

Dear Team IRCTC,

On the occasion of 21<sup>st</sup> Foundation Day of IRCTC, I extend my warm greetings and best wishes for future to all of you. Having made a beginning on 27<sup>th</sup> Sept 1999, with a paid up capital of Rs 20 crs, in a short span of 20-21 years, the Company has grown up to a stage where its Market Capitalisation is more than Rs 20000 Crs. This is a result of the persistent efforts of all the members of Team IRCTC and able leadership of our predecessors. IRCTC, over a period of time has risen to the challenges arising at different points of time in the form of transfer of Catering to Railways , withdrawal of Service charge and so on and has come out in flying colours every time. It is because of outstanding efforts, hard work and dedication and contribution of each member of our team .

IRCTC has successfully completed 21 years of journey and serving to society at large and rail passengers in particular. In all these years, IRCTC has diversified from being a catering and hospitality Company to newer and unchartered territory of Tourism, Air ticketing, Cruise business, Data and website monetisation to as new as in the field of Train Operations also. The confidence and faith of the public in our capability was recognized by one and all, when IRCTC went public in 2019, making it the best performed IPO among all the CPSE's so far, with a record subscription of around 112 times and more than 100% gain on the listing day itself to the investors. In this pandemic period also, IRCTC has performed and lived up to its responsibilities by way of providing about 1.75 crs Community meals and operation of Shramik Specials.

In the days to come and with the Company going public, with the passenger expectation level ever increasing, challenges will be more. We all will have to continue to work towards setting up a benchmark of highest standards in terms of quality of service, response to the consumer needs, meeting the competitive challenges and adhering to the Directives of the Govt. We need to establish systems, processes that are market friendly, consumer centric, transparent and responsive. Use of technology in this digital age can be an one of the many available effective mechanisms. It is my firm belief that IRCTC with unstinted support and dedication of all of you, the Company will not only achieve the requirements above but also achieve more and more milestones and scale newer heights in the days to come.

Once again, I would take this opportunity to extend my Greetings on this 21<sup>st</sup> Foundation Day , which we are celebrating in this manner due to the prevailing circumstances. Take Care, Stay Safe, Stay Healthy!!

**M.  
P.Mall**

**Chairman and Managing  
Director**