Kindly accept the unmute request.
- **Ankur Chanda - Shareholder:**
- Am I audible?
- **Moderator:**
- Yes, sir. You are audible.
- **Ankur Chanda - Shareholder:**
- Good morning. Good afternoon to everyone. Sir, our corporate governance is too good. Our results are double from previous time. It is good thing for us and it reflects in our share price. Last time I had some grievances from secretarial department. But this time she contacted us so that grievance is now gone. I wish work like this continuously and we get good returns. That's all. Thank you.

- **Moderator:**
- Thank you so much, sir. With this, all the speaker shareholders who registered and did log in were given an opportunity to speak. And now I hand over the proceedings to our chairperson.
- **Seema Kumar - Chairperson and Managing Director, IRCTC Limited:**
- Let me begin with thanking each one of you once again for reposing so much of faith in your company. I would like to express my gratitude especially to the following speakers for acknowledging the good work being done by IRCTC team. I would be taking their names. And if I miss anybody, please pardon me. Sunil Kumar Modak ji, Ajay Kumar Jain, Sujan Modak, Santosh Kumar Saraf, Shailesh Mahadevia, Santosh Chopra, Anil Mehtaji, Saraf Sahab, Rajendra Jamna Sethji, Shastri Sahab, Jaydev Bhakshiji, Santosh Bhutaniji, Kanaklata Bharatraj., Swaran Lataji, Bimal Krishna sarkar, Krishna Lal Chaddha, Kanika Jain, Vinod Agarwal, Gagan Kumar, Ashok Kumar, Yashpal Chopraji, Manjeet Singh ji, Rishab Jain, Atanu Saha and Anku Chada. If I'm missing anybody, please excuse me. But we really appreciate that hard work being put in by the IRCTC is being acknowledged by our shareholders for whom we work day and night for improving the performance of this company.
- Now, I would be taking questions one by one. But to begin with generic question what is the roadmap ahead? This is the main question everybody is asking. Let me begin by saying we have seen the performance which you have received in 2022- 23. For the way ahead, see pre-COVID we had around 809 trains in which we had the catering contracts. Till August we have already done 1209. So 400 additional trains have been done more than COVID. 200 additional contracts are in pipeline. As we are aware, Ministry of Railways has already had a plan and notified that in coming three years 500 additional Vande Bharat will be coming. That means IRCTC will be doing e-ticketing, catering Railneer, all the services onboard services for these trains also. So this is the pipeline as far as train services are concerned.
- Now coming to this tourism sector, this is a new project of Bharat Gaurav train which was taken last year -- undertaken by IRCTC. As mentioned in my speech, 10 rakes have been allotted by Ministry of Railways in our custody for running these trains. We had run 41 trains into '22- '23 and in this year '23-'24, we have already run 60 trains till date and 100 more run in pipeline. In addition, we are having a huge demand for state thirath as well. This club together will result into significant jump into touring for IRCTC. Now. Railneer Plants we already have three Railneer plants which are likely to be operational in this financial year and one more in next year. This will add to our production capacity and result in profits. As in my opening speech we have undertaken novel project which is ticketing along with the DMRC, Delhi Metro Rail Corporations. In this at present at New Delhi, Delhi and Anand Vihar alone we have 20 lakh passenger per day which are interchanging between Metro and Indian Railway. Now in this joint exercise which is undertaking with DMRC, IRCTC will be providing a facility for passengers who are coming by metro and onwards going by the Indian Railways to have a unified ticket so that they don't have to stand in the line at the boarding station or de-boarding station. We expect a great adventure and exercise in this and we intend to extend it to further tier two metros

like Kochi, Lucknow and other places also. This is also a new initiative we have already taken.

- We are also for budget hotels. Many people have asked, one of the speakers if I may just say has asked for the tie up for budget hotel at Ayodhya, Lokesh Gupta ji. Let me tell you in talks with UP government. It is in advanced stages and we are likely to get a land parcel from the UP government on which we are planning to build a budget hotel. Along with this we are also in talks with other state governments, many state governments for allotting us land for budget hotels. We are doing a feasibility study and we will be undertaking this project further.
- Now coming for individual question one by one. As far as 25 years of IRCTC celebration is concerned, management is fully committed to have a very grand celebration befitting this organization, this company of yours which is doing wonders in the total market scenario. We would be getting back to you with the details very shortly. Now for your expectation and aspiration for IRCTC to become Navratna company, let me share with you all. We are already working. We have sent a proposal, submitted a proposal to Ministry of Railways for upgradation of our company from Miniratna to schedule A and onwards. We will work towards taking it to Navratna status as well.
- Now for complaint registration, Praful Chavda ji had ask, let me inform that 139 is a universal number of Indian Railways on which you can register complaints through mobile, through SMS or through social media or through email, et cetera. Regarding the refund to be processed immediately. Let me just submit here. When ticket is booked, there is a process which involves the banks as well because the amount is being deducted from your account. So for refund also we have to go through the process of reconciliation with the bank and which is taking some time. We will work towards further improvement in this area.
- Coming to this improvement in inspection quality and to show that quality of food can be improved. Let me assure you sir, with my 35 years of service in Indian Railways we are absolutely committed for this improvement in quality of services. Onboard services, whether it is a Railneer supply or the catering services on board, we have hospitality monitor, we have food safety inspectors to be detailed. I would be sharing with you. Inspections are being done and we have standardized recipes in the menu. CCTV cameras have been installed in the base kitchens. QR codes stickers are being put on the meal packets. Indian Railway as well as IRCTC is deploying food safety supervisors on board as well. Third party safety and hygiene audit both on trains and the kitchen is being undertaken. Onboard monitoring of quality of services is being done by the IRCTC supervisors as well. This is all in addition to the checks and balances in place by Ministry of Railways.
- Now Sujan Modakji asked for way ahead, which I've already shared. As far as sequencing of speakers to be informed in advance, I fully agree that this is an excellent idea. We should be doing this so that speakers are aware that they are the next to speak to.
- Lokesh Gupta ji has asked for the cybersecurity measures taken for our e-ticketing system. I can assure you that we are working very seriously on the security measures

on E-ticketing system, which is the most robust e-ticking system globally. At various levels, we are following the guidelines of METI, CERT, NCIPC, MHA in full spirit. Now, if I can give you some details, we are having application layer security controls. We have network and infrastructure layer security control; physical security control and we have very robust security audit and monitoring system. Our engaged system has been audited by development of advanced computing that is CDAC. It is also integrated with certain threat and situational awareness project; security logs are being continuously monitored on regular basis for mitigation of security threats. And our system is so robust and continuously deal with even MHA's cybersecurity crime team so that any threat whatsoever does not hamper and affect our e-ticketing system.

- Now next coming to Shailesh Mahadeviaji, you talked about year of millet, I'm very happy to announce that Ministry of Railway has also mandated IRCTC to implement millet-based recipes in the system. And we have instructed our licensees and we are also monitoring that few of the recipes I can tell you. Ragi laddu, Ragi Kachoris, Ragi Idli, Ragi Dosa, Ragi Uttam, etc. We are providing on the train onboard services. Your suggestion for oil quality has been noted. Compensation package to executive. This is being done sir, as per the DP guidelines for a Miniratna company. Because these are decided by the DP guidelines as per the classification of the company the compensation package is decided.
- For Santosh Chopraji, we are taking all measures to ensure that only Railneer brand is provided. Because railway has also mandated nominated station for supplying Railneer water. One of the speakers has asked me about what is my production capacity and what is my current production and what is my additional project that will be Bhattiwala ji. At present production capacity of Railneer is 15.52 lakh litres per day and we are currently producing 12 lakh litres per day with three additional plants we will rise to 18.40 lakhs per day. We are continuously working towards ensuring Railneer supply to the railway passengers.
- Now coming to Santosh Chopraji. As far as discount coupon to senior citizen, this railway fares are decided and published by Ministry of Railways. IRCTC is just the e-ticketing platform. Any concession which has to be given, it has to be given as a policy to all the rail passenger. Whether they book on e-ticket or they go to the station to book their ticket. So that the situation of differential pricing does not arise. For shareholder relation improvement measures. Anil Mehtaji, we are having earning calls after every Q1. We are having AGMs regularly. We also have nominated Investment Relation Officer with whom anytime you can be contacted on phone or an email We are committed to answer all your queries and work along with you for improvement of this company.
- Santosh Kumar Saraf ji, I fully agree with your concern about the percentage of female employees. As on date it is 15% and we definitely need to improve. We will be working towards it, sir. Revalidation of tickets. Sir, this inventory is of Indian Railway. This is issued for one particular day, particular train and revalidation, if any, the policy has to come from the Ministry of Railways. Your concern and your issue we will definitely send it to Ministry of Railway.

- For VC meetings. Few speakers have appreciated that we are coming on and there's some suggestion for hybrid mode. We will definitely consider hybrid mode in times to come. Rajendra Jamnadas Seth ji, you praised pilgrim tour, thanks for that. As far as guide facility is concerned, guide facility provided at tourist spot. We will explore your suggestion for providing guide on the train as well.
- K Sadanand Shastri ji, you talked about zonal office Bangalore, I want to tell you, the regional office of IRCTC is already functional at Bangalore to cater to SWR.
- This is next is Santosh Bhutani ji, Bharat Gaurav trains are doing good. Thank you for your wishes and we intend to do much better in future. Kankanala Bharatraj ji, pardon me if I'm pronouncing your name wrong, as far as Vande Bharat food quality is concerned. This is a premium brand which is being inaugurated by Honourable PM as well. We are fully committed and we will definitely address if there is any quality. We are attempting to give the best quality meal on the train, but as you suggested, we will further work to improve it.
- For bonus issues, Swarn Lata ji, we are bound by the DIPAM guidelines as and when DIPAM decides, we would definitely be complying with those instructions.
- Vimal Krishna Sarkar ji, CSR Utilization appreciation, we are thankful to you. Kanika Jain ji, you have spoken about the bus booking. Let me inform you that bus booking is already available on IRCTC platform in the year '22 –'23, 1,63,670 passengers have availed this facility of bus booking on IRCTC platform. And we are also exploring further revenues with other state governments for bus booking.
- Sir Vinod Agarwal ji, you have asked for discount in Rail Yatri Nivas state, tariff of Rail YatriNivas is decided by Indian Railways. If IRCTC has to give something this will come only from the revenues we are doing. That means your operating cost will increase. But your suggestion has been noted duly.
- Ashok Kumar Jain ji, you have spoken about profit not being commensurate with the revenue. Sir, I would like to inform you that IRCTC has a revenue mix like internet ticketing has a higher profit margin while catering and tourism have relatively margins are not that high. So depending on like in the year '22-'23, our catering and tourism is now picking up. While in last year it was e-ticketing which was a major contributor. So depending on the revenue mix it decides our profits at the end of the year.
- As far as Manjeet Singh ji, you have talked about the Vande Bharat occupancy and the fair. Sir, for any train for that matter, whether it is Rajdhani, Shatabdi, Duronto, Mail Express or Vande Bharat trains, the fares are decided by Ministry of Railway only. IRCTC gets to book only the tickets on e-ticketing platform catering and Railneer. Ministry of Railway is seized with the occupancy of Vande Bharat and I'm sure they will be working towards it. Your concern will definitely be registered with the Ministry of Railways. As far as green area at stations is concerned, sir, this plantation around the station area is being taken up by Ministry of Railways as in the environment ENHM activities of Indian Railways, sir.

- For Rishabh Jainji, your concern towards tatkal booking, I would like to inform you that upgradation of IT system is in the pipeline. We are intending to do lot of investment in this area so that booking becomes smoother and the glitch being faced during the tatkal hours gets sorted out.
- Regarding this ecofriendly thing practices being followed by IRCTC. I would like to inform you that IRCTC is working in this direction in the right earnest. As far as Railneer plants are concerned, we are fully complying with the extended producer responsibility. As against the target of 2,177 metric ton of plastic waste disposal, we have recycled 2,463 metric ton and we have achieved the targets given by the state pollution control boards. Raw materials used in Railneer plants are not a single used plastic material is being used and everything is recyclable. Railneer plants are having 100% rainwater harvesting systems. Regular plantation driving being carried out at all Railneer plants.
- Food packaging and service material are of wooden and cornstarch. Spoon, trays, fork et cetera are also of cornstarch or wooden and not a single use plastic material is being used. Waste management of garbage is being strictly done as per the SOP guidelines settled by the railways.
- Now coming to Jaideep Bakshiji. And one more if I'm missing the name for the price chart request has been put. Yes, this should be available. We would be taking measures so that it is enforced and on demand price chart is available with the server of the mobile catering unit, Sir.
- Kaushik Sahukarji, for special need facilities sir, this is policy matter. Ministry of Railway would be informed all your concern, sir. As far as momentum on special occasions, this thing has been noted by the management and we will definitely be working towards it. For appeal for support as you said you had done last year also. Please send a mail to CMD's office. I will definitely do it and see what is done as per the policies of the company. Sir.
- With this, if I have missed any detail, one of the speakers had asked for the detailed comments on the balance sheet and the annual report, Sir. I would be personally sending a mail to you with comments on balance sheet performance with all your concern, thank you. Once again, I would like to thank you to all the speakers who have shown so much of interest and asked pertinent question. This only motivates us to do better and also take care of your concern as an esteemed shareholder. Thank you. Jai Hindi.
- **Suman Karla – Company Secretary, IRCTC Limited:**
- Thank you so much, ma'am. The icon for e-voting is available on the screen which will redirect you on a separate window to the e-voting portal of NSDL. The e-voting facility will be closed 15 minutes after the closure of meeting. The results of voting will be declared on Monday 28th August 2023 and will be intimated to stock exchanges also. I now invite Sri Ajit Kumar, Director of Finance and CFO to kindly give a vote of thanks.
- **Ajit Kumar - Director of Finance and CFO, IRCTC Limited:**

- It gives me immense pleasure to propose a vote of thanks to our Chairperson, Managing Director, Board members of the company, representative of the honourable President of India, our valued shareholders, scrutinizers, statutory and secretary auditors of the company, NSDL and Multi TV. I'd also like to thank M/s Alankit Assignment Limited, registrar and share transfer agents of your company. Last but not the least, the entire IRCTC team. Thank you.
- **Moderator:**
- Dear members, as instructed by the scrutinizers, I request all members participating in the AGM who have not casted their vote yet to cast their vote in the remaining period of five minutes. Thank you. Dear members, as advised by the Scrutinizers, the time for E voting has elapsed. And they're of the view that all members who are participating in the annual General Meeting have been given adequate time and opportunity to vote at the AGM. And this concludes the proceedings of the AGM. Thank you all for participating in the AGM and E-voting.

End of Transcript