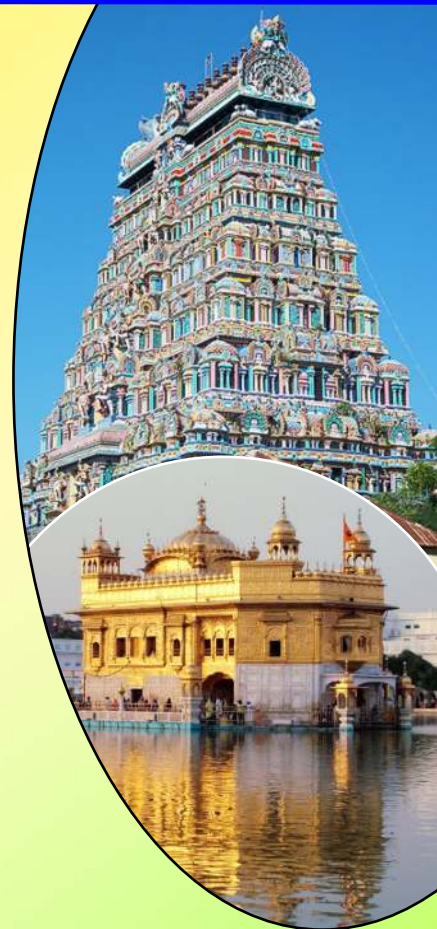


# वार्षिक R पोर्ट ANNUAL REPORT 2008-2009



इंडियन रेलवे कैंटरिंग एण्ड टूरिज्म कॉर्पोरेशन लिमिटेड  
(भारत सरकार का उद्यम—मिनी रत्न श्रेणी-I)  
**Indian Railway Catering and Tourism Corporation Ltd.**  
(A Govt. of India Enterprise—Mini Ratna Category-I)



## इंडियन रेलवे केटरिंग एण्ड टूरिज्म कॉरपोरेशन लिमिटेड

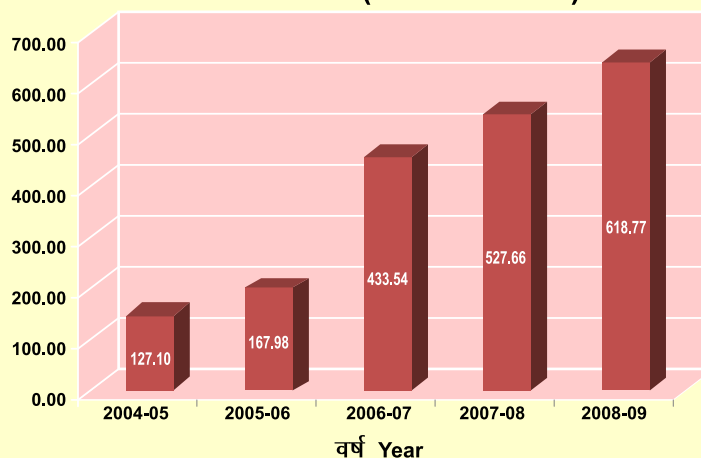


मुगलसराय में नव उद्घाटित मॉड्यूलर स्टाल का दृश्य  
A view of newly inaugurated Modular Stall at Mugalsarai

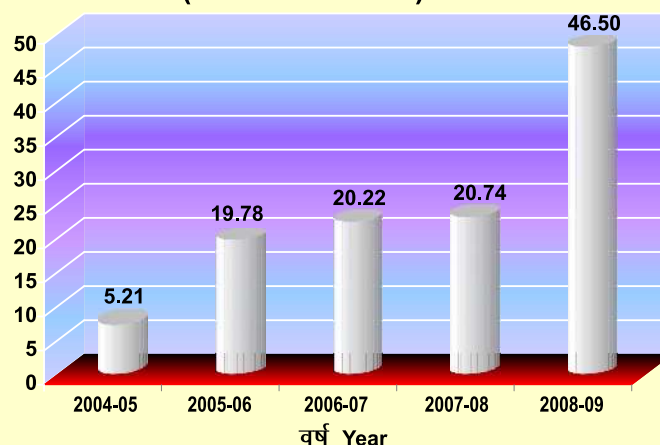


ऑन बोर्ड केटरिंग सर्विसेस  
On Board Catering Services

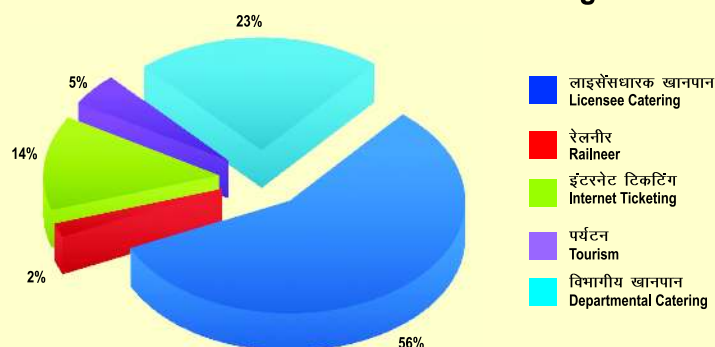
कुल आय (करोड़ रु. में)  
Total Income (Rs. in Crores)



शुद्ध लाभ (कर पश्चात लाभ) करोड़ रु. में  
Net Profit (Profit after Tax) Rs. in crores



व्यवसायिक खण्डों में कुल आय का वितरण 2008-09  
Distribution of Total Income Across Business Segments 2008-09







इंडियन रेलवे कटरिंग एण्ड टूरिज्म कॉरपोरेशन लिमिटेड

## निदेशक बोर्ड Board of Directors



श्री श्री प्रकाश  
अध्यक्ष  
**Shri Shri Prakash**  
Chairman



श्री राकेश टंडन  
प्रबंध निदेशक  
**Shri Rakesh Tandon**  
Managing Director



डॉ. नलिन सिंघल  
निदेशक (पर्यटन एवं विपणन)  
**Dr. Nalin Shinghal**  
Director (Tourism & Marketing)



श्री विनोद अस्थाना  
निदेशक (खानपान सेवाएं)  
**Shri Vinod Asthana**  
Director (Catering Services)



श्री विश्व रंजन गुप्त  
निदेशक (वित्त)  
**Shri Vishwa Ranjan Gupta**  
Director (Finance)



श्री नरेश सलेचा  
सरकारी निदेशक  
**Shri Naresh Salecha**  
Government Director



श्री अशोक कुमार  
सरकारी निदेशक  
**Shri Ashok Kumar**  
Government Director



श्री जगदीप एस. छोकर  
स्वतंत्र निदेशक  
**Shri Jagdeep S. Chhokar**  
Independent Director



श्री आलोक शिवपुरी  
स्वतंत्र निदेशक  
**Shri Alok Shivapuri**  
Independent Director



श्री आर. एन. भारद्वाज  
स्वतंत्र निदेशक  
**Shri R. N. Bhardwaj**  
Independent Director



श्री आर. के. अग्रवाल  
स्वतंत्र निदेशक  
**Shri R. K. Agrawal**  
Independent Director

**Indian Railway Catering and Tourism Corporation Ltd.**

वार्षिक **R** पोर्ट  
ANNUAL REPORT  
2008-2009

**INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED**  
(A Government of India Enterprise-Mini Ratna Category-I)

**Corporate office :** 9th Floor, Bank of Baroda Building,  
16 Parliament Street, New Delhi-110001.  
Tel.: 011-23311263-64 (EPBX), Fax: 011-23311259



**ANNUAL REPORT 2008-2009**

**INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED**

(A Government of India Enterprise-Mini Ratna Category-I)

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## Indian Railway Catering and Tourism Corporation Ltd.

### Board of Directors:

#### Chairman

Shri Shri Prakash

#### Managing Director

Shri Rakesh Kumar Tandon,

#### Functional Directors

Dr. Nalin Shinghal,  
Director (Tourism & Marketing)

Shri Vinod Asthana,  
Director(Catering Services)

Shri V.R. Gupta,  
Director(Finance)

#### Government Directors

Shri Ashok Kumar  
Executive Director(T&C),  
Railway Board,  
Ministry of Railways

Shri Naresh Salecha  
Executive Director(FC),  
Railway Board,  
Ministry of Railways

#### Independent Directors

Shri Jagdeep S. Chhokar

Shri Alok Shivapuri

Shri R.N. Bhardwaj

Shri R.K. Agrawal

### Bankers:

1. HDFC Bank Limited
2. ICICI Bank Limited
3. Bank of Baroda
4. Punjab National Bank
5. State Bank of India & its subsidiaries
6. Corporation Bank
7. Oriental Bank of Commerce
8. Syndicate Bank
9. Canara Bank
10. Bank of India
11. Union Bank of India
12. Andhra Bank
13. Indian Bank
14. IDBI Bank
15. Citi Bank
16. Axis Bank Limited
17. Standard Chartered Bank
18. Bank of Rajasthan
19. Yes Bank

### Registered and Corporate Office:

9<sup>th</sup> Floor, Bank of Baroda Building,  
16 Parliament Street, New Delhi-110 001.

### Part Portion of Corporate Office

2<sup>nd</sup> and 5<sup>th</sup> Floor, STC Building,  
Jawahar Vyapar Bhawan,  
1 Tolstoy Marg, New Delhi - 110001

### Internet Ticketing Office:

New Operations Center,  
Northern Railway Reservation Office,  
IRCA Complex, Chelmsford Road,  
New Delhi-110 055.

### Railneer Plant, Nangloi:

Northern Railway's Wireless Station Area,  
Opp. Nangloi Bus Depot, Rohtak Road,  
Nangloi, Delhi-110 041.

### Railneer Plant, Danapur:

Loco Colony,  
South of R.P.F. Barracks, Khagul,  
Danapur-801105 (Bihar)

**Audit Committee:**

**Chairman**

Shri R.N. Bhardwaj,

**Members**

Shri Vinod Asthana,

Shri Jagdeep S. Chhokar

Shri Alok Shivapuri

Shri R.K. Agrawal

**Company Secretary:**

Shri Rakesh Gogia

**Statutory Auditors:**

M/S S.P. Marwaha & Co.,  
Chartered Accountants,  
New Delhi.

**Zonal Offices:**

**North Zone :**

Ginger Rail Yatri Niwas,  
Ground Floor,  
New Delhi Railway Station,  
Ajmeri Gate Side,  
New Delhi-110 001

**East Zone – I & II:**

Old Koilaghat Building,  
3, Koilaghat Street,  
Kolkata-700 001.

**West Zone :**

2<sup>nd</sup> Floor,  
New Administrative Building,  
Central Railway, CST,  
Mumbai-400 001.

**South Zone :**

6A, The Rain Tree Place,  
9, Mc Nicolas Road, Chetpet,  
Chennai-600 034.

**South Central Zone :**

2<sup>nd</sup> Floor, Am Sri Classic Complex,  
Sarojini Devi Road,  
Secunderabad-500 071



**INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED**

**Tenth Annual General Meeting**

**Chairman's Speech**

Dear Shareholders,

It gives me immense pleasure in extending a very warm welcome to all of you at the Tenth Annual General Meeting of the Corporation.

We have gathered here today to receive, consider and adopt the Balance Sheet as on 31st March, 2009, Profit and Loss Account for the year ended on that date and the Report of the Board of Directors and Auditors thereon. These documents are already with you and I take it that all of you have perused them.

I would now like to briefly mention the salient features of the Corporation's financial performance.

**FINANCIAL PERFORMANCE 2008-09.**

During the year 2008-09, the Corporation achieved a total income of Rs. 618.77 Crore as compared to Rs. 527.66 Crore in 2007-08 thereby registering a growth of 17.3 %. The expenditure has been controlled and it has been reduced to 88 % of the total income as compared to 93 % in the previous year. With the result, there is quantum jump in the net profit of the Company which has been increased from Rs. 20.75 Crore in 2007-08 to Rs. 46.50 Crore in 2008-09, thereby registering a growth of 124 %. The profit is after providing for Rs. 30 Crore Haulage Charges as was provided during the previous year. The earnings on an equity share of Rs. 10 works out to Rs. 23.25 per share.

The Board of Directors recommended a total Dividend of Rs.9.31 Crore including interim dividend for the year 2008-09 as against Rs.4.15 Crore paid during the previous year.

The net worth of the Corporation has exceeded Rs. 100 Crore mark for the first time since its inception and has reached to Rs. 114.46 Crore.

**CONTRIBUTION TO REVENUES OF RAILWAYS:**

During the year the Corporation contributed a sum of Rs.76.26 Crore to the revenues of Indian Railways as against a sum of Rs. 62.76 Crore during the previous year, signifying an increase of 21.5 %. Contribution to the Revenues of Railways comprises Haulage Charges, Concession fee, License fee, User Charges and Dividend.

**OPERTIONAL PERFORMANCE-**

**CATERING:**

During the year 2008-09, catering licenses for 16 new mail/express trains and 55 new TSV trains licenses were awarded.

349 contracts of AVM kiosks for sale of hot and cold beverages on various railway stations and 95 milk stalls have been awarded by IRCTC during the year. Local products like Petha, Peda, Pop-corn plus economy ethnic regional products have been started. 1138 stalls under General Minor Units category were put on tender, during the year.

During the year, six new food plazas became operational taking the total operational food plazas to 57 and licenses for 36 more food plazas at various Railway Stations were awarded by the Corporation.

To improve the performance of catering services, IRCTC has terminated seven catering contracts of mobile trains and out of such terminated contracts, IRCTC is departmentally running Patna Rajdhani and Patna Garib Rath train.



## Indian Railway Catering and Tourism Corporation Ltd.

### **PACKAGED DRINKING WATER-RAILNEER:**

Two Plants of Railneer Packaged Drinking water are operating at Nangloi (Delhi) and Danapur (Bihar). In March, 2009, the capacity of Nangloi Plant has been increased from 5,500 Cartons per day to 8,500 Cartons per day.

### **QUALITY INITIATIVES:**

IRCTC has taken the following steps to ensure all round improvement in the quality of catering services:

- Setting up of control rooms at New Delhi, Mumbai, Kolkata, Chennai and Secunderabad, equipped with phone, fax & PC with broadband connectivity, being coordinated by Central Control at New Delhi
- Launching of toll free No. 1800-111-139 and 9771-111-139 for swift redressal of complaints & suggestions of passengers on phone and through SMS respectively.
- Engagement of Quality Control Professionals having Diploma/Degree in Hospitality.
- Third party audit on food hygiene & safety by M/s TUV SUD South Asia, the multinational food audit & certification agency. Total of 181 mobile units were covered in year 2008-09. Overall improvement of 8.5 % has been noticed in IRCTC related aspects.
- Engagement of M/s IMRB International, a leading market research firm to measure the degree of satisfaction of rail travellers on various aspects such as Food, Staff Behavior & Compartment related aspects to identify the areas for improvement.
- Appointment of M/s RITES for Certification for Food Safety Management System (FSMS) as per ISO 22000:2005 in Quality Management System (QMS) of Base Kitchens, Rajdhani Trains and catering stalls.
- Advising Licensees to get ISO certification for their base kitchens before the next renewal of the contract. At the end of 2008-09, a total 43 base kitchens, 19 food plazas and 6 trains have ISO certification.

### **TOURISM:**

During the year, the Corporation undertook the following tourism business:

- Rail Tour Packages : During 2008-09, a total of 23,768 berths have been sold as against 7,077 berths during the previous year.
- Land Tour Packages : During the year 7,891 packages have been sold as against 1,646 packages during the previous year.
- 159 Train / Coach charters were undertaken by the Corporation as against 51 Charters during the previous year.
- 18,801 persons were booked on Village on Wheels – Bharat Darshan Trains as against 14,890 persons during the previous year.

### **MAHAPARINIRVAN EXPRESS, BUDDHIST CIRCUIT SPECIAL TRAIN**

During its second season, the train has gained popularity with an increase of almost 200% in turnover. It has been bestowed with the National Tourism Award in February, 2009 as the “Most Innovative Tourism Product”.

### **BHARAT DARSHAN:**

All the three Bharat Darshan rakes are now being operated and marketed by IRCTC.

#### **TOURISM PORTAL:**

IRCTC's tourism portal [www.railtourismindia.com](http://www.railtourismindia.com) is fast growing into a one stop travel shop which will meet all the travel & tourism needs of a customer. Online booking of hotels across the country was launched on 6<sup>th</sup> December, 2008 and is becoming increasingly popular with over 3000 hotels being available across the Country.

#### **EDUCATIONAL TOURS:**

During the year IRCTC has made a successful foray into educational tours and almost 23,000 students availed the facility to various destinations.

#### **LUXURY TOURIST TRAIN :**

During the year, IRCTC finalized plans for owning and operating a Pan India Luxury Train. Order has been placed with ICF/ Chennai for manufacturing of the Train Shells and a leading 5 Star Hotel designer has been engaged for designing of the interior of the train. IRCTC has setup a joint venture with M/s Cox & Kings India Ltd. for managing the train. The train has been officially unveiled at the ITB Berlin in March, 2009. The train is expected to become operational by January 2010.

#### **INTERNET TICKETING:**

During the year 2008-09, the number of tickets booked through IRCTC website [www.irctc.co.in](http://www.irctc.co.in) has gone upto 4.41 Crore tickets as against 1.89 Crore tickets booked during the previous year. The value of tickets booked has gone upto Rs.3889 crore during the year as against Rs. 1705 crore during the previous year. Ticket bookings touched a daily high of 2,26,925 tickets.

In recognition of the excellent performance of this website, **EMPI – Indian Express Indian Innovation Award 2008-2009** and **CNBC Awaaz - Special commendation for redefining Indian Railways Award 2009** have been conferred on it.

#### **INTEGRATED TRAIN ENQUIRY SYSTEM (139-RAIL SAMPARK CALL CENTRE):**

IRCTC had taken up the project for launch of Integrated Train Enquiry System- Rail Sampark 139 with the objective of providing State of the Art enquiry services to Railway Passengers all over the country. This was a pioneering PPP project where the call centre was taken on a revenue model rather than on a cost model.

This project has brought about a sea change in the quality of enquiry services available to Rail Passengers across the country. Work is on for launch of various value added & premium services also. In recognition of the unique nature of the service, it was conferred with the **“PC Quest - Most Innovative Project Award 2009”**.

#### **CURRENT YEAR PLANS**

Your company is working on a number of schemes, some of which are:-

##### **Catering:**

- Besides, providing departmental catering services in new Duronto Express Trains, IRCTC has also undertaken catering services in long distance trains like Karnataka Express, Kanyakumari – Nizamuddin Express, Amritsar – Kochivilli Express. It has plans for other trains like Kerala Express etc.
- **Strategic tie ups:** In the areas of mobile catering and Rail Neer.
- **Static Units:** Streamlining of procurement process, standardization of services and automation in base kitchens.
- **Rail Neer :** Capacity enhancement for Rail Neer plant, Danapur from 5500 to 8500 cartons per day.



## Indian Railway Catering and Tourism Corporation Ltd.

- **New Rail Neer Plants:** For Southern Region, Rail Neer Plant of 15,000 carton per day is being set up at Palur near Chennai. Tender has been awarded and physical work for setting up building is in advance stage. For Western region, architect and plant consultants have been appointed for Rail Neer plant at Ambarnath near Mumbai. The rated capacity of the plant is 25,000 cartons per day.
- **Modular Stalls:** Replacement of all catering stalls with uniform design of modular stalls. M/s Jindal Steel is working on a prototype which will give longer life and aesthetic look.
- **Cell Kitchens/Base Kitchens:** Plans are to set up another 100 licensee cell kitchens.
- **Food Plazas/Fast Food Units/Quick Service Food Kiosks:** More than 20 food plazas, 20 Fast Food Units and 5 Quick Service Food Kiosks are in advance stage of planning.
- **Food Courts:** Developing food courts at stations with contemporary interior designs.

### Tourism:

- Launching of a Luxury Tourist Train with Pan India itineraries.
- Thrust of Educational Tour on All India basis.
- Strategic tie-ups for promoting tourism.
- Comprehensive travel services to foreign tourists.

### Internet Ticketing

- Modernization of IT infrastructure.
- Setting up of disaster recovery site.

### BOARD OF DIRECTORS:

I, on my behalf and on behalf of the Board of Directors of the Corporation, place on record the valuable guidance and services rendered by the outgoing, Chairman, Shri Vinoo Narain Mathur and Part-time Independent Directors, Shri S.B. Mathur and Shri Arvind Sharma; I would also like to welcome our newly appointed Managing Director, Shri Rakesh Kumar Tandon, Director (Finance), Shri V.R. Gupta and Independent Directors, Shri R.N. Bhardwaj and Shri R.K. Agrawal, on the Board of the Corporation.

### ACKNOWLEDGEMENT:

Before I conclude, I would like to express my sincere gratitude to the Shareholders for the confidence reposed in the Corporation. I also wish to express my gratitude to the Government of India, Ministry of Railways and Zonal Railways for their valuable guidance and support.

Last but not the least, I would like to place on record my sincere appreciation for the commitment, involvement and dedication exhibited by the staff as well as our associated agencies in the overall development and growth of the Corporation.

I would further like to reiterate that with the commitment, dedication and the hard work of my colleagues at all levels, the Corporation will be able to show even better results in the coming years.

Thank you,

Sd/-

NEW DELHI  
16<sup>th</sup> September, 2009.

(SHRI PRAKASH)  
CHAIRMAN

## DIRECTORS' REPORT

To

The Shareholders,

Your Directors take pleasure in presenting the Tenth Annual Report along with Audited Accounts of the Corporation for the year ended on 31<sup>st</sup> March 2009.

### 1. FINANCIAL PERFORMANCE

During the year 2008-09, the Corporation achieved a total income of Rs. 618.77 Crores as compared to Rs. 527.66 Crores in 2007-08 thereby registering a growth of 17.30 %. The increase was achieved in spite of the fact that bed roll and cleaning business has been transferred back to Railways. The major increase in the income in the year 2008-09 over previous year was achieved due to licensee catering (from Rs. 289.20 Crores to Rs. 341.02 Crores), quantum jump in internet ticketing (from Rs. 39.18 Crores to Rs.74.81 Crores) and tourism activities (from Rs. 9.72 Crores to Rs. 27.94 Crores).

The income of licence catering increased on account of higher number of units put on tender, efficient tendering system and increase in licence fee from static units. Quantum jump in internet ticketing was witnessed due to good marketing efforts, upgraded infrastructure and improved customer care. The growth in tourism business was achieved due to IRCTC's foray into educational tour business, tour package business take over of Bharat Darshan trains by IRCTC.

A net profit of Rs. 46.50 Crores was earned during 2008-09 as compared to Rs. 20.75 Crores in 2007-08 due to enhanced revenue and control on expenditure. An amount of Rs.30.00 Crore has been provided as Haulage Charges as was provided during the previous year. As at 31<sup>st</sup> March 2009, the Reserves and Surplus of the Corporation stood at Rs.94.46 Crore. The Net Worth went up from Rs. 78.85 Crore during the previous year to Rs.114.46 Crore during the year under review.

Profit earned by the Corporation has been appropriated in the following manner:

(Rs. in Crore)

Particulars/Year ending	31 <sup>st</sup> March, 2009	31 <sup>st</sup> March, 2008
Profit Before Tax	73.85	32.97
Provision For Tax	27.42	11.00
Provision for fringe benefit tax	0.65	00.50
Deferred Tax	(0.72)	00.72
Profit after Tax	46.50	20.75
Profit brought forward	8.93	9.04
<b>Tax adjustment for the prior years</b>		
Deferred Tax for Previous year	Nil	Nil
Transfer to Reserves	35.00	16.00
Dividend (Including Dividend Tax)	10.89	4.86
<b>Profit carried forward to Balance Sheet</b>	<b>9.54</b>	<b>8.93</b>

### 2. CONTRIBUTION TO REVENUES OF RAILWAYS:

During the year the Corporation contributed a sum of Rs.76.26 crore to the revenues of Indian Railways as against a sum of Rs. 62.76 Crore during the previous year. Contribution to the Revenues of Railways comprises Haulage Charges, Concession fee, License fee, User Charges and Dividend. The sharing of revenues with the various Zonal Railways has been made in terms of Memorandum of Understanding dated **17<sup>th</sup> January, 2007**. In addition to the above, tickets worth Rs.3888.82 Crore were booked during the year as against Rs.1705.03 Crore during the previous year.





## Indian Railway Catering and Tourism Corporation Ltd.

### 3. BUSINESS PERFORMANCE

#### Mobile Catering - Licensee

IRCTC has completely taken over the trains with pantry cars running on Indian Railways network. The contracts for 97 trains without pantry cars including 19 Garib Raths Trains have been finalized and made operational during the year.

As on 31.3.2009, the Corporation was managing catering services in 255 trains with the break up as follows:-

- (i) 14 Rajdhani
- (ii) 13 Shatabdi
- (iii) 16 Sampark Kranti
- (iv) 16 Janshatabdi
- (v) 196 Mail Express Trains

In the year 2008-09, catering licenses in 16 new mail/express trains and 55 new TSV trains licenses were awarded.

#### Static Catering - Licensee

349 contracts of AVM kiosks for sale of hot and cold beverages on various railway stations and 95 milk stalls have been awarded by IRCTC during the year. Local products like Petha, Peda, Pop-corn, etc. have also been awarded. 1138 stalls under General Minor Units category were put on tender, during the year.

During the year, six new food plazas became operational taking the total operational food plazas to 57 and licenses for 36 more food plazas at various Railway Stations were awarded by the Corporation.

#### Departmental Catering

Four Rajdhani trains and four mail/express trains were operational as on 31.3.09. Patna Rajdhani train was taken over under departmental operation from August 2008. Total 518 stalls and 419 trolleys were under departmental operation during the year.

The departmental catering during the year 2008-09 has suffered a loss of Rs.54.98 crores. This has been primarily on the following two accounts:-

- (a) Higher material cost due to increased raw material prices.
- (b) Higher HR cost.

#### Outstanding Dues

Comparative position of the outstanding dues are as follows:-

(Rs. in Crore)

Particulars	As on 31.3.2009	As on 31.03.2008
Railways	154.71	116.79
Non Railway	85.01	75.28
Total	239.72	192.07

During the year, the Sundry Debtors increased from Rs.192.07 crore to Rs.239.72 crores, However, an amount of Rs.63.82 crore was realized in the first week of April, 2009 by way of instruments dated 31<sup>st</sup> March, 2009. The same has been accounted in the books of accounts during April, 2009.

**Tourism Activities :**

During the year, the Corporation undertook the following business:

- Rail Tour Packages : During 2008-09, a total of 23,768 berths have been sold as against 7,077 berths during the previous year.
- Land Tour Packages : During the year 7,891 packages have been sold as against 1,646 packages during the previous year.
- 159 Train / Coach charters were undertaken by the Corporation as against 51 Charters during the previous year.
- 18,801 persons were booked on Village on Wheels – Bharat Darshan Trains as against 14,890 persons during the previous year.
- 25 Charters were operated on hill railways as against 46 Charters operated during the previous year. This decline is primarily due to law & order problems in Darjeeling.

**Mahaparinirvan Express, Buddhist Circuit Special Train**

During its second season, the train has gained popularity with an increase of almost 200% in turnover. It has been bestowed with the National Tourism Award as the “Most Innovative Tourism Product” in February, 2009. This is a remarkable performance for a product of this nature. A multi-pronged marketing strategy has been put in place for the forthcoming season.

**Bharat Darshan:**

All the three Bharat Darshan rakes are now being operated and marketed by IRCTC.

**Tourism Portal**

IRCTC's tourism portal [www.railtourismindia.com](http://www.railtourismindia.com) is fast growing into a one stop travel shop which will meet all the travel & tourism needs of a customer. Online booking of hotels across the country was launched on 6<sup>th</sup> December, 2008 and is becoming increasingly popular with over 3000 hotels being available across the Country.

**Educational Tours:**

During the year IRCTC has made a successful foray into educational tours and almost 23,000 students and teachers have availed the facility of educational tours to various destinations.

**Luxury Tourist Train :**

During the year, IRCTC finalized plans for owning and operating a Pan India Luxury Train. For this purpose an order has been placed with ICF/ Chennai for manufacturing of the Train Shells and a leading 5 Star Hotel designer has been engaged for designing of the interior of the train. Overall project cost is estimated to be 49.48 Crore. IRCTC has setup a joint venture with M/s Cox and Kings India Ltd. for managing the train. The train has been officially unveiled at the ITB Berlin in March, 2009 and a major international marketing campaign has been launched. The train is expected to become operational by January 2010.

**Internet Ticketing :**

During the year 2008-09, the number of tickets booked (both E and I tickets) through IRCTC website [www.irctc.co.in](http://www.irctc.co.in) has gone upto 4.41 Crores tickets as against 1.89 Crores tickets booked during the previous year. The value of tickets booked has gone upto Rs.3889 crore during the year as against Rs. 1705 crore during the previous year. Ticket bookings touched a daily high of 2,26,925 tickets and crossed over 40 Lac tickets sales per month for many months during the year. Average tickets sold per day through IRCTC's website was 1,71,744 tickets during March 09.



## Indian Railway Catering and Tourism Corporation Ltd.

In recognition of the excellent performance of this website, following awards have been conferred on it :

- EMPI – Indian Express Indian Innovation Award 2008-2009
- CNBC Awaaz - Special commendation for redefining Indian Railways Award 2009

### **Integrated Train Enquiry System (139-Rail Sampark Call Centre):**

IRCTC had taken up the project for launch of Integrated Train Enquiry System- Rail Sampark 139 with the objective of providing State of the Art enquiry services to Railway Passengers all over the country. This was a pioneering PPP project where the call centre was taken on a revenue model rather than on a cost model.

This project has brought about a sea change in the quality of enquiry services available to Rail Passengers across the country. Work is on for launch of various value added & premium services also. In recognition of the unique nature of the service, it was conferred with the “PC Quest - Most Innovative Project Award 2009”.

### **Packaged Drinking Water (Railneer):**

Two Plants of Railneer Packaged Drinking water are operating at Nangloi (Delhi) and Danapur (Bihar). During the year, the production of Railneer at Nangloi and Danapur was 2.11 Crores and 1.69 Crores bottles respectively. The capacity of Nangloi Plant has been increased from 5,500 Cartons per day to 8,500 Cartons per day.

Two Railneer Plants at Palur (Tamil Nadu) and Ambarnath (Maharashtra) are being set up.

The distribution of the Railneer is being done at various Railway Stations, in addition to, supplies to Parliament House, PMO, Railway Board and Ministry of External Affairs etc.

The results of the tests carried out by accredited laboratories on Railneer Packaged Drinking Water indicate that the quality of Railneer, conforms to European Economic Community (EEC) norms for pesticides residue, a unique distinction indeed.

## **4. QUALITY CONTROL AND COMPLAINT REDRESSAL SYSTEM**

- To maintain quality of services onboard trains, IRCTC has set up control rooms at New Delhi, Mumbai, Kolkata, Chennai and Secunderabad. These Zonal Controls have been strengthened and equipped with phone, fax & PC with broadband connectivity, and are operational around the clock, seven days a week. Central Control office at New Delhi regularly coordinates with all the five zonal offices for effective monitoring of the complaints & catering activities.
- A toll free no. 1800-111-139 has been launched for swift redressal of complaints & suggestions conveyed by passengers on phone. Passengers can call this no. from train as well without any charges & register their grievance/suggestion.
- In order to facilitate another option of lodging complaint/suggestion by passenger, facility of receipt of complaint through SMS on phone number 9971-111-139 has been started. This will enable the traveling passengers to have easy access to the complaints redressal system without any other charges.
- Quality Control Professionals having Diploma/Degree holders in hospitality with 2 or more years of field experience were inducted/engaged in August, 2008 & posted in Zonal & Regional offices. Specific trains have been allotted to them for achieving overall improvements in on board services.
- M/s TUV SUD South Asia, the multinational food audit & certification agency has been enlisted for third party audit on food hygiene & safety audit. Total of 181 mobile units were covered in year 2008-09. Overall improvement of 8.47% has been noticed in IRCTC related aspects which include cleaning & sanitation, food storage, personal hygiene, personal practices, presentation etc.

In the food audit reports submitted by M/s TUV SUD short term, medium term & long term recommendations with implementation period of 1 week, 3-4 weeks and 8 weeks respectively have been made for achieving further improvement in food hygiene & safety, which have been implemented/ are under implementation.

- A leading market research firm M/s IMRB International has been engaged to measure the degree of satisfaction of rail travelers on various aspects such as Food & refreshment, Bed roll & linen, Staff Behavior & Compartment related aspects to identify the areas for improvement. The factor responsible for deriving the overall onboard experience for the travelers have been classified into the following four broad aspects: i) Compartment Related Aspects, ii) Food & Refreshment Related Aspects, iii) Staff Behaviour Related Aspects & iv) Linen & Bedroll Related Aspects.

Overall improvement of 2.01 % in Rajdhani trains, 1.03% in Shatabdi Trains & 2.24 % in Mail/Express trains have been observed while making comparison of rating for year 2007-08 & 2008-09.

- M/s RITES, a public sector undertaking has been engaged for Certification for Food Safety Management System (FSMS) as per ISO 22000:2005 in Quality Management System (QMS) of Base Kitchens, Rajdhani Trains and stalls of IRCTC. Three Departmental Base Kitchens at HWH, BCT & NDLS have been ISO 22000:2005 Certified. In addition departmental Rajdhanis viz. BCT Rajdhani, A K Rajdhani & HWH Rajdhani have also been ISO 22000:2005 Certified by the certification agency.

In next phase departmental base kitchen at RJPB and Patna Rajdhani (2309-10) have been taken up for ISO certification.

Licensees have been advised to get ISO certification for their catering units before the next renewal of the contract. The status of ISO certification of catering units over IRCTC network is given below:

Catering Units	Base Kitchen	Food Plaza	Train	Total
Upto 2007-08	23	8	2	33
During 2008-09	20	11	4	35
<b>Total</b>	<b>43</b>	<b>19</b>	<b>6</b>	<b>68</b>

There are 5 catering units covered under ISO 22000, another 15 units covered under ISO 9000+HACCP and remaining under ISO 9000. Licensees have further been advised to upgrade their catering units to ISO 22000: 2005 certification wherever not covered.

- FUTURE PLANS:** Some of the initiatives planned for tourism, catering activities and Internet Ticketing are as under :

**Catering :**

- Strategic tie ups:** IRCTC is working towards tie ups in the areas of mobile catering, Rail Neer and product formation. Tie ups with AMUL and NCDFI for milk products and IOC for fuel have been entered into.
- Static Units:** Streamlining of procurement process, standardization of services and automation in base kitchens is the focus area in major static units.
- Rail Neer capacity:** The capacity enhancement has been done for Rail Neer plant, Nangloi from 5500 to 8500 cartons per day and physical work is in progress for capacity enhancement at Danapur Rail Neer Plant.
- New Rail Neer Plants:** For Southern Region, Rail Neer plant is being set up at Palur near Chennai. Tender has been awarded and physical work for setting up building is in advance stage. For Western region, architect and plant consultants have been appointed for Rail Neer plant at Ambarnath near Mumbai.
- Modular Stalls:** Replacement of all catering stalls with uniform design of modular stalls is proposed to be undertaken and M/s Jindal Steel is working on a prototype which will give longer life and aesthetic look.
- Cell Kitchens/Base Kitchens:** Plans are to set up another 100 licensee cell kitchens.



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- **Food Plazas/Fast Food Units/Quick Service Food Kiosks:** 52 food plazas, 13 Fast Food units and 1 Quick Service Food Kiosks are operational on date. More than 20 food plazas, 20 Fast Food Units and 5 QSFK are in advance stage of planning.
- **Food Courts:** IRCTC is planning to develop food courts at stations with contemporary interior designs.

### **Tourism :**

- Launching of a Luxury Tourist Train with pan India itineraries.
- Thrust of Educational Tour on All India basis.
- Further development of rail tour package business
- Strategic tie-ups for promoting tourism
- Comprehensive travel services to foreign tourists booking tickets on IRCTC website.

### **Internet Ticketing**

- Modernization of IT infrastructure.
- Setting up of disaster recovery site.

## **6. HUMAN RESOURCE DEVELOPMENT AND TRAINING INITIATIVES:**

During the year, the Corporation incurred an expenditure of Rs.35.75 Lac on training of staff as against Rs.18.11 Lac incurred during the previous year. The Corporation organized training programmes for staff with reputed food craft training Regional and Government institutes.

The Corporation has organized the training programmes for all the staff categories viz., Officers, QCPs, Inspectors, Supervisors, Cooks, Bearers, etc in the skills up-gradation and personal hygiene. These training programmes have benefited large number of catering staff. In addition to this, specific trainings were imparted at best national and regional food institutes to upgrade skills of departmental cooks.

## **7. DIVIDEND**

Keeping in view the financial results, the Board of Directors recommended interim dividend of Rs.4.00 Crore. The Board of Director have now recommended a Total Dividend of Rs.9.31 Crore (Approximately, 20 % of the Net Profit) including interim dividend for the year 2008-09.

## **8. CAPITAL STRUCTURE**

As on 31<sup>st</sup> March 2009, paid-up share capital of the Corporation stood at Rs.20.00 Crore. The Government of India holds the entire paid up share capital of the Corporation. During the year, there was no change in the paid-up share capital.

## **9. INDUSTRIAL RELATIONS**

Cordial industrial relations were maintained during the year.

## **10. PRESIDENTIAL DIRECTIVES / GOVERNMENTAL DIRECTIVES**

No Presidential Directive was received from the Government during the financial year 2008-2009.

## **11. VIGILANCE**

The Corporation has a full fledged Vigilance department headed by a Joint Secretary rank CVO, Smt. Sundari Subramaniam Pujari.



### Integrity pact

'In Principle' approval of Board of Directors of IRCTC was accorded to enter into an integrity pact as a good governance tool. The adoption of Integrity Pact by IRCTC will go a long way in establishing healthy business practices.

### 12. RAJBHASHA

The Corporation has taken necessary steps for ensuring compliance of the provisions of Section 3(3) of the Official Language Act. A Rajbhasha Committee is set up by the Corporation to review the progress made in the implementation of the Hindi in day-to-day work.

The Corporation is following the guidelines of the Official Languages Act. The Annual Report is concurrently published in Hindi. The Company would progressively increase the use of Hindi in accordance with official language policy of the Government. The Officers and staff possess working knowledge in Hindi in day to day work.

### 13. PARTICULARS OF ENERGY CONSERVATION, TECHNOLOGY ABSORPTION, FOREIGN EXCHANGE EARNINGS AND OUTGO ETC:

Details as per the provisions of Section 217(1)(e) of the Companies Act, 1956 read with the Companies (Disclosure of Particulars in the Report of Board of Directors) Rules 1988 regarding Conservation of Energy, Technology Absorption, Foreign Exchange Earnings and Outgo is given as per **Annexure-I**.

### 14. PARTICULARS OF EMPLOYEES

As required under the provisions of Section 217(2A) of the Companies Act, 1956 read with the Companies (Particulars of Employees) Rules, 1975, none of the employees were drawing salaries and allowances beyond the limit stipulated therein.

### 15. DIRECTORS' RESPONSIBILITY STATEMENT

Pursuant to the requirement under Section 217(2AA) of the Companies Act, 1956, with respect to Director's Responsibilities Statement; it is hereby confirmed:

- (i) That in the preparation of annual accounts for the financial year ended 31<sup>st</sup> March 2009; the applicable accounting standards have been followed.
- (ii) That the directors have selected such accounting policies and applied them consistently and made judgments and estimates that were reasonable and prudent so as to give a true and fair view of the state of affairs of the Corporation at the end of the financial year and profit and loss of the Corporation for the period under review.
- (iii) That the directors have taken proper and sufficient care for the maintenance of adequate accounting records in accordance with the provisions of the Companies Act, 1956, for safeguarding the assets of the Corporation and for preventing and detecting fraud and other irregularities.
- (iv) That the directors have prepared the annual accounts for the financial year ended 31<sup>st</sup> March 2009, on a 'going concern' basis.

### 16. CORPORATE GOVERNANCE AND MOU SIGNING

The Corporation is seized of the concept of Corporate Governance and principles underlying the same. It has already constituted/re-constituted Audit Committee of the Board of Directors. A Corporate Governance Report for the year ended 31<sup>st</sup> March, 2009 is given as per **Annexure -II**

The Corporation has also signed an MOU with the Government of India, Ministry of Railways thereby laying inter alia the physical and financial targets for the year 2008-09.

### 17. CORPORATE SOCIAL RESPONSIBILITY

During the year, Corporation contributed an amount of Rs.2.00 crore to the Railway Minister's welfare and relief fund for assistance to the flood effected people of Bihar. In addition to the above 1,00,000



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bottles of Railneer were distributed amongst the flood affected people.

### 18. AUDITORS

M/s S.P. Marwaha & Co., Chartered Accountants, New Delhi were appointed as Corporation's Statutory Auditors for the year 2008-2009 by Comptroller and Auditor General of India, New Delhi.

### 19. COMMENTS OF C&AG

The Comments of the C&AG on the accounts of the Company for the year ended 31<sup>st</sup> March, 2009 shall form part of this report.

### 20. BOARD OF DIRECTORS

At present, the Board of the Corporation consists of a part-time Chairman, Managing Director, three Functional Directors, two Government Nominee Official Directors and Four part time non-official Directors.

The Board met four (4) times during the year for transacting business and following Directors held office up to the date of the Report: -

Shri Shri Prakash, Chairman,

Shri Rakesh Kumar Tandon, Managing Director,

Shri Nalin Shinghal, Director (Tourism & Marketing),

Shri Vinod Asthana, Director (Catering Services),

Shri Vishwa Ranjan Gupta, Director(Finance)

Shri Naresh Salecha,

Shri Ashok Kumar,

Shri Jagdeep S. Chhokar,

Shri Alok Shivapuri,

Shri R.N. Bhardwaj,

Shri R.K. Agrawal,

Shri Vinoo Narain Mathur, Chairman of the Company ceased to be Director of the Company on attaining the age of Superannuation from the services of Ministry of Railways.

Shri Shri Prakash, Member Traffic, Railway Board was appointed as Part-time Chairman/IRCTC w.e.f. 24.10.2008.

Shri Rakesh Kumar Tandon was appointed as Managing Director w.e.f. 05.01.2009.

Shri V.R.Gupta was appointed as Director(Finance) w.e.f. 06.10.2008.

Shri Jagdeep S. Chhokar, and Shri Alok Shivpuri were appointed as Part-time Independent Non-official Director w.e.f. 28.05.2008.

Shri S.B. Mathur and Shri Arvind Sharma ceased to be directors on the Board of the Corporation on completing the tenure of appointment as an independent Directors.

Shri R.N.Bhardwaj and Shri R.K.Agrawal were appointed as Part-time Independent Non-official Director w.e.f. 22.01.2009.

The Board welcomed the new Directors and placed on record its sincere appreciation of the services rendered and guidance provided by the outgoing Chairman and Independent Directors.

**21. AUDIT COMMITTEE**

An Audit Committee of the Board of Directors was earlier constituted by the Corporation. The Audit Committee of Board of Directors met Four (4) times during the year for transacting business and following Audit Committee Members held office up to the date of the Report: -

Shri R. N. Bhardwaj,

Shri Jagdeep S. Chhokar,

Shri Alok Shivapuri

Shri R.K. Agarwal,

Shri Vinod Asthana, Director(Catering Services)

Shri R.N. Bhardwaj has been elected as Chairman of the Audit Committee.

**22. ACKNOWLEDGEMENT & APPRECIATION**

The Board of Directors thanks the Ministry of Railways for their guidance and continued support throughout the year. The Board of Directors is also extremely grateful to its valued customers and licensees. The Board of Directors further place on record their appreciation of the commitment, involvement and dedication exhibited by the staff in the overall development and growth of the Corporation.

**For and on behalf of the Board of Directors**

**Place: New Delhi**  
**Dated: 25<sup>th</sup> August, 2009**

Sd/-  
**(SHRI PRAKASH)**  
**Chairman**



**ANNEXURE-I.**

**Annexure to Directors' Report**

**FORM A**

**Disclosure of particulars with respect to Conservation of Energy:**

**A. Power and Fuel consumption:**

Particulars	2008-09	2007-2008
1. Electricity:		
a) Purchased:		
Units ('000 KWH)	1819.23	2019.50
Total Amount (Rs. In Lac)	94.50	106.18
Rate/Unit (Rs.)	5.19	5.26
b) Own Generation:		
Through Diesel Generator-		
Units ('000 KWH)	321	324
Units per ltr. of diesel oil	3.16	3.39
Cost/unit (Rs.)	12.51	9.45
2. Coal	Nil	Nil
3. Furnace Oil	Nil	Nil
4. Natural Gas	Nil	Nil

**B. Consumption per unit of production:**

Particulars	Electricity (KWH/per Bottle)		Furnace oil		Natural gas		Coal	
	08-09	07-08	08-09	07-08	08-09	07-08	08-09	07-08
Railneer – Packaged Drinking Water	0.05	0.05	Nil	Nil	Nil	Nil	Nil	Nil

## FORM B

### Disclosure of Particulars with respect to Technology Absorption:

#### Research and Development(R&D)

**1. Specific areas in which R&D is carried out by the Company:**

Nil

**2. Benefits derived as a result of the above R&D:**

Not applicable

**3 Future plan of action:**

Nil

**4 Expenditure on R & D during the year is as follows:**

( In Rs.Lac)

Sr. No.	Particulars	2008-09	2007-08
A	Capital	Nil	Nil
B	Recurring	Nil	Nil
	Total	Nil	Nil
	Total R&D Expenditure as a percentage (%) of turnover	N.A.	N.A.

**5. Technology absorption, adaptation and innovation:**

**Imported Technology :**

Technology	Year of Import	Status of absorption
------------	----------------	----------------------

NIL

**6. Foreign exchange earnings and outgo:**

( Rs. In Lac)

Particulars	2008-09	2007-2008
Foreign Exchange Earnings	3084.93	1430.41
<b>Foreign Exchange Outgo:-</b>		
Foreign Travelling Expenses	28.25	11.82

For and on behalf of the Board

Place: New Delhi  
Dated: 25<sup>th</sup> August, 2009

Sd/-  
(SHRI PRAKASH)  
Chairman





## Corporate Governance Report:

### Annexure-II to the Directors' Report

#### 1. Company's Philosophy:

The objective of the Company in relation to Corporate Governance is to enhance share holders' value in the long run by ensuring transparency, disclosures and reporting that not only comply with statutory regulations but also promote ethical conduct throughout the organization.

#### 2. Board of Directors:

The Board of Directors as on 31<sup>st</sup> March, 2009 consists of a Part time Chairman, a Managing Director, three Functional Directors, and two Government Nominee Official Directors and four part-time Independent non-official Directors.

Shri Shri Prakash, Member Traffic, Ministry of Railways, Railway Board became Chairman of IRCTC w.e.f. 24.10.2008 in place of Shri V.N.Mathur who ceased to be part-time Chairman of the Corporation, consequent upon attaining superannuation from the services of Ministry of Railways, Railway Board, New Delhi.

The appointment of a Director in the Corporation is approved by the President of India in terms of its Articles of Association. During the year, Shri Rakesh Kumar Tandon assumed the charge of Managing Director of IRCTC on 5<sup>th</sup> Jan., 2009 (F.N.).

Further, Shri V.R.Gupta assumed the charge of Director (Finance) of IRCTC on 6<sup>th</sup> Oct., 2008 (F.N.).

Shri Alok Shivapuri and Shri Jagdeep S. Chhokar were appointed as part-time independent non-official Directors w.e.f. 28.05.2008 in terms of Ministry of Railways letter No. 2004/PL/49/2, dated 28<sup>th</sup> May 2008.

Shri S.B.Mathur and Shri Arvind Sharma ceased to become part-time independent non-official Directors w.e.f. 29.11.2008 consequent upon completion of their tenure.

Shri R.K.Agrawal and Shri R.N.Bhardwaj were appointed as part-time independent non-official Directors w.e.f. 22.01.2009 in terms of Ministry of Railways letter No. 2004/PL/49/1, dated 22.01. 2009.

S. No.	Category of Directorship	Name of Director	No. of Board Meetings attended	Attendance at last AGM
<b>(I) Part-time Non-executive Chairman</b>				
1.	Member Traffic, Railway Board	Shri V.N. Mathur (upto 30 <sup>th</sup> Sept., 2008)	2	Yes
		Shri Shri Prakash (from 24.10.2008 to till date).	2	NA
<b>(II) Managing Director</b>				
2.	Managing Director	Shri Rakesh Kumar Tandon (joined on 5 <sup>th</sup> Jan., 2009).	1	NA
<b>(III) Functional Directors</b>				
3.	Director(T&M)	Dr. Nalin Shinghal	4	Yes
4.	Director(CS)	Shri Vinod Asthana	4	Yes
5.	Director(Finance)	Shri Vishwa Ranjan Gupta (joined on 6 <sup>th</sup> Oct, 2008)	2	NA
<b>(IV) Government Directors nominated by Ministry of Railways</b>				
6.	Director	Shri Naresh Salecha	4	Yes
7.	Director	Shri Ashok Kumar	4	Yes

<b>(V) Independent part-time non-official Directors</b>				
8.	Director	Shri S.B. Mathur (ceased on 29 <sup>th</sup> Nov, 2008)	1	Yes
9.	Director	Shri Arvind Sharma, (ceased on 29 <sup>th</sup> Nov, 2008)	2	No
10	Director	Shri Alok Shivapuri (appointed on 28 <sup>th</sup> May, 2008)	2	Yes
11.	Director	Shri Jagdeep Singh Chhokar (appointed on 28 <sup>th</sup> May, 2008)	3	Yes
12	Director	Shri R.N. Bhardwaj, (appointed on 22 <sup>nd</sup> Jan, 2009)	1	NA
13	Director	Shri R.K. Agrawal, (appointed on 22 <sup>nd</sup> Jan, 2009)	1	NA

**Notes :**

- (1) The term “part-time official” indicates the Government (Ministry of Railways) nominated Directors on the Board of IRCTC who are officials of Ministry of Railways.
- (2) The term “part-time non-official” indicates the Directors who are independent and do not hold any office in the Government.

During the financial year 2008-09, the Board of Directors met four times to transact the business with one meeting in each quarter ending June, 2008, September, 2008, December, 2008 and March, 2009. All the meetings of the Board of Directors were held at the registered office of the Company. In all cases of absence of Director, leave of absence was granted under clause (g) of sub-section (1) of Section 283 of the Companies Act, 1956. Details of the dates of the meeting of Board of IRCTC are mentioned below:

<b>S. No.</b>	<b>Board Meeting</b>	<b>Date of Meeting</b>
1.	38 <sup>th</sup>	23.05.2008
2.	39 <sup>th</sup>	14.08.2008
3.	40 <sup>th</sup>	28.11.2008
4.	41 <sup>st</sup>	30.03.2009

**3. Audit Committee :**

IRCTC firmly believes that ethics is the foundation stone of any business, and play a signification role for attainment of the long term corporate objectives and in value addition. In view of this, the Company has in place a qualified and independent Audit Committee of the Board of Directors, which includes all non-executive independent directors with expertise in the area of finance and management. The Committee contributed significantly towards performing the functions efficiently.

The following are the members of the Audit Committed as on date of report :

- (i) Shri Vinod Asthana, Director(CS)
- (ii) Shri Jagdeep S. Chhokar, Director
- (iii) Shri Alok Shivapuri, Director.
- (iv) Shri R. N. Bhardwaj, Director.
- (v) Shri R. K. Agrawal, Director.



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Shri R. N. Bhardwaj is the Chairman of the Committee.

Shri Rakesh Gogia, Company Secretary is Secretary of the Committee.

The Committee acts in accordance with the terms of reference under Companies Act and guidelines of Corporate Governance laid down by Department of Public Enterprises. The scope of the Committee is to:

- Oversee the Company's financial reporting process and recommending to the Board;
- Appointment of internal auditor;
- Consider the half yearly and annual financial statements before submission to the Board for approval,
- Consider changes in accounting policies and practices with reasons thereof, significant adjustments made in financial statements;
- Discuss about qualifications in the draft audit report etc;
- Review about the adequacy of internal controls procedures.

The Committee met four times during the financial year 2008-09 on 28.05.2008, 07.08.2008, 27.11.2008 and 23.03.2009. Attendance of the members of the committee is given below:

Member	Position	Meetings held	Meetings attended
Shri S.B. Mathur (ceased to be Director on 29.11.2008)	Chairman	4	3
Shri R. N. Bhardwaj (joined as part-time independent non-official Director on 22.01.2009)			1
Shri Vinod Asthana (taken as member of committee vide resolution passed by 39 <sup>th</sup> BOD meeting held on 14.08.2008.	Member	4	3
Shri Arvind Sharma (ceased to be Director on 29.11.2008)	Member	4	2
Shri Jagdeep S. Chhokar (taken as member of committee vide resolution passed by 39 <sup>th</sup> BOD meeting held on 14.08.2008)	Member	4	3
Shri Alok Shivapuri (taken as member of committee vide resolution passed by 39 <sup>th</sup> BOD meeting held on 14.08.2008)	Member	4	3
Shri R. K. Agrawal (joined as Director on 22.01.2009)	Member	4	1

#### 4. Remuneration of Directors

IRCTC, being a wholly owned Government Company under Companies Act, the Functional Directors of the Company are appointed by President of India through Ministry of Railways. The Functional Directors so appointed, draw remuneration under Industrial Dearness Allowance (IDA) pattern of pay scale and as per the terms and conditions issued by Government of India from time to time.

The part-time official (Government nominees) Directors on the Board of the Company do not draw any remuneration from the Company.

The part-time non-official (independent) Directors on the Board of the Company are paid a sitting fee of Rs 5000/- per meeting attended by them.

#### **5. Disclosure**

- (i) There has not been any materially significant related party transaction having potential interest with the Company at large.
- (ii) No penalty has been imposed on the Company by any statutory authority owing to non-compliance under applicable laws, during the last three years.
- (iii) The Company has taken full initiatives to comply with the guidelines on Corporate Governance issued by Department of Public Enterprises (DPE). In accordance with the guidelines, IRCTC evolved a Code of Business Conduct and Ethics for its Board members and senior management personnel and has also included Corporate Governance Report in the Directors Report for the financial year 2008-09.
- (iv) The Company has not received any Presidential directive during the financial year 2008-09.
- (v) All items of expenditure debited in the books of Accounts of IRCTC are for the purpose of Business entrusted to IRCTC and are related to Business.
- (vi) There are no personal expenses incurred for the Board of Directors except which are as per terms of appointment as contractual obligations.

#### **6. Means of Communication**

The audited annual financial results and Annual Report are displayed on IRCTC website, [www.irctc.com](http://www.irctc.com). Tenders of various departments, details of tenders / contracts awarded Physical and Financial Plan of IRCTC alongwith other official news releases are also uploaded on the website of IRCTC. In line with the role as leading service provider like Catering service, Rail ticketing services etc. IRCTC took steps to improve Corporate Communication. The website was completely revamped and Hindi Version was added.

#### **7. Training of Board Members :**

IRCTC, as per the principles of Corporate Governance takes initiatives to train its Board members about IRCTC's business model, risk profile and the most appropriate ways, in which they can discharge their responsibilities. As a practice, on the joining of a new Director on the Board, the documents related to the Company are provided to him/her, including Annual reports, Memorandum and Articles of Association, MoUs between IRCTC and Ministry of Railways etc. The Company has also framed a Code of Business Conduct and Ethics for its Board members and senior management reflecting their duties.

#### **8. Whistle Blower Policy :**

At present, as per CVC guidelines, a mechanism has been established in the Company for all its employees and clients to report about any unethical behavior actual or suspected fraud to the CVO or the Managing Director directly.

#### **9. Code of Business Conduct and Ethics:**

As per the guidelines of Department of Public Enterprises, after approval of the Board of Directors of IRCTC, the Company has laid down its Code of Business Conduct and Ethics alongwith IRCTC's Key Value for the Board Members and Senior Management Personnel.

The Compliance of the Code of Conduct has been affirmed on the basis of confirmation received from the Board Members and Senior Management personnel for the financial year 2008-09.



## Indian Railway Catering and Tourism Corporation Ltd.

### **S.P. MARWAHA & CO. CHARTERED ACCOUNTANTS**

**Head Office : 8-A/4, Western Extension Area, Karol Bagh,  
New Delhi - 110 005; Phone : 25746813, 9313702220  
E-mail : mljotwani@gmail.com  
mljotwani@hotmail.com**

### **AUDITOR'S REPORT**

**To,  
The Members of  
Indian Railway Catering and Tourism Corporation Limited**

1. We have audited the attached Balance Sheet of INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED, as at 31<sup>st</sup> March 2009, Profit & Loss Account for the year ended on that date and Cash Flow Statement for the year ended on that date annexed thereto incorporating therein the accounts of Corporate Office, Internet Ticketing Office, Zonal Offices located at Mumbai, New Delhi, Chennai, Secunderabad and Kolkata, and Railneer Plants located at Nangloi (Delhi) and Danapur (Bihar) audited by us. These financial statements are the responsibility of the Company's management. Our responsibility is to express an opinion on these financial statements based on our audit.
2. We conducted our audit in accordance with auditing standards generally accepted in India. Those Standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis of our opinion.
3. As required by the Companies (Auditor's Report) Order, 2003, issued by the Central Government of India in terms of sub-section (4A) of Section 227 of the Companies Act, 1956, we enclose in the Annexure a statement on the matters specified in paragraphs 4 & 5 of the said order to the extent applicable.
4. Further to our comments in the Annexure referred to in paragraph 3 above, we state that:
  - (i) We have obtained all the information and explanations, which to the best of our knowledge and belief were necessary for the purpose of our audit.
  - (ii) In our opinion, proper books of accounts as required by law have been kept by the Company so far as appears from our examination of those books.
  - (iii) The Balance Sheet, Profit & Loss Account and Cash Flow referred to in this report are in agreement with the books of account.
  - (iv) Railway is adopting Cash Method of Accounting while IRCTC is following Mercantile Method of Accounting. Differences if any could be traced after considerable gap. We find that some zones are reconciling various accounts viz. catering services provided/ Railway share paid/ payable , license with respective Railways, attempt should be made to reconcile consolidated Accounts with Railways.
  - (v) The Company has informed that, in terms of Notification No. GSR 829 (E) dated 21/10/2003 issued by the Department of Company Affairs, the provisions of Section 274 (1)(g) of Companies Act, 1956 are not applicable to Government Companies.

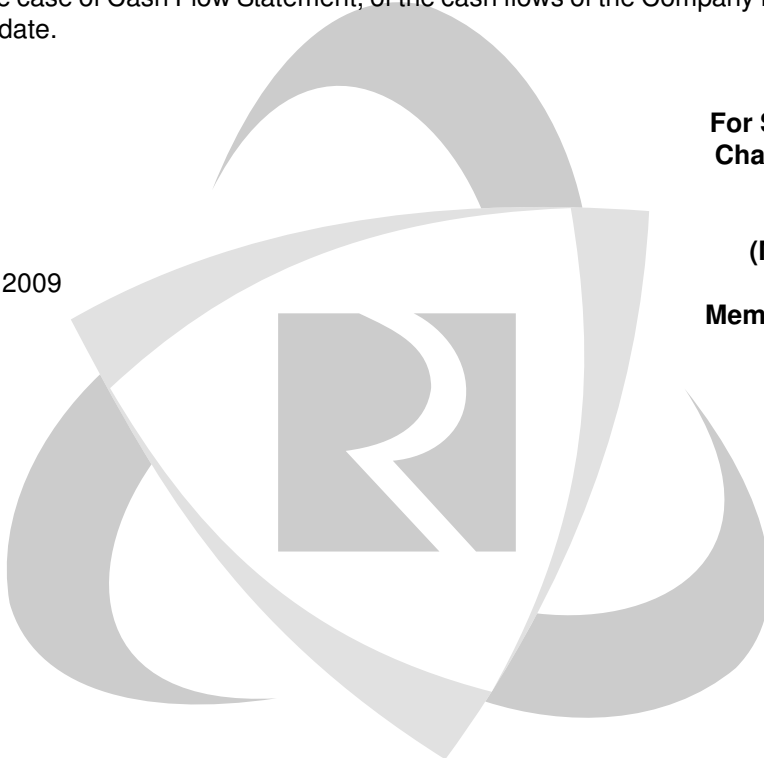


- (vi) In our opinion, the Balance Sheet, Profit and Loss Account and Cash Flow Statement dealt with by this report comply with the Accounting Standards referred to in Sub-section 3(C) of Section 211 of the Companies Act, 1956;
- (vii) In our opinion and as per the information and according to the explanation given to us, the said Balance Sheet, Profit and Loss Account and Cash Flow Statement read together with notes thereon, give the information required by the Companies Act, 1956, in the manner so required and give a true and fair view in conformity with the Accounting Principals generally accepted in India:
- (a) in the case of the Balance Sheet, of the State of Affairs of the Company as at 31<sup>st</sup> March 2009;
- (b) in the case of Profit & Loss Account, of the Profit of the Company for the year ended on that date, and
- (c) in the case of Cash Flow Statement, of the cash flows of the Company for the year ended on that date.

Place : New Delhi  
Dated : 26<sup>th</sup> August, 2009

**For S.P. Marwaha & Co.  
Chartered Accountants**

Sd/-  
**(M.L. Jotwani)**  
**Partner**  
**Membership No.9604**





**ANNEXURE REFERRED TO IN PARAGRAPH 3 OF THE AUDITORS' REPORT TO THE MEMBERS OF INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2009.**

1. (a) The Company has maintained proper records showing full particulars including quantitative details and location of fixed assets. However, in some cases Assets were not numbered which should be done for proper control.
- (b) There is a system of physical verification, once a year by the Management having regard to the size of the Company and the nature of fixed assets. However, physical verification has not been carried out in certain zones. No material discrepancies have been noticed in respect of the assets physically verified during the year by the management.
- (c) We further suggest that each zone must get surprise verification of its assets at least once in year by a team consisting of one person from Accounts and another from Administrative Department and confirm about existence, working condition of such assets in their jurisdiction to enable us to make, suitable provision for impairment of assets.
- (d) The company has not disposed off any substantial part of its fixed assets during the year.
2. (a) The Company has not accepted any loans during the year from the parties covered in the register maintained under Section 301 of the Companies Act, 1956.
- (b) The Company has not granted any loans during the year to the parties covered in the register maintained under Section 301 of the Companies Act, 1956.
3. In our opinion, and according to the information and explanations given to us, there are adequate internal control procedures commensurate with the size of the Company and the nature of its business with regard to purchase of stores, raw materials including components, packing materials, plant and machinery, equipment and other assets and with regard to sale of goods and services.
4. As explained to us, there were no transactions exceeding Rs. 5,00,000 or more with parties covered under Section 301 of the Companies Act, 1956, required to be entered in the register maintained under Section 301 of the act, 1956.
5. In our opinion and according to the information and explanation given to us, the Company has not accepted public deposits governed under the provisions of Section 58A and 58AA or any other relevant provision of the Companies Act, 1956 and the rules framed thereunder.
6. In our opinion, the Company has an internal audit system commensurate with the size and nature of its business. Internal Audit System needs to be revamped in view of diverse nature of staff employed viz. from Railways, outsourced, temporary staff, who are not well versed in commercial accounting. Further various units are located in far flung areas which are not easily accessible, thus possibility of errors/ frauds is more. In our opinion, Internal Audit Cell be located in various Zonal offices with proper guidelines regarding scope of work, to start with major revenue areas be covered. This can reduce the possibility of errors etc.
7. In our opinion and according to explanation given, Government of India has not prescribed the appointment of Cost Auditor.
8. According to information and explanations given to us, the Company is regular in depositing undisputed statutory dues including Provident Fund, Income Tax, Sales Tax, Excise Duty, Cess, Service Tax and other applicable statutory dues with the appropriate authorities and there were no outstanding undisputed dues of statutory liability as at 31<sup>st</sup> March, 2009 for a period of more than 6 months from the date they become payable except an Income Tax demand of Rs. 30.69 lakhs against the Corporation for the assessment year 2004-05 and Rs. 1.17 lacs in respect of Sales Tax for 2004 – 2005, for which appeal has been filed. The Company has preferred an appeal under Section 246 A (1)(a) of Income Tax Act, 1961 against the order of the assessing officer.

9. The company has not incurred cash loss in the current year and in the immediate preceding financial year and there are no accumulated losses in the balance sheet as on 31<sup>st</sup> March 2009.
10. The Company has not raised any loan from any financial institutions, banks or debenture holders; as such the question of default does not arise.
11. The Company has not granted any loans and advances on the basis of security by way of pledge of shares, debentures and other securities.
12. As the Company is not a chit fund, nidhi, mutual benefit fund or society the provisions of clause 4 (xiii) of the Companies (Auditor's Report Order, 2003) is not applicable to the Company.
13. As the Company is not dealing or trading in shares, securities, debentures and other investments, the provision of clause 4(xiv) of the Companies (Auditor's Report Order, 2003) is not applicable to the Company.
14. The Company has not given guarantees on behalf of its dealers and subsidiaries.
15. The Company has not taken any term loans during the year.
16. According to the information and explanations given, the Company has not borrowed any short-term borrowings for long-term use.
17. The Company has not made any preferential allotment of shares during the year.
18. The Company has not issued any debentures during the year.
19. The Company has not raised any money by way of public issue during the year.
20. As per the information and explanations given to us, certain cases of frauds on the Corporation have been noticed during the year on account of railway tickets booked by the parties through the website of the Corporation. The amounts involved in such cases were Rs. 4.04 lacs, which have been provided as bad debt and bad & doubtful debts in the books of the Corporation during the year under audit. The criminal cases have been initiated by the Corporation against the defaulters. There were no other cases of fraud noticed during the year.

Place : New Delhi  
Dated : 26<sup>th</sup> August, 2009

**For S.P. Marwaha & Co.**  
**Chartered Accountants**

Sd/-  
**(M.L. Jotwani)**  
**Partner**  
**Membership No.9604**



## Indian Railway Catering and Tourism Corporation Ltd.

### INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

#### Balance Sheet as at 31<sup>st</sup> March 2009

(Rupees in Lac)

	Schedule	As at 31 <sup>st</sup> March 2009 Amount	As at 31 <sup>st</sup> March 2008 Amount
<b>Sources of Funds</b>			
<b>Shareholders' Funds</b>			
Share Capital	I	2,000.00	2,000.00
Reserves and Surplus	II	9,445.81	5,884.92
Deferred Tax Liability (net)		186.70	258.97
<i>(Refer Note 21 in Schedule XXV)</i>			
<b>TOTAL</b>		<b>11,632.51</b>	<b>8,143.89</b>
<b>Application of Funds</b>			
<b>Fixed Assets</b>			
	III		
Gross Block		7,636.09	6,137.97
Less: Depreciation		3,423.54	2,438.02
Net Block		4,212.55	3,699.95
Add : Capital Work in Progress		995.84	90.58
		5,208.39	3,790.53
<b>Investments</b>	IV	250.20	0.20
<b>Current Assets, Loans and advances</b>			
Interest accrued on Investments	V	0.12	0.10
Inventories	VI	519.19	573.19
Sundry Debtors	VII	23,972.02	19,206.69
Cash and Bank Balances	VIII	13,732.94	11,677.32
Other Current Assets	IX	448.04	651.52
Loans & Advances	X	13,348.30	8,554.20
		52,020.61	40,663.02
<b>Less: Current Liabilities and provisions</b>			
	XI		
Current Liabilities		38,334.64	32,389.69
Provisions		7,512.05	3,920.17
		45,846.69	36,309.86
<b>Net Current Assets</b>		6,173.92	4,353.16
<b>Miscellaneous Expenditure to the extent not written off or adjusted</b>		-	-
<b>TOTAL</b>		<b>11,632.51</b>	<b>8,143.89</b>

Significant Accounting Policies and  
Notes to the Accounts XXV  
Schedules I to XXV form an integral part of accounts

As per our report of even date attached

**For S P Marwaha & Co. for and on behalf of Board of Directors**  
**Chartered Accountants**

Sd/-  
**M L Jotwani**  
Partner

Sd/-  
**Rakesh Kumar Tandon**  
Managing Director

Sd/-  
**V R Gupta**  
Director (Finance)

Sd/-  
**Rakesh Gogia**  
Company Secretary

Place : New Delhi  
Dated : 26th August, 2009

# INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

## Profit and Loss Account

For the year ended 31<sup>st</sup> March 2009

(Rupees in Lac)

	Schedule	For the Year ended 31 <sup>st</sup> March 2009 Amount	For the Year ended 31 <sup>st</sup> March 2008 Amount
<b>Income</b>			
Sales	XII	14,954.29	17,039.85
Income from Internet Ticketing & Call Centre	XIII	7,480.56	3,918.32
Income from Licencee Catering Services	XIV	34,102.21	28,920.30
Income from Tourism	XV	2,793.58	972.38
Interest Income on FDRs and TDRs (Gross) (TDS Rs.212.41 lac (Previous Year Rs.159.14)		1,159.93	1,060.48
Other Income	XVI	1,386.11	855.06
<b>A</b>		<b>61,876.68</b>	<b>52,766.39</b>
<b>Expenditure</b>			
Materials Consumed	XVII	9,424.86	9,817.76
(Increase) / Decrease in Finished Goods	XVIII	4.85	39.00
Expenses of Licencee Catering Services	XIX	23,000.65	19,957.25
Expenses of Tourism	XX	2,510.38	916.95
Manufacturing & Direct Expenses	XXI	2,484.47	2,687.39
Human Resource Cost	XXII	12,117.96	11,513.36
Administrative, Selling & Distribution Expenses	XXIII	4,125.13	3,680.31
Miscellaneous Expenses Written off		-	-
Depreciation	III	1,010.36	828.16
<b>B</b>		<b>54,678.66</b>	<b>49,440.18</b>
Adjustments pertaining to earlier years	C XXIV	(186.58)	28.69
<b>(A - B - C)</b>		<b>7,384.60</b>	<b>3,297.52</b>
<b>Less :</b>			
Provision for Income Tax		2,741.91	1,100.00
Provision for Fringe Benefit Tax		64.85	50.00
Deferred Tax (Refer Note 21 in Schedule XXV)		(72.27)	72.61
<b>Profit after taxation</b>		<b>4,650.11</b>	<b>2,074.91</b>
Profit brought forward		893.22	903.84
<b>Profit Available for appropriation</b>		<b>5,543.33</b>	<b>2,978.75</b>
<b>APPROPRIATIONS</b>			
Dividend - Interim		400.00	200.00
- Final		531.00	215.00
Tax on Dividend		158.22	70.53
Transfer to General Reserve		3,500.00	1,600.00
<b>Profit Carried to Reserve &amp; Surplus (Balance Sheet)</b>		<b>954.11</b>	<b>893.22</b>
Earning per share (Face Value of Rs. 10 per share)			
Basic ( in Rs. )		<b>23.25</b>	<b>10.37</b>
Diluted ( in Rs. )		<b>23.25</b>	<b>10.37</b>

Significant Accounting Policies and Notes to the Accounts XXV  
Schedules I to XXV form an integral part of accounts

As per our report of even date attached

**For S P Marwaha & Co. for and on behalf of Board of Directors**

**Chartered Accountants**

Sd/-  
**M L Jotwani**  
Partner

Sd/-  
**Rakesh Kumar Tandon**  
Managing Director

Sd/-  
**V R Gupta**  
Director (Finance)

Sd/-  
**Rakesh Gogia**  
Company Secretary

Place : New Delhi  
Dated : 26th August, 2009



## Indian Railway Catering and Tourism Corporation Ltd.

### INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

#### Cash Flow Statement for the year ended 31st March, 2009

(Rupees in Lac)

	2008-09	2007-08
<b>A. Cash Flow from Operating Activities</b>		
Net Profit before tax and extraordinary Items	7,384.60	3,297.52
Adjustments		
Depreciation	1,010.36	828.16
Loss on Asset sold	8.75	-
Miscellaneous Expenses written off	-	-
Profit on Asset sold	-	-
Interest Income	(1,159.95)	(1,060.50)
<i>Total of Adjustments</i>	<u>(140.84)</u>	<u>(232.34)</u>
Operating Profit before Working Capital Changes	7,243.76	3,065.18
Working Capital Changes		
Decrease/(Increase) in Inventories	54.00	23.98
Trade & Other Receivables	(7,516.55)	(5,914.96)
Trade Payables & Provisions	6,182.84	5,888.85
Cash Generated from Operation	5,964.05	3,063.05
Miscellaneous Expenses (Deferred Revenue)	-	-
Income Tax for Previous Year	-	-
Direct Taxes Paid	<u>(2,042.88)</u>	<u>(1,894.77)</u>
Net Cash from Operating Activities	3,921.17	1,168.28
<b>B Cash Flow from Investing Activities</b>		
Purchase of Fixed Assets	(2,272.37)	(1,909.28)
Sale of Fixed Assets	12.93	-
Investment in JV Company	(250.00)	-
Interest Received	1,363.41	472.37
Net Cash used in Investing Activities	<u>(1,146.03)</u>	<u>(1,436.91)</u>
<b>C Cash Flow from Financing Activities</b>		
Dividend Paid (including Tax on Dividend)	<u>(719.52)</u>	<u>(350.99)</u>
Net Cash from Financing Activities	(719.52)	(350.99)
Net Change in Cash & Cash Equivalents (A+B+C)	2,055.62	(619.62)
Opening Balance of Cash & Cash Equivalents	11,677.32	12,296.94
Closing Balance of Cash & Cash Equivalents (Represented by Cash & Bank Balances)	13,732.94	11,677.32

Notes:-

- 1 Cash & Cash equivalents consist of cash in hand & balance with banks etc. and it includes Rs.21.06 lac not available for use by company.
- 2 Figures in bracket indicate cash outflow.
- 3 Significant accounting policies and Notes to Accounts ( Schedule XXV) form an integral part of the Cash Flow Statement.
- 4 Previous year figures have been rearranged / regrouped wherever necessary to conform to current year's classification.

**For S P Marwaha & Co. for and on behalf of Board of Directors**

**Chartered Accountants**

Sd/-  
**M L Jotwani**  
Partner

Sd/-  
**Rakesh Kumar Tandon**  
Managing Director

Sd/-  
**V R Gupta**  
Director (Finance)

Sd/-  
**Rakesh Gogia**  
Company Secretary

Place : New Delhi  
Dated : 26th August, 2009

# INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

Schedules annexed to and forming part of the Balance Sheet

(Rupees in Lac)

	As at 31.03.2009 Amount	As at 31.03.2008 Amount
<b>Schedule— I</b>		
<b>SHARE CAPITAL</b>		
Authorised Capital		
5,00,00,000 Equity Shares of Rs.10 each	5,000.00	5,000.00
( Previous year 5,00,00,000 Equity Shares of Rs. 10 each)		
Issued,Subscribed & Paid-up Capital		
20,00,00,000 Equity Shares of Rs10 each		
fully paid-up	2,000.00	2,000.00
( Previous year 20,00,00,000 Equity Shares of Rs. 10 each fully paid up)		
	<u>2,000.00</u>	<u>2,000.00</u>
<b>Schedule— II</b>		
<b>RESERVE &amp; SURPLUS</b>		
<b>A. General Reserve</b>		
Opening Balance	4,991.70	3,391.70
Add : transferred from Profit & Loss Account	3,500.00	1,600.00
	<u>8,491.70</u>	<u>4,991.70</u>
<b>B. Profit &amp; Loss a/c</b>		
Opening Balance	893.22	903.84
Add : transferred from Profit & Loss Account	60.89	(10.62)
	<u>954.11</u>	<u>893.22</u>
<b>Reserve &amp; Surplus ( A + B )</b>	<u>9,445.81</u>	<u>5,884.92</u>

**Schedule— III****(i) Fixed Assets****(Rupees in Lac)**

PARTICULARS	Gross Block				Depreciation				Net Block	
	Original Cost As at 01.04.2008	Additions during the year	Deletions/ Sales During the year	Original Cost As at 31.03.2009	Upto 01.04.2008	For the year 2008-09	Depreciation on deletions/ Sales	Upto 31.03.2009	As at 31.03.2009	At at 31.03.2008
Land leasehold *	61.28	-	-	61.28	-	-	-	-	61.28	61.28
Lease hold - Office Development	493.31	75.11	-	568.42	58.90	140.38	-	199.28	369.14	434.41
Building - Factory - Leasehold	321.16	32.84	-	354.00	47.44	10.73	-	58.17	295.83	273.72
Building - Office - Leasehold	69.77	-	-	69.77	5.05	1.14	-	6.19	63.58	64.72
Plant & Machinery	932.78	388.42	-	1,321.20	338.81	86.89	-	425.70	895.50	593.97
Tools & Plants	1.91	-	1.03	0.88	-	-	-	-	0.88	1.91
Computers	2,411.49	340.08	26.31	2,725.26	1,308.10	489.65	18.08	1,779.67	945.59	1,103.39
Furniture & Fixtures	464.75	47.27	3.43	508.59	193.75	60.51	1.12	253.14	255.45	271.00
Office Equipments	513.65	168.88	15.34	667.19	161.19	86.42	5.59	242.02	425.17	352.46
Air Conditioners	188.97	10.50	0.42	199.05	40.97	21.77	0.06	62.68	136.37	148.00
Lease hold - Residential Flats	-	248.50	-	248.50	-	2.50	-	2.50	246.00	-
Intangible Assets	678.90	233.05	-	911.95	283.82	110.37	-	394.19	517.76	395.08
<b>Total</b>	<b>6,137.97</b>	<b>1,544.65</b>	<b>46.53</b>	<b>7,636.09</b>	<b>2,438.03</b>	<b>1,010.36</b>	<b>24.85</b>	<b>3,423.54</b>	<b>4,212.55</b>	<b>3,699.95</b>
<b>Previous Year</b>	<b>4,161.43</b>	<b>1,976.54</b>	<b>-</b>	<b>6,137.97</b>	<b>1,609.86</b>	<b>828.16</b>	<b>-</b>	<b>2,438.02</b>	<b>3,699.95</b>	<b>2,551.57</b>

**(ii) Capital Work in Progress****(Rupees in Lac)**

Particulars	As at 31st March 2009	As at 31st March 2008
Budget Hotel Project	25.77	25.77
Internet Ticketing Office	-	33.50
Rail Neer Plant - Nangloi	-	2.19
Rail Neer Plant - Chennai	183.58	29.13
Railneer -West Zone	7.49	-
Corporate office	779.00	-
<b>Total (ii)</b>	<b>995.84</b>	<b>90.58</b>
<b>Previous Year</b>	<b>90.58</b>	<b>162.67</b>
<b>Total of Fixed Assets (i) + (ii)</b>	<b>5,208.39</b>	<b>3,790.53</b>

**Notes : \***

IRCTC has taken leasehold land from Govt. of Orrisa for setting up of Budget Hotel near Bhubneshwar Railway Station for a period of 99 years.



Indian Railway Catering and Tourism Corporation Ltd.



**Schedules annexed to and forming part of the Balance Sheet**

(Rupees in Lac)

	As at 31.03.2009 Amount	As at 31.03.2008 Amount
<b>Schedule - IV</b>		
<b>INVESTMENTS</b>		
<b>Long Term Investments</b>		
Investment in Joint Venture Equity (25,00,000 shares Royale Indian Rail Tours Ltd. @ Rs.10 Per Share)	250.00	-
<b>- Non Trade, At Cost</b>		
NSC VIIIth issue 6 Years (Pledged with Sales Tax Office as Security)	0.20 <u>250.20</u>	0.20 <u>0.20</u>
<b>CURRENT ASSETS, LOANS AND ADVANCES</b>		
<b>Schedule— V</b>		
<b>Interest Accrued on Investments</b>		
Interest Accrued but not due on NSCs	0.12 <u>0.12</u>	0.10 <u>0.10</u>
<b>Schedule— VI</b>		
<b>INVENTORIES</b>		
<b>(AS TAKEN, VALUED AND CERTIFIED BY MANAGEMENT)</b>		
Raw Material	120.78	169.93
Finished Goods	241.65	217.22
Trading Goods-PD Items	156.76 <u>519.19</u>	186.04 <u>573.19</u>
<b>Schedule— VII</b>		
<b>SUNDRY DEBTORS</b>		
(Unsecured considered good for recovery by the management )		
- Debts outstanding for a period exceeding six months		
Considered Good	14,975.11	10,039.83
Considered Doubtful	1.20	7.90
(a)	14,976.31	10,047.73
- Other Debts		
Considered Good	8,996.91	9,166.86
Considered Doubtful	-	-
(b)	8,996.91	9,166.86
Total	(a)+(b) 23,973.22	19,214.59
Less : Provison for Doubtful Debts	1.20	7.90
	<u>23,972.02</u>	<u>19,206.69</u>
<b>Schedule— VIII</b>		
<b>CASH &amp; BANK BALANCES</b>		
(i) Cash in Hand	144.37	124.68
(ii) Remittance in Transit	7.00	37.97
(iii) Balance with Scheduled Banks in Current Accounts	1,948.31	2,749.61
(iv) Balance with Scheduled Banks in Fixed & Term Deposits (Rs.21.06 lac- has been kept as margin money against bank guarantee, Previous Year Rs.6.98 Lac)	11,633.26 <u>13,732.94</u>	8,765.06 <u>11,677.32</u>
<b>Schedule— IX</b>		
<b>OTHER CURRENT ASSETS</b>		
Interest Acrued but not due on Fixed & Term Deposits with Scheduled Banks	448.04 <u>448.04</u>	651.52 <u>651.52</u>



## Indian Railway Catering and Tourism Corporation Ltd.

### Schedules annexed to and forming part of the Balance Sheet

(Rupees in Lac)

	As at 31.03.2009 Amount	As at 31.03.2008 Amount
<b>Schedule - X</b>		
<b>LOANS &amp; ADVANCES</b>		
(Unsecured considered good for recovery by the management)		
Advances Recoverable In Cash or in kind or for value to be received		
Considered Good	1,199.04	1,803.71
Considered Doubtful	-	-
	1,199.04	1,803.71
Capital Advance to Indian Railways for Construction of Flats & Land	678.33	574.69
Security & Other Deposits :		
- with Government / Statutory Bodies	4,682.14	1,463.79
- with Others	19.45	5.45
	4,701.59	1,469.24
Advance Tax including TDS	6,470.51	4,508.56
Advance Fringe Benefit tax	143.01	62.07
Prepaid Expenses	155.82	135.93
	<b>13,348.30</b>	<b>8,554.20</b>
<b>Schedule-XI</b>		
<b>CURRENT LIABILITIES AND PROVISIONS</b>		
<b>A. Current Liabilities</b>		
<b>(i) Sundry Creditors</b>		
For Goods	3,239.79	2,995.40
For Expenses	6,685.59	6,782.41
(Amount due to SSI Nil)		
<b>(ii) Deposits from suppliers &amp; Licencee</b>		
Security Deposits	4,909.82	4,411.22
Earnest Money Deposit	2,466.75	1,666.82
<b>(iii) Unexpired Concession Fee, Licence Fee &amp; User Charges</b>		
Unexpired Concession Fee	4,515.74	7,144.11
Unexpired Licence Fee	5,592.98	3,865.44
Unexpired User Charges	22.62	19.18
<b>(iv) Advances Received from Customers</b>	848.68	200.03
<b>(v) Other Current Liabilities</b>		
Other Liabilities	9,805.28	5,003.05
Taxes Payables	247.39	302.03
	38,334.64	32,389.69
<b>B. Provisions</b>		
Proposed Dividend	531.00	215.00
Provision for Dividend Tax	90.24	36.54
Provision for Income Tax	6,271.79	3,529.88
Provision for Fringe Benefit Tax	142.57	77.72
Provision for Retirement Benefits	476.45	61.03
	7,512.05	3,920.17
<b>Total A + B</b>	<b>45,846.69</b>	<b>36,309.86</b>

**Schedules annexed to and forming part of the Profit & Loss Account**

(Rupees in Lac)

	For the Year Ended 31.03.2009 Amount	For the Year Ended 31.03.2008 Amount
<b>INCOME</b>		
<b>Schedule—XII</b>		
<b>SALES</b>		
1) <b>Rail Neer (Packaged Drinking Water)</b>		
Sales (Gross including Excise Duty but excluding Sales Tax)	1,566.18	1,432.10
Less : Excise Duty	<u>287.71</u>	<u>332.41</u>
	1,278.47	1,099.69
2) <b>Departmental Catering -</b>		
Sales of Food & Beverages	13,558.09	14,342.80
Income from Bedroll & Cleaning	117.73	1,597.36
<b>Total ( 1 +2 )</b>	<b><u>14,954.29</u></b>	<b><u>17,039.85</u></b>
<b>Schedule—XIII</b>		
<b>INCOME FROM INTERNET TICKETING &amp; CALL CENTRE</b>		
Service Charges Earned - IR Tickets	7,430.56	3,893.32
Income from Licence Fee- Call Centre	50.00	25.00
	<b><u>7,480.56</u></b>	<b><u>3,918.32</u></b>
<b>Schedule—XIV</b>		
<b>INCOME FROM LICENCEE CATERING SERVICES</b>		
<b>A. INCOME FROM CATERING &amp; COMPREHENSIVE SERVICES PROVIDED</b>		
Income from On Board Catering Services- Rajdhani & Shatabdi Trains	13,899.55	11,483.85
Income from Bedroll & Cleaning	<u>2,405.68</u>	<u>2,613.45</u>
	<b><u>16,305.23</u></b>	<b><u>14,097.30</u></b>
<b>B. INCOME FROM CONCESSION FEE, LICENCEE FEE ETC.</b>		
Income from Concession Fee	1,875.55	1,854.53
Income from Licence Fee	14,675.86	11,986.44
Income from User Charges-Food Plaza	394.87	340.81
Income from Licence Fee-Food Plaza	<u>850.70</u>	<u>641.22</u>
	<b><u>17,796.98</u></b>	<b><u>14,823.00</u></b>
<b>Total ( A+B )</b>	<b><u>34,102.21</u></b>	<b><u>28,920.30</u></b>
<b>Schedule—XV</b>		
<b>INCOME FROM TOURISM</b>		
Travel & Tour Income	2,681.99	908.24
Income from User Charges-Budget Hotel	71.69	45.14
Income from Licence Fee-Budget Hotel	<u>39.90</u>	<u>19.00</u>
	<b><u>2,793.58</u></b>	<b><u>972.38</u></b>
<b>Schedule—XVI</b>		
<b>OTHER INCOME</b>		
Interest on Investments	0.02	0.02
Interest Income Others	15.15	48.30
Income from Advertisement/SBI Cobranded Cards & Loyalty Cards	490.39	291.83
Income from fees from IATA/RTSA/Internet Café etc.	288.00	144.90
Income from Vending	114.01	21.33
Excess Provision Written Back	76.87	6.80
Countermanding Charges & Security Deposit forfeited	3.53	4.26
Income Accrued on Forfeiture of contracts	151.58	191.35
Sale of Tender Forms	25.99	16.99
Miscellaneous Income	<u>220.57</u>	<u>129.28</u>
	<b><u>1,386.11</u></b>	<b><u>855.06</u></b>



# Indian Railway Catering and Tourism Corporation Ltd.

## Schedules annexed to and forming part of the Profit & Loss Account

(Rupees in Lac)

	For the Year Ended 31.03.2009 Amount	For the Year Ended 31.03.2008 Amount
<b>EXPENDITURE</b>		
<b>Schedule—XVII</b>		
<b>MATERIALS CONSUMED</b>		
1) <b>Rail Neer</b> (Packaged Drinking Water)		
Opening Stock	28.56	45.60
Add : Purchases and Expenses	1,137.08	1,154.05
	1,165.64	1,199.65
Less : Closing Stock	32.07	28.56
	1,133.57	1,171.09
2) <b>Departmental Catering</b>		
a) <b>Raw Material Consumed</b>		
Opening Stock	141.38	109.30
Add : Purchases	3,664.89	4,038.32
	3,806.27	4,147.62
Less : Closing Stock	88.71	141.37
	3,717.56	4,006.25
b) <b>Purchases of PD items for resale</b>	4,573.73	4,640.42
<b>Total ( 1+2 )</b>	<b>9,424.86</b>	<b>9,817.76</b>
<b>Schedule—XVIII</b>		
<b>(INCREASE) / DECREASE IN FINISHED GOODS</b>		
<b>Rail Neer - Packaged Drinking Water</b>		
Opening Stock -		
Work in Process	-	-
Finished Goods	216.37	218.94
	216.37	218.94
Closing Stock -		
Work in Process	-	-
Finished Goods	240.93	216.37
	(24.56)	2.57
<b>Departmental Catering</b>		
Opening Stock -		
Finished Goods	0.86	0.15
PD Items	186.04	223.18
	186.90	223.33
Closing Stock -		
Finished Goods	0.72	0.86
PD Items	156.77	186.04
	157.49	186.90
	29.41	36.43
	<b>4.85</b>	<b>39.00</b>
<b>Schedule—XIX</b>		
<b>EXPENSES OF LICENCEE CATERING SERVICES</b>		
<b>A. EXPENSES OF CATERING &amp; COMPREHENSIVE SERVICES PROVIDED</b>		
On Board Catering Charges- Rajdhani & Shatabdi Trains	13,899.55	11,483.85
Service Charges - Bedroll & Cleaning	2,405.68	2,612.34
	<b>16,305.23</b>	<b>14,096.19</b>
<b>B. EXPENSES OF CONCESSION FEE, LICENCEE FEE, HAULAGE, ETC.</b>		
Concession Fee	281.53	292.16
Licence Fee	2,913.44	2,175.06
User Charges -Food Plaza	157.95	136.38
Licence Fee -Food Plaza	342.03	257.00
Haulage Charges	3,000.00	3,000.00
Licence Fee Paid Railway Land - Food Plaza	0.47	0.46
	<b>6,695.42</b>	<b>5,861.06</b>
<b>Total ( A+B )</b>	<b>23,000.65</b>	<b>19,957.25</b>

**Schedules annexed to and forming part of the Profit & Loss Account**

(Rupees in Lac)

	For the Year Ended 31.03.2009 Amount	For the Year Ended 31.03.2008 Amount
<b>Schedule—XX</b>		
<b>EXPENSES OF TOURISM</b>		
Travel & Tour Expenses	2,418.11	900.77
Licence Fee - Budget Hotel	9.97	4.75
User Charges - Budget Hotel	17.93	11.29
Licence Fee Paid Railway Land - Budget Hotel	0.04	0.14
Maintenance & Other Charges	64.33	-
	<b>2,510.38</b>	<b>916.95</b>
<b>Schedule—XXI</b>		
<b>MANUFACTURING AND DIRECT EXPENSES</b>		
<b>a) Rail Neer (Packaged Drinking Water)</b>		
Operation & Maintenance Chgs	228.47	230.83
License fee Railway Land	29.43	31.27
Power & Fuel	134.65	136.79
Repair & Maintenance - Plant & Machinery	7.19	4.69
Repair & Maintenance - Others	3.24	5.66
Other Direct Expenses	5.28	32.56
	<b>408.26</b>	<b>441.80</b>
<b>b) Departmental Catering</b>		
Packing Material, Grinding, Repair & Other Expenses	2.88	9.12
Freight Inward Loading & Unloading-Catering	5.10	8.86
Food Inspection Expenses	2.64	10.18
Fuel	760.60	621.47
Bedroll & Cleaning Service Charges	199.86	838.90
	<b>971.08</b>	<b>1,488.53</b>
<b>c) Internet Ticketing</b>		
Maintenance & Other Charges	662.36	534.28
Loyalty Card Issue Expenses	24.58	26.42
Internet Usage Charges	418.19	196.36
	<b>1,105.13</b>	<b>757.06</b>
<b>Total (a+b+c)</b>	<b>2,484.47</b>	<b>2,687.39</b>
<b>Schedule—XXII</b>		
<b>HUMAN RESOURCE COST</b>		
<b>A Directors :</b>		
Director's Salaries, Allowances, Performance Award, Provision for Accrued Leave and Pension	30.41	27.05
	<b>30.41</b>	<b>27.05</b>
<b>B Others :</b>		
Salaries, Allowances, Performance Award, Reimbursements, Provision for Bonus and Accrued Leave Salary :		
- Departmental Catering Employees	8,257.51	8,393.78
- Others	1,805.00	1,704.26
Contribution to Provident Fund, Gratuity and Pension Funds :		
- Departmental Catering Employees	970.38	633.74
- Others	88.00	39.61
HRD & Training Expenses	35.75	18.11
Recruitment Exp.	5.30	9.36
Staff Welfare Expenses	79.59	24.49
Payment to Consultants	193.57	157.35
Manpower Support Charges	577.27	475.81
Stipend to Trainees	75.18	29.80
	<b>12,087.55</b>	<b>11,486.31</b>
<b>Total ( A+B )</b>	<b>12,117.96</b>	<b>11,513.36</b>



## Indian Railway Catering and Tourism Corporation Ltd.

### Schedules annexed to and forming part of the Profit & Loss Account

(Rupees in Lac)

	For the Year Ended 31.03.2009 Amount	For the Year Ended 31.03.2008 Amount
<b>Schedule—XXIII</b>		
<b>ADMINISTRATIVE, SELLING &amp; DISTRIBUTION EXPENSES</b>		
<b>A ADMINISTRATIVE EXPENSES</b>		
Security Charges	58.54	51.03
Local Conveyance Expenses	202.76	156.10
<b>Travelling Expenses:</b>		
Directors - Inland	8.96	3.36
Others - Inland	280.95	221.71
Directors - Foreign	2.20	-
Others - Foreign	26.05	11.82
Office and Repair Expenses	297.92	216.90
<b>Rent Rates &amp; Taxes:</b>		
Office Rent	581.93	498.19
Duty, Rates & Taxes	25.17	4.17
Electricity & Water Charges	104.05	183.26
Bank Charges	32.01	24.60
Books & Periodicals	11.34	3.78
Insurance Expenses	27.27	14.70
Postage & Courier Charges	30.10	38.19
Printing & Stationery	139.72	133.49
Telephone Expenses	200.07	186.03
Internet & Leased Line Expenses	2.18	16.39
Miscellaneous Expenses	31.80	29.27
Subscription & Membership Fee	11.61	3.52
Donation to Railway Minister's Welfare & Relief Fund, etc	216.05	1.00
Meeting & Seminar Expenses	14.66	28.36
Auditors' Remuneration	2.72	4.20
Auditors Out of Pocket Expenses	4.07	3.91
Interest paid - others	9.69	0.51
Legal & Professional Expenses	143.43	139.02
ERP Maintenance Charges	146.85	112.64
Loss on Sale/Discard of Fixed Assets	8.75	-
	<b>2,620.85</b>	<b>2,086.15</b>
<b>B SELLING &amp; DISTRIBUTION EXPENSES</b>		
Advertisement Expenses	332.86	253.19
Business Development Expenses	128.26	61.30
Commission paid to Vendors	445.58	510.53
Customer Satisfaction Survey Expenses	40.00	45.63
Freight Outward & CFA Charges	315.01	374.36
Postage & Courier Charges	238.52	336.59
Bad Debt Written Off	2.85	4.66
Provision for Doubtful Debts	1.20	7.90
	<b>1,504.28</b>	<b>1,594.16</b>
<b>Total (A+B)</b>	<b>4,125.13</b>	<b>3,680.31</b>
<b>Schedule—XXIV</b>		
<b>ADJUSTMENT OF PRIOR PERIOD INCOME / EXPENDITURE (NET)</b>		
Prior-period Income	250.61	4.00
Prior-period Expenses	64.03	32.69
	<b>(186.58)</b>	<b>28.69</b>

## SCHEDULE NO. XXV

### SIGNIFICANT ACCOUNTING POLICIES

#### BASIS FOR PREPARATION OF FINANCIAL STATEMENTS

The financial statements are prepared in accordance with the generally accepted accounting principles in India and comply with Accounting Standards specified to be mandatory by the Institute of Chartered Accountants of India under Section 211(3C) of the Companies Act, 1956.

#### METHOD OF ACCOUNTING: -

The Corporation is following accrual basis of accounting except License Fee on GDP basis with effect from 1<sup>st</sup> November, 2006 from the Licensees of static catering stalls, to whom the contract was awarded by Railways, on the basis of receipt, under historical cost convention.

#### USE OF ESTIMATES

In preparing the financial statements in conformity with accounting principals generally accepted in India, management is required to make estimates and assumptions that affects the reported amount of assets and liabilities and the disclosures of contingent liabilities as at the date of the financial statements and the amount of revenues and expenses during the reported period. Actual results could differ from those estimates. Any revision to such estimates is recognized in the period of their determination.

#### REVENUE RECOGNITION:-

The Corporation is in the business of managing catering services (both mobile and static units), Bedroll and Cleaning services in mobile units, operating Departmental Catering Units, Managing Rail Yatri Niwas and Railway Hotels on Public Private Partnership basis, awarding licenses for operating Food Plazas, Static Catering stalls, AVMS, booking of Rail Tickets through Internet, Managing Rail Sampark-139 Call Centre on Public Private Partnership basis, arranging package tours through reputed tour operators, managing Complete Tour Packages, manufacturing and distribution of Railneer-Packaged Drinking Water, etc.

##### 1. Sales:-

Sales of Railneer-packaged drinking water, scrap, food and beverage items are recognized when the goods are sold and services rendered and are recorded net of excise duties wherever applicable, VAT etc. in terms of AS 9. It does not include inter-depot and inter-unit transfers.

##### 2. Income from Internet Ticketing: -

Income from Internet ticketing is recognised on the basis of value of the service charges earned on the sale of tickets sold through Corporation's Web-site ([www.irctc.co.in](http://www.irctc.co.in)). Service charges earned on the sales of such tickets on accrual basis have been booked as income of the Corporation.

##### 3. Income from Catering Services: -

The Corporation has been given a mandate by Railway Board, Ministry of Railways to upgrade and professionalize catering services on trains & other locations. The Corporation recognizes its income from catering services as per the following policies.

###### (a) Income from Onboard Catering Services:

The corporation is providing catering services on Rajdhani and Shatabdi Express Trains on Indian Railways network. The income is accounted on the basis of bills raised on Indian Railways for catering services provided to the passengers of Indian Railways on accrual basis.

###### (b) Income from Concession Fees, User Charges and License Fee: -

The Corporation is receiving the income from the following: -



## Indian Railway Catering and Tourism Corporation Ltd.

Sr. No.	Nature of business activity	Types of Fee Paid to Indian Railways as per the Revenue Sharing MOU
1.	Awarding license for providing Catering Services on Rajdhani and Shatabdi Express Trains.	One time Concession Fee for the contract period (including renewal period, if any), and Variable License Fee.
2.	Award of license for arranging catering services on Mail/ Jan Shatabdi /Express Trains.	(i) One Time Concession Fee for the contract period (including renewal period, if any), and Fixed Annual License Fee for trains awarded prior to Catering policy, 2005. (ii) Fixed Annual License fee as per Catering Policy, 2005 and revised Catering Policy, 2005 of Ministry of Railway.
3.	Award of license for setting up of Food Plaza and operation thereof at the Indian Railway premises.	(i) Fixed Monthly User Charges and Variable License Fee in case of contracts awarded under earlier IRCTC Policy. (ii) Fixed Annual License fee in case of contracts awarded as per Catering Policy, 2005 and revised catering policy, 2005 of Ministry of Railway.
4	Award of License for Automatic Vending Machines at Railway Stations.	(i) One time Concession fee for the contract period (including renewal period, if any), and Variable prescribed License Fee in case of contracts awarded under earlier IRCTC Policy. (ii) Fixed Annual License fee in case of contracts awarded as per Ministry of Railway Policy for AVMs.
5	Award of License for static units at Railway Stations.	(i) One time concession fee for the contract period (including renewal period, if any), and fixed licence fee in case of contracts awarded under IRCTC Policy. (ii) Fixed Annual License fee in case of contracts awarded as per Catering Policy, 2005 and Revised catering policy, 2005 of Ministry of Railway
6.	Award of license for Re-developing, Operation, Management and Transfer of Rail Yatri Nivas and Railway Hotels on Indian Railway premises	Fixed Annual User Charges and License Fee as per the agreement signed with the awardees.

The Income under these heads have been recognized / accounted as under: -

- (i) **Concession fee:** Income is recognized on accrual basis on monthly pro-rata basis (fraction of the month, if any, has been treated as full month) over the contract period as per proportionate completion method contained in Accounting Standard (AS-9) relating to revenue recognition. One time concession fee (Unexpired Concession Fee) received by the Corporation has been treated as income received in advance. In case the contracts for the trains are terminated on account of cancellation / withdrawal of the train by Railway Administration, income is recognized over the period, the contract was in force.
- (ii) **User charges:** User Charges payable by the Food Plazas and Budget Hotels Licensees are accounted on accrual basis.



**(iii) License Fee: -**

- (a) Fixed yearly license fees received by the Corporation are accounted on accrual basis on monthly pro-rata basis (fraction of the month, if any, has been treated as full month).
- (b) Variable License fee is accounted on accrual basis as a fixed percentage of the catering services provided by the contractor.
- (c) License fee is accounted on accrual basis as a fixed percentage of the projected turnover of the Rail Yatri Nivas and Railway Hotels operated by the licensees under re-develop, operate, manage and transfer basis.

**(iv) Income Accrued on Forfeiture of Contracts: -** Recognition of income from Catering contracts terminated on account of breach of terms and conditions was made as under: -

- (a) Up to the date of termination, the income is recognized in respect of concession fee over the contract period on monthly pro-rata basis and in case of License fee over the period the train has been in operation on monthly prorata basis.
- (b) Other income: Remaining balance of concession fee, License fee and Security Deposits on forfeiture of contracts are recognized as other income accrued during the year.

**4. Income from Package Tours: -**

The Corporation is engaged in booking of Special Trains, Special Coach Charter and berths under value added tours for promoting the rail-based tourism. The income from special trains/ Coach Charters includes basic fare, other charges levied by the railway administration and Corporation's service charge as a fixed percentage of the basic fare. In case of Value added tours, the income includes fare, block booking charges, other charges levied by the railway administration and Corporations service charges as fixed percentage of the fare.

In case of Complete Tour Packages and Buddhist Circuit Special Train, the income includes the total amount net of service tax collected from the customer.

In case of Bharat Darshan Trains operated by Licensees, the total amount net of service tax collected from the tour operator and Licence fee collected from the Tour operator is accounted on accrual basis.

In case of Bharat Darshan Trains operated by IRCTC, the total amount net of service tax collected from the Customer is accounted on accrual basis.

**5. Interest Income from Fixed Deposits including TDRs: -**

Income received as Interest from fixed deposit & TDRs is recognized on accrual basis.

**EXPENDITURE: -**

Items of expenditure are recognised on accrual basis however certain expense/claims, which are not ascertainable are accounted for on their being ascertained.

**1. Expenditure on Railneer -Packaged Drinking Water and Departmental Catering Activity: -**

Expenses are accounted on accrual basis and provision is made for all known losses and Liabilities

**2. Expenditure on Internet ticketing: -**

Expenses are accounted on accrual basis and provision is made for all known losses and Liabilities.

**3. Catering Charges Paid:**

**(a) Onboard Catering Charges:**

Catering Charges paid to the Contractor are accounted for on the basis of bills raised on Corporation for catering services provided to the passengers of Indian Railways.

**(b) Concession Fees, User Charges, License Fee and Haulage Charges : -**

The Expenditure under this head has been recognized/ accounted for as per the following:



## Indian Railway Catering and Tourism Corporation Ltd.

- i) **Concession Fee Paid:** Concession Fee payable to Indian Railway in respect of on board catering contract, AVMs, Static Units etc. is recognized on accrual basis on monthly pro-rata basis (fraction of the month, if any, has been treated as full month) over the contract period. Payment of Unexpired Concession Fee to the Indian Railway has been treated as an advance. In case the contracts for the trains are terminated on account of breach of terms and conditions of the contract or cancellation / withdrawal of the train by Railway Administration, expenditure is recognized over the period, the contract was in force.
- ii) **User charges Paid:** User Charges payable to Indian Railway in respect of Food Plazas and Budget Hotels are accounted for on accrual basis.
- iii) **Licence Fee Paid: -**
  - (a) Fixed yearly license fees payable to Indian Railway by the Corporation is accounted for on accrual basis on monthly pro-rata basis (fraction of the month, if any, has been treated as full month).
  - (b) Variable Licence fee payable to Indian Railway is accounted on accrual basis as a fixed percentage of the catering services provided /sales made.
- iv) **Haulage Cost:**

Haulage Cost amounting to Rs.30 crore has been provided in respect of Mobile Pantry Cars, as was levied by Ministry of Railways during the last year.
- v) **Tourism Expenses: -**

The Cost of Ticket, other charges, if any, levied by the Indian Railway and Service charges on booking of the special train / coach charter / berths are accounted on accrual basis.

In case of complete tour packages and Buddhist Circuit Special Train, cost of train ticket, Service Charges and other charges, if any levied by Indian Railway, Road Travel expenses and accommodation and meal charges etc are accounted on accrual basis.

### **FIXED ASSETS AND INTANGIBLE ASSETS: -**

- (i) Fixed assets are stated at cost of acquisition including installation charges and other related expenses.
- (ii) In case of Computers the cost of Operating System software procured along with Computer has been capitalized with Computers, while regular upgrades and Annual Maintenance Charges, have been treated as revenue expenditure.
- (iii) Expenditure on the leased buildings for Office premises, has been capitalized as Leasehold –Office Development.
- (iv) Intangible assets are recorded at the consideration paid for acquisition. The Software Development Charges, web portal, tourism portal expenditure, which was capitalized with Computers in earlier years has now been capitalized under the head Intangibles as per the opinion of the Expert Advisory Committee of Institute of Chartered Accountants of India dated 9<sup>th</sup> January, 2009.
- (v) The tools and plants placed at such catering units are taken on, as is where is basis. Due to non-availability of value of such assets, such assets are accounted at Nominal Value of Rs.1/- per item in the Books of Zonal Offices of the Corporation for the purpose of ensuring physical verification.

### **CAPITAL WORK IN PROGRESS: -**

The Expenditure on Budget Hotels, pending works at Railneer Plant at Palur, Luxury Train construction for JV Company work under implementation are classified under capital work in progress and will be allocated to respective heads after completion of the work.

### **DEPRECIATION: -**

- (i) The Corporation is following the straight-line method of depreciation in respect of buildings and plant and machinery of Railneer Plants located at Nangloi and Danapur and intangible assets and written down value method in respect of other assets. Depreciation is provided at the rates as specified under schedule XIV of the Companies Act, 1956. Depreciation is calculated on a pro-rata basis from the date of put to use. Depreciation is provided up to the date of sale, discard and loss of the assets during the year.

- (ii) Individual assets whose actual cost of acquisition during the year does not exceed Rs. 5000/- (Rupees five thousand only) have been depreciated @ 100 % in terms of schedule XIV of the Companies Act, 1956.
- (iii) Leasehold-Office developments in respect of office premises have been depreciated over the lease period.
- (iv) Useful life of the Intangible Assets has been assumed at four years and such assets have been depreciated @ 25 % per annum on straight line method.
- (v) In respect of Residential Flats constructed on leasehold land, depreciation is charged over the period of the lease of the land.

**INVENTORIES: -**

- (i) Inventories are valued at lower of cost and net realizable value.
- (ii) In case of raw materials, packing materials, stores, spares and consumables, the cost includes duties and taxes (net of CENVAT, wherever applicable) and is arrived at on FIFO basis.
- (iii) Cost of finished goods and work in process includes the cost of raw materials, packing materials, an appropriate share of fixed and variable production overheads, excise duty as applicable and other costs incurred in bringing the inventories to their present location and condition.
- (iv) PD items (traded goods) are valued at cost on FIFO basis.

**INVESTMENTS: -**

Investment (including investments in Joint Venture Company) are classified as long term and is stated at cost.

**EMPLOYEES BENEFITS: -**

- (i) The provisions/ liabilities towards, Gratuity at Rs. 10 Lac as per the 2<sup>nd</sup> Pay Revision Committee Report and Leave encashment are made based on the actuarial valuation at the end of the year and charged to Profit and Loss Account.
- (ii) Provision/ liabilities towards Foreign Service Contribution- Pension and Leave Salary are made in terms of Government Rules & Regulations is charged to Profit and Loss Account on accrual basis.

**TAXATION: -**

- (i) The corporation has provided for current income tax at the rates specified under the Income Tax Act, 1961.
- (ii) The corporation has accounted for deferred taxation in line with accounting standard (AS) 22 on "accounting for taxes on income" issued by the Institute of Chartered Accountant of India.

The deferred tax on timing differences between book profit and taxable profit for the year is accounted for applying the tax rates and laws that have been enacted or substantively enacted as on the balance sheet date. Deferred tax assets arising from timing differences are recognized to the extent there is a reasonable certainty that the assets can be realized in future.

**PROPOSED DIVIDEND: -**

Final Dividend as proposed by the Board of Directors is subject to the approval by shareholders in Annual General Meeting. However, the provision for dividend and dividend tax has been made in the annual accounts. Interim dividend paid during the year would be adjusted against the final dividend proposed by the Board of Directors.

**SUNDRY DEBTORS/ADVANCES: -**

Sundry debtors/advances are stated after writing off debts considered as bad. Adequate provision is made for debts/advances considered doubtful.



## **NOTES TO ACCOUNTS**

### **1. CONTINGENT LIABILITIES:-**

- (i) Estimated amount of Contracts to be executed on capital account and not provided for amounts to Rs.3064.76 Lac as against Rs. 154.20 Lac in the previous year.
- (ii) Claim against the company not acknowledged as debt, pending appellate / judicial decision.

(Rs. in lac)

<b>S. No.</b>	<b>Description</b>	<b>As at 31st March, 2009</b>	<b>As at 31st March, 2008</b>
1.	Income Tax (demand of Rs.30.69 Lac for the Assessment year 2004-05 was raised) – Appeal under Section 246 A (1) (A) filed against order of Assessing Officer.	30.69	30.69
2.	Income Tax (amount wrongly disallowed) appeal filed under Section 246 (1) (A)	11.01	11.01
3.	Sales Tax / VAT (demand)	1.17	1.17
4.	Sales Tax / VAT (demand and penalty) Writs filed in Delhi High Court.  Further, demand and penalty orders for the period April, 2005 to March, 2006 were received from Delhi Value added Tax Department amounting to Rs.1961.77 Lac. The same has also been challenged in the Hon'able High Court of Delhi, by way of a writ.  Providing of service of catering in trains amounts to services rendered like an outdoor caterer and is liable to service tax. The services do not amount to sale of goods and therefore no sales tax/VAT could be imposed upon the said services.	3137.40	1175.63
5.	Sales Tax (amount excess deposited) - refund awaited.	19.40	19.40
6.	Sales Tax (excess amount of work contract)	4.03	4.03

### **2. DETAILS OF EXPENDITURE INCURRED ON /BY DIRECTORS ARE:**

During the year 2008-2009, the corporation has provided or made the following payments to Managing Director and Functional Directors:

(Rs. in lac)

<b>Particulars</b>	<b>Managing Director*</b>		<b>Functional Directors</b>	
	<b>Year ended 31.03.2009</b>	<b>Year ended 31.03.2008</b>	<b>Year ended 31.03.2009</b>	<b>Year ended 31.03.2008</b>
Salary, allowances and perquisites	2.59	5.76	25.22	20.05
Travelling Expense- Domestic	2.56	0.56	6.39	2.80
Travelling Expenses- Foreign Travel	Nil	Nil	2.20	Nil
FSC paid to Railways	0.64	1.23	Nil	Nil
<b>Total</b>	<b>5.79</b>	<b>7.55</b>	<b>33.81</b>	<b>22.85</b>

\* Shri Rakesh Kumar Tandon, Managing Director assumed the charge of the post of Managing Director on 5<sup>th</sup> January, 2009.

**3. AUDITORS REMUNERATION (including Service tax, wherever applicable)**

(Rs. in lac)

Description	Year ended 31.03.2009	Year ended 31.03.2008
Statutory audit fee	1.82	1.65
Tax Audit Fee	0.90	0.65
For other work	Nil	Nil
Out of Pocket Expenses	4.06	1.90
Total	6.78	4.20

**4. PRODUCTION :**
**(i) Railneer- Packaged Drinking Water**

(In. ,000)

Item Description	Unit	Location	Installed Capacity* (Nos.)		Production (Nos.)	
			2008-09	2007-08	2008-09	2007-08
Railneer Packaged Drinking Water	Bottles of 1000 ml	Nangloi	23760	23760	21110	21043
		Danapur	23760	23760	16886	19602
<b>Total</b>			<b>47520</b>	<b>47520</b>	<b>37996</b>	<b>40645</b>

\* The installed capacity is based on three-shift basis for 360 Days.

**(ii) Departmental Catering: -**

The departmental catering units engaged in catering activities are manufacturing various cooked items as per the menu prescribed by Indian Railways. The said menu varies from one Zonal Railway to another Zonal Railway. Items are manufactured at the customers order only. Installed capacity for a particular manufactured item is not ascertainable. Moreover, the items manufactured are heterogeneous in nature, it is not possible to give break-up of each class of items produced/ manufactured.

**5. STOCKS AND TURNOVER :**
**(i) Railneer-Packaged Drinking Water :-**

Year	Unit	Opening Stock		Closing Stock		Turnover	
		Qty (In ,000)	Value (Rs in Lac)	Qty (In ,000)	Value (Rs. In Lac)	Qty (In ,000)	Value* (Rs. in Lac)
2008-09	Boottles of 1000 ml	3459	216.36	3909	240.93	37896	1278.47
2007-08		3319	218.93	3459	216.36	40479	1099.69

\* Sales exclusive of excise and sales tax.

**(ii) Departmental Catering :-**

Year	Unit	Opening Stock		Closing Stock		Turnover*	
		Qty (In ,000)	Value (Rs in Lac)	Qty (In ,000)	Value (Rs. In Lac)	Qty (In ,000)	Value (Rs. in Lac)
2008-09	NA	NA	186.90	NA	157.48	NA	13558.09
2007-08	NA	NA	223.33	NA	186.90	NA	14342.80

\*included PD items purchased for resale. PD items are Proprietary Distribution items purchased, in the packed form, from the market and sold at Railway Stations such as Namkeen, Biscuits and Mineral Water etc



## Indian Railway Catering and Tourism Corporation Ltd.

### (iii) Departmental Catering-Bedroll & Cleaning Services

Year	Unit	Opening Stock		Closing Stock		Turnover	
		Qty (In ,000)	Value (Rs in Lac)	Qty (In ,000)	Value (Rs. In Lac)	Qty (In ,000)	Value (Rs. in Lac)
2008-09	NA	NA	NA	NA	NA	NA	117.74
2007-08	NA	NA	NA	NA	NA	NA	1597.36

Departmental catering units are engaged in supply of food and beverage to Railway Passengers at various stations, where the catering business is taken over by the Corporation, which are heterogeneous in nature. Hence it is not practicable to give quantitative breakup of each class of goods indicating quantities thereof for purchases, sales, opening and closing stocks.

The bedroll services have been withdrawn from the Company with effect from 1<sup>st</sup> August, 2007 vide letter No. 2006/TG-III/645/4 dated 01.08.2007, however, the same are handled for few trains through licensee catering due to contractual obligations.

### 6. Raw Material Consumed :-

#### (i) Railneer

	Unit	2008-09		2007-08	
		Qty (In ,000)	Value (Rs. In Lac)	Qty (In ,000)	Value (Rs. in Lac)
Preform	Nos	38483	739.96	41349	771.26
Caps	Nos.	38405	128.98	41274	142.06
Label	Nos.	39106	46.93	40713	48.81
Cartons	Nos.	3194	207.22	3473	200.97
Bopp Tapes	Rolls	4	10.48	5	7.99
Total			1133.57		1171.09

#### (ii) Departmental Catering :-

	2008-09		2007-08	
	Qty (In ,000)	Value (Rs. In Lac)	Qty (In ,000)	Value (Rs. in Lac)
<b>Raw Material consumed</b>	N.A.	3717.56	N.A.	4006.25

The departmental units engaged in catering activities are consuming innumerable numbers of raw material items required for manufacturing of the cooked items prescribed in the menu by Indian Railways. The said menu varies from one Zonal Railway to another Zonal Railway. Similarly, the number of raw materials required will also vary. The items used as raw materials are heterogeneous in nature, it is not possible to give quantitative break-up of each class of items consumed.

### 7. Expenditure in Foreign Currency :-

(Rs. in lac)

Nature of Expenses	2008-09	2007-08
Foreign Travelling Expenses Directors	2.20	Nil
Foreign Travelling Expenses-others	26.05	11.82
<b>Total</b>	<b>28.25</b>	<b>11.82</b>

8. In the opinion of the Board of Directors, value of Current Assets, Loans and advances, if realized in the ordinary course of business, shall not be less than the amount at which the same are stated in the Balance Sheet. However, the balance of Debtors including Railway Debtors and Creditors as stated in the Balance Sheet are subject to confirmation.

9. **EMPLOYEE BENEFITS :**

General description of the defined benefit schemes:

- (i) **Gratuity:** Payable on separation@ 15 days pay for each completed year of service to eligible employees who render continuous service of 5 years or more. The gratuity ceiling of Rs.10 Lac as against the earlier limit of Rs.3.50 Lac has been considered for actuarial valuation based on the second pay revision committee report.
- (ii) **Leave Encashment:** Payable on separation to eligible employees who have accumulated earned leave. Leave salary is provided for based on valuations, as at the balance sheet date, made by independent actuary.
- (iii) **Provident Fund:** 12 % of the Basic Pay plus Dearness Allowance of Employees and equivalent Contribution of the Corporation is contributed to the Provident Fund maintained with the Regional Provident Fund Commissioner, New Delhi. Corporation's contribution to provident fund is charged to revenue.
- (iv) **Foreign Service Contribution:** Foreign service contribution payable for leave salary and pension in respect of deputationists including deemed deputationists (employees who have joined the corporation on deputation for a fixed period from Indian Railways) for the year 2008-2009 in terms of Government rules and regulations is charged to revenue on accrual basis.

Other disclosures, as required under Accounting Standard(AS)-15(revised) on 'Employee Benefits' in respect of defined obligations are:

(a) **Actuarial assumptions**

Sr. No.	Description	As at 31 <sup>st</sup> March, 2009	As at 31 <sup>st</sup> March, 2008
(i)	Discount rate(per annum)	7 %	8 %
(ii)	Mortality rate	LIC (94-96) duly modified.	LIC (94-96) duly modified.
(iii)	Withdrawal rates( per annum)		
	Up to 30 Years	3	3
	From 31 to 44 Years	2	2
	Above 44 Years.	1	1
(iv)	Estimated rate of return on plan assets	0	0
(v)	The estimate of future liability increases considered in actuarial valuation, takes into account inflation rate, seniority, promotion and other relevant factors		

(b) **Actuarial Method**

Projected unit credit (PUC) actuarial method is used to assess the plan's liabilities of exit employees for retirement, death-in-service and withdrawal and also compensated absence while in service.

Under the PUC method a projected accrued benefit is calculated at the beginning of the period and again at the end of the period for each benefit that will accrue for all active member of the plan. The projected accrued benefit is based on the plan accrual formula and upon service as of the beginning or end of period, but using member's final compensation, projected to the age at which the employee is assumed to leave active service. The plan liability is the actuarial present



## Indian Railway Catering and Tourism Corporation Ltd.

value of the projected accrued benefits as on the date of valuation for active members including availment, encashment while in service.

### (c) Plan Assets.

#### (i) Changes in the fair value of plan assets

(Rs. in Lac)

		Gratuity		Leave Encashment	
		31/03/2009	31/03/2008	31/03/2009	31/03/2008
a)	Fair value of plan assets at the beginning of the period	—	—	—	—
b)	Acquisition adjustment	—	—	—	—
c)	Expected return on plan assets	—	—	—	—
d)	Contributions	—	—	—	—
e)	Benefits paid	—	—	—	—
f)	Actuarial gain/(loss) on plan assets	—	—	—	—
g)	Fair value of plan assets at the end of the period	—	—	—	—

#### (ii) Fair value of plan assets

(Rs. in Lac)

		Gratuity		Leave Encashment	
		31/03/2009	31/03/2008	31/03/2009	31/03/2008
a)	Fair value of plan assets at the beginning of the period	—	—		
b)	Acquisition adjustment	—	—		
c)	Actual return on plan assets	—	—		
d)	Contributions	—	—		
e)	Benefits paid	—	—		
f)	Fair value of plan assets at the end of the period	—	—		
g)	Funded status	(371.80)	(41.51)	(104.64)	(19.52)
h)	Excess of actual over estimated return on plan assets	—	—		

#### (d) Reconciliation of the present value of defined benefit obligations

(Rs. in Lac)

S. No.		Gratuity	Leave Encashment
(i)	Present value of the Projected benefit obligations as at 1 <sup>st</sup> April, 2008	19.51	41.51
(ii)	Current Service Cost	47.94	181.27
(iii)	Interest Cost	1.37	2.91
(iv)	Actuarial gains(-)/losses(+)	35.82	146.12
(v)	Past Service Cost	—	—
(vi)	Benefits Used	—	—
(vii)	Present Value of the projected benefit obligations as on 31 <sup>st</sup> March, 2009(i+ii+iii+iv-v-vi) (Amount recognized in Balance sheet).	104.64	371.81



**(e) Reconciliation of the fair value of the assets and obligations:**

The Company has not funded the gratuity liability. Therefore the reconciliation of the fair value of the assets and obligations could not been made out.

**(f) Expenses recognized in the Statement of Profit & Loss Account for the year ended 31<sup>st</sup> March, 2009:**

(Rs. in Lac)

Sr. No.	Particulars	Gratuity		Leave Encashment	
		2008-09	2007-08	2008-09	2007-08
(i)	Current Service Cost	47.94	10.06	181.27	22.91
(ii)	Interest Cost	1.37	0.65	2.91	1.45
(iii)	Actuarial Gain(-)/ Losses(+)	32.16	0.74	136.69	0.93
(iv)	Past Service Cost	3.65	—	9.43	—
(v)	Expected return on plan assets	—	—	—	—
(vi)	Total(i+ii+iii+iv-v)	85.12	11.44	330.30	23.43
(vii)	Employee Remuneration and benefits				
	Charged to Profit and Loss Account	#81.47	11.44	#193.72	23.43
(viii)	Actual Return on Plan Assets	—	—	—	—

# The Expenses has been charged to Profit and Loss Account for the liability accrued for IRCTC employees and employees absorbed in IRCTC. The amount of Rs. 127.13 Lac to be received from Railways for deemed deputationist staff liability and amount of Rs.13.13 Lac received from other PSUs towards gratuity and leave salary liability has not been booked as an expense of IRCTC.

10. In view of the Expert Advisory Committee, opinion dated 9<sup>th</sup> January, 2009 of the Institute of Chartered Accountants of India, the Management has decided to re-classify the expenditure incurred on Software Development Charges, licence cost of software for Web portal and Tourism Portal as Intangibles. Depreciation excess booked of Rs.77.27 Lac during previous years has been adjusted against the depreciation for the year. Profit after depreciation but before taxes has increased by Rs.77.27 Lac.
11. During the year, a 50:50 Joint Venture Company, Royale Indian Rail Tours Ltd. was setup with Cox & Kings India Ltd. as JV Partner to promote tourism business. The paid-up share capital of the Company is Rs. 500 Lac. Rs. 250 Lac has been subscribed by IRCTC and is shown under the heading long term investments.
12. **ADJUSTMENTS RELATING TO PREVIOUS YEAR 2007-2008:**

Prior period adjustment comprise of the following:

(In Rs. Lac)

Description	Year Ended	
	31 <sup>st</sup> March, 2009	31 <sup>st</sup> March, 2008
<b>INCOME</b>	250.61	4.00
<b>EXPENSES</b>	64.03	32.69
<b>NET PRIOR PERIOD ADJUSTMENTS</b>	(186.58)	28.69

**Details of Prior Period Income and Expense:** The prior period income includes bedroll and cleaning services bills raised on railways pertaining to 2007-08. The prior period expenditure includes the expenditure pertaining to bedroll services etc pertaining to 2007-08.

13. Sundry creditors include amount due to small-scale industries of Rs. Nil (previous year Rs. Nil).



## Indian Railway Catering and Tourism Corporation Ltd.

### 14. Provision for Bad and Doubtful Debts: -

The Corporation has made provision for Bad and Doubtful Debts as under:

- (a) Rs.1.20Lac (Previous year Rs. 7.90 Lac) being 100% of the total outstanding in respect of charge back/reversal cases reported by the payment gateways for rail tickets booked through Internet has been provided for Bad and Doubtful Debts.
  - (b) In addition Rs. 2.84 Lac (previous year Rs. 4.66 Lac) was admitted for charge back and is fully charged as bad debt.
15. Pursuant to the directive of the Ministry of Railways, Railway Board, the Corporation took over the entire departmental Catering business including Rail Yatri Niwas and Railway Hotels of Indian Railways, from Railways. The tools and Plants placed at such catering units are taken on, as is where is basis. Due to non-availability of value of such assets, Such assets are accounted at Nominal Value of Rs.1/- per item amounting to Rs.0.87 Lac ( Previous Year Rs.1.90 Lac) in the books of Zonal Offices of the Corporation for the purpose of ensuring physical verification. During the year, tools and plants valuing Rs. 1.03 Lac were returned to Zonal Railways. No Depreciation has been charged during the year on these assets. Further no new assets were taken over from Railways during the year. However, the Corporation is maintaining such assets and revenue share, if any, is being made with the Railways as per the MOU entered with Ministry of Railways dated 17<sup>th</sup> January, 2007.
16. During the year 2008-09, the sharing with various Zonal Railways has been made in terms of Memorandum of Understanding dated 17.01.2007, executed with the Ministry of Railways.
17. As per Accounting Standard-18-'Related Party Disclosure' issued by the Institute of Chartered Accountants of India, the names of the related parties are given below:-

Nature of Relationship	Name of the related Party
Joint Venture	Royale Indian Rail Tours Limited
Key Managerial Personnel	(i) Shri Rakesh Tandon, Managing Director (with effect from 5 <sup>th</sup> January, 2009) (ii) Dr. Nalin Shinghal, Director (T&M) (iii) Shri Vinod Asthana, Director(CS) (iv) Shri V.R. Gupta, Director (Finance) (with effect from 6 <sup>th</sup> October, 2008)

Details of transactions between the Company and the related parties, as defined in the Accounting Standard, during the year, are given below -

(In Rs. Lac)

Sr. No.	Nature of Transaction	Joint Venture		Key Management Personnel	
		As at 31 <sup>st</sup> March, 2009	As at 31 <sup>st</sup> March, 2008	As at 31 <sup>st</sup> March, 2009	As at 31 <sup>st</sup> March, 2008
(i)	Investments	250.00	Nil	—	—
(ii)	Advance Lease Rent	389.50	Nil	—	—
(iii)	Managerial Remuneration	—	—	39.60	30.40

18. As per Accounting Standard-27-'Financial reporting of interest in Joint Ventures' issued by the Institute of Chartered Accountants of India, the Company's share of ownership interest, assets, liabilities, income,

expenses, contingent liabilities and capital commitments in the joint venture company, incorporated in India, are given below:

(Rs. in Lac)

Sr. No.	Name of the Joint Venture Company	% of Company's ownership interest	Assets	Liabilities	Income	Expenditure	Contingent Liabilities	Capital Commitments
1.	Royale Indian Rail Tours Limited	50 %	445.45	229.15	2.07	35.76	Nil	Nil

19. Pursuant to Accounting Standard (AS 28) impairment of Assets issued by the Institute of Chartered Accountants of India, the Corporation made an assessment on 31<sup>st</sup> March, 2009 for any indication of impairment in the carrying amount of Corporation's Fixed Assets. On the basis of such assessment, in the opinion of the management no provision for the impairment of Fixed Assets of the Corporation is required to be made during the year.
20. Pursuant to the Accounting Standard (AS 29) relating to Provisions, Contingent Liabilities and Contingent Assets, the disclosure relating to provisions made in the accounts for the year ended 31st March 2009 is as follows:-

(Rs. in Lac)

Particulars	Provision for Bad and Doubtful Debts		Provision for Leave Encashment (Retirement Benefits)		Provision for Gratuity (Retirement Benefits)	
	2008-09	2007-08	2008-09	2007-08	2008-09	2007-08
Opening Balance	7.90	7.98	41.51	18.09	19.51	8.08
Addition	1.20	7.90	330.29	23.42	85.12	11.43
Utilization	7.90	7.98	0	0	0	0
Reversal	0	0	0	0	0	0
Closing Balance	1.20	7.90	371.81	41.51	104.64	19.51

**Note:**

- (i) Provision for doubtful debts/advances is made on the basis of management's estimates.
- (ii) Provision for retirement benefits is made on the basis of independent actuaries valuation.
21. The Corporation has recognized deferred tax arising on account of timing differences, being the difference between taxable income and accounting income, that originates in one period and is capable of reversal in one or more period(s) in compliance with Accounting Standard (AS22) - Accounting for Taxes on Income issued by Institute of Chartered Accountants of India. The major components of the deferred tax liability and asset arising on account of timing difference as at 31.3.2009 are as follows:

(Rs. in Lac)

Deferred tax liability on account of	As at 31 <sup>st</sup> March, 2009	As at 31 <sup>st</sup> March 2008
Difference between the written down value of assets as per books of accounts and Income tax Act, 1961	283.67	273.50
<b>Total</b>	<b>283.67</b>	<b>273.50</b>
Deferred tax Asset on account of		
Difference of Deferred Revenue Expenditure under Income Tax Act and Companies Act		
Loss on Assets	2.91	Nil
Provision for Doubtful Debts	0.41	2.69
Provision for Retirement Benefits	93.54	11.85
<b>Total</b>	<b>96.86</b>	<b>14.54</b>
<b>Net deferred tax liability</b>	<b>186.81</b>	<b>258.96</b>



## Indian Railway Catering and Tourism Corporation Ltd.

22. Licensee managed static catering stalls, which were awarded by Railways, were transferred to IRCTC. As per directive of Ministry of Railways, IRCTC has advised licensees of static catering stalls for payment of license fee on GDP basis w. e. f. 1<sup>st</sup> November 2006. However, no written contract with regard to the same exists between IRCTC and licensees of catering stalls.

It has been noticed that many of the licensees are not paying license fee fixed on GDP basis and many of the licensees have gone to court challenging the fixation of license fee on GDP basis and have obtained stay order from the Hon'ble Supreme Court. There are uncertainties regarding the determination of the amount to be realized from the licensees. The Corporation has recognized income as per Accounting Standard (AS-9) in respect of such licensee catering stalls in the following manner:-

- the revenue for static catering stalls which were taken over from Indian Railways and for which tenders have not yet been finalized on earlier basis on which the income was accrued during previous year.
  - Wherever the payment has been realized on GDP basis, the same has been accrued on GDP basis.
  - Efforts would be made to realize the licence fee of static catering stalls on GDP basis and the same would be recognized as income in the year of receipt.
23. (a) Expenditure incurred on civil work on Lease hold-Office Premises has been accounted as lease hold-Office Development and depreciation has been calculated on the basis of lease period as per the agreement of lease.
- (b) Expenditure incurred on civil work on premises located on Railway land other than Railneer Plants has been accounted as lease hold improvement and has been depreciated over a period of ten years.
24. IRCTC has taken land from Railways on lease basis for setting up of Railneer Plant at Nangloi and Danapur for which lease period has not been fixed by Railway authorities. As per the policy of the Railways the maximum period of lease can be for a period of 35 years which is further renewable for a period of 35 years. Depreciation on buildings of Railneer Plants at Nangloi and Danapur has been provided on straight line basis as per accounting policy being followed consistently. IRCTC has written to concerned Railways to confirm the maximum period of lease of such land provided to IRCTC, reply of which is awaited.
25. An amount of Rs.3,000 Lac has been provided as haulage charge for the year 2008-09 in respect of Mobile Pantry Cars. (Previous Year Rs.3,000 Lac).
26. Ministry of Railways vide letter no. 2006/LMB/09/03, dated 22.11.06 has directed that water charges for catering and vending units are required to be paid by IRCTC. No demand for water charges has been received from Ministry of Railways or Zonal Railways. Provision for Water charges for the departmental catering units is made on assumed basis as was the practice followed by the Zonal Railways @ 0.1 % of the sales turnover.

Provision for Electricity Charges for the departmental catering units, where the bills have not been received from respective Railways is made on the basis of bills received in other Units. It is being provided @ 2.5 % of the turnover instead of 0.3 % of a turnover in the previous year, in view of the actual bills received, being far in excess of earlier provision.

27. IRCTC is providing catering services on Mail Express trains and on other locations as per mandate given by Ministry of Railways. Wherever, the business is handled departmentally run units, the sales and expenditure are booked on accrual basis. In other cases, where the business is managed through licensees, only Concession fee/ licence fee, quoted by the successful bidder are taken as revenue as per Accounting Standard (AS 9).

**28. Segment Reporting (AS-17) :**

The corporation has disclosed business segment as the primary segment. The segment has been identified taking into account the nature of services rendered, organization structure and internal reporting system.

The corporation's operations predominantly relate to arranging:

- Licencee Catering
- Departmental Catering
- Railneer
- Tourism
- Internet Ticketing.

- (a) The corporation caters mainly to the needs of the domestic market. As such there are no reportable geographical segments.
- (b) Segment revenue includes Sales of Railneer-Packaged Drinking Water, Food & Beverages through Departmental Catering activity, Railway Tickets through Internet and Package Tours. It also includes Concession fee, License fee in case of awarding of license in Rajdhani, Shatabdi, Jan Shatabdi, Mail Express and User charges, & Service charges in case of awarding license for setting up of Food Plazas and Rail Yatri Niwas and Railway Hotels at Railway Premises.

The accounting principles used in the preparation of the financial statements is consistently applied to record revenue & expenditure in individual segments, as set out in the note of significant accounting policies.

Revenue and direct expenses in relation to segment are allocated based on items that are individually identifiable to the respective segment while the remainder of the costs are categorized as unallocated expenses. The management believes that it is not practical to provide segment disclosure to these expenses and accordingly these expenses are separately disclosed as unallocated and adjusted only against the total income of the Corporation. The Overall percentage of such unallocable expenses to total revenue is not material.

Assets and liabilities contracted are allocated to different segments based on their individual identity. The fixed assets of corporate/ Zonal/ Regional office have been allocated on the basis of usage and assets/ liabilities, which can not classified to segments are shown as unallocable assets/ liability. The overall percentage of such unallocable Assets/ Liabilities to total Assets/ Liabilities is not material.

For the Year ended 31.03.2009  
Segment Reporting

## Indian Railway Catering & Tourism Corporation Ltd.

Rs. in Lac

Particulars	Licencee Catering		Railneer		Internet Ticketing		Tourism		Departmental Catering		Total	
	2008-09	2007-08	2008-09	2007-08	2008-09	2007-08	2008-09	2007-08	2008-09	2007-08	2008-09	2007-08
<b>Revenue</b>												
Income	32,078.19	26,409.31	6.71	2.85	8,261.19	4,355.25	2,681.99	908.24	217.11		43,245.19	31,675.65
Sales(Excluding Excise Duty and sales tax)			1,278.47	1,099.69					13,558.09	14,342.80	14,836.56	15,442.49
Inter-Segment Sales			1,081.11	1,110.39							1,081.11	1,110.39
Rail Yatri Nivas and Railway Hotels							111.59	64.14			111.59	64.14
Sales/Income( Bedroll & Cleaning)	2,405.68	2,926.27							117.74	1,597.36	2,523.42	4,523.63
<b>Total Revenue</b>	<b>34,483.87</b>	<b>29,335.58</b>	<b>1,285.18</b>	<b>1,102.54</b>	<b>8,261.19</b>	<b>4,355.25</b>	<b>2,793.58</b>	<b>972.38</b>	<b>13,892.94</b>	<b>15,940.16</b>	<b>60,716.76</b>	<b>51,705.91</b>
<b>Segment Result</b>	<b>6,921.78</b>	<b>4,822.51</b>	<b>135.31</b>	<b>6.72</b>	<b>4,689.31</b>	<b>1,707.33</b>	<b>-197.64</b>	<b>-359.68</b>	<b>-5,497.88</b>	<b>-3,898.59</b>	<b>6,050.89</b>	<b>2,278.30</b>
Unallocated Corporate Income		-										
Unallocated Corporate Expenses		-										
<b>Operating Profit</b>	<b>6,921.78</b>	<b>4,822.51</b>	<b>135.31</b>	<b>6.72</b>	<b>4,689.31</b>	<b>1,707.33</b>	<b>-197.64</b>	<b>-359.68</b>	<b>-5,497.88</b>	<b>-3,898.59</b>	<b>6,050.89</b>	<b>2,278.30</b>
Interest Income											1,159.93	1,060.48
Income Taxes(including deferred tax & FBT)											2,734.49	1,222.61
<b>Profit from Ordinary Activities</b>	<b>6,921.78</b>	<b>4,822.51</b>	<b>135.31</b>	<b>6.72</b>	<b>4,689.31</b>	<b>1,707.33</b>	<b>-197.64</b>	<b>-359.68</b>	<b>-5,497.88</b>	<b>-3,898.59</b>	<b>4,476.33</b>	<b>2,116.17</b>
Prior Period Income(-)/ Expenses	-187.43								0.85	28.69	-186.58	28.69
Bad & Doubtful Debts written off or provided					4.05	12.57					4.05	12.57
Loss on sale of assets	5.96		-0.01		1.81				0.99		8.75	0
Income tax paid for the prior period.											0	0
<b>Net Profit</b>	<b>7,103.25</b>	<b>4,822.51</b>	<b>135.32</b>	<b>6.72</b>	<b>4,683.45</b>	<b>1,694.76</b>	<b>-197.64</b>	<b>-359.68</b>	<b>-5,499.72</b>	<b>-3,927.28</b>	<b>4,650.11</b>	<b>2,074.91</b>
<b>Other Information</b>												
Segment Assets	40,399.99	30,423.15	2,418.63	1,845.04	8,868.87	5,552.23	1,410.08	350.20	-2,679.93	860.76	50,417.64	39,031.38
Unallocable Corporate Assets		-									7,061.56	5,422.16
<b>Total Assets</b>	<b>40,399.99</b>	<b>30,423.15</b>	<b>2,418.63</b>	<b>1,845.04</b>	<b>8,868.87</b>	<b>5,552.23</b>	<b>1,410.08</b>	<b>350.20</b>	<b>-2,679.93</b>	<b>860.76</b>	<b>57,479.20</b>	<b>44,453.54</b>
Segment Liabilities	30,582.1	29,356.95	228.19	348.13	5,418.05	1,046.08	517.96	295	2,064.79	1,344.13	38,811.09	32,390.29
Unallocable Corporate Liabilities		-									7,035.60	3,919.56
<b>Total Liabilities</b>	<b>30,582.1</b>	<b>29,356.95</b>	<b>228.19</b>	<b>348.13</b>	<b>5,418.05</b>	<b>1,046.08</b>	<b>517.96</b>	<b>295</b>	<b>2,064.79</b>	<b>1,344.13</b>	<b>45,846.69</b>	<b>36,309.85</b>
Capital Expenditure	348.15	459.82	427.94	3.33	610.73	1,309.69	105	45	52.83	167.9	1,544.65	1,985.74
Unallocable Corporate Expenditure		-										-
<b>Total Corporate Expenditure</b>	<b>348.15</b>	<b>459.82</b>	<b>427.94</b>	<b>3.33</b>	<b>610.73</b>	<b>1,309.69</b>	<b>105</b>	<b>45</b>	<b>52.83</b>	<b>167.9</b>	<b>1,544.65</b>	<b>1,985.74</b>
Depreciation	317.12	258.36	101.42	105.38	539.65	439.74	20	3	32.17	21.68	1,010.36	828.16
Unallocable Corporate Depreciation											0	0
<b>Total Depreciation.</b>	<b>317.12</b>	<b>258.36</b>	<b>101.42</b>	<b>105.38</b>	<b>539.65</b>	<b>439.74</b>	<b>20</b>	<b>3</b>	<b>32.17</b>	<b>21.68</b>	<b>1,010.36</b>	<b>828.16</b>

Note: 1. Departmental Catering includes Non-Railway Catering.  
2. Inter-segment sales are not taken into total revenue.



Indian Railway Catering and Tourism Corporation Ltd.

29. **Earning Per Share**

The elements considered for calculation of Earning Per Share (Basic and Diluted) are as under:

	2008-09	2007-08
Net Profit used as a numerator (Rs. in Lac)	4,650.11	2,074.91
Number of Equity Shares used as denominator (Nos in Lac)	200	200
Earning Per Share-Basic (In Rs.)	23.25	10.37
Earning Per Share-Diluted (In Rs.)	23.25	10.37
Face Value Per Share (In Rs.)	10.00	10.00

30. Income Tax assessment up to the Assessment year 2005-06 of the Corporation has been completed. All adjustments relating to the same has been made in the books of account of the Corporation.

31. The entire paid-up share capital of the Corporation is held by Ministry of Railway, Government of India.

32. Previous year figures have been re-arranged /regrouped and re-casted, where ever necessary to make them comparable with the current year figure.

33. **Provision of Arrears of 6<sup>th</sup> Central Pay Commission, 2<sup>nd</sup> Pay Revision of PSUs and DA merger of PSUs :-**

(Rs. In Lac)

Description of Arrears	Period of Arrear	2008-09	2007-08
6 <sup>th</sup> Central Pay Commission Arrears	01-Jan-2006 to 31-Mar-2008	1,114.41	1,727.50
2 <sup>nd</sup> Pay Revision Commission Arrears of PSUs	01-Jan-2007 to 31-Mar-2008	221.37	545.58
DA Merger Arrears of PSU Employees	01-Jan-2007 to 31-Mar-2008	Nil	141.40

34. (a) **Donation of Rs. 216 Lac:**

The Board ratified the action of the management in having granted a donation of Rs. 200 Lac to Railway Ministers Welfare and Relief Fund and 100000 bottles of Rail Neer for flood affected people of Bihar in 40<sup>th</sup> Board Meeting held on 28.11.2008 vide resolution number 14. The above expenditure is not covered under Sec 80G as such deduction is not allowed.

(b) **Baad Peedit Kosh Rs. 5.20 Lac**

The Company collected above amount from various staff members for the above purpose but the same has not been paid appropriate decision needs to be taken for disposal of the same.

35. Following Agreements are yet to be executed in respect of :

- Office premises located at Ground Floor in STC Building, Janpath.
- Office premises located at 7<sup>th</sup> Floor and 9<sup>th</sup> Floor, Bank of Baroda Building.
- Land for 2100 Sq.Mtr. for solar pond at Rail Neer plant at Nangloi.
- IRCTC spent Rs.1.80 Lac for renovation of IRITM Institute, however, there is no agreement for revenue generation for the Company.

In undernoted cases leases have expired and are awaiting renewals :-

- 5000 Sq. Mtrs. Land at Rail Neer Plant at Nangloi expired on 23.05.2003;
- Office space of 2300 Sq.Ft 31.03.2008 at Patna.

36. During the 2008-09, IRCTC has entered into an MOU with M/s Cox & Kings India Ltd. for operation and management of a Pan India Luxury Tourist Train at an estimated cost of Rs. 37.50 Crore, which was subsequently enhanced to Rs. 49.48 Crore, due to cost escalation and change in scope of work. The



## Indian Railway Catering and Tourism Corporation Ltd.

Luxury Tourist Train would be capitalized in the books of IRCTC. The contribution of the JV Partner would be equal to 50 % of (Total cost minus (-) capital subsidy). The project has been appraised by Tourism Finance Corporation of India, which entitles the project for a capital subsidy of Rs.12.37 Crore i.e. equivalent to 25 % of the promoters contribution. The contribution by the JV Partner would be by way of unsecured loan to JV Company of both IRCTC and Cox & Kings. The JV company M/s Royale Indian Rail Tours Ltd. would advance an equivalent amount to IRCTC as advance lease rental adjustable against yearly lease payments to IRCTC. The amount is payable by the JV company and JV partner, depending on the demand from the luxury train construction contractor. As on 31.03.2009, IRCTC has received an advance lease rental of Rs. 389.50 Lac and has incurred Rs. 779 Lac on construction of train, which is shown under capital work in progress.

37. Schedules I to XXV forms an integral part of the Balance Sheet and Profit & Loss Account.

**For S P Marwaha & Co. for and on behalf of Board of Directors**  
**Chartered Accountants**

Sd/-  
**M L Jotwani**  
**Partner**

Sd/-  
**Rakesh Kumar Tandon**  
**Managing Director**

Sd/-  
**V R Gupta**  
**Director (Finance)**

Sd/-  
**Rakesh Gogia**  
**Company Secretary**

Place : New Delhi  
Dated : 26th August, 2009





## INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

### Balance Sheet Abstract and Company's Business Profile

#### BUSINESS PROFILE

##### I REGISTRATION DETAILS

Registration No. : 101707 State Code : 55  
Balance Sheet Date : 31/3/2009

##### II CAPITAL RAISED DURING THE YEAR (Amount in Rs. Thousand)

<b>Public Issue</b>	<b>Right Issue</b>
NIL	NIL
<b>Bonus Issue</b>	<b>Private Placement</b>
NIL	NIL

##### III POSITION OF MOBILISATION AND DEVELOPMENT OF FUNDS

<b>Total Liabilities</b>	<b>Total Assets</b>
5,747,920	5,747,920
<b>i) SOURCES OF FUNDS</b>	(Amount in Rs. Thousand)
Paid Up Capital	Reserve & Surplus
200,000	944,581
Share Application	Deferred Tax Liability
NIL	18,670
Secured Loans	Unsecured Loans
NIL	NIL

##### ii) APPLICATION OF FUNDS

Net Fixed Assets	Investments	Net Current Assets
421,255	25020	617,392
Misc. Expenditure	Accumulated Losses	Capital Work in Progress
NIL	NIL	99,584

##### IV PERFORMANCE OF COMPANY

Turnover including other Income	(Amount in Rs. Thousand)
6,187,668	Total Expenditure
Profit/Loss before Tax	5,467,866
738,460	Profit/Loss after Tax
Earning Per Share	465,011
23.25	Dividend Rate (% of Net Profit after Tax)
	20.02%

##### V. GENERIC NAMES OF THREE PRINCIPAL PRODUCTS OF COMPANY

Item Code  
**SERVICES :** Licensee Catering  
Internet Ticketing  
Railneer  
Tourism  
Departmental Catering Business

Sd/-  
Rakesh Kumar Tandon  
Managing Director

Sd/-  
V R Gupta  
Director (Finance)

Sd/-  
Rakesh Gogia  
Company Secretary



## Indian Railway Catering and Tourism Corporation Ltd.



गोपनीय  
सं./ No.स.ले.प.।।।/ प्रति/ अकाउंट्स/3-1/2008-09/604  
कार्यालय  
प्रधान निदेशक, वाणिज्य लेखापरीक्षा  
एवं पदेन सदस्य लेखापरीक्षा बोर्ड-।।।  
नई दिल्ली

OFFICE OF THE  
PRINCIPAL DIRECTOR OF COMMERCIAL AUDIT  
& EX-OFFICIO MEMBER, AUDIT BOARD-III  
NEW DELHI

दिनांक /Date : 11 सितंबर 2009

सेवा में,

प्रबंध निदेशक  
इंडियन रेलवे कंटेरिंग एण्ड टूरिज्म कॉरपोरेशन लिमिटेड  
नई दिल्ली।

विषय : कंपनी अधिनियम की धारा 619(4) के अधीन इंडियन रेलवे कंटेरिंग एण्ड टूरिज्म कॉरपोरेशन लिमिटेड, नई दिल्ली के वर्ष 2008-09 के लेखाओं पर भारत के नियंत्रक-महालेखापरीक्षक की टिप्पणियां।

महोदय,

मैं इंडियन रेलवे कंटेरिंग एण्ड टूरिज्म कॉरपोरेशन लिमिटेड, नई दिल्ली के वर्ष 2008-09 की समाप्ति हेतु कंपनी अधिनियम 1956 की धारा 619(4) के अधीन लेखों पर भारत के नियंत्रक-महालेखापरीक्षक की टिप्पणियाँ अंग्रेषित करती हूँ। कृपया इस पत्र की संलग्नकों सहित प्राप्ति की पावती भेजी जाए।

संलग्न यथोपरि

भवदीया

गजाला मीनाई

(गजाला मीनाई)  
प्रधान निदेशक

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छठा एवं सातवाँ तल, एनेक्सी बिल्डिंग, 10, बहादुरशाह जफर मार्ग, नई दिल्ली - 110 002  
6<sup>th</sup> & 7<sup>th</sup> floor, Annexe Building, 10, Bahadurshah Zafar Marg, NEW DELHI-110002  
e-mail: mabnewdelhi3@cag.gov.in

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**COMMENTS OF THE COMPTROLLER AND AUDITOR GENERAL OF INDIA UNDER SECTION 619(4) OF THE COMPANIES ACT, 1956 ON THE ACCOUNTS OF INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED, NEW DELHI, FOR THE YEAR ENDED 31 MARCH 2009.**

The preparation of financial statements of Indian Railway Catering and Tourism Corporation Limited, New Delhi for the year ended 31 March 2009 in accordance with the financial reporting framework prescribed under the Companies Act, 1956, is the responsibility of the management of the company. The statutory auditors appointed by the Comptroller and Auditor General of India under Section 619(2) of the Companies Act, 1956, are responsible for expressing opinion on these financial statements under Section 227 of the Companies Act, 1956, based on independent audit in accordance with the auditing and assurance standards prescribed by their professional body, the Institute of Chartered Accountants of India. This is stated to have been done by them vide their Audit Report dated 26 August 2009.

I, on behalf of the Comptroller and Auditor General of India, have conducted a supplementary audit under Section 619(3) (b) of the Companies Act, 1956, of the financial statements of Indian Railway Catering and Tourism Corporation Limited, New Delhi, for the year ended 31 March 2009. This supplementary audit has been carried out independently without access to the working papers of the statutory auditors and is limited primarily to inquiries of the statutory auditors and company personnel and a selective examination of some of the accounting records. On the basis of my audit nothing significant has come to my knowledge which would give rise to any comment upon or supplement to Statutory Auditors' report under Section 619(4) of the Companies Act, 1956.

For and on behalf of the  
Comptroller & Auditor General of India



(Ghazala Meenai)

Principial Director of Commerical Audit  
& Ex-officeo Member, Audit Board-III  
New Delhi

Place : New Delhi  
Dated : 11 September 2009



सेल किचन  
Cell Kitchen



क्वालिटी काउंसिल ऑफ इंडिया और सीआईआई-इंस्टीट्यूट ऑफ क्वालिटी आदि के सहयोग से खाद्य संसाधन उद्योग मंत्रालय द्वारा आयोजित फूड सेफ्टी एण्ड क्वालिटी सम्मिट के उद्घाटन के अवसर पर श्री अशोक सिन्हा, सचिव, खाद्य संसाधन उद्योग मंत्रालय और श्री उत्तम चटर्जी, अध्यक्ष, सीआईआई एक्सपर्ट ग्रुप ऑन फूड सेफ्टी एण्ड क्वालिटी के साथ दीप प्रज्ज्वलित करते हुए आईआरसीटीसी के प्रबंध निदेशक श्री राकेश टंडन।

Shri Rakesh Tandon, MD/IRCTC inaugurating Food Safety and Quality Summit organized by Ministry of Food Processing Industry in association with Quality Council of India and CII – Institute of Quality etc. by lighting the lamp along with Shri Ashok Sinha, Secretary, Ministry of Food Processing Industry and Shri Uttam Chatterjee, Chairman, CII Expert Group on Food Safety & Quality.



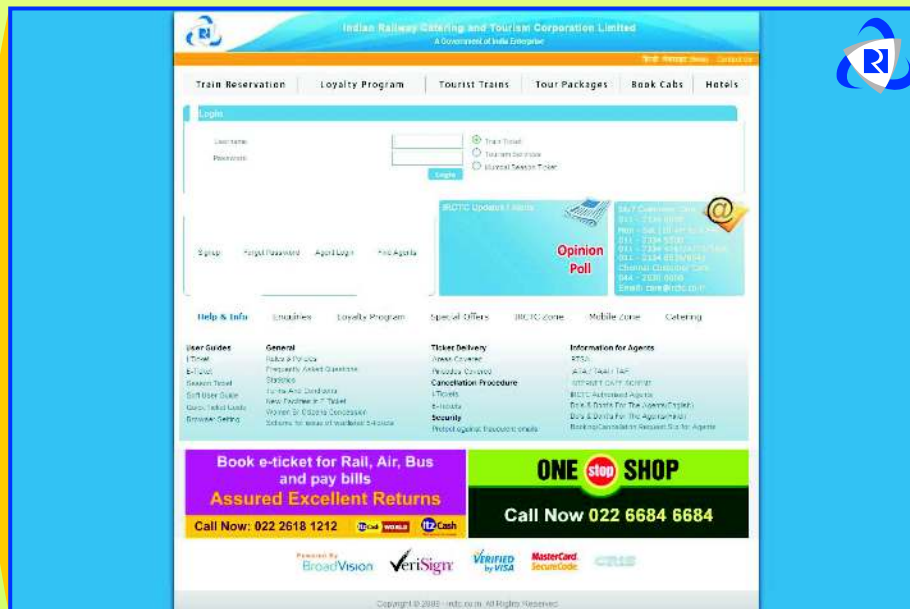


## इंडियन रेलवे कैंटरिंग एण्ड टूरिज्म कॉरपोरेशन लिमिटेड



आईआरसीटीसी की संयुक्त उद्यम कम्पनी, रायल इंडियन रेल टुअर्स लिमिटेड (आरआईआरटीएल) और कॉक्स एण्ड किंग्स इंडिया लिमिटेड द्वारा महाराजा एक्सप्रेस, पैन लक्जरी टूरिस्ट ट्रेन में हवेली रेस्त्रां का दृश्य

A view of Haveli Restaurant in The Maharaja Express, a Pan Luxury Tourist Train launched by JV Company, Royale Indian Rail Tours Limited (RIRTL) of IRCTC and Cox & Kings India Ltd.



आईआरसीटीसी इंटरनेट टिकटिंग वेबसाइट : [www.irctc.co.in](http://www.irctc.co.in)  
IRCTC Internet Ticketing Website : [www.irctc.co.in](http://www.irctc.co.in)



माननीय गृहमंत्री श्री पी. चिदम्बरम से राष्ट्रीय पर्यटन उत्कृष्टता पुरस्कार प्राप्त करते हुए आईआरसीटीसी के प्रबंध निदेशक, श्री राकेश टंडन। इस अवसर पर माननीया पर्यटन मंत्री श्रीमती अम्बिका सोनी एवं डॉ. नलिन सिंघल, निदेशक (पर्यटन एवं विपणन), आईआरसीटीसी भी उपस्थित थे।

Shri Rakesh Tandon, MD/IRCTC receiving National Tourism Award of Excellence from Shri P. Chidambaram, Hon'ble Minister for Home Affairs in presence of Hon'ble Minister for Tourism, Smt. Ambika Soni and Dr. Nalin Shinghal, Director (Tourism & Marketing), IRCTC.



भोपाल में आयोजित एक भव्य समारोह में जनता सुविधा श्रेणी में अत्यधिक नवप्रवर्तित पर्यटन पैकजों के लिए मध्य प्रदेश के मुख्य मंत्री श्री शिवराज सिंह चौहान से मध्य प्रदेश राज्य पर्यटन पुरस्कार प्राप्त करते हुए मुख्य क्षेत्रीय प्रबंधक, भोपाल, श्री वीरेन्द्र सिंह

Shri Virender Singh, CRM/Bhopal receiving Madhya Pradesh State Tourism Award for Most Innovative Tourism Packages in Mass Facilitation category from Shri Shivraj Singh Chouhan, Chief Minister, Madhya Pradesh in a glittering ceremony held at Bhopal.





आईआरसीटीसी टूरिज्म वेबसाइट : [www.railtourismindia.com](http://www.railtourismindia.com)  
 IRCTC Tourism Website : [www.railtourismindia.com](http://www.railtourismindia.com)



**इंडियन रेलवे केटरिंग एण्ड टूरिज्म कॉर्पोरेशन लिमिटेड**  
 (भारत सरकार का उद्यम—मिनी रत्न श्रेणी-I)  
**Indian Railway Catering and Tourism Corporation Ltd.**  
 (A Govt. of India Enterprise—Mini Ratna Category-I)