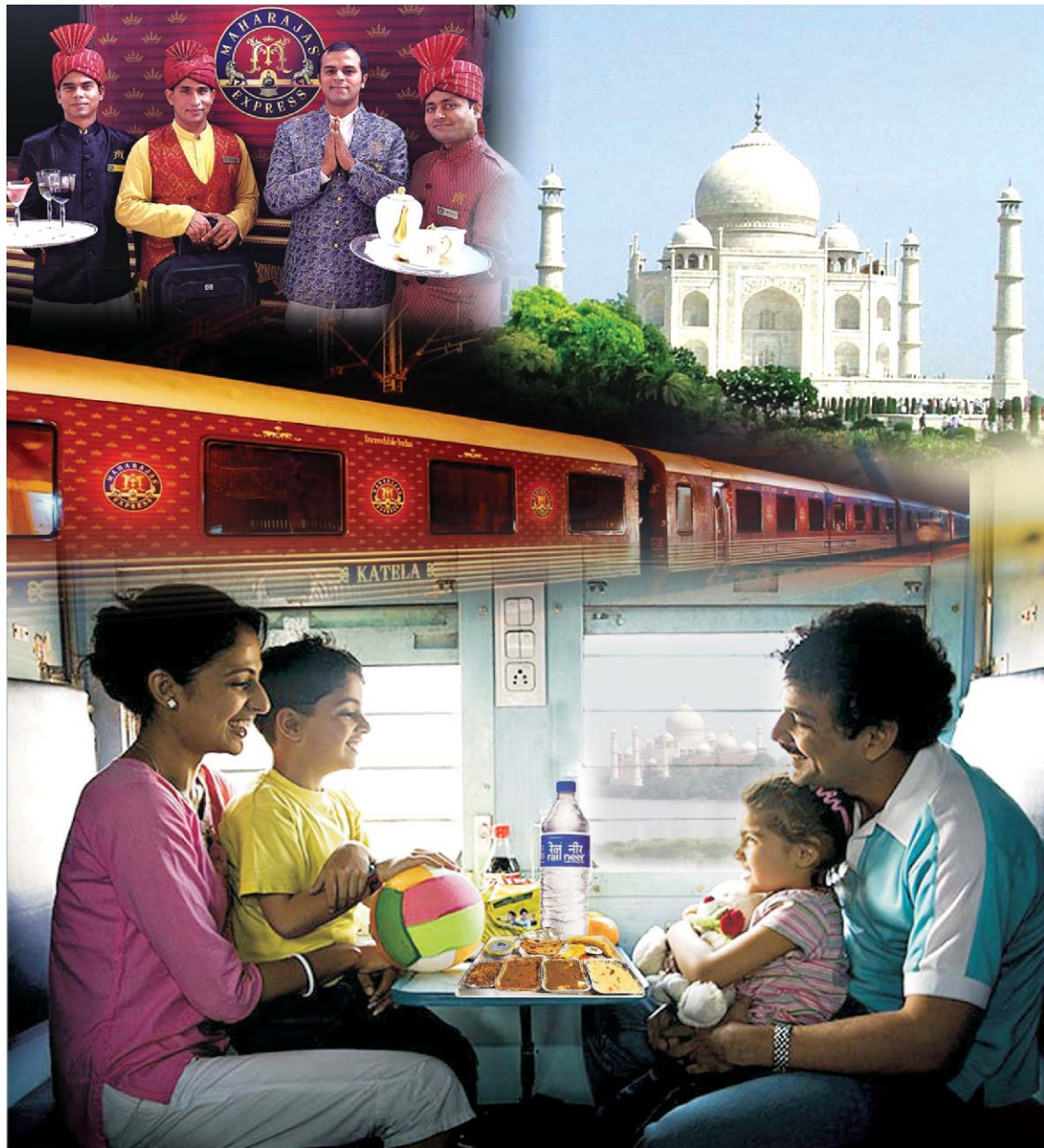


16 वार्षिक रिपोर्ट Annual Report 2014-2015



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)

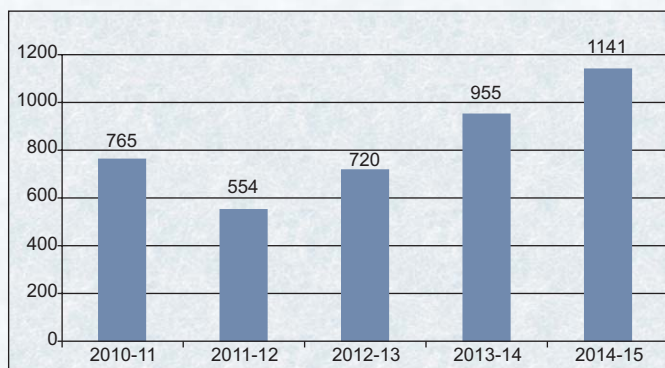
VISION

“To be the leading provider of high quality travel, tourism and hospitality related services, for a range of customer segments, with consistently high level of customer satisfaction.”

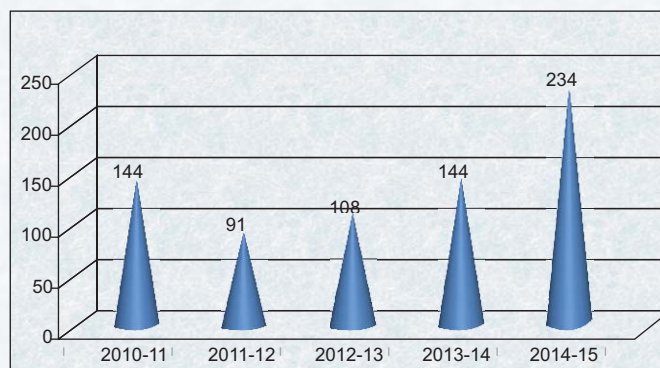
MISSION

“IRCTC will establish itself as a leader in the area(s) of hospitality services, Travel and Tourism, packaged drinking water, and Internet Ticketing by providing value added products and services for passengers, tourists and other customers, targeting IR and Non-IR related services alike, building a resilient business portfolio that is scalable and based on core competence.”

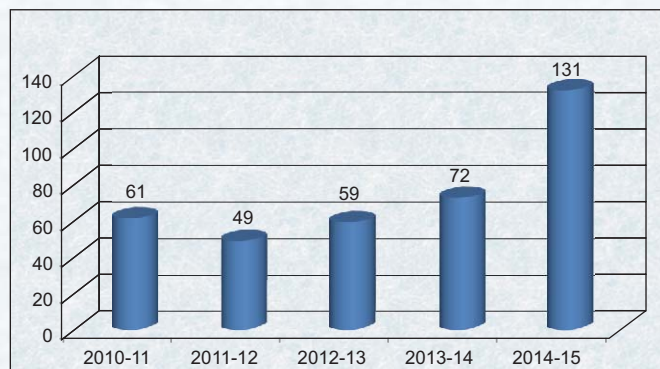
Total Income (₹ in Crore)



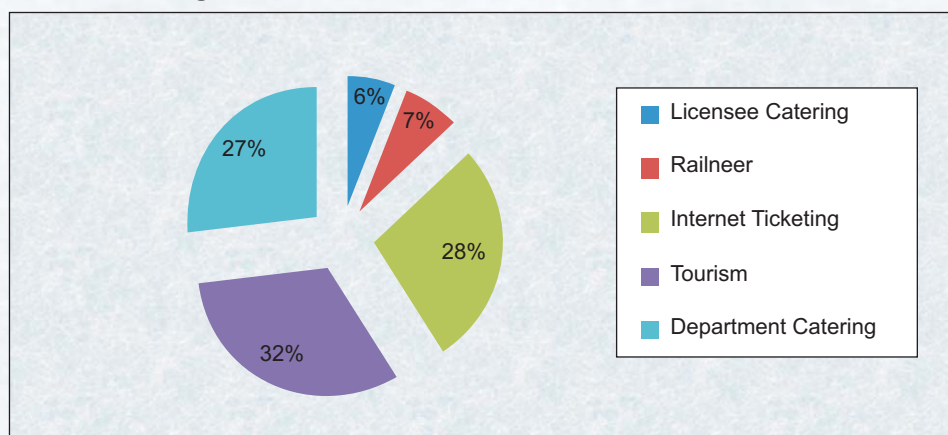
PBDIT (Gross Margin) (₹ in Crore)



Net Profit(Profit after Tax)(₹ in Crore)



Segment-Wise Distribution of Total Income-2014-15



Board of Directors

Whole time Directors



Dr. A.K. Manocha

Chairman & Managing Director (w.e.f. 19.09.2014)



Shri M.P. Mall
Director (Finance)



Shri R.N. Kalita
Director (Catering Services)



Smt. A.K. Brar
Director (Tourism & Marketing)

Part time (official) Directors



Smt. Mani Anand
(till 18.08.2015)



Shri A. Madhukumar Reddy
(till 31.12.2014)



Shri B. Prashanth Kumar
(w.e.f 20.05.2015)

Part time (non-official) Independent Directors



Shri Alok Shivapuri
(till 19.07.2015)



Shri Sanjay Arora
(till 19.07.2015)



Dr. Subhash Datta
(till 19.07.2015)



Signing of the Memorandum of Understanding between IRCTC and Ministry of Railways for the year 2015-16



Indian Railway Catering and Tourism Corporation Ltd.

Annual Report
2014-2015

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED

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

Regd. & Corp. Office :

11th Floor, Statesman House, B-148, Barakhamba Road, New Delhi-110001.

Tel.: 011-23311263-64, Fax: 011-23311259

CIN : U74899DL1999GOI101707



ANNUAL REPORT 2014-2015

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

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WHOLE-TIME DIRECTORS

Dr. Arun Kumar Manocha,
Chairman & Managing Director (w.e.f. 19.09.2014)
Mr. M.P. Mall, Director (Finance)
Mr. R.N. Kalita, Director (Catering Services)
Mrs. A.K. Brar, Director (Tourism & Marketing)

PART-TIME (OFFICIAL) DIRECTORS

Mrs. Mani Anand, ED (T&C), Railway Board
(till 18.08.2015)
Mr. A. Madhukumar Reddy, ED (PM), Railway Board
(till 31.12.2014)
Mr. B. Prashanth, ED (PM), Railway Board
(w.e.f. 20.05.2015)

PART-TIME (NON-OFFICIAL) INDEPENDENT DIRECTORS

Mr. Alok Shivapuri (till 19.07.2015)
Mr. Sanjay Arora (till 19.07.2015)
Dr. Subhash Datta (till 19.07.2015)

SUPPLEMENTARY INFORMATION

Company Secretary

Mrs. Suman Kalra

Statutory Auditors

M/s KPMC & Associates, Chartered Accountant,
C-1, 1st Floor RDC, Raj Nagar,
Ghaziabad-201202

Internal Auditors

M/s Chaturvedi & Partners
212-A, Chiranjiv Tower, 43 Nehru Place,
New Delhi-110019

Secretarial Auditor

M/s Akhil Rohtagi & Company
Company Secretaries,
21, Shamnath Marg, Civil Lines,
Delhi-110054

BANKERS:

1. HDFC Bank
2. ICICI Bank
3. Bank of Baroda
4. Punjab National Bank
5. SBI & 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. Citibank
16. Axis Bank
17. Standard Chartered Bank
18. Yes Bank
19. UCO Bank
20. Vijaya Bank
21. Federal Bank
22. Karnataka Bank
23. IndusInd Bank
24. Kotak Mahindra
25. Central Bank of India
26. Bank of Maharashtra
27. Allahabad Bank
28. ING Vysya Bank
29. Karur Vysya Bank

REGISTERED & CORPORATE OFFICE

11th Floor, Statesman House, B-148,
Barakhamba Road, Connaught Place,
New Delhi-110001

INTERNET TICKETING CENTRE

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



RAIL NEER PLANTS

Railneer Plant, Nangloi

Northern Railway's Wireless Station Area,
Opp. Nangloi Bus Depot,
Rohtak Road, Nangloi, Delhi-110041

Railneer Plant, Danapur

Loco Colony, South R.P.F. Barracks. Khagul,
Danapur-801 105(Bihar)

Railneer Plant, Palur

Station, Taluk - Chenagalpattu Dist Kanchipuram,
Tamilnadu

RailneerPlant, Ambernath

GIP Dam, Near additional MIDC, PostAnand
Nagar, Ambernath (East),
Distt-Thane, Maharashtra-421506

Railneer Plant, Amethi

Plot No. C11 & 12, UPSIDC Industrial Area,
Takaria Gauriganj; Distt-Amethi

Central Kitchen

Plot No. AGO, Sector - 64,
Noida-301201.

ZONAL OFFICES

North Zone

Rail Yatri Niwas, Ground Floor,
New Delhi Railway Station,
Ajmeri Gate Side, New Delhi-110001

East Zone

Old Koilaghat Building,
3, Koilaghat Street, Kolkata-700001

West Zone

2nd Floor, New Administrative Building,
Central Railway, CST Mumbai-440001

South Zone

6A, The Rain Tree Place,
9, Mc Nicolas Road, Chetpet,
Chennai-600034

South Central Zone

2nd Floor, Am Classic Complex,
Sarojini Devi Road,
Secunderabad-500 071



TEN YEARS FINANCIAL HIGHLIGHTS

Sr. No.	Particulars	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-12*	2012-13*	2013-14*	2014-15*
1	Total Income (including other income)	267.98	433.54	527.66	618.77	721.97	764.93	554.11	719.69	954.70	1,141.21
2	Expenditure (including increase/decrease in stock)	232.96	398.22	486.12	536.68	614.63	620.69	462.83	611.24	810.52	906.76
3	Operating Margin	35.02	35.32	41.54	82.09	107.34	144.24	91.28	108.45	144.18	234.45
4	Interest Expenses	-	-	-	-	0.03	0.30	-	-	-	-
5	Depreciation	3.39	5.32	8.28	10.10	12.55	14.15	14.74	16.04	16.77	20.42
6	Profit before Tax	31.63	30.00	33.26	73.85	94.76	129.79	76.54	92.41	127.41	214.03
7	Profit after tax	19.78	20.23	20.75	46.50	63.05	60.79	48.54	58.84	72.01	130.63
8	Dividend	4.00	4.00	4.15	9.31	12.61	12.16	9.71	11.77	14.40	26.13
9	Foreign Projects Reserve	-	-	-	-	-	-	-	-	-	-
10	General Reserve	14.00	12.00	16.00	35.00	45.00	45.00	35.00	35.00	35.00	35.00
11	Other Reserves	-	-	-	-	-	2.00	-	-	-	-
12	Reserve and Surplus	27.32	42.96	58.85	94.46	142.76	191.41	226.70	271.77	326.92	424.25
13	Net Fixed Assets(Gross Block)	31.01	41.61	61.38	76.36	126.84	135.18	178.76	203.12	213.52	276.84
14	Inventories	7.20	5.97	5.73	5.19	7.79	6.21	5.45	9.08	9.53	9.54
15	Foreign exchange earnings	-	-	0.45	30.85	13.48	13.27	12.53	11.06	11.80	21.89
16	Share Capital	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00
17	Capital Employed	48.92	63.19	80.53	103.87	151.72	195.05	204.97	210.67	320.35	456.74
18	Government Investment	-	-	-	-	-	-	-	-	-	-
19	Net Worth	47.24	62.96	78.85	114.46	162.76	211.41	246.70	291.77	346.92	444.25
20	Profit before tax to Capital employed (in%)	64.66	47.48	41.30	71.10	62.46	66.54	37.34	43.86	39.77	46.86
21	Operating Margin to capital employed (in %)	71.59	55.89	51.58	79.03	70.75	73.95	44.53	51.48	45.01	51.33
22	Profit after tax to share capital (in%)	98.90	101.15	103.75	232.50	315.25	303.95	242.70	294.19	360.05	653.15
23	Expenditure to income (in %)	86.93	91.85	92.13	86.73	85.13	81.14	83.53	84.93	84.90	79.46
24	Number of employees	5,616	5,246	4,963	3,780	2,645	1,934	1,762	1,725	1,672	1,511
25	Income per employee	0.05	0.08	0.11	0.16	0.27	0.40	0.31	0.42	0.57	0.76
26	Foreign exchange earning per employee	-	-	0.00	0.01	0.01	0.01	0.01	0.01	0.01	0.01
27	Current Ratio	1.14	1.13	1.12	1.13	1.13	1.22	1.23	1.20	1.45	1.55
28	Debt/ Equity Ratio	-	-	-	-	-	-	-	-	-	-
29	Investments	-	-	-	2.50	2.50	-	-	-	-	-

* Figures are as per Revised Schedule VI format of Balance Sheet



Chairman's Speech

Ladies & Gentlemen,

I feel honoured and privileged to welcome you all to the 16th Annual General Meeting of the Company on behalf of the Board of Directors of Indian Railway Catering and Tourism Corporation Limited (IRCTC). The audited financial statements and Directors' Report for the financial year 2014-15 are already with you, and with your permission, and I take them as read.

Your continued trust, encouragement, support and fair criticism based on data and facts are what give us energy, enthusiasm, confidence and motivation to strive for betterment.

At the outset, I am glad to share, that your Company has shown an overall outstanding performance during the financial year 2014-15. The Turnover and Profit after Tax (PAT) for the first time, crossed ₹ 1000 crore and ₹ 100 crore mark and touched a record figure of ₹ 1062.44 crore and ₹ 130.63 crore respectively.

In line with the excellent growth of the Company, the Board of Directors has recommended a Dividend of ₹ 26.13 crores (excluding Dividend Distribution Tax) for the year 2014-15, as against ₹ 14.40 paid in the previous year, which is 131% of the paid-up share capital and is 81 % higher from last year.

Besides the financial numbers, your Company has shown tremendous growth in all its business segments, as reflected in the Directors' Report.

I would like to briefly share with you, the key aspects of the performance of the Company for the year under review, and the Company's plans for future.

Financial Highlights

You will be pleased to know that your Company achieved a total income of ₹ 1,141.21 crore, as compared to ₹ 954.70 crore in 2013-14, thereby registering a growth of 19.54%. Gross Profit was achieved at ₹ 214.03 crore as compared to ₹ 127.41 crore in the previous year. Also, the Net Worth of the Company reached ₹ 444.25 crore as on 31.3.2015, as compared to ₹ 346.92 crore as on 31.3.2014.

The Company has received 'NIL' comments from the Comptroller & Auditor General of India during the supplementary audit on audited financial statements of the Company for the year ended 31st March, 2015, which is third year in a row. It underlines the establishment and commitment to sound accounting and disclosure practices and desired checks and systems.

I am confident that during current year 2015-16 also, the Company will continue with its journey of consistent good performance.

Further, I am delighted to inform you that your Company has secured "Excellent" rating by Department of Public Enterprises for the year 2013-14 on the basis of achievements of its committed targets and is poised to secure the "Excellent" rating for 2014-15 also.

Business Operations:

I wish to take this opportunity to brief the members present about the segment-wise performance of the Company during 2014-15.

1. Catering & Hospitality:

Your Company's revenue from Departmental Catering increased to ₹ 296.42 crore, as compared to ₹ 280.83 crore in the year 2013-14 and Revenue from licensee catering increased to ₹ 69.79 crore as against ₹ 26.89 crore in the year 2013-14.

Your Company ventured into a new business of providing meals of passengers' choice(s) at seat/berth under "E-catering" and launched it on 25th September, 2014. The Company has been quite successful in carrying out the new business of E-catering and from 14 trains, from the date of its launch, your Company, presently, is handling 1516 trains. Your Company was also able to receive the much awaited policy on "Executive Lounges" by Ministry of Railways and expects to go a long way for the same.

Under Election Special trains, meals in 319 trains and in more than 1000 splinter coaches were provided, all through the assembly elections in the states of Haryana, Maharashtra, J&K and Jharkhand and also for bye-elections in West Bengal. Overall, 17 lakh meals worth ₹ 20 crore were supplied.



To promote non-railway catering, large corporate and big institutions are being targeted. Sites have been identified such as Election Commission New Delhi, IITs, Rohini Court, Hyderabad Metro etc.

2. Rail Neer:

Presently, the Company has five operational Rail neer plants located at Delhi, Patna, Palur, Ambarnath and Amethi, out of which Rail neer Plant at Amethi is the first plant under PPP mode.

The total production of Rail Neer plants was 11.95 crores bottles during the year 2014-15 as against total production of 10.98 crores bottles in previous year. During the year, the Company achieved a turnover of ₹ 95.38 crores for this segment.

Initiatives were taken in September, 2014 and April, 2015, whereby, around 4 lakh litres of water was dispatched for the flood victims of Jammu and Kashmir, and 70,000 litres of water was delivered to Male, Maldives, where a crisis had arisen due to fire incident in Male Water and Sewerage Company. IRCTC also dispatched "Rail Neer" packaged drinking water from its Rail Neer Plant, Nangloi to the earthquake victims of Nepal in April 2015.

I feel happy to inform that the Ministry of Railways has also issued a policy on "Water Vending Machines" (WVMs), which is a budget item, and the Company has already initiated this project by installing WVMs on Lucknow and Gorakhpur railway stations.

3. Travel & Tourism:

Your Company made significant progress in Travel and Tourism segment of the business. During the year, the tourism segment generated an income of ₹ 362.37 crore as compared to ₹ 324.14 in previous year thereby registering a growth of 11.79%. You will be glad to know that Tourism segment, for the first time, earned the profit amounting to ₹ 25.28 crore.

I am happy to inform you that IRCTC has established itself in providing a wide range of products and services to meet the requirements of different segments of tourists and has gained immense popularity for its customized tour packages.

These include Bharat Darshan Tourist Trains, State Special Tourist Trains, Educational Tours, Buddhist Circuit Special Train, Maharajas' Express, Rail and Land Tour Packages, Chartered Trains & Coaches, RTP with Charter Trains & Coaches, Hill Charters, Luxury Tourist Train, Cab Rental Services, LTC service, Inbound & Outbound packages, On-line hotel booking services, Online Air ticketing, and Corporate Travel Services. IRCTC's air-ticketing segment has also flourished and is being carried out successfully through the exclusive website www.air.irctc.co.in.

The Company added another feather to its cap by launching Concierge Services, a Rail Budget item of FY 2014-15. The same has been launched at 22 Railway Stations as a pilot project before 31.03.2015.

The Budget announcement items, viz., Promotion of Gandhi circuit and Kisan Yatra Travel Scheme have also been initiated and first tours for both the sectors were planned in October 2015.

4. Internet ticketing:

Since its launch in 2002, Internet Ticketing has emerged as largest e-commerce portal in the country. During the year 2014-15, a record of 7.15 lakhs tickets were booked on 27th August, 2014. However, your Company broke its own record, and 13.46 lakh tickets were booked on 1st April, 2015. On an average, at present more than 5.43 lakh tickets are sold daily through IRCTC's website during the 2014-15. During the year 2014-15, this segment of your Company registered an income of ₹ 308.12 crore from E-ticket Service charge as against ₹ 228.49 crore achieved during year 2013-14 thereby registering an increase of 34.85 % over previous year.

E-ticketing today constitutes about 55% of total reserved tickets on Indian Railways. For implementation of Next Generation E-Ticketing System (NGET), a new state of the art Data Centre was set up in CRIS premises at Chankayapuri, New Delhi to improve the software and augment supporting IT infrastructure for enhanced services and booking experience to users.

You will be pleased to know that during the year under review, various areas were explored and new initiatives were taken under this business segment, viz., launch of Kotak Rupay Payment Gateway



Integration, Union Bank of India RuPay Pre-paid Card and Destination Call Alert System and Wake-Up Call Alert System on 139.

5. New Initiatives and Future Preparedness

Your Company has four main business segments and to ensure sustained growth in all the segments, the Company is committed to capture new opportunities. Regarding Catering & Hospitality, the Company has signed MoUs and entered into agreements with various organisations and Corporates. The Company has also approached Ministry of Railways to issue a directive regarding Retiring Rooms. For Travel & Tourism, the Company would be focussing on new areas such as Pick up and Drop Services, Cab services, and Medical Tourism, and, would take steps to strengthen its existing areas like, Online Air Ticketing, Corporate Travel, Online Travel, Domestic Air Packages, Special Pilgrim Circuits etc.

Internet Ticketing is a hallmark for the Company and has made your Company the Country's biggest e-commerce portal for last six years. I assure you that we will be taking all the requisite initiatives to take this segment to greater heights. Further, I am pleased to inform that the quality of packaged Drinking Water (Rail Neer) conforms to Euro standards and the Company is moving ahead to make six more Rail neer Plants operational by 2017.

6. Corporate Social Responsibility and Sustainability

During the year, your Company has undertaken numerous initiatives aimed at developing the communities around, which the Company conducts its operations. The overriding objective of Company's CSR is to create value and ensure all inclusive growth.

Some of the projects undertaken under CSR included providing Golf Carts, RO water dispensing machines and wheel chairs at various railway stations, construction of toilet complexes, provision of Mobile Medicare Unit, initiatives under Swachh Bharat Campaign etc. As advised by MoR, the Company also signed MoUs for the upgradation of passenger amenities at Varanasi railway station and CSTM Mumbai railway station under CSR as permitted under Companies Act 2013.

7. Corporate Governance

The Company is aware of the significance of Corporate Governance and remains committed to highest standards of Governance. During the year, your Company has complied with the conditions of Corporate Governance as stipulated by Department of Public Enterprises and, accordingly, a separate section on Corporate Governance has been added to the Directors' Report. Further, a Certificate regarding compliance of conditions of Corporate Governance has been obtained from a Practicing Company Secretary, which is a part of this report. The Company has also undergone a Secretarial audit as prescribed under Companies Act 2013.

8. Awards and Accolades

The outstanding performance of the Company has earned it many laurels. Your Company has been awarded with many prestigious awards during the year. Some of the them are, "Dalal Street Investment Journal (DSIJ) PSU award 2014 for the Biggest E-Commerce portal", "Dainik Bhaskar India Pride Awards 2014-15 – Under category Consumer Industry", "CNBC-AWAAZ Travel Awards 2015 – Maharajas' Express adjudged "Best Luxury Train", and Indian e-Retail Awards 2015, in the category "Leisure and Travel eRetailer of the Year"

9. Acknowledgements

At the end, I would like to extend my sincere thanks to you- the esteemed shareholders, for your confidence and valuable support to me, to the Board of Directors and to the Company as a whole. I am confident that your continued support shall be available to us in the same way that you have stood by us over the years.

I am grateful to the agencies/ institutions from Government of India particularly Ministry of Railways, Ministry of Tourism, Department of Public Enterprises and Zonal Railways, Secretarial Auditor, Cost Auditors, Statutory Auditors, Comptroller and Auditor General of India, all State Governments, departments and our partners for their help and guidance.

I thank my colleagues on the Board for their advice and support in guiding the Company through a sustainable business landscape. The tenure of independent Directors of the Company, viz, Mr. Sanjay Arora,



Mr. Alok Shivapuri, and Dr. Subhash Datta got completed on the Board of IRCTC. I, on behalf of the Board of Directors of the Company, would like to place on record the deep appreciation for the valuable guidance provided and services rendered by all the independent Directors and also for Mr. A. Madhukumar Reddy and Ms Mani Anand, Government Directors, whose association with the Company came to an end due to change in incumbency. I take this opportunity to thank all the other predecessors for bringing their vast experience in diversified areas and providing invaluable support.

On behalf of the Board, and on my behalf, I acknowledge the dedication, commitment and tireless efforts of our employees and unstinted support by their family members, which has helped the Company to reach at this pinnacle of performance and achievements. Your Company reiterates its commitment to professionalism, business ethics and corporate governance to excel in all its endeavours and look for your continued support and guidance.

Thank you, Ladies and Gentlemen.

Sd/-

(Dr. A. K. Manocha)
Chairman & Managing Director
DIN : 06976502

Place: New Delhi

Dated: 18th September, 2015

(Note: This does not purport to form proceedings of this Annual General Meeting)



DIRECTORS' REPORT

Distinguished Members,

As Directors, we are delighted to present the 16th Annual Report on the business and operations of your Company for the financial year ended 31st March 2015, along with the Audited Financial Statements, Auditors' Report, and the Review of Financial Statements by the Comptroller & Auditor General of India for the period under review.

Your Company has maintained the reputation of operating one of the Country's biggest e-commerce portals for last six years. We take immense pleasure in informing that the financial year 2014-15 has been a year of sustained performance, success and growth for your company. Your Company has excelled in its endeavours and has achieved many milestones during the year. **Some of the significant milestones achieved, are mentioned as below:**

- ❖ Turnover and Profit after Tax (PAT) for the first time, crossed ₹1000 crore and ₹100 crore mark and was achieved at ₹1062.44 crore and ₹130.63 crore respectively.
- ❖ **E-catering** was launched by the Company on 25th September, 2014.
- ❖ Next Generation E-Ticketing System (NGeT) having capacity to book 7200 tickets per minute was launched on 28th April, 2014.
- ❖ Kotak Rupay Payment Gateway Integration was launched on 5th September, 2014.
- ❖ Union Bank of India RuPay Pre-paid Card was launched on 24th March, 2015
- ❖ On 27th August, 2014, IRCTC achieved highest ticket bookings i.e. 7.15 lacs tickets in a day. On 25th October, 2014, IRCTC achieved highest ticket bookings i.e. 1.61 lacs tickets in an hour and; on 27th December, 2014, IRCTC achieved highest ticket bookings i.e. 14,904 tickets in a minute.
- ❖ Destination Call Alert System and Wake-Up Call Alert System on 139 was launched on 1st November, 2014.
- ❖ The first Rail Neer plant under PPP model at Amethi was set up.
- ❖ Toll free no. 1800110139 was launched to handle tourism queries and to build customer database.
- ❖ IRCTC Tourism's Website www.irctctourism.com was given a new look and feel to enhance user experience.
- ❖ In pursuance to the announcement made by Hon'ble Minister for Railways in Rail Budget 2014, IRCTC launched "The Pilgrim Special Tourist Trains" on 25th October, 2015, which have been received very well in the tourist market.
- ❖ IRCTC started the facility of online booking of Full Tariff Trains and Coaches (FTR). Currently, only Phase-1 is implemented on website which allows registration of Train and Coach Requests.
- ❖ *Booking for physically challenged persons (PHQ)*: Based on the Identity card issued by the Railway Board, handicapped customers will be able to book e-tickets on concession.

1. FINANCIAL RESULTS

Important indicators of the financial performance of IRCTC during 2014-15 as compared to 2013-14 are mentioned below:

Particulars	(₹ In Crores)		
	Year ended on 31 st March 2015	Year ended on 31 st March 2014	%age Increase/ (Decrease)
Turnover	1,062.44	916.90	15.87
Total Income	1,141.21	954.70	19.54
Profit before tax	214.03	127.41	67.99
Provision for Tax	83.40	55.40	50.54
Profit after tax	130.63	72.01	81.41
Profit brought forward	46.55	26.68	74.48
Transferred to General Reserve	35.00	35.00	-
Dividend (including Dividend Distribution Tax)	31.45	16.85	86.65
Profit carried forward to Balance Sheet	109.34	46.55	134.89
Reserves & Surplus	424.25	326.92	29.77
Net Worth	444.25	346.92	28.06

**a. Total Income**

During the year 2014-15, the Company achieved a total income of ₹ 1,141.21 crore, as compared to ₹ 954.70 crore in 2013-14. The Total income has risen due to increase in revenue of the business segments as mentioned below:

Business Segments	2013-14	2014-15
Internet Ticketing	₹ 228.49 crore	₹ 308.12 crore
Licensee Catering	₹ 26.89 crore	₹ 69.79 crore
Travel & Tourism	₹ 324.14 crore	₹ 362.37 crore

b. Contribution to Revenue of Ministry of Railways

During the year, the Company contributed a sum of ₹ 52.03 crore to the revenues of Indian Railways as against a sum of ₹ 33.69 crore during the previous year. Contribution to the revenue of Railways comprises of Haulage Charges, Concession fee, License fee, User Charges and Dividend.

c. Dividend

The Board of Directors recommended a Final dividend of ₹ 26.13 crore (20% of net profit) excluding Dividend Distribution Tax, for the financial year 2014-15, which is around 131% of the share capital, as against ₹ 14.40 crore paid in the previous year.

d. Capital Structure

As on 31st March 2015, paid-up share capital of the Company remained at ₹ 20 crore. President of India (Government of India) through Ministry of Railways and its nominees holds the entire paid up share capital of the Company and during 2014-15, there was no change in the paid-up share capital of the Company.

e. Reserves

The Company has transferred ₹ 35 crores to the General Reserves during the financial years 2014-15. As on 31st March, 2015, the Reserves & Surplus stood at ₹ 424.25 crores as against ₹ 326.92 crore in the previous year.

f. Net Worth

The Net Worth of the Company has increased to ₹ 444.25 crore at the end of the current year as against ₹ 346.92 at the end of previous year.

g. Deposits

The Company has not accepted any deposits from the public under Chapter V of the Companies Act 2013, during the year under review. Therefore the information required to be reported under Rule 8 (5) (v) of Companies (Accounts) Rules, 2014 is **NIL**.

2. OPERATIONAL PERFORMANCE

The core activities of the Company along-with segment wise operational performance during 2014-15 are detailed below:

- ❖ Catering & Hospitality;
- ❖ Internet Ticketing;
- ❖ Travel & Tourism;
- ❖ Packaged Drinking Water (Rail Neer).



● CATERING & HOSPITALITY:

The Catering and Hospitality segment of IRCTC is segregated into:

- a) **Railway Catering:** Railway catering includes Departmental Catering, Mobile Catering, Static Catering like Food Plazas, Janahars, Executive Lounges, Budget Hotels, Rail Yatri Niwases, Base Kitchen etc.
- b) **Non Railway Catering (NRC):** Non Railway Catering includes Central Kitchen, Institutional Catering, Office Catering, Event Catering and Management, Facility Management, Guest House Management, Housekeeping services, Consultancy Services, Food Courts, Kiosks etc.

The business segment of Departmental Catering generated an income of ₹ 296.42 crore in the year 2014-15, as compared to ₹ 280.83 crore in the year 2013-14. The NRC units contributed ₹ 35.16 crore to the total revenue in the year 2014-15 as compared to the ₹ 37.41 crore in the year 2013-14. The loss from Departmental Catering during the year 2014-15 also reduced to ₹ 57.32 crore from ₹ 68.23 crore of previous year.

Business segment of Licensee catering generated an income of ₹ 69.79 crore during the year 2014-15, as compared to ₹ 26.89 crore in the year 2013-14. At present, IRCTC has 36 mobile units (including 17 Duronto), 4 Base Kitchens, 14 Jan Aahars and 7 Refreshment Rooms after the complete transfer of licensee units, and partial transfer of departmental units.

a. Railway Catering

i. *Mobile Catering*

During the year, IRCTC handed over catering services of 01 BBS-NDLS Rajdhani to East Coast Railway (ECoR) and 3 Mail/Express trains (Kerala Express, Thirukkural Express & Vivek Express) to Southern Railway and Northeast Frontier Railway. IRCTC managed on-board catering services in 75 pairs of Premium trains through award of temporary licenses & departmental operations and operated more than 2000 trips.

IRCTC also managed on-board catering services in **18 pairs of Mail/Express trains** through award of temporary licenses. IRCTC operated 17 Duros, 06 Rajdhani, 03 Shatabdi and 10 Mail Express trains departmentally. In addition, IRCTC also managed 03 Mail/Express trains from November, 2014 departmentally as per the mandate given by Railway Board.

ii. *Static Catering*

During the year, the following Jan Aahars, Refreshment Rooms and Minor Units (Stalls, Trolleys etc.), operated by IRCTC, were handed over to Zonal Railways

Particulars	Handed over	Left with IRCTC
Jan Aahars	1	13
Refreshment Rooms	2	5
Minor Units (Stalls, Trolleys etc.)	5	130

Base Kitchens

IRCTC is also operating 4 Base Kitchens at New Delhi, Howrah, Ahmedabad and Patna departmentally. These base kitchens supply food to prestigious Rajdhani/Shatabdi/ Duronto trains. The Base kitchens at New Delhi, Howrah and Patna are ISO 22000:2005 certified and the meals are prepared by professionally trained staff. Regular inspections are conducted for monitoring the food quality and also for ensuring the standards of meals prepared in the Base Kitchens.

IRCTC also operates a Food Factory as Central Kitchen at Noida for supply of meals and snacks to Trains as well as Corporate Sector.



Food Plazas/Fast Food Units/Food Courts

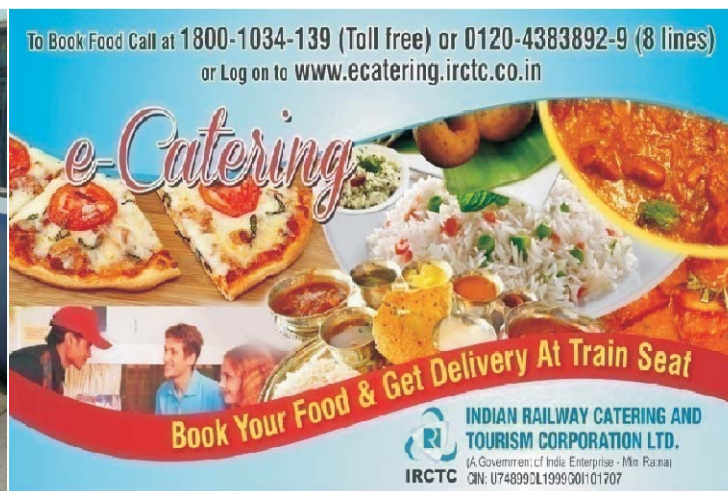
During the year, the Company commissioned 43 Food Plazas/Fast Food Units, making the total number of operational units to 191. The Company also awarded 41 units at annual license fee of ₹ 22.98 crore during 2014-15.



Inauguration of Food Plaza, Gorakhpur

E-Catering

The Company ventured into a new business of providing meals of passengers' choice(s) at seat/berth under "E-catering". The project was started in a limited way on Delhi- Jammu Tawi and Delhi-Amritsar route. Subsequently, 14 trains without pantry cars were identified with 8 locations (Food Plazas/Fast Food Units/Jan Ahaar) for delivery of pre-ordered meals to the train passengers. Initially, the services were provided through booking of meals on phone, and thereafter, the facility has been extended to book meals through website www.ecatering.irctc.co.in also. With the date of its launch on 25th September, 2014 and till 31st March, 2015, the number of trains was increased from 14 to 201. However, at present, 1516 trains are covered under E-Catering.



Executive Lounges

Ministry of Railways has issued policy directives regarding Executive Lounges. As per the policy, IRCTC is required to invest in infrastructure and Executive Lounges will be IRCTC branded outlets. Tenders for civil and electrical



works for Jaipur, Agra Cantt and Vijayawada stations have been awarded and construction at Jaipur station has been started. Out of 50 approved stations, sites at 18 stations are available. While operation and maintenance contract for Jaipur, Agra Cantt and Vijayawada stations will be awarded, in case of other locations, IRCTC will create infrastructure as per Railway Board's Guidelines

Election Special Trains

IRCTC, in close coordination with Ministry of Home Affairs (MHA), CRPF Head Quarters and Control Offices, managed the Catering Services for Central and State Election Special Trains & the splinter coaches. During the year, meals in 319 trains and in more than 1000 splinter coaches were provided, all through the assembly elections in the states of Haryana, Maharashtra, J&K and Jharkhand and also for bye-elections in West Bengal. In all, 17 lakh meals were supplied worth ₹ 20 crore approx.

b. Non-Railway Catering

During the financial year 2014 -15, the Company commissioned 08 new NRC units taking the total to 40. To make the zones proactive, the Company has delegated the powers to Zonal Heads to approve and mobilize NRC Units with Turnover of ₹ 5 Lakh per month or higher .

For expansion and diversification, IRCTC has signed MOUs with prestigious Government Organisations such as, Ministry of HRD, New Delhi (AICTE), BHU, Varanasi, Babasaheb Bhimrao Ambedkar University, Lucknow, Airport Authority of India, Begumpet, Secunderabad, Tidel Park, Taramani, Chennai, Air India Staff Canteen Meenambakkam, Rohini Court and IIT Guwahati.

IRCTC has ventured into retail format business by opening Food Kiosks at DMRC stations across Delhi-NCR. IRCTC has 63 operational Food Kiosk on DMRC network across Delhi-NCR. The kiosks dispense branded pre-packed food & beverages and pre-cooked food procured from IRCTC Central Kitchen, Noida and Railneer for packaged drinking water.

To ensure sufficient supplies at all these locations, IRCTC entered into agreement with branded players such as M/s. PepsiCo Food Holdings, M/s. Cadbury, M/s. Coca Cola Beverages, M/s. Haldiram, M/s. Dabur, M/s. Redbull India, M/s. Danon India Pvt Ltd etc. The entire MIS for these kiosks is IT based. The process of outsourcing the operations of the DMRC kiosk is expected to be completed by FY-2015-16.

Central Kitchen (ISO 22000:2005 certified)

The Central Kitchen's present clientele are Corporates and Railways with a share of 56% from Railways, 42% from Corporates, and 2% from others.

The corporate/Institutional clientele of Central Kitchen includes Samsung –I, Samsung-II, HCL, HCL-2, Supertech, McGraw-Hill ,Oxford University Press and Ameriprise Financial. At present, the railway segment involves Rajdhani Snacks totalling about 5000 numbers on daily basis, in addition to meal/dinner catering of Ahmedabad-Rajdhani and Sealdah-Duronto.

Future Potential & Planning:

a. Railway Catering:

- *Food Plazas/Fast Food Units/Food Courts*

At present, IRCTC is operating 191 Food Plazas and Fast Food units over Indian Railways. The annual earning from these units is ₹ 31.24 crore. Another, 121 units are at the various stage of commissioning. The Company plans to commission around 45 units in 2015-16, which will give additional annual earnings of ₹ 8.00 crore.

- *Executive Lounges*

During 2015-16, the Company plans to award 10 Executive Lounges at various railway stations to provide upgraded and value added services to the Railway passengers. MoU with North Eastern Railway for management of Executive Lounges and Retiring Room Complexes has been signed. IRCTC will rope in reputed players in the field of catering and hospitality business, to upgrade and operate the above facilities on North Eastern Railway.



- **Retiring Room Complexes**

The Company has also approached Ministry of Railways to hand over the management of Retiring Room Complexes on Indian Railways network. Presently, Retiring Room Complexes facilities are available at 554 stations, consisting of around 2000 rooms. IRCTC will upgrade Retiring Room Complexes on PPP (Public- Private- Partnership) model and will be operated under ROT (Renovation-Operation-Transfer) model.

- **E-Catering**

Railway Board has recently approved inclusion of 1319 additional trains for e-catering. All the above trains are now live for booking of meals in the year 2015-16. IRCTC has also roped in reputed brands such as Dominos', Pizza Hut, KFC, Punjab Grill, Copper Chimney, and Idli.com to provide e-catering services in various trains. With 0.5 meals a day, on the date launch of E-catering, the Company is targeted to achieve 75 meals in a day for the year 2015-16.

b. Non Railway Catering

Large corporate and big institutions are being targeted to generate more revenue and profits. Sites have been identified such as Election Commission New Delhi, IITs, Rohini Court, Hyderabad Metro etc. A number of future projects have been identified and are at various stages in the pipeline for non railway catering segment such as already commissioned Coal India Ltd., Kolkata, Hyderabad Metro, etc.

- **Central Kitchen:**

The endeavour is to create a brand in the corporate catering sector and to cover all major corporate houses/ Institutions with the Delhi-NCR. This will be done through cold calls, print ads, electronic ads like yellow pages, Google ads and client references.

In addition to above, the capacity enhancement from 10,000 meals a day to 25000 meals a day will be taken up to meet the large corporate sector demand in case the demand increase beyond current capacity.

- **Fine Dine Restaurant:**

IRCTC is in the final stage of signing an agreement with ITDC for opening a Restaurant, Bar and Banquet in hotel Janpath. For this purpose, consultants have been empanelled. Subsequently a suitable consultant will be hired to plan, design and set up the Restaurant Bar and Banquet.

Monitoring System – Customer Satisfaction Survey

In IRCTC, quality of Food and Service is assessed by conducting Customer Satisfaction Surveys through Third Party professional agencies. IRCTC has empanelled 5 (five) such agencies for a period of 3 years.

During the year 2014-15, Duronto/Rajdhani trains, NRC Units, Food Plazas and Fast Food Units were covered under Customer Satisfaction Surveys. Two rounds of surveys were done in Aug-Oct, 2014 and Feb- March, 2015 respectively. The overall score of Rajdhani was 72% in first round and improved to 82% in second round. For Duronto trains, the first round score of 71% improved to 86% in second round.

Customer Satisfaction Surveys have also been conducted in Food Plazas/Fast Food Units during the year 2014-15. A total of 59 such units were covered, over which an average customer satisfaction level was gauged at 75%.

Food Safety Audit

Keeping in view the impact of food safety on public health, food safety audits are conducted by IRCTC through Third Party agencies accredited by National Accreditation Board for Certification Bodies (NABCB).

Particulars	Number of units audited in Aug-Sep'14 (1 st Round)	Number of units audited in Feb-March'15 (2 nd Round)	Overall score achieved (2 nd Round)
NRC Units	22	17	85.55%
Trains	25	25	80%



ISO Certification

The quality of catering services is being improved through various quality measures including ISO certification. During the year 2014-15, 32 Food Plazas/Fast Food Units were certified with ISO 22000:2005, taking the total number to 114 out of 189 licensee-operated units as on March, 2015. During the year, 3 Departmental Trains and 10 NRC Units got ISO 22000:2005 Certified and IRCTC Complaint Management System got 10002:2004 Certified.

Complaint Monitoring and Action Taken

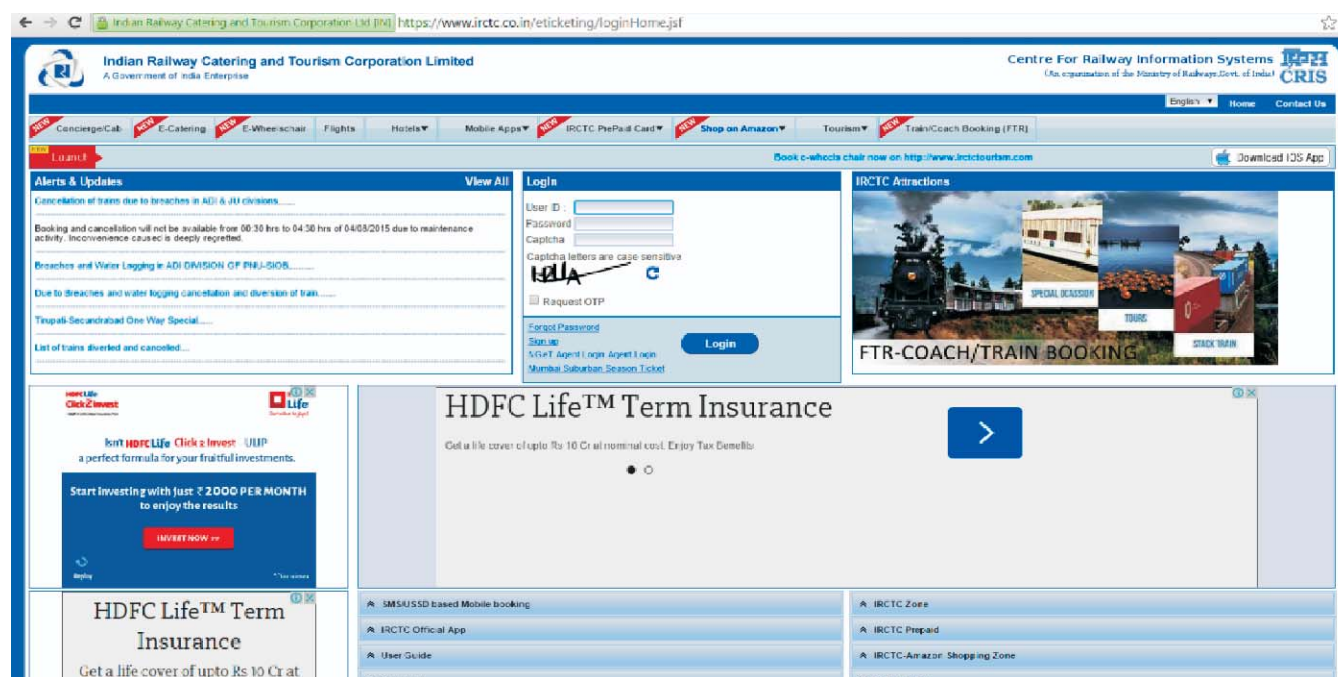
A total of 1252 complaints were received from train passengers during 2014-2015 as against 1387 during previous year 2013-2014 having a reduction of 10.89%. The trains managed by IRCTC, however, increased by 135% over last year, due to premium trains.

With effect from January, 2014, parameterization of complaints have been done to identify the root cause of complaints, focusing on multiple raised issues in a single complaint, providing roadmap for improvement, making correlation between complaints and the input provided etc.

Preventive and punitive actions have been taken based on the nature and seriousness of the complaints. All the complains were addressed and methods such as penalising service provider, D&AR action against staff, counselling and warning have been adopted at appropriate levels.

● INTERNET TICKETING

Launched in 2002, the Company had booked a mere 27 tickets on the first day of its commencement of e-ticketing service in the country. Now after 13 years of a sparkling journey, it has emerged as a largest in the country with a record of 7.15 lakhs tickets booked on 27th August, 2014. On an average, more than 5.01 lakh tickets were sold daily through IRCTC's website during the 2014-15.



IRCTC's rapid growth in e-ticketing has been due to its interface and a very robust process set up for doing e-reservation which facilitates bookings for all types of credit cards, major debit cards, cash cards and Net Banking facility. The IRCTC success story is undoubtedly an inspiration for the entire generation of e-commerce portals in India. However, behind this success story is a business plan as well as a near flawless execution.

The Internet Ticketing Business is an outstanding example of how technology can render deliverables to common man through undeterred Internet Technology. IRCTC provides train tickets to the public in the comforts of their home/residence instead of visiting the Railway Reservation Centers for booking. The delivery of tickets is made either through courier in the form of I-ticket or a person can himself take the print out for travelling. By doing this, IRCTC is not only saving the time of the public but also saving their cost of travelling to the reservation centers.



Launching of Internet Ticketing by IRCTC has resulted in savings for Indian Railways on their infrastructure like buildings, air-conditioning, electricity, furniture, staff etc. The spirit behind the project was that instead of the customers going to Passenger Reservation System (PRS), the PRS should be brought to the customer. The booking of railway tickets through internet is now available 24*7*365. The site remains closed only for 1 Hour i.e. from 23.30 hrs to 00.30. hrs. In order to make the system more user friendly, e-mails and SMSs are sent to the customers on completion of successful booking of e- ticket with details of the e-ticket viz PNR, Tickets status, Fare charged etc.

Presently full fare tickets including Tatkal, Child tickets and tickets for senior citizens at concessional rates can be booked through the website. A nominal service charge of ₹ 10/- only per e-ticket in case of sleeper class (SL) and Second sitting(2S) and ₹ 20/-per e-ticket in case of all other classes(1AC,2AC,3AC,CC,3E,FC) irrespective of the number of passengers booked on an e-ticket was levied during the financial year 2014-15.

During journey on train, an e-ticket holder can present a valid I-Proof such as Voter Identity Card, Passport, PAN Card, Driving License, Photo Identity Card issued by Central/State Governments, Student Identity Card with photograph issued by recognized school/college for their students, Nationalized Bank passbook with photograph and Credit Card issued by Bank with laminated photograph as a proof of identity.

Earnings:

a. No. of E-Tickets Booked:

Growth of e-ticketing on IRCTC website has been phenomenal since its launch in year 2002-2003. During the year 2014-15, 1830.22 lakh tickets have been booked as compared to 1579.82 lakhs during year 2013-14. The details of number of tickets for last five years are as under:

Years	Year Wise Ticket Booked (in Lakhs)
2010-11	969.11
2011-12	1161.77
2012-13	1406.88
2013-14	1579.82
2014-15	1830.22

b. No. of Passengers:

Growth in number of passengers booked for last five years has been as under:

Years	Year Wise No. of Passengers (in Lakhs)
2010-11	1742.65
2011-12	2099.91
2012-13	2544.73
2013-14	2794.96
2014-15	3288.45

c. E-ticketing Revenue Collection:

There has been a tremendous growth in the revenue collection of train fare and service charge being collected from users at IRCTC's website. During the year 2014-15, a total of ₹ 20621 crore have been collected from the users. The year wise generation of E-ticketing revenue for last five years is shown below:

Years	Year Wise Ticket Fare (₹ incrore)
2010-11	8007.16
2011-12	9498.46
2012-13	12419.46
2013-14	15410.13
2014-15	20620.99



d. *Service Charge:*

IRCTC collected a nominal Service Charge of ₹10/- per ticket for non AC classes and ₹20/- per ticket for AC classes with Service Tax. The growth of Service Charge generated over the years as revenue to IRCTC for last five years has been as under:

Years	Year Wise Service Charge (₹ in crore)
2010-11	136.83
2011-12	162.78
2012-13	197.58
2013-14	247.61
2014-15	284.45

New Initiatives taken during 2014-15

• *Mobile Bookings:*

Mobile Internet is expanding rapidly in our country. In order to address need of this market segment, IRCTC has launched several products for booking tickets using mobile phones. During the year 2014-15, IRCTC Ticket Booking through mobile apps was launched for Android, Blackberry and IOS platform. Mobile App booking during the year has been as under:

1. Booking through Android App.	1590563
2. Booking through Blackberry App.	11585
3. Booking through IOS	67086
4. Booking through Windows	311381

• *E-Retail:*

IRCTC has associated with online Co-branded Market Place Model with Amazon for two years. The total Annual Guarantee for one year is ₹ 18.00 Crores with Service Tax of ₹ 2.22 Crores in the financial year 2014-15.

• *Next Generation E-Ticketing System (NGeT)*

E-ticketing today constitutes about 55% of total reserved tickets on Indian Railway. IRCTC has been continuously working to improve the software and augment supporting IT infrastructure at Data Centre to give improved services and booking experience to users.

A new state of the art Data Centre has been set up in CRIS premises at Chankayapuri, New Delhi for this system. The project has been implemented with technical aspects being handled by CRIS as per Railway Board's Guidelines. An investment of about ₹ 80 crore in first year has been made by IRCTC. All commercial aspects, customer care, bank integration and agreements will be handled by IRCTC. The service charge from e-ticketing will accrue to IRCTC.

During the year, IRCTC and Union Bank of India collaborated to launch the "IRCTC UBI RuPay Pre-paid Card" to bring convenience to the travellers. This card is the first of its kind in the market, where both Virtual as well as Physical cards are being issued to the customer in two variants – Partial KYC with a loading limit of ₹ 10, 000 and full KYC with a loading limit of ₹ 50, 000.



Launch of "IRCTC Union Bank RuPay Pre-paid Card" by Hon'ble Minister for Railways, Shri Suresh Prabhakar Prabhu.



Highlights of Internet Ticketing

- During the year, through NGeT (Next Generation E-Ticketing System), a total of 1295.17 lakhs tickets were Booked.
- On 28 April'2014, QR Code on ERS was implemented.
- Pilot Project for IVRS Passenger Feedback System on 139 for Railway Board was launched on 10th July, 2015.
- Destination Alert and Wake-Up Call Alert System on 139 was started from 1st November' 2014.
- IRCTC App on IOS platform project was successfully launched on 10th January, 2015 by ensuring system analysis, design, new API Development, Implementation & testing.
- Capacity enhancement was done to book 7,200 tickets per minute as against 2,000 tickets per minute in the existing system.
- More than 14000 tickets were booked in a minute on 27th December' 2014.
- IRCTC started the facility of booking e-tickets to the visually impaired customers by providing them with One Time Password (OTP) on their mobile number instead of captcha which helps them to log and book their tickets.
- IRCTC started the facility of online booking of Full Tariff Trains and Coaches (FTR). Currently only Phase-1 is implemented on website which allows registration of Train and Coach Requests.
- Booking for physically challenged persons (PHQ): Based on the Identity card issued by the Railway Board, handicapped customers will be able to book e-tickets on concession.

Use of Information Technology and Enterprise Resource Planning (ERP)

The Company is fully aware of the significance of Information Technology and has kept itself abreast with the most recent systems. During the year, IRCTC's corporate office IT team implemented in-house developed application "File Tracking System" for monitoring file movement within the organization w.e.f 21.11.2014. Since the system is integrated with ERP, the same can be accessed globally. The Company has been maintaining its all IT related activities including critical operational areas like Surveillance & Fire system, Public Announcement system, Wifi & DTH system in world's most luxurious tourist trains "Maharajas' Express" & "Buddhist Mahaparinirman Express".

Your Company has also implemented Surveillance system through IP & analog CCTV cameras for monitoring of DMRC food track outlets, Central Kitchen, Ajmeri gate north zone & corporate office locations, on web-based application and the same can be accessed at a central location. The Company also implemented open sourced payroll system integrated with HRMS (ERP) & ESS portal (Employee Self Service). Open ERP is a web-based application, hence it is a secure system which can be easily customized as per the requirement. In-house "Tele-Catering" system has been developed for placing en-route meal orders in train through web based system i.e, "Tele-catering system" integrated with ERP.

The Company has also implemented various alert information systems for circulating individual information to employee integrated with ERP (e.g. Tax Computation Sheet/Salary alerts & Emails/Form-16 etc.) for readily available information being accessed globally.

Through video conferencing, the Company organised the inauguration of IRCTC's Railneer Plant "Ambernath" in Maharashtra, by Hon'ble Minister of Railways from CRIS office, Chanakyapuri, New Delhi on 13th August, 2014

● TRAVEL AND TOURISM

Travel and tourism is the largest service industry in India. It provides heritage, cultural, medical, business and sports tourism. The main objective of this sector is to develop and promote tourism, maintain competitiveness of India as a tourist destination and improve and expand the existing tourism products to ensure employment generation and economic growth. The sector is predicted to grow at an average annual rate of 7.9% from 2013 to 2023. This gives India the third rank among countries with the fastest growing tourism industries over the next decade. India has a large medical tourism sector which is expected to grow at an estimated rate of 30% annually to reach about ₹ 95 billion by 2015. According to provisional statistics, 7.42 million foreign tourists arrived in India in 2014, an increase of 7.4% from 6.96 million in 2013. This ranks India as the 38th country in the world in terms of foreign tourist arrivals. Domestic tourist visits to all states and Union Territories numbered 1,036.35 million in 2012, an increase of 16.5% from 2011.

IRCTC as a pioneer in this sector has established itself in providing a wide range of products and services to meet the requirements of different segments of tourists. These include Bharat Darshan tourist trains, State Special Tourist



trains, Educational Tours, Buddhist Circuit Special Train, Maharajas' Express, Rail and Land Tour Packages, Chartered Trains & Coaches, RTP with Charter Trains & Coaches, Hill Charters, Luxury Tourist Train, Cab Rental Services, LTC service, Inbound & Outbound packages, On-line hotel booking services, Online Air ticketing, and Corporate Travel Services.

Travel & Tourism Business of IRCTC generated an income of ₹ 362.37 Crore in the year 2014-15 as compared to ₹ 324.14 crore in the year 2013-14 recording a growth of 11.79%.

❖ **Tourism Portal**

IRCTC's tourism portal www.irctctourism.com, is a One Stop Travel Shop. The portal, which won the National Tourism Award in the year 2008, is becoming increasingly popular among the travellers and offers various Travel and Tourism services such as on-line booking of tourist trains, tour packages, hotels, cab rental, air tickets as well as Luxury tourist trains. During 2014-15, Concierge Services, Pilgrim Special Tourist Trains, new packages have been launched on IRCTC's Tourism Portal. The Portal has been redesigned making it more user friendly.



❖ **Bharat Darshan Tourist Train (Village on Wheels):**

IRCTC operates Bharat Darshan tourist trains for the budget segment where the traveller gets to see India at a price of ₹ 500/- a day (in 2005), which has been revised to ₹ 800/- w.e.f. 01.12.2014. Services provided to travellers at ₹ 800/- include rail & road travel, meals, sightseeing, accommodation and accidental insurance. This product is highly popular among the masses and is being operated at an average of 80% occupancy of the berths availability. 68 Bharat Darshan trips were operated across the country during 2014- 15.

❖ **Pilgrim Special Tourist Trains**

The product was introduced in the Rail Budget Speech of FY 2014-15. The product was launched by IRCTC on 25.10.2015. IR has provided two LHB rakes with mixed composition of total 13 coaches. IRCTC have operated 17 trips in the FY 2014- 15 on various religious routes like Sikh Circuit, Buddhist Circuit, DhamYatra, Jyotirlinga Yatra, etc.

❖ **Buddhist Circuit Special Train**

The Buddhist Circuit Special Train offers a 7 Nights / 8 Days all inclusive tour covering various destinations of the Buddhist Circuit with the objective of providing a safe, comfortable and reliable tour package for international as well as domestic travellers on this circuit. So far, visitors from more than 30 countries have travelled on the train and rated its services as excellent.

During the FY 2014- 15, total of 592 passengers availed the services of Buddhist Special in 9 trips with total income of ₹ 3.52 crores as against 396 passengers in 8 trips with total income of ₹ 2.47 crores in 2013-14.



❖ **Tour Packages**

Rail Tour packages - IRCTC operates all inclusive Rail Tour Packages across the country, which include confirmed rail travel, road transfers, accommodation, meals and sight-seeing at reasonable rates. During 2014-15, a total of 32,076 passengers availed IRCTC tour packages. In the year 2014-15, Mumbai-Tirupati Rail Tour Package with Charter Coach (WMR074/ WMR074S) of IRCTC got ISO certification 2001:9008.

Holiday package - IRCTC operates all inclusive Holiday Packages across the country, which includes road transfers, accommodation, meals and sight-seeing at reasonable rates where passengers have to reach the first point of their itinerary on their own and then IRCTC services starts. During 2014-15, 10,376 passengers availed IRCTC tour packages.

RTP with charter coach/train - IRCTC provides entire tour package services such as Rail travel, road transportation, sightseeing, accommodation, meals etc. to the clients on charter train or coach. During 2014-15, 3,900 passengers availed IRCTC tour packages.

Customized tour package- IRCTC also design customized packages as per the demand and requirement of client. During 2014-15, a total of 3,179 passengers availed IRCTC tour packages.

❖ **Educational Tours**

IRCTC operated educational tours for students under its “**Travel to Learn**” scheme and has tied up with the Kendriya Vidyalaya Sangathan and various State Governments as well as private schools for operating educational tours for students. In the year 2014- 15, 13,285 students and teachers availed the facility of educational tours (including 832 students of “Gyanodaya” Trains operated for Delhi University).

❖ **Chartered Trains and Coaches**

IRCTC operated 423 (53 trains/ 370 coaches) charters in the year 2014-15 as against 439 (114 trains/ 325 coaches) charters during the previous year. The company is operating hill charters over Kalka-Shimla, Neral Matheran and other mountain railways.

❖ **Corporate Travel Business**

IRCTC is offering complete Travel services to Corporates, which include air ticketing, booking of domestic as well as International hotels, cab rental, passport and visa facilitation, insurance & forex. During 2014-15, the company achieved ‘**Excellent**’ marking in achievement of MOU target by enrolling 35 new Corporate/ Ministries for IRCTC Corporate Travel Business.

❖ **State Special trains**

IRCTC has provided all inclusive packages to the elderly people residing in the states of Madhya Pradesh, Chhattisgarh and Rajasthan. State Special Trains cover various pilgrimage destinations in the country such as Vaishno Devi, Ajmer, Shirdi, Tirupati, Rameshwaram, Dwarka, Somnath, Shikharji, Amritsar, Shravanbalgola, Valankinietc. During the year 2014- 15, 1,13,697 passengers availed the services of State Special Trains in 121 trips.

❖ **Maharajas' Express**

The Maharajas' Express has been awarded as the World's leading Luxury Tourist Train for three consecutive years i.e. 2012, 2013 & 2014 at the World Travel Awards. This train is operated on 5 different itineraries out of which 3 are of 7 Night/ 8 Days and 2 are of 3 Night/ 4 Days. The itineraries cover places like Ajanta, Udaipur, Jodhpur, Bikaner, Jaipur, Ranthambore, Agra, Balasinor, Gwalior, Orchha, Khajuraho, Varanasi and Lucknow.



Flagging off “Gyanodaya Express” in presence of Hon'ble Minister of Sports, Hon'ble State Minister of Home Affairs, Vice Chancellor/ Delhi University and CMD/ IRCTC.





During the year 2014-15, total of 1,144 passengers availed the services of Maharajas' Express in 33 trips with total income of ₹ 39.89 crores against 865 passengers in 28 trips with total income of ₹ 36.05 crores in 2013-14.

❖ **FIT/ Inbound travel services**

During the year 2014-15, FITs/ GITs were operated with all inclusive services for 578 passengers as against 256 passengers in the previous year.

❖ **Vivekananda Special**

Vivekananda Special, which was announced in Rail Budget 2014- 15, has also been operated on 12.01.2014 ex- Howrah and covered places like Hyderabad, Mysore, Bangalore, Trivandrum, Kanyakumari, Rameshwaram, Madurai and Vizag.

❖ **Election Special Trains**

IRCTC was nominated as single window service provider to book special trains for movement of security forces across India during the General & Assembly Election (Apr'14 - Mar'15). During 2014- 15, IRCTC has operated 288 General Election & State Assembly Election Trains. IRCTC for the first time operated election special trains.

❖ **Outbound Air packages**

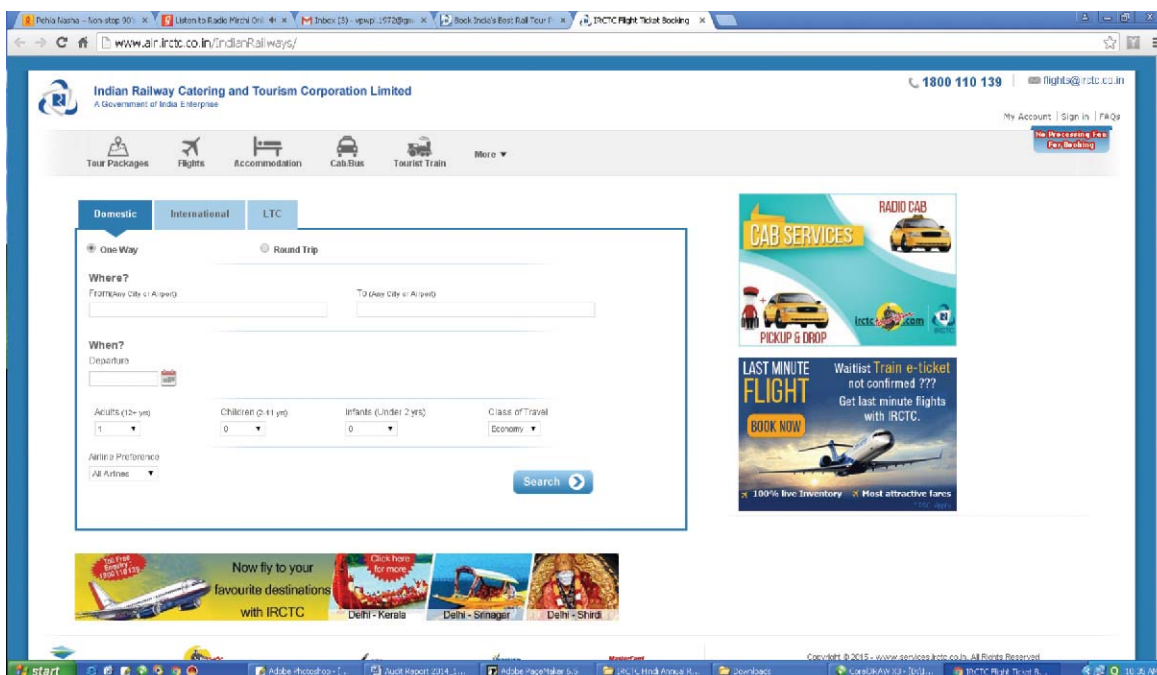
During 2014-15, all Zones were encouraged to operate regular outbound packages. Total 393 passengers have travelled in 11 International tours operated from different points of the country.

❖ **Domestic Air packages**

IRCTC started operation of domestic air packages ex- Chennai, Bangalore, Delhi, etc. In 2014-15, domestic air packages with fixed departure dates have been initiated for first time and the response has been very encouraging. Air packages have been also launched for Shirdi, Srinagar, Sikkim, sectors. Number of passengers using such packages during the year, were around 600 as against 218 passengers during the previous year.

❖ **Air-ticketing**

IRCTC has launched it's air-ticketing micro-site in FY 2012-13 which provides the services of Domestic as well as International Air-tickets booking at very competitive prices. The earnings of IRCTC from the Air-ticketing segment have increased from ₹ 5.43 crore in FY 13-14 to ₹ 7.78 crores in FY 14- 15, with a growth of 43.28%. Air Ticketing is carried out through the exclusive website www.air.irctc.co.in.





❖ Concierge Service

Being the Rail Budget Announcement of FY 2014- 15, concierge services have been launched at 22 Railway Stations as a pilot project before 31.03.2014.



The product has been marketed through various modes like newspaper, e-mailers, etc. and the booking facility is available on IRCTC's Tourism portal.

Summary of Rail Tours and Holiday packages available on IRCTC's Tourism Portal

Zone	Rail tour Packages	Holiday Packages	Total
North Zone	24	12	36
South Zone	23	35	58
South Central	45	10	55
East Zone	15	25	40
West Zone	6	13	19
Total	113	95	208

Future potential & planning

The Company plans to further expand tourism business in the coming years by expanding existing business lines as well as introducing new products. Some of these are International & Domestic Air packages, Helicopter Air Services, Concierge Services, Cab Services, Medical Tourism facility, Inbound as well as Outbound travel services for individual travellers.

Specific focus areas for the future are:-

1. Tour Packages: IRCTC would strengthen its portfolio of comprehensive rail based and non-rail based tour packages utilizing regular train services. IRCTC will provide Rail Tour packages with combination of two destinations like Delhi- Agra- Jaipur- Delhi.
2. Educational Tours: IRCTC be the leading provider of specially designed packages "with strong educational content & a caring environment" to meet the needs of educational institutions across the country under its "Travel to Learn" scheme. IRCTC will operate Special Train for Delhi University under the concept of Gyanodaya.
3. Corporate Travel: IRCTC will focus on providing cost effective and efficient travel solutions to Corporates, especially to all Ministries/ Govt. offices and PSUs. IRCTC will approach and take on board new PSUs/ Ministries/ Govt. Departments in next FY i.e. 2015-16.
4. Online Air-ticketing: IRCTC would strengthen customer relations further by setting a target of providing above 90% refund of cancelled tickets within 30 days from the date of cancellation.
5. Buddhist Circuit Travel: IRCTC making efforts to increase the utilization of Buddhist rake by operating religious tours as well as providing it as FTR charter train to third party.
6. Online Travel: IRCTC would continue to strengthen its position as the biggest E-Commerce site and focus on offering value for money online travel solutions to a range of customer segments.



7. **Domestic Air Packages:** IRCTC will widen the ambit of its offerings under Domestic air packages and expand to new destinations after due diligence.
8. **Special pilgrim circuits:** IRCTC has plans to operate special round trip pilgrim tourist trains on popular pilgrim and religious circuits to promote tourism in India.
9. **Helicopter Services:** IRCTC is exploring the possibility of entering into tourist products the highlight of which will be helicopter services and rides.
10. **Pick up and drop Services:** IRCTC has finalised plans to provide such services to rail travellers where passenger will be picked up from Railway station and dropped at destination by cab. Porter service at station shall also be provided where feasible. The booking will be available at IRCTC tourism portal www.irctctourism.com.
11. **Cab services:** IRCTC will provide Radio cab service through its website to passengers/ travellers by associating with Radio Cab operators at select locations.
12. **Medical Tourism:** IRCTC is planning to foray into medical tourism in association with big hospital chains. IRCTC will offer transfer and tourism facilities to patients coming from abroad or from far flung areas of India to Mumbai, Chennai, Delhi areas where world class medical treatment is available at reasonable cost. It shall include tour packages to accompanying passenger or recovered patient as well. This is in initial stage and IRCTC hopes to expand in this section.

● PACKAGED DRINKING WATER (RAILNEER)

At present, IRCTC has five operational Rail neer plants located at Delhi, Patna, Palur, Ambernath and Amethi, out of which Rail neer Plant at Amethi is under PPP mode. The commissioning of machines at Amethi, the first plant under PPP mode, has been completed and as on 31st March, 2015, it was awaiting for certification from BIS for commercial production. It has since been commissioned.

During financial year 2014-15, Rail Neer business registered an income of ₹ 81.03 crores as against ₹ 72.11 crores achieved during year 2013-14. This does not include sale of Rail Neer through departmental catering, amounting to ₹ 15.11 crores as against ₹ 16.06 crores in the previous year. The Segment result (profit) during the year was ₹ 6.31 crores as against profit of ₹ 5.35 crore during the previous year.

Production: The total production of Rail Neer at Nangloi, Danapur, Palur and Ambernath plants was 11.95 crore bottles against total production of 10.98 crore bottles in previous year. Commercial production at Rail Neer Plant Ambernath was started in September, 2014.

Distribution: Rail Neer produced at Nangloi is distributed on mobile trains and to static catering units primarily in Delhi area and other states such as Haryana, Punjab, Uttarakhand, West U.P. and Rajasthan. In addition, supply is also made to Parliament House, PMO, Railway Board and Ministry of External Affairs.

Rail Neer produced at Palur is distributed on trains starting from two metro cities in South India viz Chennai and Bangalore. Further, it is distributed to states of Tamilnadu, Karanataka, Andhra Pradesh and to some parts of Kerala. Rail Neer produced at Danapur is distributed to states of Bihar, West Bengal, Jharkhand, East U.P., Assam and Orissa.

Rail Neer Produced at Ambernath is distributed mainly in Mumbai area, Pune and Bhusawal in the state of Maharashtra, besides Surat and Vadodara in Gujarat. A total of 62 A-1 category stations have been covered with Rail Neer so far. In view of reducing the transport cost, dispatch of Rail Neer was started by SLR from Danapur plant to Puri.

Initiatives were taken in September, 2014 and April, 2015, whereby, around 4 lakh litres of water was dispatched for the flood victims of Jammu and Kashmir, and 70,000 litres of water was delivered to Male, Maldives, where a crisis had arisen due to fire incident in Male Water and Sewerage Company. IRCTC also dispatched "Rail Neer" packaged drinking water from its Rail Neer Plant, Nangloi to the earthquake victims of Nepal in April 2015.





Quality: In addition to Rail Neer Plant, Danapur and Nangloi, Palur has also been accredited with ISO: 9001- 2008 quality management system certification. Rail Neer Plant, Nangloi laboratory was awarded NABL accreditation certificate in April 2014 for “Chemical testing of Water”.

The result of the test, carried out by accredited laboratories on Rail Neer Packaged Drinking Water indicates that the quality of Rail Neer conforms to European Economic Community (EEC) norms for pesticide residue.

Technology/Capacity upgradation:

- To reduce the wastage of water, secondary RO system has been installed at RNP Palur.
- To reduce the manufacturing cost of bottle, PET preform manufacturing machine has been installed at RNP Ambernath.

Performance of Rail Neer (Physical & Financial) for all the plants for 2014-15:

Name of Plant	Sales (No. of bottles in crores)	Turnover including inter-segment sales (₹ crores)
Nangloi	3.85	30.30
Danapur	3.43	28.81
Palur	4.26	34.37
Ambernath	0.23	1.90
Total	11.77	95.38

Consumption per unit of production:

Particulars	Electricity (KWH/100 Bottles)	
	2014-15	2013-14
Rail Neer Packaged Drinking Water	5.4	5.4

Future potential & Action plan:

- ❖ As per one study, daily requirement of Packaged Drinking Water over Indian Railway network is approx 25 lac bottles/day, against which, at present IRCTC's capacity is 6.13 lac bottles/day, which shall become 8.29 lac bottles/day by the year 2015-16, when plants at Amethi, Bilaspur and Parasalla will become operational. This will meet about 25% of total requirement over Indian Railways.
- ❖ After completion of construction work, installation of machines is in progress for fifth Rail Neer Plant at Bilaspur (Chattisgarh) to be set up on “company owned” model. The capacity of the plant is 72000 litres per day.
- ❖ The commissioning of machines at Amethi (Gauri Ganj), the first plant under PPP mode, has been completed and awaiting for certification from BIS for commercial production.
- ❖ After completion of construction work, installation of machines is in progress for 2nd Rail Neer Plant at Parasalla (Trivandrum) being set up on “PPP” mode. The capacity of the plant is 72000 litres per day.
- ❖ LOA has been awarded for new plants at Lalitpur and Ambala on PPP mode.
- ❖ Land has been purchased for setting up plant at Sankrail (Kolkata) from WBIDC.
- ❖ Land for Railneer Plant at Chaygaun, near Guwahati, has been offered by Assam State Industrial Development Corporation.
- ❖ Further, in an attempt to meet the increasing demand of drinking water in Delhi area, another PDW plant is being planned in NCR region.

Joint Ventures/subsidiaries

The Company had formed a joint venture company with Cox & Kings Limited with 50:50 equity partnership in the name of Royale Indian Rail Tours Limited (RIRTL) on 27th November 2008.

The Company was incorporated to acquire, furnish, maintain, manage and operate luxury trains, and to market holiday packages with such luxury trains as an integral part. Accordingly, as per the Joint Venture agreement, a Luxury train of 23 coaches in the name of “Maharajas' Express” was constructed, funded and created by IRCTC and was given to Royale Indian Rail Tours Limited (RIRTL) for operations and maintenance. However, due to the issues



between the equity partners, IRCTC terminated the agreement with Cox and Kings Ltd on 12th August, 2011 and also withdrawn the train from RIRTL.

IRCTC had initiated proceedings under section 397 and 398 of the Companies Act, 1956 against Cox and Kings Ltd. and its officers, which is sub-judice. Details of the Joint Venture are covered in the Notes to Accounts of the financial statements for the period ending 31st March, 2015 vide Note No.32.3, No. 40 and No. 41. RIRTL has also taken permission from the Company Law Board (CLB) for not holding the Board and General meetings without its approval in July, 2013.

Consolidation of financial statements

As mentioned in the para above, the Board meetings and general meetings have not been held in the Company after the financial year 2010-2011, due to pending dispute with Cox & Kings Limited. Therefore, the consolidation of financial statements as required under section 129(3) of the Companies Act 2013 could not be done as also explained and disclosed vide Note No. 40 of the Notes to Accounts of the financial statements for the period ending 31st March 2015.

Particulars of loans, investments and guarantees under section 186 of the Companies Act 2013

During the year, the Company has not provided any loan, made any investment, or provided any guarantee under section 186 of Companies Act, 2013 read with Companies (Meetings of Board and its Powers) Rules 2014. Therefore, the information to be reported under section 186 of the Companies Act 2013 is **NIL**.

Extract of Annual Return

In terms of section 92(3) of the Companies Act, 2013 and rule 12(1) of the Companies (Management and Administration) Rules, 2014, an extract of Annual Return in the prescribed form MGT-9 is appended to the Board Report as **Annexure ‘D’**.

Contracts and Arrangements with Related Parties

During the year 2014-15, the Company has not entered into any contract / arrangement / transaction with related parties under section 188 of the Companies Act 2013 read with Companies (Meetings of Board and its Powers) Rules 2014 and, therefore, there is “**NIL**” information required to be reported under Form AOC-2 prescribed under clause(h) of sub-section (3) of Section 134 of the Companies Act 2013 and Rule 8 of Companies (Accounts) Rules 2014.

Disclosure under Micro Small and Medium Enterprises (MSME)

During the financial year 2014-15, procurement from MSME firms was amounting to ₹ 16.13 cr (14.28%) out of the total procurement of ₹ 112.94 crore

Integral Reports

The “Management Discussion and Analysis Report”, “Report on Corporate Governance” and “Report on Corporate Social Responsibility (CSR) and Sustainability” form an integral part of this Directors’ Report and have been placed as **Annexure “A” “B” and “C”** respectively.

The Management Discussion and Analysis Report provides an overview of the affairs of the Company, its business environment, vision and objectives, outlook, sectoral and segment-wise operational performance, its resources and systems, strengths, opportunities, constraints, risks and concerns, strategies, prospects, its internal control systems etc.

The Report on Corporate Governance highlights the Company’s philosophy on Corporate Governance and Key Value(s), composition of Board of Directors and its Committees, their details including a profile of Directors who joined the Board during 2014-15 and thereafter, attendance and remuneration of Directors etc, other relevant disclosures, CEO/CFO Certification and general information for share holders. It is supplemented by the following compliance certificates.

- (i) A Certificate signed by the Chairman and Managing Director affirming receipt of compliance with the Code of Conduct from all Board members and Senior Management personnel during the year 2014-15 (**placed at Annexure “B-1”**) as per the guidelines of Department of Public Enterprises on Corporate Governance of May 2010;
- (ii) A Certificate from the Chairman and Managing Director and Director (Finance) with regard to authenticity of financial statements (**placed at Annexure “B-2”**) in accordance with the guidelines of Corporate Governance of DPE; and



- (iii) A Certificate of compliance of Corporate Governance signed by a practicing Company Secretary (**placed at Annexure “B-3”**) as per guidelines of Department of Public Enterprises on Corporate Governance.

The Corporate Social Responsibility (CSR) and Sustainability Report reflects the Company's CSR and SD activities, Budget, expenditure and evaluation process etc.

3. HUMAN RESOURCE DEVELOPMENT

IRCTC cares and values for its human resource which is the bedrock of Company's success story. To keep the employees' morale high, your Company extends several welfare benefits to them and their families by way of implementing various new and revised welfare policies for its employees.

To ensure smooth functioning of the organization, review and rationalization of manpower was undertaken. The total manpower of the Company as on 31st March, 2015 is **3557** which are categorised as under:

(In Nos.)						
Regular Employees	Deputationists	On Contract	Consultants	Out Source	Trainee	Total
1455*	47	9	49	1996	01	3557

* Regular Employees i.e. 1455 includes 124 Women Employees, 239 SC Employees, 64 ST Employees and 5 Physically Challenged Persons.

Women Employees

Total no. of Regular Employees as on 31 st March, 2015	Women Employees	% of Total no. of Regular Employees
1455	124	8.52

Reservations for SC/ST Employees

Total no. of Regular Employees as on 31 st March, 2015	SCs	% of Total no. of Regular Employees	STs	% of Total no. of Regular Employees
1455	239	16.43	64	4.40

Government of India has issued policy on reservation from time to time providing for certain percentages of reservation on direct recruitment as well as promotion in specified posts for reservation of SCs and STs. IRCTC strictly complies the reservation policies through maintenance of Post Based Roaster System as prescribed by the Government. The overall representation of SC/ST employees in total regular employees was (SC=16.43%) and (ST= 4.40%). However, the percentage in direct recruitment during the year for SC/ST is NIL as no direct recruitment was done during 2014-15.

4. Industrial relations

Cordial industrial relations have been maintained throughout the year.

5. Particulars of employees under Rule 5(2) of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014

During the year under review, none of the employees of the Company has drawn remuneration exceeding the limits laid down to be disclosed under rule 5(2) of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014.

Presidential Directives

The Company did not receive any Presidential Directive from Ministry of Railways during 2014-15

COMPLIANCES

Right to Information Act

To deal with RTI applications and to supply the information in a time bound manner, IRCTC has PIOs and appellate authorities at all the Zonal offices as well as PIOs for all departments, CPIO and appellate authority at corporate office.



During 2014-15, a total of **756** cases under Right to Information Act 2005 were received. The RTI applications were disposed off in time.

Disclosure Requirement under Sexual Harassment of Women at Work Place Act (Prevention, Prohibition and Redressal Act) 2013

The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 is a legislative act that seeks to protect women from sexual harassment at their place of work. The Act came into force from 9th December 2013. This statute superseded the Vishakha Guidelines for prevention of sexual harassment introduced by the Supreme Court of India.

IRCTC through its Service (Conduct) Rules 2003, totally prohibits the sexual harassment of working women. It provides that no employee shall indulge in any act of sexual harassment of any woman at her work place, and every employee who is in charge of a work place shall take appropriate steps to prevent sexual harassment to any woman at such work place.

The provisions of the aforesaid Act and the rules thereon are being strictly complied with. In accordance with the Act, to provide protection against sexual harassment of women at workplace and to maintain their safety, IRCTC has nominated the Committee(s) with the composition as required under the Act, at corporate office as well as zonal offices of the Company.

During the year 2014-15, a complaint was registered under East Zone/IRCTC. The immediate action for enquiry was initiated, which is under process.

Rajbhasha (Official Language)

The Company continued its thrust on the Official language implementation as per the Govt. of India's Rajbhasha Policy. Several steps were taken to increase the use of Rajbhasha in the Company and the Company has proved its commitment to ensure the implementation of the Rajbhasha Policy.

The Company has made several efforts to increase the use and propagation of the official language. Various activities were undertaken during the year like organizing workshops, providing training, organizing meetings, essay competitions, cultural activities, and publishing of bilingual House Magazine PRERNA etc. The e-ticketing site of the Corporation is bilingual. For outstanding and note worthy contribution in Rajbhasha, number of incentives and reward schemes are in force.

The second subcommittee of Parliamentary Committee on Official Language inspected the Corporate office in 2009, 2010 and 2013. The Committee expressed satisfaction over the efforts being done by IRCTC to propagate the use of Official language in the official work.

A Hindi week was organized in the month of September 2014 in the corporate office in which various competitions, such as recitations of couplets, Quiz contest etc, were organized, in which large number of participants took part and awards were distributed for commendable work in Rajbhasha during this period.

Vigilance

The Vigilance Department is presently headed by a full-time Chief Vigilance Officer. The Vigilance Department of IRCTC consists of 11 officials including CVO. During the year, emphasis continued on 'Preventive Vigilance' to improve the system and procedures, thereby, increasing transparency and reducing the scope for discretion. Preventive/Surprise checks were conducted in all departments of IRCTC working to detect system failures and existence of corruption/malpractices.

During the year 2014-15, the Vigilance Department investigated 16 complaints and conducted 95 Preventive/Surprise checks. Suitable punitive action was taken against the erring officials/ licensees/e-ticketing agents etc. On the recommendations of vigilance, 6 system improvements were implemented by the various departments of IRCTC.

The Vigilance Awareness week was organized from 27th October, 2014 to 1st November, 2014. Various programmes/ competitions/seminars were conducted in all the offices of the IRCTC with a view to create awareness about preventive measures through system improvement and use of Information technology keeping in view the theme of the year i.e. "Combating corruption- Technology as an enabler". Sensitization programs for staff, licensees and e-ticketing agents were conducted throughout the year.

During Vigilance Awareness Week - 2014, a skit was organized by IRCTC Vigilance on 30.10.14 at Platform No.1 of New Delhi Railway Station, in which students of Delhi University made the rail users aware about the benefits of



booking e-tickets, risk in purchasing rail tickets from touts and to be careful regarding overcharging and other irregularities while booking e-tickets through authorized e-ticket agents.



Skit organized by IRCTC at New Delhi Railway Station during Vigilance Awareness Week

Memorandum of Understanding

During the year, the Company signed a Memorandum of Understanding (MoU) with Ministry of Railways fixing its physical, financial targets and other sector specific targets for the year 2015-16 on 30th March, 2015.

The Company has been able to meet the major targets set for financial, enterprise specific, sector specific, Corporate Social Responsibility, Sustainability, R&D parameters in the MoU for 2014-15 and is expecting to achieve an “Excellent” rating for 2014-15.

The Company secured “Excellent” rating by Department of Public Enterprises for the year 2013-14 on the basis of the Memorandum of Understanding signed between IRCTC and Ministry of Railways and achievement of the committed targets.

Particulars Relating to Conservation of Energy, Technology Absorption and Foreign Exchange Earnings and Outgo etc.

The details pertaining to Conservation of Energy and Technology Absorption; and Foreign Exchange Earnings and Outgo are placed in the Management Discussion & Analysis Report enclosed at **Annexure-A**.

Risk Management

The Company believes that effective risk management strategies allow to identify our project's strengths, weaknesses, opportunities and threats. In pursuance of this, the Board of Directors of IRCTC has approved a Risk Management Policy to assist in establishing and maintaining an effective risk management framework for the Company. The main objectives of the “Policy” are to ensure that all the current and future material risk exposures of the company are identified, assessed, quantified, appropriately mitigated and managed and to establish a framework for the company's risk management process and to ensure companywide implementation.

To establish an appropriate Risk management framework in the Company, the Board of Directors have nominated a Committee of GGM level officers to identify the risks related to the specific business segments of IRCTC. The Company has also nominated its employees of senior level for various trainings under Enterprise Risk Management during the financial year 2014-15. The Risk Management Policy of the Company is also available on website : www.irctc.com.

Significant and Material Orders

There are no significant or material orders passed by the regulators or courts or tribunals impacting the going concern status and the Company's operations in future.

Corporate Social Responsibility (CSR) and Sustainable Development

In accordance with the provisions of section 135 of the Companies Act 2013 read with Companies (Corporate Social Responsibility) Rules, 2014 and DPE's Guidelines on Corporate Social Responsibility and Sustainability, IRCTC has formulated its CSR and Sustainability Policy with the approval of the Board of Directors to undertake the initiatives under CSR and Sustainability within the ambit of Schedule VII of Companies Act, 2013. The composition of the CSR & SD Committee along with details of the meetings held during the year, and attendance of members is mentioned in Report on Corporate Governance enclosed at **Annexure-B**.



A comprehensive report on CSR and Sustainable Development activities of IRCTC for the year 2014-15 is enclosed as **Annexure-C** to the report.

Awards and Achievements

Relentless efforts of IRCTC have brought many laurels and accolades for the organization. The latest in the kitty are:

1. Indian e-Retail Awards 2015, in the category "Leisure and Travel eRetailer of the Year"
2. News Ink legend PSU Shining Awards 2014 in the category - Legend PSU of the year for Customer Friendly Operations.
3. Website of the Year India award (WOTY 2014) for IRCTC's tourism website - www.irctctourism.com
4. Dalal Street Investment Journal (DSIJ) PSU award 2014 for the Biggest E-Commerce portal in India to IRCTC's www.irctc.co.in. (shown below)



5. "Indian Restaurant Congress" Award for managing the Catering Services of Election Special trains in August 2014.
6. IRCTC Mobile App - IRCTC Connect has been awarded Mobillion 2015 award under the category "Best Use of Mobile App"
7. Brand IRCTC listed as Most Trusted Brand in the category of Railways Service Provider in 'The Brand Trust Report, India Study 2015' by Trust Research Advisory (A Comniscient Group Company).
8. Dainik Bhaskar India Pride Awards 2014-15 - Under category Consumer Industry - 04.06.2015 (shown below)



9. World Travel Awards 2014 for Maharajas' Express, as the World's Leading Luxury Train.
10. CNBC-AWAAZ Travel Awards 2015 - Maharajas' Express adjudged "Best Luxury Train" - 04.06.2015



Directors' Responsibility Statement

The Board of Directors of the Company in pursuance of section 134 (5) of Companies Act 2013 confirms:

- (i) that in the preparation of the annual accounts, the applicable accounting standards had been followed along with proper explanation relating to material departures;
- (ii) that the directors had selected such accounting policies and applied them consistently and made judgments and estimates that are reasonable and prudent so as to give a true and fair view of the state of affairs of the company at the end of the financial year and of the profit or loss of the company for that period;
- (iii) that the directors had taken proper and sufficient care for the maintenance of adequate accounting records in accordance with the provisions of this Act for safeguarding the assets of the company and for preventing and detecting fraud and other irregularities;
- (iv) that the directors had prepared the annual accounts on a going concern basis;
- (v) that the directors had devised proper systems to ensure compliance with the provisions of all applicable laws and that such systems were adequate and operating effectively.

Board of Directors

During April 2014 to March 2015, five meetings of the Board of Directors were held, with one meeting in the quarter ended June 2014, and one meeting in quarter ended September 2014, two meetings in quarter ended December 2014 and one meeting in quarter ended March 2015.

Dr. Arun Kumar Manocha (DIN: 06976502), assumed the charge of Chairman & Managing Director of the Company w.e.f 19th September 2014.

Mr. A. Madhukumar Reddy, (DIN:06633791) ED(Passenger Marketing) , Ministry of Railways, ceased to be part-time (official) Director on the Board of Directors of the Company w.e.f. 31st December, 2014 due to his proceeding on central deputation as Joint Secretary in the Ministry of Textiles. Mr. B. Prashanth Kumar, who took over as ED (PM), Railway Board vice Mr. A. Madhukumar Reddy, was nominated as part-time (official) Director on the Board of the Company w.e.f 20th May 2015.

All the three independent Directors, viz, Mr. Alok Shivapuri (DIN: 02238848), Mr. Sanjay Arora (DIN: 05337421) and Dr. Subhash Datta (DIN: 05352761) completed their 3 years tenure on the Board of the Company on 19th July 2015

On the date of the report, the strength of the Company is six Directors comprising of four functional Directors including Chairman & Managing Director and two part-time (official) Directors.

The Board of Directors wishes to place on record their deep appreciation for the valuable services rendered as well as the contribution and guidance provided by the directors, viz., Mr. A. Madhukumar Reddy, Mr. Alok Shivapuri, Mr. Sanjay Arora and Dr. Subhash Datta during their association with the Company.

The Company has informed Ministry of Railways about the vacancies arisen due to completion of tenure of all the Independent Directors and has also requested for appointment of the Independent Directors on the Board, at the earliest.

The following Directors are holding office as on the date of the report:-

1.	Dr. Arun Kumar Manocha (DIN:06976502) Chairman & Managing Director	From 19 th September 2014 onwards
2.	Mr. M.P. Mall (DIN:02316235) Director (Finance)	From 21 st January, 2013 onwards
3.	Mr. R.N. Kalita (DIN:00843481) Director (Catering Services)	From 10 th July, 2013 onwards
4.	Mrs. Amritbir Kaur Brar (DIN:06780608) Director (Tourism & Marketing)	From 1 st January, 2014 onwards
5.	Mrs. Mani Anand (DIN:03085030) Part-time (official) Director	From 14 th May, 2010 onwards
6.	Mr. B. Prashanth Kumar (DIN:07189241) Part-time (official) Director	From 20 th May , 2015 onwards

**Internal Auditor**

The Companies Act 2013 has given statutory recognition to Internal Audit, keeping in view, its relevance in today's business scenario. As per the section 138 of the Companies Act, 2013 read with Rule 13 of Companies (Accounts) Rules 2014, the Company has appointed M/s Chaturvedi & Partners, Chartered Accountants, an independent accounting firm, to undertake the assignment of internal audit for FY 2014-15. The details regarding scope and functions of the firm is placed in the Management Discussion and Analysis Report at **Annexure-A**.

Cost Auditors

M/s Sanjay Gupta & Associates, Cost Auditor, of the Company, appointed for the year 2014-15, issued the report as per the statutory requirement and the same has been discussed with the management. The Company has reappointed the firm, as Cost Auditors, to audit the cost records maintained by Rail Neer Plants of the Company for the financial year 2015-16 also on *voluntary basis*.

Secretarial Auditor

In terms of the provision of section 204 of the Companies Act 2013 read with Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014, the Board has appointed M/s Akhil Rohtagi, Company Secretaries, an independent practicing firm of Company Secretaries, to conduct Secretarial Audit for the financial year 2014-15. The Secretarial Audit Report for the financial year ended March 31, 2015 is annexed as **Annexure- E** to this Report.

The Auditor observed that the *Company has not been registered under Shops and Establishment Act*. The Management's reply as per section 134(4) of the Companies Act, 2013, is "Since the business carried out by Company is majorly exempted under the Shop and Establishment Act, the Company will apply for exemption under the Act and in case it is not granted, we would apply for registration as observed in the report. A legal opinion to that effect has also been taken."

Statutory Auditors

Under section 139(5) of the Companies Act 2013, Comptroller & Auditor General of India has appointed M/s KPMC & Associates, Chartered Accountants as Statutory Auditors of the Company for the year ended 31st March, 2015 vide its letter No./CA. V/COY/CENTRAL GOVERNMENT,RLYCAT(I)/105 dated 30/07/2014. The Statutory auditor has been paid an audit fee of ₹ 6.44 Lac plus applicable taxes and out of pocket expenses for the year 2014-2015.

The Auditor has audited the financial statements for the period ending 31st March 2015 and has not given any qualification, observation or adverse remarks in his report and has only provided "Emphasis of Matter" in the report.

Comments of Comptroller & General (C&AG) of India

The Comptroller & Auditor General of India has undertaken supplementary audit on the financial statements of the Company for the year ended 31st March, 2015 under Section 143(6) of the Companies Act, 2013.

The comments of the C & AG on the Annual Accounts of the Company for the year ended 31st March, 2015 shall also form part of this report.

Acknowledgements

The Board of Directors acknowledge and place on record its appreciation for the guidance, co-operation and encouragement extended to the Company by the Government of India, Ministry of Railways, Ministry of Tourism and Department of Public Enterprises. The Directors would like to express their gratitude towards all the predecessors, who have been associated with IRCTC, for their invaluable contribution to the growth of the Company in attainment of its aims and goals. Your Directors would also like to convey their gratitude to the clients and customers for their unwavering trust and support.

The Company is also thankful to the Comptroller & Auditor General of India, Statutory Auditors and Secretarial Auditor for their constructive suggestions and co-operation. We would also like to place on record our appreciation for the untiring efforts and contributions made by the employees to ensure an excellent all round performance of the Company.

For and on behalf of Board of Directors

Sd/-

(Dr. A. K. Manocha)

Chairman & Managing Director

DIN:06976502

Place : New Delhi

Date: 29th July, 2015

**Annexure –“A” to the Directors’ Report****MANAGEMENT DISCUSSION AND ANALYSIS REPORT****(1) INDUSTRY STRUCTURE AND DEVELOPMENT****ECONOMIC SCENARIO**

As per Economic Survey 2014-15, ***“India’s dynamic services sector has grown rapidly in the last decade with almost 72.4 per cent of the growth in India’s GDP in 2014-15 coming from this sector. Unlike other developing economies, the Indian growth story has been led by services-sector growth which is now in double digits of 10.6 per cent as per the Advance Estimate during the current financial year, as compared to 9.1 per cent in the last fiscal (FY 2013-14).*”**

As per the survey, in India, the growth of services-sector gross domestic product (GDP) has been higher than that of overall GDP between the FY01- FY14. Services constitute a major portion of India’s GDP with a 57% share in GDP at factor cost (at current prices) in 2013-14, an increase of 6 per cent points over 2000-01.

The services sector with an around 57 % contribution to the gross domestic product (GDP), has made rapid strides in the last few years and emerged as the largest and fastest-growing sector of the economy. Besides being the dominant sector in India’s GDP, it has also contributed substantially to foreign investment flows, exports, and employment. India’s services sector covers a wide variety of activities that have different features and dimensions. They include trade, hotel and restaurants, transport, storage and communication, financing, insurance, real estate, & business services, community, social and personal services and services associated with construction. Services in India are emerging as a prominent sector in terms of contribution to national and states’ incomes, trade flows, foreign direct investment (FDI) inflows, and employment.

The shift from primary and secondary activities to tertiary activities by the citizens of a country indicates that it is on the path of progress. The growth in the services sector can be attributed mostly to the emergence of the Indian Information Technology (IT) and IT enabled Services (ITeS) sectors as well as e-commerce.

CATERING INDUSTRY OVERVIEW:

The food industry in India is gathering momentum with restaurants, big and small sprouting all over the country. In such a case the catering scenario still remains largely unorganised. Catering in India generally used to be traditional food cooked by old school cooks. While smaller towns in the country are ridden with local chefs and small operators, bigger cities and metropolitans have seen an increase in established names in the food and restaurant space getting into the business.

The Indian catering industry has now become an important factor for the success of any social event. In the wake of the nature of business, the catering industry has largely remained unaffected by the economic slowdown and has, in fact, maintained a 15-20% growth rate year-on-year.

With the changing needs and lifestyles of consumers, global as well as Indian food consumption patterns are rapidly evolving. Catering Industry is expected to boom further by way of rise in services to high-end hospitals, educational institutes, etc. The main promising factors that ensure that the catering industry is going to maintain its consistent growth for the years to come include:

- Household with higher income are helping the catering industry to flourish. In the developing countries as well, the household income is increasing at a fast pace. So, more and more people are attracted towards the catering industry and the services offered by it.
- Corporate culture that holds a number of meetings, conferences, business lunch and dinner parties are becoming greatly dependent upon the catering industry services. The trend might not be that new for the developed countries, but the countries that have recently discovered the corporate culture are helping in the industry to attain popularity.
- Birthday parties, wedding receptions and other types of family events are more and more relying upon the catering service providers. This is mainly because of the increase in number of working mothers that give them less time to do preparations in the kitchen.
- Finally, people are getting more attracted towards the fashion of eating out with families and friends. This type of lifestyle is again new for the developing countries

**HOSPITALITY INDUSTRY OVERVIEW:**

Relying on the new government's promise to boost tourism, hospitality sector is hoping for a full-house show in the new year as a large number of big hotel chains from India and abroad line up plans to expand presence in the country. The renewed sense of optimism follows a volatile economic environment for most part of 2014 and the sector hopes that initiatives announced by the new government, including those related to e-visas and specific funds for developing tourist circuits, would bring in good business.

The optimism is derived from the steps that the new government led by Hon'ble Prime Minister, Sh. Narendra Modi has taken, to provide a much needed boost to the sector. In the Budget for 2014-15, Finance Minister, Sh. Arun Jaitley acknowledged the importance of tourism as a major job creator and announced the government's intention to facilitate visa on arrival facility. He announced that a facility of Electronic Travel Authorisation (e-Visa) would be introduced in a phased manner at nine airports in India where necessary infrastructure would be put in place within six months. Besides, Sh. Jaitley also proposed to create five tourist circuits around specific themes and set aside a sum of ₹ 500 crore for this purpose.

Hospitality, a major segment of tourism, has grown by 10-15 percent on the back of better consumer sentiment with the change of Government. As demand is going up, occupancies are improving.

The value of the brand to the consumer, the growth in emerging markets, the importance of consumer-facing technology, and development and retention of human capital have helped shape the tourism industry over the past five years.

The Indian hospitality industry has emerged as one of the key industries driving growth of the services sector in India. The fortunes of the hospitality industry have always been linked to the prospects of the tourism industry and tourism is the foremost demand driver of the industry. The Indian hospitality industry has recorded healthy growth fuelled by robust inflow of foreign tourists as well as increased tourist movement within the country and it has become one of the leading players in the global industry.

Trends in the Industry:

1. Budget Hotels as the next trigger
2. Medical Tourism
3. New avenues of growth
4. Shifting focus to Tier II and Tier III cities
5. Marketing Strategies
6. Emergence of Mixed Land Usage
7. Huge spurt of international brands
8. Innovative operating models

The Indian hotel industry is highly fragmented with a large number of small and unorganized players accounting for a lion's share. Further, the increase in room inventories is expected to make the hotel industry more competitive and hotels would be under pressure to maintain quality and service levels at competitive prices. Competitive pricing amongst the branded hotels along with the addition of more budget and mid-market hotels would make the hotel industry cost competitive with other destinations. This would aid the growth of segments such as MICE, amongst others.

TOURISM INDUSTRY OVERVIEW:

India has significant potential to become a preferred tourist destination globally. Its rich and diverse cultural heritage, abundant natural resources and biodiversity provides numerous tourist attractions. The total tourist visits in India have been growing at a steady rate of about 16 percent over the past five years. The travel and tourism sector in India provides significant socio economic benefits. While the direct contribution of Travel & Tourism industry to GDP was ₹ 2178.1 billion in 2013, the total contribution was ₹ 6631.6 billion in the same year. It is estimated that direct contribution of Travel & Tourism industry to GDP will be ₹ 2350 billion in 2014, the total contribution estimated will be ₹ 7150 billion in the year 2014. These have further been forecasted to rise at a growth rate of 6.4 percent per annum from 2014 to 2024, to ₹ 4,346.4 billion (2.1% of total GDP)



in 2024. While the sector supported 22.32 million direct and 35.41 million total jobs in 2013, This is expected to rise by 2.7% in 2014 to 36,409,000 jobs and rise by 1.9% pa to 43,837,000 jobs in 2024 (7.9% of total).

The number of Foreign Tourist Arrivals (FTAs) has grown steadily in the last three years reaching around 7.46 million during January–December 2014. Foreign exchange earnings (FEEs) from tourism in terms of US dollar grew by 7.1 percent during January-December 2014 as compared to 5.9 percent over the corresponding period of 2013

The tourism and hospitality sector is among the top 15 sectors in India to attract the highest foreign direct investment (FDI). During the period April 2000-February 2015, this sector attracted around US\$ 7,862.08 million of FDI, according to the data released by Department of Industrial Policy and Promotion (DIPP).

The Indian government has realised the country's potential in the tourism industry and has taken several steps to make India a global tourism hub. Some of the major initiatives taken by the Government of India to give a boost to the tourism and hospitality sector of India are as follows:

- The Government of India has set aside ₹ 500 crore (US\$ 79.17 million) for the first phase of the National Heritage City Development and Augmentation Yojana (HRIDAY). The 12 cities in the first phase are Varanasi, Amritsar, Ajmer, Mathura, Gaya, Kanchipuram, Vellankani, Badami, Amaravati, Warangal, Puri and Dwarka.
- Under 'Project Mausam' the Government of India has proposed to establish cross cultural linkages and to revive historic maritime cultural and economic ties with 39 Indian Ocean countries.

India's travel and tourism industry has huge growth potential. The medical tourism market in India is projected to hit US\$ 3.9 billion mark this year having grown at a compounded annual growth rate (CAGR) of 27 percent over the last three years, according to a joint report by FICCI and KPMG. Also, inflow of medical tourists is expected to cross 320 million by 2015 compared with 85 million in 2012. The tourism industry is also looking forward to the E-visa scheme which is expected to double the tourist inflow to India.

ICRA Ltd rating agency expects the revenue growth of Indian hotel industry strengthening to 9-11 percent in 2015-16.

Several industry drivers such as government initiatives, diverse product offerings, growing economy, increasing disposable income levels and marketing initiatives along with key trends such as increasing number of women and senior citizen travellers, multiple short trips and weekend holidays, introduction of innovative tourism concepts and customised tour packages are playing a pivotal role in shaping the Indian tourism sector.

India's tourism industry is experiencing a strong period of growth, driven by the burgeoning Indian middle class, growth in high spending foreign tourists, and coordinated government campaigns to promote 'Incredible India'.

The tourism industry in India is substantial and vibrant, and the country is fast becoming a major global destination. India's travel and tourism industry is one of them most profitable industries in the country, and also credited with a substantial amount of foreign exchange earnings.

Disposable income in India has been growing rapidly and the share being spent on travel is increasing. The Tourism Ministry has played an important role in the development of the industry, initiating advertising campaigns such as the 'Incredible India' campaign, which promoted India's culture and tourist attractions in a fresh and memorable way.

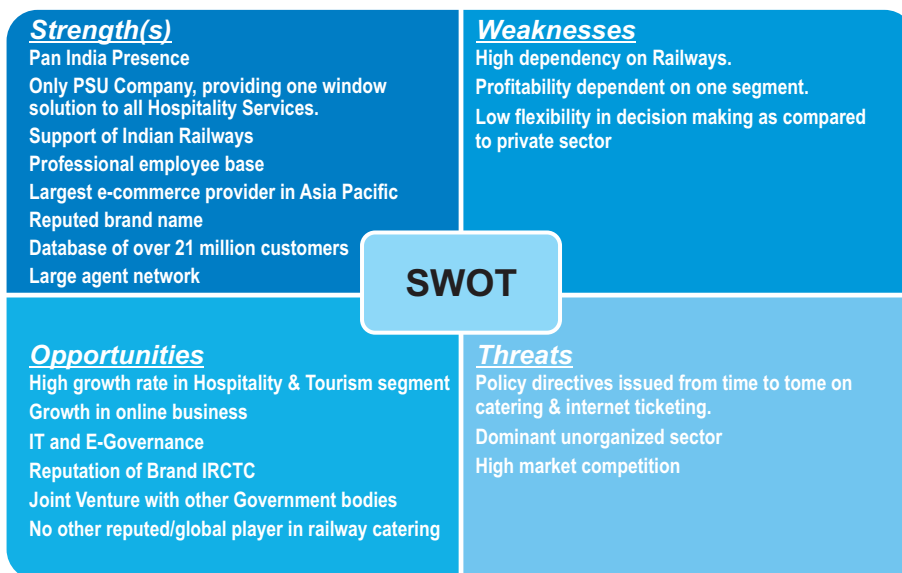
India is well known for its natural resources and cultural resources with many World Heritage sites, both natural and cultural; rich fauna, many fairs and exhibitions and strong creative industries. India also has quite good air transport, particularly given the country's stage of development, and reasonable ground transport infrastructure.

India by rail offers a fascinating odyssey through time and space, cultures and history offering magical glimpses of unity amidst diversity, shrouded in enchanting, mystery colours that captures the heart while soothing the soul. The country has an extensive network of railways covering multitude of tourist destinations. It runs train services all over the country which cater to different type of travellers.



Railway is a very important driver of tourism in any country and even more so one as large as India with weak road & hotel infrastructure. Being the tourism arm of Indian Railways, IRCTC makes an important contribution to overall growth of tourism in the country. It is also focusing on providing value for money services to middle end domestic customers by its varied range of tour packages.

SWOT ANALYSIS



(2) SEGMENT-WISE PERFORMANCE

IRCTC has main four business segments namely; Catering and Hospitality (including Licensee Catering, Departmental Catering); Travel & Tourism; Internet Ticketing and Packaged drinking water 'Railneer'. Performances of these segments during the year as compared to the previous year are detailed below:

(₹ in Crores)

Particulars	FY 2014-15	FY 2013-14	Change %
Licencee Catering	69.79	26.89	159.54
Railneer	81.03	72.11	12.37
Internet Ticketing	308.12	228.49	34.85
Tourism	362.37	324.14	11.79
Departmental Catering	296.42	280.83	5.55
Segmental Profit			
Licencee Catering	8.22	3.97	107.05
Railneer	5.42	2.65	104.53
Internet Ticketing	215.59	171.62	25.62
Tourism	18.65	(4.68)	498.50
Departmental Catering	(57.32)	(68.23)	15.99

(3) OUTLOOK

For ensuring better future performance, IRCTC is poised to capture new opportunities in Railway and Non Railway Segments to sustain high level of performance. IRCTC is keen to penetrate its financial and non-financial resources through the sustained efforts and initiatives in the field of Catering & Hospitality, Travel & Tourism, Internet Ticketing and Packaged Drinking Water (Rail Neer) by improving the quality standards of its



product, enhancing the performance and strengthening the various services by upgradation, introduction of value added services and diversification into other areas like – Facility Management, Institutional Catering, Budget Hotels, Motels, Hospitality Institutes, E-Mart, Fine Dining outlets, Food Testing Lab, SMS based reservation, Air Ticketing, Tourism Packages, Multi functional Complexes etc.

(4) RISKS AND CONCERNS

Catering:

Catering business of the Company continued to be heavily dependent of Railways. Zonal Railways have now started licensing of existing departmental units which were being run by IRCTC. This will adversely affect the turnover of departmental catering segment.

Though, Company diversified into non Railway Catering business from the year 2010-11 and continued to achieve higher turnover with higher number of units, but the losses in non Railway segment were increasing and therefore, now it has been decided to curtail the operation of this segment. Loss making non-railway Catering units are being closed and in future units with higher turnover and profitability will be taken up.

IRCTC has approached Ministry of Railways for additional Railway businesses viz Multi Functional Complexes, Comprehensive maintenance of stations, management of Base Kitchen and Cell Kitchens and also Rajdhani/Shatabdi trains.

Internet Ticketing:

Internet ticketing services for Indian Railways are the main source of profits for the company – especially after taking back of the licensee catering business by Indian Railways. The Company gets nominal Service Charge of ₹ 10/- per ticket for non AC classes and ₹ 20/- per ticket for AC classes with Service Tax. The Company is in receipt of communication from the Ministry of Railways that the service charge revenue is to be shared in the ratio of 20:80 with Indian Railways. This will have the impact of reducing the revenues from Internet Ticketing by 20% directly. It may change in future and will depend upon the policy from Ministry of Railways.

Rail Neer:

There is intense competition from private players in Packaged Drinking Water segment, since the market is quite unorganized and evasion of taxes is a recurring practice, which brings down the cost of production and make available the supply of product at cheaper rates.

Main raw material for Rail Neer is water, which is a very important natural resource. With increase in population, there will be more pressure on this natural resource. Therefore, water conservation and Specific water consumption (amount of water used to produce one litre of finished water) has to be constantly monitored.

(5) INTERNAL CONTROL SYSTEMS AND THEIR ADEQUACY

IRCTC has well defined and well laid out inbuilt internal control system in all the functional and operational areas. The Company has also formulated various policies and procedures, as part of its Internal Control System, for orderly and efficient conduct of its business, including adherence to management's policies, safeguarding of assets, prevention and detection of fraud and error, accuracy and completeness of the accounting records, and the timely preparation of reliable financial information.

The Company has assigned the Internal Audit work to an outside professional firm, M/s Chaturvedi & Partners, Chartered Accountants, New Delhi for FY 2014-15. Internal Audit covers all areas of operations of IRCTC as per annual Internal Audit Programme. Internal Audit helps in improving accuracy and efficiency of transactions and operations by undertaking review of controls in built, scrutiny of payments and expenditure and examination of financial and technical records of the Company. The internal audit report for FY 2014-15 has been received and observations have been taken up at management level. A summary of Audit Observations and Action Taken Reports are being submitted before the Audit Committee and the recommendations of the Audit Committee are duly complied with.

INTEGRITY PACT

IRCTC has implemented the integrity pact program in line with the recommendations of Central Vigilance Commission. The adoption of Integrity Pact by IRCTC has helped in establishing healthy business practices. To ensure transparency and healthy competitiveness in public procurements/ contracts, IRCTC has adopted Integrity Pact. Two Independent External monitors have also been appointed in IRCTC with the approval of CVC.



(6) FINANCIAL PERFORMANCE WITH RESPECT TO OPERATIONAL PERFORMANCE

During the year 2014-15, the Company achieved a total income of ₹ 1141.21 crore as compared to ₹ 954.70 crore in 2013-14.

Profit before tax of ₹ 214.03 crore was achieved during the year 2014-15 as compared to ₹127.41 crore in the previous year. The net profit has increased to ₹130.63 crore in financial year 2014-15 as compared to ₹ 72.01 crore in financial Year 2013-14. The comparative performance of major financial parameters during the financial years 2014-15 and 2013-14- is given below:

(₹ Crore)

Particulars	2014-15	2013-14
Sales Turnover	1062.44	916.90
Profit before interest, depreciation, exceptional items and tax (EBIDTA)	234.45	144.18
Less: Interest and Finance Charges	-	-
Less: Depreciation	20.42	16.77
Profit before tax (PBT) before exceptional items	214.03	127.41
Exceptional items : Loss(-)/Gain(+)	-	-
Profit before tax (PBT) after exceptional items	214.03	127.41
Less: Provision for taxation	83.40	55.40
Profit after tax (PAT)	130.62	72.01
Dividend (as a % of Equity) :	131	72
Final dividend (%)	26.13	14.40
Net-worth	444.25	346.92
Earning Per Share	65.31	36.01

6.1 ANALYSIS OF THE FINANCIAL PERFORMANCE OF THE COMPANY

Financial performance of the Company is analysed as under:

(a) REVENUE FROM OPERATIONS

(₹ in Lakh)

S.No.	Particulars	FY 2014-15	FY 2013-14	Change%
A	Sale Of Products			
	(i) Railneer (Packaged Drinking Water)	9,226.77	8,224.87	12.18
	(ii) Departmental Catering			
	- Sale Of Food & Beverages	26,039.19	24,291.24	7.20
	(iii) Non-Railway Business			
	- Income from Catering	3,432.14	3,655.74	(6.12)
	- Income from Other Services	83.70	84.82	(1.32)
	Total-Sale Of Products	38,781.80 (I)	36,256.67 (I)	6.96
B	Sale Of Service			
	i) Internet Ticketing			
	Service Charges Earned-IR Tickets	25,634.14	21,531.78	
	(a)	25,634.14	21,531.78	19.05
	ii) Income From Licencee Catering Services			
	Income From Licencee Fee/User Charges etc.			
	Income from User Charges-Food Plaza	333.82	426.98	(21.82)
	Income from Licence Fee-Food Plaza	2,789.67	2,073.57	34.53
	(b)	3,123.49	2,500.55	24.91



iii) Tourism			
- Travel & Tour Income	31,267.85	28,620.27	9.25
- Income from User Charges-Rail Yatri Niwas	107.59	100.55	7.00
- Income from Licence Fee-Rail Yatri Niwas	186.91	103.50	80.59
- Maharaja Express-Revenue	4,504.70	3,474.82	29.64
(c)	36,067.05	32,299.14	11.67
Total-Sale Of Services (a+b+c)	64,824.68 (II)	56,331.47(II)	15.08
Other Operating Income			
Scrap Sale-Rail Neer	31.38	38.94	(19.41)
Scrap Sale-Departmental Catering	0.23	1.43	(83.92)
Scrap Sale-Non-Railway Catering	1.42	0.66	115.15
	33.03 (III)	41.03 (III)	19.50
Revenue from Operation (Gross) (I+II+III)	1,03,639.51	92,629.17	11.89

(b) OTHER INCOME

(₹ in Lakh)

Particulars	FY 2014-15	FY 2013-14	Change%
Interest Income			
- Interest Income on FDR's & TDR's (Gross)	2,346.81	2,208.41	6.27
(a)	2,346.81	2,208.41	6.27
Other Non-Operating Income			
- Income From Licence Fee-Call Centre	200.00	175.00	14.29
- Income from Advertisement/SBI CO-Branded Cards & Loyalty Cards	2,541.02	506.78	401.40
- Income From Fees from IATA/RTSA/Internet Cafe, etc.	2,201.02	552.62	298.29
- Countermanding Charges & Security Deposit Forfeited	18.54	8.29	123.64
- Income Accrued On Forfeiture Of Contracts	-	3.09	(100.00)
- Sale Of Tender Forms	3.29	6.81	(51.69)
- Excess Provision Written Back	89.92	-	-
- Income From Vending	0.90	1.60	(43.75)
- Profit on Sale of Fixed Assets	-	17.27	(100.00)
- Miscellaneous Income	475.59	301.06	57.97
(b)	5,530.28	1,572.52	251.68
Total (a+b)	7877.09	3780.93	108.34

(c) EXPENSES

(₹ in Lakh)

Particulars	FY 2014-15	FY 2013-14	Change%
Expenses Of Licencee Catering Services	1,955.60	1,073.71	82.13
Expenses Of Tourism	28,946.93	27,586.75	4.93
Manufacturing & Direct Expenses	6,780.18	3,574.34	89.69
Employee Benefit Costs	17,182.56	15,637.39	9.88
Financial Cost	12.34	15.83	(22.05)
Depreciation & Amortization Expenses	2,031.67	1,676.06	21.22
Other Expenses	8,115.00	8,915.18	(8.98)



(d) NON CURRENT/CURRENT ASSETS

(₹ in Lakh)

Particulars	FY 2014-15	FY 2013-14	Change%
Non-Current Assets			
(a) <i>Fixed assets</i>			
(i) Tangible assets	14,037.14	10,820.54	29.73
(ii) Intangible assets	1,494.70	222.18	572.75
(iii) Capital work-in-progress	1,647.82	1,606.16	2.59
(b) Non-current investments	-	-	-
(c) Long term loans and advances	1,925.07	3,191.52	(39.68)
(d) Other Non Current Asset	10,280.40	12,514.20	(17.85)
Current Assets			
(a) Inventories	953.63	953.03	0.06
(b) Trade receivables	14,897.52	18,003.81	(17.25)
(c) Cash and Bank Balance	35,408.47	34,807.63	1.73
(d) Short-term loans and advances	32,683.48	12,878.64	153.78
(e) Other current assets	1,411.17	1,456.67	(3.12)
Total	1,14,739.40	96,454.38	18.96

(e) NON CURRENT/CURRENT LIABILITIES

(₹ in Lakh)

Particulars	FY 2014-15	FY 2013-14	Change%
Non-Current Liabilities			
(a) Other Long term liabilities	9,609.35	9,141.10	5.12
(b) Long term provisions	5,492.34	3,322.95	65.29
Current Liabilities			
(a) Trade payables	4,035.94	3,331.18	21.16
(b) Other current liabilities	47,634.23	43,919.57	8.46
(c) Short-term provisions	3,542.24	2,047.89	72.97
Total	1,14,739.40	96,454.38	18.96

(f) MOU FOR THE YEAR 2014-15 WITH MINISTRY OF RAILWAYS

(₹ in Lakh)

Particulars	MOU 2014-15	Actual 2014-15
Sales Turnover (₹ Cr.)	950	1062
Gross Operating Margin (₹ Cr.)	207	241
EBITDA/Net Block (%)	58.14	150.95
Sales Turnover/ Net Block (%)	372.08	684.03
PAT per Employee (₹. Lakh)	4.32	8.65
Current Ratio (Ratio)	1.040	1.546
Sales Turnover (₹ Cr.)	950	1062

(7) MATERIAL DEVELOPMENTS IN HUMAN RESOURCE: INDUSTRIAL RELATIONS FRONT INCLUDING NUMBER OF PEOPLE EMPLOYED.

IRCTC recognizes the strength of its most important assets, i.e., its own people. IRCTC is making a concerted effort to attract, acquire and deploy the best human capital and keep them motivated and engaged. IRCTC provides various developmental programs to its Human Resource for improving their behavioral/managerial and core competencies. These programs help employees to keep up with the latest developments and changes happening in the field of operations, technology, HR, finance, etc.



The Company is aware that the training of the employees is of utmost significance to get the optimum output. During the year, the training was provided to the employees in the area such as Enterprise risk Management, Leadership Development Program, Effective Brand Management, Gender Sensitization, HR Rules & Procedure, General Management Program, Food Safety, and Personal Hygiene & Kitchen Hygiene. In addition, employees also attended Health Camps & participated in Yoga Programs. During the year, training for 5685 Man Days was provided to manpower in IT/Tourism/Catering/HRD and Finance departments in Corporate Office as well as various zones against a target of 5000 mandays (Excellent).

The information relating to the total number of persons employed as on 31st March, 2015 is 3557 and details w.r.t employees are mentioned elsewhere in report.

(8) **ENVIRONMENT PROTECTION AND CONSERVATION, TECHNOLOGICAL CONSERVATION, RENEWABLE ENERGY DEVELOPMENTS, FOREIGN EXCHANGE CONSERVATION**

The information pertaining to conservation of Energy, Technology Absorption and Foreign Exchange Earning and Outgo as required under section 134 (3) (m) of the Companies Act, 2013 read with the Sub Rule 3 of Rule 8 of Companies (Accounts) Rules, 2014 is given as under:

(A) Conservation of energy-

Your Company is committed to environment protection. Various measures have been adopted across all business lines for environment protection & its conservation. IRCTC continuously strives to minimize adverse environmental impacts from its operations, products & services by using processes, practices, materials and products that avoid, reduce and control pollution. With ISO 9001-2008 accreditations, all major Installations at Rail Neer Plants at Nangloi, Danapur and Palur are committed towards creating, maintaining and ensuring a safe and clean environment. Due to Technology/Capacity upgradation by installing secondary RO system at RNP Palur and PET preform manufacturing machine at RNP Ambernath, your Company has been able to reduce the wastage of water and reduce the manufacturing cost of bottle respectively.

Keeping in view the impact of food safety on public health, food safety audits have been conducted by IRCTC through Third Party agencies accredited by the National Accreditation Board for Certification Bodies (NABCB). The quality of catering services of IRCTC is being improved through various quality measures including ISO certification. During the year 2014-15, 32 Food Plazas/Fast Food Units were certified with ISO 22000:2005 and 3 Departmental Trains and 10 NRC Units got also ISO 22000:2005 Certified.

(B) Technology absorption-

Derails are mentioned below in the table:

S.No.	Particulars	Status
(a)	the details of technology imported;	NIL
(b)	the year of import;	NA
(c)	whether the technology been fully absorbed;	NA
(d)	if not fully absorbed, areas where absorption has not taken place, and the reasons thereof; and	NA

(i) Expenditure incurred on Research and Development.

During the year 2014-15, the Company undertook the various activities under Research & Development, viz., Resumption of failed transactions to reduce user interface time & resultant load on site, QR Code Implementation on ERS for future use; and Development of packaging solutions for dry items at Food Factory at Noida. The Company achieved all the activities within the time frame as specified in the MoU for the year 2014-15. The expenditure on account of R & D was ₹ 0.06 crore.

(C) Foreign exchange earnings and Outgo-

The Foreign Exchange earned in terms of actual inflows during the year and the Foreign Exchange outgo during the year in terms of actual outflows as compare to previous year are mentioned below:

**(₹in lakhs)**

Particulars	2014-15	2013-14
Foreign Exchange Earning	2188.53	1180.11
Foreign Exchange Outgo		
Foreign Travelling Expenses	39.95	95.36

(9) CORPORATE SOCIAL RESPONSIBILITY & SUSTAINABILITY

IRCTC has a well-defined CSR and Sustained Policy in line with Companies Act, 2013, CSR Rules and DPE's Guidelines on Corporate Social Responsibility and Sustainability. A separate report on Corporate Social Responsibility (CSR) & Sustainable Development (SD) is given at **Annexure-C**.

(10) CAUTIONARY STATEMENT:

Statement in the Management Discussion and Analysis Report and Directors' Report describing the **Company's objectives, projections and estimates, are forward looking statements and** progressive within the meaning of applicable laws and regulations. Actual results may vary from expressed and implied, depending upon economic conditions, Government Policies and other incidental factors. Readers are cautioned not to place undue reliance on the forward looking statements.

For and on behalf of Board of Directors**Sd/-****(Dr. A. K. Manocha)****Chairman & Managing Director****DIN:06976502****Place : New Delhi****Date: 29th July, 2015**



Annexure-“B” to the Directors’ Report

REPORT ON CORPORATE GOVERNANCE

Corporate governance is based on principles, such as conducting the business with all integrity and fairness, being transparent with regard to all transactions, making all the necessary disclosures and decisions, complying with all the applicable laws, accountability and responsibility towards the stakeholders and commitment to conducting business in an ethical manner. Stakeholders in this case would include everyone ranging from the board of directors, management, shareholders to customers, employees and society.

The Company believes that sound Corporate Governance is a key element to enhance and retain the trust of the stakeholders. At IRCTC, initiatives are taken on consistent basis to adopt the best relevant practices to establish policies and procedures that enhance the efficacy of the Board and imbibe a culture of accountability, transparency and integrity across the Company.

Your Company takes all the possible steps to fulfill its commitment in a judicious, fair and transparent manner. IRCTC believes that Corporate Governance is a way of life rather than a mere lawful coercion.

In addition to the recently notified Companies Act, 2013, the report also contains the information as required to be provided in accordance with the Guidelines on Corporate Governance for CPSEs issued by Department of Public Enterprises (DPE), Government of India.

1. Company’s Philosophy:

IRCTC’s Corporate Governance philosophy is ***“To enhance stakeholders’ value in the long run by ensuring fairness, transparency, disclosures and reporting that not only comply with statutory regulations but also promote ethical conduct throughout the organization.”***

The key values that drive Corporate Governance in the Company are:

- ❖ Zeal to excel and zest for change;
- ❖ Integrity and fairness in all matters;
- ❖ Respect for dignity and potential of individuals;
- ❖ Strict adherence to commitments;
- ❖ Ensure speed of response;
- ❖ Foster learning, creativity and teamwork;
- ❖ Loyalty and pride in IRCTC.

2. Policies and Codes framed under Corporate Governance

IRCTC’s Corporate Governance process is focused towards achievement of its

Vision, “To be the leading provider of high quality travel, tourism and hospitality related services, for a range of customer segments, with consistently high level of customer satisfaction.” And

Mission, “IRCTC will establish itself as a leader in the area(s) of hospitality services, Travel and Tourism, packaged drinking water, and Internet Ticketing by providing value added products and services for passengers, tourists and other customers, targeting IR and Non-IR related services alike, building a resilient business portfolio that is scalable and based on core competence.”

In pursuance to attain its Vision and Mission in a responsible, transparent and ethical manner, the Company has adopted various codes and policies, viz., Code of Business Conduct and Ethics for Board members and senior management; Periodical review and compliance of applicable laws; Risk Management Policy; Board’s Charter, Whistleblower Policy, e-tendering, online vigilance clearance etc.

3. Board of Directors

IRCTC is a Government Company as defined under Section 2(45) of the Companies Act, 2013 as 100% of the total paid-up share capital of the Company is held by the President of India and its nominees (through Ministry of Railways).

As per the Articles of Association of the Company, the power of appointment of Directors of the Company vests with President of India. It further provides that the strength of the Board shall not be less than three (3) and not



more than twelve (12) Directors. The Board of Directors is responsible for defining Company's policies, strategies and overseeing their implementation and effectiveness. These Directors may be either whole-time Directors or part-time Directors.

While, whole-time directors are involved in day-to-day management of the Company, Government Nominee Directors are representatives of Ministry of Railways, the Administrative Ministry of Government of India, to take care of interest of Government of India. The Independent Directors are appointed by Government of India to contribute to the growth of the Company by providing their respective expertise and to protect the interest of all stakeholders.

As on 31st March, 2015, the Board of Directors of IRCTC comprised of eight (8) Directors including two women directors. The composition included four (4) whole time Directors including the Chairman & Managing Director and a woman Director, one (1) part-time official (Government Nominee) woman Director; and three (3) part-time non-official (Independent) Directors.

Age limit and tenure of Directors:

Age limit of the Chairman & Managing Director and other Functional Directors is 60 years. The Chairman & Managing Director and Functional Directors are appointed for a period of five years from the date of taking over of the charge or till the date of superannuation of the incumbent or till further orders from the Government of India, whichever event occurs earlier.

Government Nominee Directors representing Ministry of Railways, Government of India, retire from the Board at the discretion of nominating authority or on ceasing to be officials of the Ministry of Railways. Independent Directors are appointed by the Government of India for a tenure as defined in the letter of appointment.

3.1 Procedure adopted regarding Board Meetings/ Committee meetings of the Company:

a. Convening and preparation of agenda for Board/Committee meetings:

The Secretarial Standards on Meetings of Board of Directors (SS-1) issued by Institute of Company Secretaries of India have been made part of Companies Act, 2013 vide provisions of section 118 of the Act 2013 w.e.f 1st July, 2015. The Company ensures that the above-mentioned standards are complied with. IRCTC, however, has been majorly complying with the provisions of the Act even before issuance of these standards. The procedures for Board/Committee meetings are convened after obtaining convenience of all the Directors/members, as the case may be. An appropriate advance notice is issued subsequent to the approval of the Chairman of the Board/ Committee. Detailed agenda notes, along with other explanatory statements, are circulated in advance among the members for focused discussion and effective decision-making during the meeting. The agenda papers are prepared by the concerned officials, sponsored by the concerned Functional Director/Head of Department and approved by the Chairman and Managing Director. Duly approved Agenda papers are circulated amongst the members of the Board/Committee by the Company Secretary or the convener of the Committee.

When urgent issues need to be addressed, meetings are called at shorter notice or resolutions are passed by circulation, which are put up in the next meeting of the Board of Directors/Committee for confirmation. In special and exceptional circumstances, or whenever it is not possible, additional or supplementary items are tabled during the meeting. Wherever, it is not practical to attach a document to the agenda item, being confidential in nature, the same is tabled at the meeting with approval of Chairman of the Board/Committee.

The meetings of the Board of Directors and committees are usually held at the Company's registered office.

As and when required, presentations are made to the Board/Committee on the matters related to Finance, Catering, Tourism, Railneer, Internet Ticketing, CSR, Company Law developments, Human Resources etc,

b. Recording of minutes of the Board/Committee meeting

Minutes of the proceedings of each Board/Committee meetings are duly recorded by the Company Secretary/convener of the Committee. Draft minutes are circulated amongst all members of the Board/Committee for their suggestions and comments. The comments received by the members are incorporated in the minutes, which are finally approved by the Chairman of the Board/Committee. The approved minutes of proceedings of each Board/Committee are duly entered in the Minutes Book within



30 days of the conclusion of meeting. The minutes of the Board meeting are confirmed in the next meeting. Minutes of the meetings of the committees are included in the agenda of the Board meeting for information/ratification of the Directors.

c. Follow-up Mechanism:

Based on the guidelines laid down by the Board/Committee, an Action-Taken Report on the decisions of the Board/Committee is placed in subsequent meetings of respective Board/Committee, which helps in effective reporting on follow-up and review of decisions taken.

d. Compliance of laws:

Your Company endeavours to ensure that all provisions of laws, rules and guidelines applicable to it are complied with. To ensure the same, a quarterly Statutory compliance report collected from all the Departments at Corporate Office and from all the Zonal Offices, conforming adherence to all applicable laws, rules, guidelines is consolidated by Company Secretary and put up to Board of Directors for their review.

e. Information placed before the Board:

The members of the Board have complete access to all information pertaining to the Company. The Board/Committee members are also free to recommend any issue which they may consider important for inclusion in the agenda. As and when necessary, senior management officials are called during the meeting to provide additional inputs on the matters being discussed by the Board/Committee. The information being provided in the Board include the following:

1. Annual operating plans and budgets and any updates.
2. Capital budgets and any updates.
3. Results for the company and its operating divisions or business segments.
4. Minutes of meetings of audit committee and other committees of the board.
5. The information on recruitment and remuneration of senior officers just below the Board level including appointment or removal of Chief Financial Officer and the Company Secretary.
6. Major investments, formation of joint venture/subsidiaries
7. Review of compliance of all the applicable laws to the Company.
8. Any issue, which involves possible public or product liability claims of substantial nature, including any judgment or order which, may have passed strictures on the conduct of the company or taken an adverse view regarding another enterprise that can have negative implications on the company.
9. Transactions that involve substantial payment towards goodwill, brand equity, or intellectual property.
10. Any other information as required to be placed before the Board for information or approval under the Act or prevalent rules and regulations.

3.2 Number of Board Meetings:

During the financial year 2014-15, 5 (five) meetings of the Board of Directors were held, the details of which are as below:

S. No.	Board Meeting	Date of Meeting	Board's Strength	No. of Directors Present
1.	67 th	2 nd June, 2014	8	8
2.	68 th	13 th August, 2014	8	7
3.	69 th	11 th November, 2014	9	9
4.	70 th	19 th November, 2014	9	9
5.	71 st	17 th February, 2015	8	7

The maximum time interval between two board meetings was less than three months, as per the DPE's Guidelines on Corporate Governance. In all cases of absence of a Director, leave of absence was granted under clause (b) of sub-section (1) of section 167 of the Companies Act, 2013.



3.3 Attendance of Directors at the Board meetings and last AGM:

The composition of Board of Directors, attendance at the Board meetings during the year 2014-15, attendance at the last Annual General Meeting and the number of other directorships, Chairmanships and Committee's memberships (as provided) held are given below:

S. No.	Name of Directors	No. of Board Meetings during respective tenure of Directors in FY 14-15		Attendance at the last AGM (held on 11 th September, 2014)	No. of other Directorships held as on 31 st March, 2015*	No. of other Committee memberships held as on 31 st March, 2015**	
		Held	Attended			Chairman	Member
WHOLE-TIME DIRECTORS							
1.	Dr. Arun Kumar Manocha (DIN 06976502) Chairman & Managing Director (appointed w.e.f. 19 th September, 2014)	3	3	N.A	NIL	NIL	NIL
2.	Shri M.P. Mall (DIN 02316235) Director (Finance) (additional charge of CMD till 18 th September, 2014)	5	5	Yes	NIL	NIL	NIL
3.	Shri R.N. Kalita (DIN 00843481) Director (Catering Services)	5	5	Yes	NIL	NIL	1
4.	Smt. Amritbir Kaur Brar (DIN 06780608) Director (Tourism & Marketing)	5	5	Yes	NIL	NIL	NIL
PART-TIME OFFICIAL DIRECTORS – GOVERNMENT NOMINEES							
5.	Smt. Mani Anand (DIN 03085030) Executive Director (T&C), Railway Board	5	5	Yes	NIL	NIL	NIL
6.	Shri A Madhukumar Reddy (DIN 06633791) Executive Director (PM), Railway Board (ceased to be Director w.e.f. 31 st December, 2014)	4	3	Yes	NIL	NIL	NIL
PART-TIME NON-OFFICIAL (INDEPENDENT) DIRECTORS							
7.	Shri Sanjay Arora (DIN 05337421)	5	5	Yes	1 (Starlit Power Systems Ltd.)	1	NIL
8.	Shri Alok Shivapuri (DIN 02238848)	5	4	No ^{##}	NIL	NIL	1
9.	Dr. Subhash Datta (DIN 05352761)	5	5	Yes	NIL	NIL	1

Leave of absence.

***** Does not include Directorship in Private Companies, Section 8 Companies and Foreign Companies.

****** Does not include Chairmanship/Membership in Board Committees other than Audit Committee and Shareholders' Grievance Committee.

NOTES:

- The Company being a PSU, all Directors are appointed/ nominated by the President of India;
- Directors/KMPs do not have any pecuniary relationships or transactions with the Company;
- None of the Director(s) on the Board is a member of more than 10 Committees or Chairman of more than 5 Committees across all the Companies in which he/she is a Director.
- The Directorships and memberships/chairmanships are based on the latest disclosures received from respective Directors.

**3.4 Brief resume of Directors appointed during/after the closure of financial year:****a. Dr. Arun Kumar Manocha, Chairman & Managing Director (DIN 06976502) appointed w.e.f. 19th September, 2014**

During the year, Dr. Arun Kumar Manocha assumed the charge of Chairman and Managing Director of IRCTC w.e.f. 19th September, 2014. He is a Railway Traffic Officer (SAG) of the Indian Railway Traffic Service-1980 Batch. Prior to joining IRCTC, he has worked as Divisional Railway Manager, NF Railway, Rangiya Division Distt. Kamroo.

Dr. Manocha has more than 31 years of association with Indian Railways including 2 years as Divisional Railway Manager, 2 years as Group General Manager in DFCCIL, 1.5 years as CSO Northern Railway, 2 years as Chief Commercial Manager claims Freight Marketing, Refund and General; 3 years in Research and Design Standard Organization/Lucknow, and 1 year as Principal ZRTI, Railway Transportation including Planning and Monitoring of wagons, coaches, and train movements.

During association with DFCCIL, he prepared and presented a special report on vexed issue of Level Crossing Grades for World Bank and FulJ Railway Board in addition to manual and rulebooks for G&SR, Accident, Operation, Station Working Group, Disaster.

During his career, Dr. Manocha has undergone numerous specialized trainings which include programmes like Training in PC in computer CMC, New Delhi, Training in 'C' Language- MAEC/RDSO/LKO, Training in train simulation software, RDSO/LKO, Specialized Advance Management Courses at Railway Staff College Vadodara and HCM Institute of Public Administration, Jaipur and HPA, New Delhi. He has also attended six months specialized Training in Rates in transportation Sector, Training in Disaster Management in Holland, Training in Public Administration in France, Nine months Advance Management Diploma in Public Administration from Indian, Institute of Public Administration, New Delhi, FIDIC 2 day special workshop.

b. Shri B. Prashanth Kumar, Part-time (official) Director and ED (PM), Railway Board (DIN 07189241) appointed w.e.f. 20th May, 2015

Shri B. Prashanth Kumar, ED (Passenger Marketing) was inducted as Part-time (official) Director on the Board of IRCTC w.e.f. 20th May, 2015. He is a civil servant of Indian Railway Traffic Service- 1990 batch of the Civil Services Exam. He holds a degree of B.Sc (Hons) from Delhi University and Masters Diploma in Public Administration from Indian Institute of Public Administration (IIPA). Sh. Kumar has the exclusive experience of being associated with all fields of Railway administration, i.e., Operations, Commercial and Safety and of heading the posts in different Divisions of Southern Railway and South Western Railway

Prior to joining as Executive Director (Passenger Marketing), Ministry of Railways, he worked in Ministry of Agriculture, where he looked after International Trade & Cooperation and Dairy Development and represented the Ministry in WTO negotiations and other international forums.

He has held various positions in Railways in the areas of Train Operations, Commercial and Safety both in the Divisional Headquarters and in Zonal Headquarters. He has also worked as General Manager of Container Corporation of India at Bangalore heading the Inland Container Depot in Whitefield and looking after the operations in Southern Region for container movement by Ship, Rail and Road. He was also appointed as CEO of the Air Cargo Operations in Bangalore Airport heading the joint venture of HAL, CONCOR and State Govt. of Karnataka.

During his deputation under Central Staffing Scheme, he held the post of Director (Administration, Vigilance, International Cooperation & Trade) and Director (Dairy Development & Trade) in the Department of Animal Husbandry, Dairying & Fisheries, Ministry of Agriculture.

Meeting of Independent Directors

Pursuant to the requirements of Schedule IV of Companies Act, 2013 and in accordance with Department of Public Enterprises (DPE)'s Office Memorandum No. F. No. 16 (4)/2012-GM dated 20th June 2013, a separate meeting of Independent Directors without the presence of any Functional Directors, Government Nominee Directors and management personnel of IRCTC was held on 2nd March, 2015. All the three independent Directors attended the meeting and discussed various issues related to the operational performance of the business segments of the Company and also advised action plan to overcome the issues related to the same.

Also, as prescribed under Section 149 of new Companies Act 2013, a declaration from all the independent directors of the Company has been taken to the effect that they meet the criteria of independence and the same was placed in the meeting of Board of Directors, which was duly noted and recorded.

**4. Committees of Board**

The Company has formed various committees of the Board of Directors for the functional requirement and as required under the Companies Act, 2013. The minutes of sub-committees of the Board are also placed before the Board from time to time. Details of various sub-committees of the Board are mentioned below:

- i. Audit Committee;
- ii. Nomination & Remuneration Committee;
- iii. CSR and SD Committee;
- iv. Investment Committee;
- v. Executive Board Committee;

(i) Audit Committee :

As on 31st March, 2015, the Company had a qualified and independent Audit Committee of the Board of Directors, which included all non-executive independent directors and one functional director; with the Chairman of Audit Committee, being Independent Director and having expertise in the area of finance and management. The composition, quorum and terms of reference of the Audit Committee has been in line with the Companies Act, 2013 and Guidelines issued by Department of Public Enterprises, Govt. of India. However, with the completion of tenure of all the Independent Directors on 19th July, 2015, the Committee is due for re-constitution and would be reconstituted subject to appointment/nomination of part-time/independent directors by Ministry of Railways.

a. Terms of reference:

The Terms of Reference of the Audit Committee, in brief, are mentioned below:

1. Oversight of the company's financial reporting process and the disclosure of its financial information to ensure that the financial statement is correct, sufficient and credible.
2. Recommending fixation of audit fees to the Board.
3. Approval of payment to statutory auditors for any other services rendered by the statutory auditors.
4. Reviewing, with the management, the annual financial statements and auditor's report thereon before submission to the board for approval, with particular reference to the requirements of Companies Act and DPE guidelines.
5. Reviewing, with the management, the financial statements before submission to the Board for approval.
6. Reviewing the adequacy of internal audit function, reporting structure coverage and frequency of internal audit.
7. Reviewing the findings of any internal investigations by the internal auditors into matters where there is suspected fraud or irregularity or a failure of internal control systems of a material nature and reporting the matter to the Board.
8. To review functioning of the Whistle Blower/vigil mechanism.
9. To review the follow-up action on audit observations of the Comptroller & Auditor General of India (C&AG) audit and on recommendations of the Parliament's Committee on Public Undertakings (COPU).
10. Approval or any subsequent modification of transactions of the company with related parties.
11. Review with the Independent Auditor the coordination of audit efforts to assure completeness of coverage, reduction of redundant efforts, and the effective use of all audit resources.
12. Review and monitor the auditor's independence and performance, and effectiveness of audit process.
13. Scrutiny of inter-corporate loans and investments.
14. Valuation of undertakings or assets of the company, wherever it is necessary.
15. Evaluation of internal financial controls and risk management systems.
16. Any other function(s) as may be issued through Companies Act, 2013 and rules made there under and DPE Guidelines on Corporate Governance.



b. Meetings, composition & attendance:

As on 31st March, 2015 the Audit committee comprised four (4) members including three (3) independent Directors and one (1) functional Director.

The Audit Committee met 4 times during the financial year 2014-15 on 9th July, 2014, 12th August, 2014, 10th November, 2014 and 16th February, 2015. As per DPE's Guidelines on Corporate Governance, not more than four months elapsed between two consecutive meetings. The details of the meetings held during the year along-with attendance are mentioned below:

S. No.	Name of Director	Position	Meetings held	Meetings attended
1.	Shri Sanjay Arora	Chairman	4	4
2.	Shri Alok Shivapuri	Member	4	2
3.	Dr. Subhash Datta	Member	4	3
4.	Shri R.N. Kalita	Member	4	4

Director (Finance) attends the Audit Committee meetings as permanent invitee.

The meetings are also attended by GGM (Finance), head of Internal Audit, representative of Statutory Auditors/Cost Auditors as special invitees, as and when required. Senior functional executives are also invited as and when required to provide necessary inputs to the Committee.

Mrs. Suman Kalra, Company Secretary is the Secretary to the Committee.

(ii) Nomination and Remuneration Committee:

The Company constituted a Remuneration Committee pursuant to clause 5.1 of the Guidelines on Corporate Governance issued by Department of Public Enterprises, to decide the annual bonus/PRP pay pool and policy for its distribution as per the recommendations of 2nd IDA Pay Revision Committee.

As on 31st March, 2015, the Committee comprised of all the Independent Directors and a Government nominee Director, with Chairman being Independent Director. However, as per the provisions of section 178 of the Companies Act 2013, the already constituted Remuneration Committee of the Company under DPE guidelines was treated as Nomination and Remuneration Committee for the purpose of Companies Act, 2013. The Committee has been subsequently renamed as Nomination and Remuneration Committee. With the completion of tenure of all the Independent Directors on 19th July, 2015, the Committee is due for re-constitution and would be reconstituted subject to appointment/nomination of part-time/independent directors by Ministry of Railways. The Term of Reference of the Committee were modified in accordance with the provisions of the Companies Act, 2013, which includes:

- ❖ To continue with the existing scope of deciding the annual bonus/variable pay pool and policy for its distribution across executives and non-unionized supervisors within the limits prescribed in the DPE OM dated 26th November 2008, and as per the applicable recommendations of the Second Pay Revision Committee.
- ❖ To identify persons who may be appointed in senior management in accordance with the criteria laid down and recommend to the Board their appointment and removal.
- ❖ To formulate and recommend HR policies relating to the remuneration for senior management (one level below Board level) and other employees (not being Directors) to BOD.
- ❖ Any other work as may be included by Companies Act, or DPE guidelines from time to time.

No meeting of the Committee was held during the financial year 2014-15.

Remuneration of Directors:

IRCTC, being a Central Public Sector Undertaking, the appointment, tenure and remuneration of functional Directors are fixed by President of India through Ministry of Railways. The Functional Directors 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.



During the financial year 2014-15, the Company has made the following payments to Whole-time Directors:

S. No	Name of Directors	Salary	Lease/ Licence Fees)	Performance Related Pay/ Ex-Gratia Payment *	Retirement Benefit (EPF or FSC)	Bonus/ Ex-gratia	Stock options	Total
1.	Dr. Arun Kumar Manocha (DIN 06976502) Chairman & Managing Director (appointed w.e.f. 19 th September, 2014)	14,05,696	–	–	1,48,590	–	–	15,54,286
2.	Shri M.P. Mall (DIN 02316235) Director (Finance)	29,21,909	6,34,572	35,000	2,26,219	–	–	38,17,700
3.	Shri R.N. Kalita (DIN 00843481) Director (Catering Services)	24,92,838	2,83,500	25,411	2,38,274	–	–	30,40,023
4.	Smt. Amritbir Kaur Brar (DIN 06780608) Director (Tourism & Marketing)	21,84,410	–	8,630	2,27,628	–	–	24,20,668
	Total	90,04,853	9,18,072	69,041	8,40,711	–	–	1,08,32,677

* This is the advance given against the PRP for the year 2013-14 and final PRP has been paid in the month of May, 2015.

The part-time official (Government Nominees) Directors on the Board of the Company do not draw any remuneration from the Company. They only draw remuneration from their administrative Ministry.

The part time (non-official) independent Directors are not paid any remuneration except sitting fee of ₹ 15,000/- for attending each meeting of the Board or Committee thereof in addition to the incidental expenses related to their travel and stay. The details of sitting fee paid to Independent directors during the year 2014-15 are given below:

(in ₹)

S. No.	Name of Independent Director	Sitting fee		Total
		Board Meetings	Committee Meetings	
1	Sh. Sanjay Arora	75,000	75,000	1,50,000
2	Dr. Subhash Datta	75,000	1,05,000	1,80,000
3	Sh. Alok Shivapuri	60,000	90,000	1,50,000

(iii) CSR and SD Committee

The Company has two Tier organization structure to steer CSR and Sustainability agenda and to ensure implementation of activities and utilization of funds in a time bound manner as mentioned below.

In accordance with the Companies Act, 2013 and DPE guidelines, the Terms of Reference of Board level CSR & SD (Tier-I) Committee includes formulation and recommendation to the Board, Corporate Social Responsibility Policy containing the activities to be undertaken by the company as specified in Schedule VII, recommending the amount of expenditure to be incurred on the activities and monitoring the Corporate Social Responsibility Policy of the company from time to time.

The Committee also renders assistance to the Board in taking decisions on Company's CSR related activities and also provides information to the Board on the status of the ongoing CSR projects periodically for requisite directions and compliance of the requirements of the Companies Act and DPE guidelines.

The Committee met 3 three times during the year on 2nd June, 2014, 29th September, 2014, and 28th January, 2015.



As on 31st March, 2015, the composition of the Board level CSR & SD committee, with the details of the meetings held and attendance thereof is mentioned below:

S. No.	Name of Directors	Position	Meetings held during respective tenure	Meetings attended
1.	Dr. A. K. Manocha, Chairman & Managing Director (Chairman w.e.f. 19 th September, 2014)	Chairman	2	2
2.	Shri M.P. Mall, Director (Finance) (Additional Charge of CMD till 18 th September, 2014)	Member	3	3
3.	Shri R.N. Kalita, Director (Catering Services)	Member	3	3
4.	Smt. Amritbir Kaur Brar, Director (Tourism & Marketing)	Member	3	3
5.	Smt. Mani Anand, Government Director	Member	3	1
6.	Shri Alok Shivapuri, Independent Director	Member	3	3
7.	Dr. Subhash Datta, Independent Director	Member	3	3

With the completion of tenure of all the Independent Directors on 19th July, 2015, the Committee is due for re-constitution and would be reconstituted subject to appointment/nomination of part-time/independent directors by Ministry of Railways.

Mrs. Suman Kalra, Company Secretary is the Secretary to the Committee.

Mrs. Maitreyee Brahmo, GGM (HRD), nodal officer of the CSR & SD Committee, is permanent invitee to the meetings of the Committee.

Tier -II — Below Board level Committee comprises three members, including the Nodal officer of the Board level CSR & SD Committee as Chairperson, second member from representative(s) of departments depending upon the nature of project being undertaken, and third member from Finance.

(iv) **Investment Committee**

In accordance with DPE guidelines, the Investment Committee of IRCTC has been constituted to take investment decisions for short-term deployment of surplus funds as per financial delegation(s) of power for this purpose. The decision taken by the Committee is put up to the Board of Directors of IRCTC for information.

Composition and meetings of the Committee

The Committee consists of Chairman & Managing Director, Director (Finance) and Director (Catering Services). The meetings of the committee are held generally on weekly basis or as and when required, and are attended by all the members.

(v) **Executive Board**

a. Terms of Reference:

The Executive Board has been constituted to prepare and draft the policy (ies) of recruitment, absorption and channels of promotion in IRCTC for employees of E-6 and below and other issues including new ventures, growth of business segments, operational performance of the Company for the purpose of internal analysis etc.



The Executive Board met 6 (six) times during the financial year 2014-15 on 30th April, 2014, 19th May, 2014, 10th June, 2014, 4th July, 2014, 27th August, 2014, 14th January, 2015,. The composition of the Committee as on 31st March, 2015, detail of the meetings held along with attendance thereof is produced below:

S. No.	Name of Directors	Position	Meetings held during respective tenure	Meetings attended
1.	Dr. A. K. Manocha, Chairman & Managing Director (Chairman w.e.f. 19 th September, 2014)	Chairman	1	1
2.	Shri M.P.Mall, Director(Finance) (Additional Charge of CMD till 18 th September, 2014)	Member	6	6
3.	Shri R.N. Kalita, Director (Catering Services)	Member	6	6
4.	Smt. A.K. Brar, Director (Tourism & Marketing)	Member	6	6

Mrs. Suman Kalra, Company Secretary is the Secretary to the Committee.

Senior functional executives are also invited to attend the meetings of the Executive Board, as and when required.

5. Other Functional Committees

Apart from the above, the Board also from time to time, constitutes Functional Committees with specific terms of reference as it may deem fit. Meetings of such Committees are held as and when the need for discussing the matter concerning the purpose arises. Time schedule for holding the meetings of such Committees is finalized in consultation with the Committee members.

6. Shareholding Pattern:

IRCTC is not listed in any Stock Exchange in India or abroad. Since the entire equity share capital of the Company is held by President of India through Ministry of Railways and its nominees, the Company has not constituted a Shareholders Grievance Committee.

7. General Body Meetings:

Details of last three Annual General Meetings of the company are as under:

AGM	Date	Day	Time	Location
13 th	27.09.2012	Thursday	1500 Hrs.	Room No.237, 2 nd Floor, Rail Bhawan, New Delhi - 110001
14 th	27.09.2013	Friday	1530 Hrs.	Room No.237, 2 nd Floor, Rail Bhawan, New Delhi - 110001
15 th	11.09.2014	Thursday	1200 Hrs.	Room No.237, 2 nd Floor, Rail Bhawan, New Delhi - 110001

Note: No Special Resolutions were put up at any of above three Annual General Meetings.

8. Disclosures

- During the year, the Company has not entered any transaction, with the Directors or the Management or their relatives or the companies and the firms, etc. in which they are interested directly or through their relatives.
- No item of expenditure has been debited in books of accounts, which are not for the purposes of the business and no expenses, which are personal in nature, have been incurred for the Board of Directors and top Management.
- The company has systems in place for monitoring statutory and procedural compliances. The Board is reported the status of the same so as to ensure proper compliances of all laws applicable to the company.



- (iv) The Company follows Accounting Standards issued by the Institute of Chartered Accountants of India and in the preparation of financial statements, the Company has not adopted a treatment different from that prescribed in any accounting standard.
- (v) During the last three years, there has been no instance of penalty imposed on the Company by any statutory authority owing to non-compliance under applicable laws.
- (vi) *Disclosure under Companies (Share Capital and Debenture) Rules* : For the year 2014-15, no information is required to be disclosed under Companies (Share Capital and Debenture) Rules.
- (vii) Pursuant to Section 177 of the Companies Act, 2013, IRCTC has a Whistle Blower Policy, which establishes a vigil mechanism for Directors and employees to report genuine concerns regarding unethical behaviour, actual or suspected fraud, etc. The said mechanism also provides for adequate safeguards against victimisation of persons who use such mechanism and makes provision for direct access to the Chairperson of the Audit Committee in appropriate or exceptional cases. In this matter, the company affirms that no personnel have been denied access to the Audit Committee. The said Whistle Blower Policy has been hosted on the website of the Company at www.irctc.com.
- (viii) The Company periodically informs the Board about the risks associated with its projects in risky areas. Details pertaining to risk management have been given in Management Discussion and Analysis Report under the heading 'Risks and Concerns'.
- (ix) Details of Administrative and office expenses as a percentage of total expenses vis-à-vis financial expenses—The administrative and office expenses were at 9.41 % of total expenses in the year 2014-15.

9. Means of Communication

The Audited Annual Financial results, Annual Reports, Corporate Governance Manual and Board Charter, Performance MOU between IR and IRCTC, Code of Business Conduct and Ethics, CSR & Sustainability Policy, Risk Management Policy are displayed on IRCTC's official website i.e. www.irctc.com. Tenders of various departments, details of tenders/contracts awarded alongwith other official news releases are also uploaded on the website of IRCTC. In line with the role as leading service provider like Rail Tourism, Catering services, Rail ticketing services etc, IRCTC took steps to improve Corporate Communication.

10. Training and evaluation of Board members

IRCTC, as per the principles of Corporate Governance, takes initiatives from time to time to train its Board members about IRCTC's business model, risk profile in the most appropriate ways in which they can discharge their responsibilities. As a practice, on the joining of a new Director on the Board, formal induction and orientation with respect to the Company's vision, mission, strategic direction, core values, financial matters & business operations is given through necessary documents/brochures, reports and internal policies including Annual reports, Memorandum and Articles of Association, MOUs between IRCTC and Ministry of Railways which help them to familiarize with Company's procedures, practices and risk profile. They are also imparted training on Corporate Governance, model code of business ethics and conduct applicable for the respective Directors. In line with Clause 3.7 of the Guidelines of Corporate Governance for Central Public Sector Enterprises, 2010, with regard to Training of Directors, the Board of Directors has also approved a Training policy for the Directors of the Company.

During the year 2014-15, the Directors, including Independent Directors, attended the training programmes on various subjects of relevance organised by prestigious institutes and organisations like, ASSOCHAM, Indian Institute of Corporate Affairs, SCOPE, FICCI etc.

11. Policy on Performance Evaluation of Directors:

Since, IRCTC is a Government Company, the evaluation of its functional Directors takes place through the annual performance MOU entered with Ministry of Railways and submitted to Department of Public Enterprises by the Administrative Ministry.

12. Audit qualifications

The Company has been putting all the efforts to ensure a regime of unqualified financial statements and it has been successful in attaining the unqualified report from the Statutory Auditor.



13. General information for shareholders

a. Annual General Meeting of the Current Year

Date: **18th September, 2015**

Time: **1600 Hours**

Venue: **Committee Room (Room No. 237), 2nd Floor, Rail Bhawan, New Delhi-110001**

b. Percentage of shareholding:

Category	No. of Shares held	% of shareholding
Central Government (Ministry of Railways) in the name of President of India and its nominees	2,00,00,000	100
Total	2,00,00,000	100

Transfer of shares is normally technical in nature, from one Government nominee shareholder to another consequent upon change of officials, as the Government holds 100 % of the shares. To effect this transfer, Company Secretary is the authorized officer, and no transfer is pending.

a. Plant Locations/ Operating Units

The Company does not have plant locations, but is widespread with Railneer plants and zonal offices in different States. A list of the units is available on the website of the Company.

b. Address for correspondence with the Registered Office (Regarding Corporate Governance matters covered under this report)

Company Secretary, IRCTC ,
11th Floor, B-148, Statesman House,
Barakhamba Road, New Delhi 110001
Telephone: 91-11-23327746
E-Mail: companysecretary@irctc.com
Website : www.irctc.com

14. Whistle Blower Policy

IRCTC promotes ethical behaviour in all its business activities and has put in place a mechanism for all its employees and clients to report about any illegal or unethical behaviour, actual or suspected fraud to the CVO or the Chairman & Managing Director directly. The details about the "Whistle Blower policy" have been covered in para 6 (vii) of this report.

15. Code of Business Conduct and Ethics for Directors/Senior Management Personnel

As per the Guidelines of Department of Public Enterprises on Corporate Governance, 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 provisions of Code of Conduct have been affirmed to be complied with by the Board Members as well as by the senior Management Personnel for the financial year ended 31.03.2015. A copy of the Code has been put on the Company's official website i.e. www.irctc.com.

Based on the affirmation received from Board Members and Senior Management Personnel, declaration regarding compliance of Code of Conduct made by the Chairman & Managing Director is given as **Annexure – B-1**.

16. CEO/CFO Certification

Chairman & Managing Director and Director (Finance) has certified the specified matters to the Board and Audit committee as required under the Guidelines issued by DPE on Corporate Governance. In terms of above-mentioned guidelines, a certificate duly signed by Dr. A.K. Manocha, Chairman & Managing Director and Mr. M.P. Mall, Director (Finance) was placed before the Audit Committee in its 36th Meeting held on 14th July, 2015 and then before Board of Directors in its 74th meeting held on 15th July, 2015. The duly signed certificate as presented to the Audit Committee and Board of Directors is placed as **Annexure – B-2**.



17. Rating on Corporate Governance by Department of Public Enterprises

Your Company has filed report on Corporate Governance in specified format(s) to Ministry of Railways and DPE within the stipulated time provided for the same as required under the Department of Public Enterprises (DPE) Guidelines on the Corporate Governance, 2010 for CPSEs.

Department of Public Enterprises has rated IRCTC as “Excellent” under the category of Corporate Governance during 2013-14. On the basis of self evaluation, the Company expects to achieve an “Excellent” rating this year also.

18. Compliance Certificate on Corporate Governance

As required under the Guidelines on Corporate Governance issued by Department of Public Enterprises, certificate regarding compliance of conditions of Corporate Governance by the Company issued by M/s Balika Sharma and Associates, Practicing Company Secretaries is annexed to this Report as **Annexure – B-3**.

19. Secretarial Audit

In terms of the provision of section 204 of the Companies Act 2013 read with Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014 regarding Secretarial Audit to be undertaken, the Board has appointed M/s Akhil Rohtagi & Company, an independent practicing firm of Company Secretaries to conduct Secretarial Audit for the financial year 2014-15. The Secretarial Audit Report for the financial year ended March 31, 2015 is annexed as **Annexure–E** to this Report.

For and on behalf of Board of Directors

Sd/-

(Dr. A. K. Manocha)

Chairman & Managing Director

DIN:06976502

Place : New Delhi

Date: 29th July, 2015



Annexure B-1

DECLARATION BY CHAIRMAN & MANAGING DIRECTOR REGARDING COMPLIANCE WITH THE CODE OF CONDUCT BY BOARD MEMBERS AND SENIOR MANAGEMENT DURING THE FINANCIAL YEAR 2014-15.

I, A. K. Manocha, Chairman & Managing Director, Indian Railway Catering and Tourism Corporation Ltd, do hereby declare that all the members of the Board of Directors and the Senior Management Team of the Company have affirmed their compliance of the Code of Conduct and Key Values of the Company during 2014-15.

Sd/-

(Dr. A. K. Manocha)

Chairman & Managing Director

DIN:06976502

**Place : New Delhi
Date: 29th July, 2015**

Annexure B-2

CEO AND CFO CERTIFICATION

**To,
The Board of Directors
Indian Railway Catering and Tourism Corporation Limited
New Delhi**

- i. We have reviewed financial statements and the cash flow statement of Indian Railway Catering and Tourism Corporation Ltd for the year ended 31st March, 2015 and that to the best of our knowledge and belief:
 - a. These statements do not contain any materially untrue statement or omit any material fact or contain statements that might be misleading;
 - b. These statements together present a true and fair view of the company's affairs and are in compliance with existing accounting standards, applicable laws and regulations.
- ii. There are, to the best of our knowledge and belief, no transactions entered into by the Company during the year 2014-15 which are fraudulent, illegal or violative of the Company's Code of Conduct.
- iii. We accept responsibility for establishing and maintaining internal controls for financial reporting and that we have evaluated the effectiveness of the internal control systems of the company pertaining to financial reporting and we have disclosed to the auditors and the Audit Committee, deficiencies in the design or operation of such internal controls, if any, of which we are aware and the steps we have taken or propose to take to rectify these deficiencies.
- iv. There was no instance of significant fraud of which we are aware nor there has been involvement of management or an employee having significant role in the Company's under internal control system over financial reporting.
- v. There were no significant changes in internal control over financial reporting during the year 2014-15.
- vi. There were no significant changes in accounting policies during the year 2014-15

Sd/-

**(M.P. Mall)
Director (Finance)
DIN: 02316235**

Sd/-

**(Dr. A. K. Manocha)
Chairman and Managing Director
DIN:06976502**

**Place: New Delhi
Dated: 15.07.2015**



Annexure B-3

**Balika Sharma & Associates
(Company Secretary)**

Address : Flat No. 211, Pocket A/3,
Sector-7, Rohini, New Delhi,
Pin Code -110085
Phone :011-27931217
Mobile: 9811387946
E mail : balikasharma@gmail.com

COMPLIANCE CERTIFICATE ON CORPORATE GOVERNANCE

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

We have examined the compliance of conditions of Corporate Governance by **INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED**, for the Financial Year ended on 31st March, 2015 as stipulated in Guidelines on Corporate Governance for Central Public Sector Enterprises issued by Department of Public Enterprise (DPE), Government of India.

The Compliance of conditions of Corporate Governance is the responsibility of management. Our examination was limited to procedures and implementation thereof, adopted by the Company to ensure the compliance of the conditions of Corporate Governance. It is neither an audit nor an expression of opinion on the financial statements of the Company.

In our opinion and to the best of our information and according to the explanations given to us, we certify that the Company has complied with the conditions of Corporate Governance as stipulated in the above mentioned Guidelines.

We further state that such compliance is neither an assurance as to the viability of the Company nor the efficiency or effectiveness with which the management has conducted the affairs of the Company.

**FOR BALIKA SHARMA & ASSOCIATES
Practicing Company Secretaries**

Sd/-

**Balika Sharma
(Proprietor)
CP.No. 3222
M.No. 4816**

**Place : New Delhi
Date: 29th July, 2015**

ST No. : AMAPS 9564 KST 001



Annexure – “C” to the Directors’ Report

Report on Corporate Social Responsibility (CSR) and Sustainability

1. Brief outline of the Company’s CSR Policy, including overview of projects or programs proposed to be undertaken and a reference to the web-link to the CSR policy and projects or programs.

a. Brief outline of the Company’s CSR policy:

IRCTC through its CSR & Sustainability initiatives endeavours to achieve the below-mentioned key value behind CSR Policy:

“To remain a responsible corporate entity mindful of its social responsibilities to all stakeholders including railway passengers, customers, consumers, shareholders, employees, local community and society at large”.

IRCTC’s CSR policy document is not a mere statement of good intentions, but has been drafted to serve as a roadmap for formulation of actionable plans. CSR & Sustainability activities are being implemented to meet the broad objectives underlined in the Policy, viz, to ensure an increased commitment at all levels in the organisation, to operate its business in an economically, socially & environmentally sustainable manner, while recognising the interests of all its stakeholders, to generate, through its CSR initiatives, a community goodwill for IRCTC and help reinforce a positive & socially responsible image of IRCTC as a corporate entity etc.

The CSR activities of your Company excluding activities undertaken in pursuance of its normal course of business which are approved by the Board of Directors on the recommendations of CSR & SD Committee are being undertaken by the Company. While selecting CSR activities / projects from the activities listed in Schedule VII of the Act, the Company gives priority to the issues which are of foremost concern in the national development agenda, like safe drinking water for all, provision of toilets especially for girls, health and sanitation, education, etc.

Your Company is open to joining hands with the other CPSEs in planning, implementing and monitoring of Mega-Projects for optimal use of resources, synergy of expertise and capabilities for maximizing socio-economic or environmental impact.

The approach of your Company towards CSR & Sustainability is to be oriented to identify and formulate projects in response to felt societal & environmental needs in diverse areas and to implement them with full involvement and commitment in a time bound manner.

During the year, your Company has undertaken numerous initiatives aimed at developing the communities around which the Company conducts its operations. The overriding objective is to create value and ensure all inclusive growth.

b. Programmes/projects undertaken under CSR & Sustainability during the year:

During the year, IRCTC has undertaken several projects such as sanitation, public health, facilities for elderly and differently abled persons, provision of clean drinking water, development of villages etc. In order to ensure positive outcome, all projects are undertaken in association with renowned NGOs or other institutions. The details of the projects undertaken by the IRCTC under CSR and Sustainability are briefly described as under:

i. Development of model village – Malla Salya Kot:

The CSR project to develop a Model village at Malla Salya Kot, Uttarakhand to improve the livelihoods of rural population was undertaken in association with TERI and had commenced in the month of October 2013. The project is committed to directly benefit 30 families (out of which 24 families belonged to SC community) of Malla Salya Kot village by constructing Rain Water Harvesting System and advancing Agriculture & Horticulture by means of providing high yield & hybrid seeds, agricultural tools, providing alternate Energy Solutions i.e. Solar lanterns with recharging units & upgradation of hardware of the existing Community Radio etc.



During the year 2014-15, farmers were provided with advanced pruning tools for farming, mulching cheets, hybrid seeds, training, solar lanterns, 02 water tanks having capacity of 5000 ltrs each to every individual beneficiary family.



DF, IRCTC visit to Mall Salya Kot on 31st May, 2014



Solar Street light IRCTC Project



Seed Distribution



Solar Street light IRCTC Project

(Distribution of solar lanterns and seeds to the beneficiary families and Solar street lights installed in the village)

ii. Sponsoring of Cataract surgery:

IRCTC in association with Mahavir International has undertaken a two phased project under “**Health**” to sponsor the Cataract Surgery for 500 persons. Mahavir International detects Cataract cases during their camps organized at far flung places, JJ clusters & resettlement colonies in Delhi NCR to provide medical aid to unreachable persons at their door step. Such cases are then detected and after due examination at the camp are operated in their hospitals by providing free pick-up & drop to the patients. The Cataract surgeries with IOL implant of these patients are carried out by qualified surgeons at the state-of-art operation theatres at various hospitals of Mahavir International. This project had commenced in the month of August, 2013 and till March, 2014, 250 persons were operated under this initiative. During the year 2014-15, the second phase of the project for carrying out cataract surgery was extended to more than 250 persons.

iii. Construction & maintenance of toilet complex-

IRCTC has constructed a 04 seated toilet complex at Sanauli, Uttar Pradesh through Sulabh Sanitation Mission Foundation (SSMF). The projects was commenced in the month of February, 2014 and was completed on 12.07.2014. In addition to this, IRCTC also maintains the previously constructed 10 seated toilet complex at Anand Nagar, U.P.



(Inauguration of toilet complex at Sanauli, U.P.))



iv. **Swachh Bharat Campaign: Sanitation work at Delhi Cantt and Providing Dustbins at New Delhi Railway station :**

During December, 2014, IRCTC undertook a program for sanitation at Delhi Cantt station and surrounding area under Swachh Bharat Campaign. Also, in March 2015, the Company provided 10 dustbins to New Delhi Railway station for installation at platforms.

v. **Construction of toilet complex at Govt. Adi Dravidar Welfare Hr. Secondary School, Palur, Tamil Nadu:**

During the year 2014-15, IRCTC funded the construction of a 5 seated toilet complex for Girl students at Govt. Adi Dravidar Welfare Hr. Secondary School, Palur, Tamil Nadu. The complex was inaugurated on 19th November, 2014 on the occasion of "World Toilet Day".



(Photos of toilet complex at Govt. Adi Dravidar School, Palur)

vi. **Provision of food packets to the cancer patients, survivors & their family members on the occasion of celebration of 13th International Childhood Cancer Day:**

Under CSR, IRCTC has provided 1500 food packets to the cancer patients, survivors & their family members on the occasion of "13th International Childhood Cancer Day" on 3rd April, 2014 organised by CanKids family support group enabling children and their families faced with cancer, at Thyagaraj Stadium, New Dehi.

vii. **Primary medicare facilities in the backward districts of Uttar Pradesh, as identified by the Planning Commission:**

IRCTC had undertaken a project in association with HelpAge India, a NGO, to address the problems of unaffordability, inaccessibility and non-availability of basic essential healthcare to poor elderly population under Corporate Social Responsibility scheme. Accordingly, a Van was purchased by HelpAge India from IRCTC CSR funds and was custom-fabricated as per the requirement of the project. The Mobile Medical Unit (MMU) was flagged off in the month of April, 2014 and has benefitted hundreds of patients in and around Kushinagar, UP. Keeping in view the commendable work of the MMU, IRCTC has decided to extend the project for the second year also i.e. in the FY 2015-16.



(Residents of Kushi Nagar availing the services of MMU)



viii. Installation of PET bottle crusher machine at Ahmedabad Railway Station:

In order to mark a positive impact on saving the environment, savings in Natural Resources, Permanent Savings in Landfill spaces and livelihood interventions, a self-sustaining project for disposing PET bottles was undertaken by IRCTC in association with Arts Aliva Ventures Pvt. Ltd. (AAVPL), a public charitable trust, registered in Mumbai. The MyPet bottle crusher machine was inaugurated on 2nd October, 2014.



(Inauguration of PET bottle crusher machine by DRM/ADI on 02.10.2014 at Ahmedabad railway station)

ix. Installation of Automatic Power Factor Corrector (APFC) capacitor panel:

IRCTC being a responsible corporate citizen, has committed towards promoting and protecting Environment and Energy and has installed an Automatic Power Factor Corrector (APFC) capacitor panel for saving electricity at Central Kitchen, Noida and has been using it responsibly. The installation of the same was completed on 02.05.2014.

x. Self Sustenance Programme for Rescued Trafficked Survivors and Vulnerable Girls of the Community of STOP (STOP Trafficking & Oppression of children & Women):

IRCTC has provided utensils for up-gradation of the kitchen of STOP in the month of February, 2015 under the Self Sustenance Programme for Rescued Trafficked Survivors and Vulnerable Girls of the Community of STOP. This programme will enable the survivors to cook and pack different meals for generating a regular means of livelihood.

xi. Providing Golf Carts, RO water dispensing machines & Wheel chairs:

In order to aid the movement of elderly persons, differently abled person, patients etc. on railway stations, IRCTC has provided Golf carts at various railway stations under its CSR activity. The locations include New Delhi, Bangalore, Haridwar, Nizamuddin, Old Delhi, Varanasi, Amritsar, Lucknow, Safdarjung etc.

The Company has extended other facilities like **RO water dispensing machines and Wheel chairs** also for rail passengers at stations.



(Hon'ble Minister of Railways & CMD/IRCTC during inauguration of Golf cart at Amritsar station)



CSR and Sustainable Plans for 2015-16

The following areas are being considered for taking up projects under CSR for the financial year 2015-16:

- 1) Providing Golf carts for disabled & elderly passengers at railway stations;
- 2) Providing Wheel Chairs for disabled & elderly passengers at railway stations;
- 3) Provision of RO Water dispensing machines;
- 4) Considering other passenger amenities at railway stations through Upgradation of facilities within the ambit of the Schedule VII and Sec 135 of the Companies Act 2013. For eg., providing clean toilets, safe drinking water, First aid/medical facilities which also may include provision of wheel chairs, luggage trolleys, golf cart etc. Two MoUs in this regard have been signed by the Company for the upgradation of passenger amenities at Varanasi station and CSTM railway station.



(CMD/IRCTC & DRM/BSB during signing of MoU for upgradation of passenger amenities at Varanasi station)

- 5) Continuing primary medicare facility at Kushi Nagar, UP;
- 6) Sending SMSs on internet ticket booking – a paperless regime;
- 7) Construction & maintenance of toilet complexes in association with SSMF at various locations;
- 8) Upgradation of kitchen of STOP for self sustenance of Rescued Trafficked Survivors and Vulnerable Girls of the Community of STOP.
- 9) Any other projects permissible under Companies Act, 2013 and as approved by the CSR and SD Committee during the FY 2015-16.

Web link to CSR Policy

The CSR Policy of the Company is available on website at the link:http://www.irctc.com/DownloadDocuments?workflow=getFile&doc_cat_id=5&doc_id=2251&get_file_name=IRCTC_CSR_n_SD_Policy.pdf

1. IRCTC's CSR and Sustainable Development Committees:

The Company has two Tier organization structure to steer CSR and Sustainability agenda and to ensure implementation of activities and utilization of funds in a time bound manner as mentioned below:

- (i) **Tier-I:** Board Level Committee headed by the Chairman and Managing Director and;
- (ii) **Tier-II:** Below Board level Committee headed by GGM(HRD), the Nodal Officer of Board level CSR SD Committee



Tier-I: Board Level CSR and Sustainable Development Committee (BLC)

Composition as on 31st March, 2015:

❖ Dr. A.K. Manocha, Chairman & Managing Director	:	Chairperson
❖ Mr. M. P. Mall, Director (Finance)	:	Member
❖ Mr. R. N. Kalita, Director (Catering Services)	:	Member
❖ Smt. A. K. Brar, Director (Tourism & Marketing)	:	Member
❖ Smt. Mani Anand, Government Director	:	Member
❖ Shri Alok Shivapuri, Independent Director	:	Member
❖ Dr. Subhash Datta, Independent Director	:	Member

Tier-II: Below Board Level Committee

Composition:

The composition of Tier-II Committee comprises of three members (including the Nodal officer as Chairperson), member from representative(s) of departments depending upon the nature of project being undertaken and third member from Finance.

The details of the meetings of the Board Level CSR and Sustainable Development Committee held during the year and attendance of the members are mentioned in the Report on Corporate Governance.

3. Average Net Profit of the company for last three financial years

The details of net profit for last 3 financial years for the purpose of computation of CSR Budget as per Section 198 of Companies Act, 2013 are as under:-

S.No.	Financial Year	Net Profit (₹ in Crores)	Average Net Profit (₹ in Crores)
1	2011-12	76.54	98.79
2	2012-13	92.41	
3	2013-14	127.41	

4. Prescribed CSR Expenditure (two percent of the amount as at S.No. 3 above)

IRCTC has made budget of ₹ 1.98 Crore for the year 2014-15 i.e. 2% of ₹ 98.79 Crore (previous year ₹ 1.77 Crore) towards CSR & Sustainability activities.

The expenditure incurred on CSR & Sustainability activities and projects completed during the year are mentioned below:

CSR & Sustainability activities	Amount Spent during 2014-15	Projects completed during 2014-15
Provision of food packets to the cancer patients, survivors & their family members on the occasion of celebration 13 th International Childhood Cancer Day	₹ 76,594/-	Completed
Construction of toilet complex at Govt. AdiDravidar Welfare Hr. Secondary School, Palur, Tamil Nadu	₹ 5,82,000/-	-do-
Maintenance of toilet complex at Anand Nagar and Sanauli, U.P	₹ 2,16,000/-	-do-
Provision of 01 Mobile Medi-care Unit at Kushinagar U.P	₹ 6,72,298/-	Project to be continued in 2015-16
Installation of PET bottle crusher machine at Ahmedabad Railway Station	₹ 3,60,000/-	Completed
Sanitation work at Delhi Cantt. station and surrounding area under Swachh Bharat Campaign	₹ 8,871.94/-	-do-



CSR & Sustainability activities	Amount Spent during 2014-15	Projects completed during 2014-15
Providing Dustbins at New Delhi Railway station – Under Swachh Bharat Campaign	₹ 1,62,200/-	-do-
Installation of Automatic Power Factor Corrector (APFC) capacitor panel at Central Kitchen, Noida	₹ 3,04,294/-	-do-
Up-gradation of kitchen for Self Sustenance of Rescued Trafficked Survivors and Vulnerable Girls of the Community of STOP (STOP Trafficking & Oppression of children & Women).	₹ 2,61,100/-	-do-
Providing Golf Carts, RO water dispensing machines & wheel chairs at various railway stations.	₹ 43,79,464/-	-do-
Provisional for “Cataract Surgery” in association with Mahavir International.	₹ 3,75,000/-	-do-
Development of Model village at Malla Salya Kot, Uttarakhand (undertaken in 2013-14)	₹ 10,70,400/-	Project to be completed in 2015-16
Commissioning of Gait lab at Jaipur (undertaken in 2012-13)	₹ 5,70,000/-	Completed
Provision of scholarship to meritorious students of Govt. Adi Dravidar school, Palur.	₹ 70,000/-	Completed
Construction of toilet complex at Sanauli, U.P. (project started in 2013-14)	₹ 5,70,544/-	Completed
Total	₹ 96,78,765.94	

5. Details of CSR spent during the financial year 2014-15

- (a) Total amount to be spent for the financial year: ₹ 1,97,62,000.00
- (b) Amount unspent, if any; ₹ 1,00,76,567.00
- (c) Manner in which the amount spent during the financial year is detailed below.

S. No.	CSR project or activity identified	Sector in which the projects is covered	Projects or programs (1) Local area or other (2) Specify the state and district where projects or programs was undertaken	Amount outlay (budget) project or programs wise	Amount spent on the projects or programs Sub-heads:	Cumulative expenditure up to the reporting period	Amount spent: Direct or through implementing agency
1	Provision of food packets to the cancer patients, survivors & their family members on the occasion of celebration 13 th International Childhood Cancer Day	Health	1. Local area 2. New Delhi	₹ 76,594/-	1. Direct Exp: ₹76594/-	₹ 76594/-	Direct
2	Construction of toilet complex at Govt. AdiDravidar Welfare Hr. Secondary School, Palur, Tamil Nadu	Sanitation	1. Other 2. Palur, Tamil Nadu	₹5,82,000/-	1. Direct Exp: ₹4,85,000/- 2. Overhead- ₹96,943/-	₹5,82,000/-	Through implementing agency: M/s Sulabh, Tamil State Branch
3.	Construction of toilet complex at Sanauli	Sanitation	1. Other 2. Sanauli, U.P.	₹ 9,58,000/-	1. Direct Esp.: ₹7,97,200/- 2. Overhead- ₹ 1,60,800/-	₹ 9,58,000/-	Through implementing agency: M/s SSMF, DELHI



S. No.	CSR project or activity identified	Sector in which the projects is covered	Projects or programs (1) Local area or other (2) Specify the state and district where projects or programs was undertaken	Amount outlay (budget) project or programs wise	Amount spent on the projects or programs Sub-heads:	Cumulative expenditure up to the reporting period	Amount spent: Direct or through implementing agency
4	Maintenance of toilet complex at Anand Nagar & Sanauli-U.P.	Sanitation	1. Other 2. Anand Nagar & Sanauli, U.P.	₹ 3,06,000/-	1. Direct Exp: ₹2,16,000/-	₹ 2,16,000/-	Through SSMF, New Delhi
5	Provision of 01 Mobile Medi-care Unit at Kushinagar U.P	Community development	1. Other 2. Kushi Nagar, UP	₹ 24,58,000/-	1. Direct Exp: ₹21,19,000/- 2. Overheads: ₹ 3,39,000/-	₹ 24,58,000/-	Through Help Age India
6	Installation of PET bottle crusher machine at Ahmedabad Railway Station	Sanitation	1. Other 2. Ahmedabad, Gujarat	₹ 3,60,000/-	1. Direct Exp: ₹3,60,000/-	₹ 3,60,000/-	Through M/s. Arts Alive Ventures Pvt. Ltd.
7	Sanitation work at Delhi Cantt. station and surrounding area under SWACHH BHARAT CAMPAIGN	Sanitation	1. Local 2. Delhi	₹ 8871.94/-	1. Direct Exp: ₹8871.94/-	₹ 8871.94/-	Through RK
8	Providing Dustbins at New Delhi Railway station – Under SWACHH BHARAT CAMPAIGN	Sanitation	1. Local 2. New Delhi	₹ 1,62,200/-	1. Direct Exp: ₹1,62,200/-	₹ 1,62,200/-	Direct: Through quotation
9	Installation of Automatic Power Factor Corrector (APFC) capacitor panel at CK, Noida	Energy saving	1. Local 2. Noida	₹ 3,04,294/-	1. Direct Exp: ₹3,04,294/-	₹ 3,04,294/-	Direct: On tender basis
10	Up-gradation of kitchen for Self Sustenance of Rescued Trafficked Survivors and Vulnerable Girls of the Community of STOP (STOP Trafficking & Oppression of children & Women)	Community Development	1. Local 2. New Delhi	₹ 2,61,100/-	1. Direct Exp: ₹2,61,100/-	₹ 2,61,100/-	Direct: Through tender/ quotations basis
11	Providing Golf Carts	Community development	1. Other 2. Several locations (Bangalore, New Delhi etc.)	₹ 49,28,000/-	Direct Exp: ₹37,34,560/-	₹ 37,34,560/-	Direct: Through tender
12	Provisional for "Cataract Surgery" in association with Mahavir International	Public health	1. Local 2. New Delhi	₹ 7,00,000/-	1. Direct Exp- ₹3,75,000/-	₹ 3,75,000/-	Through Mahavir International
13	Development of Model village at Malla Salya Kot, Uttarakhand	Community development & Promotion of alternate energy	1. Other 2. Malla Salya Kot, Dist. Nainital, Uttarakhand	₹ 53,52, 000/-	1. Direct Exp: ₹42,81,600/-	₹ 42,81, 600/-	Through TERI (The Energy Resources Institute)
14	Provision of RO water dispensing machines	Drinking water	1. Other Several locations (Bangalore, New Delhi, Mysore, Shimoga, Devangere, Yesvantpur, Krishnarajapuram, Hairdwar, Ghazipur, Amritsar, Ayodhya, Varanasi etc)	₹ 31,65,000/-	1. Direct Exp: ₹6,44,904/-	₹ 6,44,904/-	Through Tender
15	Scholarship	Education	1. Other 2. Palur	₹ 70,000/-	1. Direct Exp- ₹70,000/-	₹ 70,000/-	Through Govt Adi Dravidar School, Palur
16	SwachVidyalaya Campaign	Sanitation & Public health	1. Local 2. New Delhi	₹ 20, 00,000/-	1. Direct Exp- Nil	Nil	Committed to Railway Board, New Delhi
	Total			₹ 216.92 lac*	₹ 144.93 lac	₹ 144.93 lac	

*Amount ₹216.92 lakhs includes annual budget allocation (FY 2014-15) amounting ₹198 lakhs.



6. **In case the company has failed to spend the two percent of the average net profit of the last three financial years or any part thereof, the company shall provide the reasons for not spending the amount in its Board Report:-**

The CSR & SD vision of IRCTC emphasizes on selection of projects for attainment of aims of the CSR objectives of the company. Thus, CSR activities in IRCTC are project based. For ensuring that each project moves ahead in the right direction, each project sets its own milestone and payments are released on achievement of milestones and verification by IRCTC officials. Since, some of these projects are being carried forward and the unspent amount for these projects is not going to lapse, the amount is being carried forward to next year.

During the FY 2014-15, IRCTC has identified and approved projects amounting to ₹ 1.85 crore approximately as against the budget of ₹ 1.98 crore. However, as mentioned above, since the activities are based on milestones, payments amount to ₹ 96.80 lacs could only be released. The balance amount of the projects will be released on completion of the projects.

7. **Responsibility Statement**

The Board of Directors of the Company affirms that the implementation and monitoring of Corporate Social Responsibility (CSR) Policy, is in compliance with CSR objectives and policy of the Company.

For and on behalf of Board of Directors

Sd/-

(Dr. A. K. Manocha)

Chairman & Managing Director

DIN:06976502

Place : New Delhi

Date: 29th July, 2015



Annexure – “D” to the Directors’ Report

Form No. MGT-9

EXTRACT OF ANNUAL RETURN

As on the financial year ended on 31st March, 2015

[Pursuant to section 92(3) of the Companies Act, 2013 and rule 12(1) of the Companies (Management and Administration) Rules, 2014]

I. REGISTRATION AND OTHER DETAILS:

CIN	U74899DL1999GOI101707
Registration Date	27 th September, 1999
Name of the Company	Indian Railway Catering and Tourism Corporation Limited
Category / Sub-Category of the Company	Government Company, Limited by Shares
Address of the Registered office and contact details	11 th Floor, B-148, Statesman House, Barakhamba Road, New Delhi – 110001 Tel. No. 011-23327746 Fax. No. 011-23327746 Email: companysecretary@irctc.com
Whether Listed Company	No
Name, Address and Contact details of Registrar and Transfer Agent, if any	NA

II. PRINCIPAL BUSINESS ACTIVITIES OF THE COMPANY

All the business activities contributing 10 % or more of the total turnover of the company are given below:

Sl. No.	Name and Description of main products / services	NIC Code of the Product/ service	% to total turnover of the company
1	Internet Ticketing	—	29%
2	Catering including Railneer	—	37%
3	Tourism	—	34%

III. PARTICULARS OF HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES

S. No.	Name and Address of the Company	CIN/GLN	Holding/ Subsidiary/ Associate	% of shares held	Applicable Section
1	Royale Indian Rail Tours Limited Ground Floor, STC Building (Jawahar Vyapar Bhawan), 1-Tolstoy Marg, New Delhi-110001	U60100DL2008 PLC185285	Associate	50%	2(6)



IV. SHARE HOLDING PATTERN (Equity Share Capital Breakup as percentage of Total Equity)

i) Category-wise Share Holding

Category of Shareholders	No. of Shares held at the beginning of the year (As on 01.04.2014)				No. of Shares held at the end of the year (As on 31.03.2015)				%Change during the year
	Demat	Physical	Total	% of Total shares	Demat	Physical	Total	% of Total shares	
A. Promoters									
(1) Indian									
a) Individual/HUF	NIL								
b) Central Govt.	0	2 Cr.	2 Cr.	100%	0	2 Cr.	2 Cr.	100%	0.00
c) State Govt (s)	NIL								
d) Bodies Corp.									
e) Banks / FI									
f) Any Others									
Sub-total (A) (1):-	0	2 Cr.	2 Cr.	100%	0	2 Cr.	2 Cr.	100%	0.00
(2) Foreign									
a) NRIs - Individuals	NIL								
b) Other – Individuals									
c) Bodies Corp.									
d) Banks / FI									
e) Any Others									
Sub-Total (A) (2):-									
Total shareholding of Promoter (A)=(A)(1)+(A)(2)	0	2 Cr.	2 Cr.	100%	0	2 Cr.	2 Cr.	100%	0.00
B. Public Shareholding									
1. Institutions									
a) Mutual Funds	NIL								
b) Banks / FI									
c) Central Govt									
d) State Govt(s)									
e) Venture Capital Funds									
f) Insurance Companies									
g) FIs									
h) Foreign Venture Capital									
i) Others									
Sub-total (B) (1):-	0	2 Cr.	2 Cr.	100%	0	2 Cr.	2 Cr.	100%	0.00
2. Non Institutions									
a) Bodies Corp.	NIL								
i) Indian									
ii) Overseas									
b) Individuals									
i) Individual shareholders holding nominal share capital upto Rs. 1 lakh									
ii) Individual shareholders holding nominal share capital in excess of Rs 1 lakh									
c) Others (specify)									
Sub-total (B)(2):-	NIL								
Total Public Shareholding (B)=(B)(1)+(B)(2)	NIL								
C. Shares held by Custodian for GDRs & ADRs	NIL								
Grand Total (A+B+C)	0	2 Cr.	2 Cr.	100%	0	2 Cr.	2 Cr.	100%	0.00



ii. Shareholding of Promoters

Sl. No.	Shareholder's Name	Shareholding at the beginning of the year (As on 01.04.2014)			Shareholding at the end of the year (As on 31.03.2015)			% change in share holding during the year
		No. of Shares	% of total Shares of the company	% of Shares Pledged/encumbered to total shares	No. of Shares	% of total Shares of the company	% of Shares Pledged/encumbered to total shares	
1	President of India and its nominees*	2 Cr.	100%	0.00	2 Cr.	100%	0.00	0.00.
	Total	2 Cr.	100%	0.00	2 Cr.	100%	0.00	0.00.

*A list of holdings by President of India and its nominees as on 31.03.2015 is annexed.

iii. Change in Promoters' Shareholding (please specify, if there is no change)

Sl. No.	Particulars	Shareholding at the beginning of the year (As on 01.04.2014)		Cumulative Shareholding during the year (As on 31.03.2015)	
		No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
1.	At the beginning of the year	2 Cr.	100%	—	—
2.	Date wise Increase/Decrease in Promoters Share holding during the year specifying the reasons for increase/decrease (e.g. allotment/transfer/bonus/sweat equity etc):	No change during the year			
3.	At the End of the year	2 Cr.	100%	2 Cr.	100%

iv. Shareholding Pattern of top ten Shareholders (other than Directors, Promoters and Holders of GDRs and ADRs)

Sl. No.	Name	Shareholding		Date	Increase/Decrease in shareholding	Reason	Cumulative shareholding during the year (01.04.2014 to	
		No. of shares at the beginning of the year (01.04.2014)/ end of the year (31.03.2015)	% of total shares of the company				No. of shares	% of total shares of the company
N.A.								

v. Shareholding of Directors and Key Managerial Personnel

Sl. No.	Name	Shareholding		Date	Increase/Decrease in shareholding	Reason	Cumulative shareholding during the year (01.04.2014 to	
		No. of shares at the beginning of the year (01.04.2014)/ end of the year (31.03.2015)	% of total shares of the company				No. of shares	% of total shares of the company
N.A.								



V. INDEBTEDNESS

Indebtedness of the Company including interest outstanding/accrued but not due for payment.

Particulars	Secured Loans excluding deposits	Unsecured Loans	Deposits	Total Indebtedness
Indebtedness at the beginning of the financial year (01.04.2014)	NIL			
i) Principal Amount				
ii) Interest due but not paid				
iii) Interest accrued but not due				
Total (i+ii+iii)				
Change in Indebtedness during the financial year				
Addition				
Reduction				
Net Change				
Indebtedness at the end of the financial year (31.03.2015)				
i) Principal Amount				
ii) Interest due but not paid				
iii) Interest accrued but not due				
Total (i+ii+iii)				

VI. REMUNERATION OF DIRECTORS AND KEY MANAGERIAL PERSONNEL

A. Remuneration to Managing Director, Whole-time Directors and/or Manager

Sl. No.	Particulars of Remuneration	Name of MD/WTD/ Manager				Total Amount (in ₹)
		WTD				
		Dr. A.K. Manocha Chairman & Managing Director	Shri M.P. Mall Director (Finance)	Shri R.N. Kalita Director (Catering Services)	Smt. A.K. Brar Director (Tourism & Marketing)	
1.	Gross salary (a) Salary as per provisions contained in section 17(1) of the Income-tax Act, 1961	15,54,286	38,17,700	30,40,023	24,20,688	1,08,32,677
	(b) Value of perquisites u/s17(2) Income-tax Act, 1961	14,080	3,43,838	3,71,196	26,400	7,55,514
	(c) Profits in lieu of salary under section 17(3) Income- tax Act, 1961	—	—	—	—	—
2.	Stock Option	—	—	—	—	—
3.	Sweat Equity	—	—	—	—	—
4.	Commission - as % of profit - others, specify...	—	—	—	—	—
5.	Others, please specify	—	—	—	—	—
	Total (A)	15,68,366	41,61,538	34,11,219	24,47,068	1,15,88,191
	Ceiling as per the Act*	N.A				

*Section 197 of the Companies Act, 2013, is exempted for government companies in terms of Ministry of Corporate Affairs notification dated 5th June 2015.



B. Remuneration to other directors:

Sl. No.	Particulars of Remuneration	Name of Directors			Total Amount (in ₹)
1.	Independent Directors	Sh. Sanjay Arora	Sh. Alok Shivapuri	Dr. Subhash Datta	
	Fee for attending board/ committee meetings	1,50,000	1,50,000	1,80,000	4,80,000
	Commission	—	—	—	—
	Others, please specify	—	—	—	—
	Total (1)	1,50,000	1,50,000	1,80,000	4,80,000
2.	Other Non-Executive Directors	Smt. Mani Anand	Sh. A. Madhukumar Reddy (Ceased w.e.f. 31.12.2014)		
	Fee for attending board committee meetings	—	—	—	—
	Commission	—	—	—	—
	Others, please specify	—	—	—	—
	Total (2)	—	—	—	—
	Total (B)=(1+2)	1,50,000	1,50,000	1,80,000	4,80,000
	Total Managerial Remuneration	NA			
	Overall Ceiling as per the Act	NA			

*Section 197 of the Companies Act, 2013, is exempted for government companies in terms of Ministry of Corporate Affairs notification dated 5th June 2015.

C. Remuneration to Key Managerial Personnel other than MD/Manager/WTG

Sl. No.	Particulars of Remuneration	Key Managerial Personnel			Total Amount (in ₹)
		CEO@	Ms. Suman Kalra Company Secretary	CFO*	
1.	Gross salary				
	(a) Salary as per provisions contained in section 17(1) of the Income-tax Act, 1961	—	10,46,469	—	
	(b) Value of perquisites u/s 17(2) Income-tax Act, 1961	—	1,56,970	—	
	(c) Profits in lieu of salary under section 17(3) Income-tax Act, 1961	—	—	—	—
2.	Stock Option	—	—	—	—
3.	Sweat Equity	—	—	—	—
4.	Commission — as % of profit — Others, specify...	—	—	—	—
5.	Others, please specify	—	—	—	—
	Total	—	12,03,439	—	—

@CMD, IRCTC is deemed to be CEO } Details of their remuneration are mentioned in column VI. (A)
* Director (Finance) is declared as CFO }



VII. PENALTIES / PUNISHMENT / COMPOUNDING OF OFFENCES :

Type	Section of the Companies Act	Brief Description	Details of Penalty/ Punishment / Compounding fees imposed	Authority (RD/NCLT/ COURT)	Appeal made, if any (give details)
A. COMPANY					
Penalty	None				
Punishment					
Compounding					
B. DIRECTORS					
Penalty	None				
Punishment					
Compounding					
C. OTHER OFFICERS IN DEFAULT					
Penalty	None				
Punishment					
Compounding					

For and on behalf of Board of Directors

Sd/-

(Dr. A. K. Manocha)

Chairman & Managing Director

DIN:06976502

Place : New Delhi
Date: 29th July, 2015



Annexure of Form No. MGT-9

Details of Shareholders as on 31.03.2015

S. No.	Name and Address of the Shareholder	Father/Husband's Name	Type of Shares	No. of Shares held	Amount per Share	% of share-holding
1	President of India	Not Applicable	Equity	19999993	10/-	99.9902%
2	Shri Arunendra Kumar, Chairman, Railway Board R.B.No.7, Hospital Road, Moti Bagh-I	Shri Omprakash Gupta	Equity	1	10/-	0.0014%
3	Shri D.P. Pande, Member Traffic, Railway Board R.B.No-3 Hospital Road, Moti Bagh.	Late Shri S.P.Pande	Equity	1	10/-	0.0014%
4	Shri V.K. Gupta Member Engineering, Railway Board H. No.1, Rail Kunj, Railway Officer's Enclave, S.P.Marg.	Shri Sat Paul Gupta	Equity	1	10/-	0.0014%
5	Smt. Rashmi Kapoor Addl. Member / Finance [looking After Financial Commissioner (Railways)], Railway Board 26, S.P.Marg., New Delhi	Shri Yudhistar Lal	Equity	1	10/-	0.0014%
6	Shri P.C. Gajbhiye Secretary, Railway Board Flat No.57-A, Railway Officer's Enclave, S.P. Marg.	Shri C. G. Gajbhiye	Equity	1	10/-	0.0014%
7	Shri K. L. Pandey AM (T&C), Railway Board C-4, Block-7, New Moti Bagh.	Shri N. R. Pandey	Equity	1	10/-	0.0014%
8	Shri A.K. Maitra AM (TT), Railway Board B-51, Nivedita Kunj, Sect-10, R.K.Puram.	Shri Sachindra Kumar Maitra	Equity	1	10/-	0.0014%
Total				20000000		100%

One (1) share each held by nominees of President of India, being officials of Ministry of Railways



Annexure - "E" to the Directors' Report

AKHIL ROHATGI
M.Com. L.L.B. F.C.S.

AKHIL ROHATGI & COMPANY
Company Secretaries
21, Shamnath Marg, Civil Lines, Delhi-110054.
Phone : 011-23926504, 9810690633
Email : rohatgi_co_secy@yahoo.co.in

Form No. MR-3

SECRETARIAL AUDIT REPORT

FOR THE FINANCIAL YEAR ENDED 31st March 2015

*[Pursuant to section 204(1) of the Companies Act, 2013 and rule No.9 of the Companies
(Appointment and Remuneration Personnel) Rules, 2014]*

To,

**The Members,
Indian Railway Catering and Tourism Corporation Limited
11th Floor, Statesman House,
B-148, Barakhamba Road,
Connaught Place,
New Delhi-110001.**

We have conducted the secretarial audit of the compliance of applicable statutory provisions and the adherence to good corporate practices by Indian Railway Catering and Tourism Corporation Limited (hereinafter called the Company). Secretarial Audit was conducted in a manner that provided us a reasonable basis for evaluating the corporate conducts/statutory compliances and expressing my opinion thereon.

Based on our verification of the Company's books, papers, minute books, forms and returns filed and other records maintained by the company and also the information provided by the Company, its officers, agents and authorized representatives during the conduct of secretarial audit, we hereby report that in our opinion, the company has, during the audit period covering the financial year ended on 31st March, 2015 complied with the statutory provisions listed hereunder and also that the Company has proper Board-processes and compliance-mechanism in place to the extent, in the manner and subject to the reporting made hereinafter:

We have examined the books, papers, minute books, forms and returns filed and other records maintained by Indian Railway Catering and Tourism Corporation Limited for the financial year ended on 31st March, 2015 according to the provisions of:

- (i) The Companies Act, 2013 (the Act) and the rules made there under;
- (ii) The Securities Contracts (Regulations) Act, 1999 and the rules made thereunder is not applicable as the shares of Company are not listed with any of the Stock Exchanges
- (iii) The Foreign Exchange Management Act, 1999 and the rules and regulations made thereunder are not applicable, as the transactions made by the company during the period under review did not attract the provisions/regulations/rules of the said Act. There was no Foreign Direct Investment, Overseas Direct Investment and External Commercial Borrowings.
- (iv) The Depositories Act, 1996 and the Regulations and Bye-laws framed thereunder are not applicable as the shares of Company are not registered with any of the depository mentioned under the said Act.
- (v) The Regulations and Guidelines prescribed under the Securities and Exchange Board of India Act, 1992 ('SEBI Act') are not applicable as the shares of Company are not listed with any of the Stock Exchanges.
- (vi) Other applicable Laws, rules and Guidelines as mentioned here-in-below:
 - a. DPE guidelines on Corporate Governance for Central Public Sector Enterprises issued by the 'Department of Public Enterprises', Ministry of Heavy Industries and Public Enterprises, Government of India.
 - b. Food Safety and Standards Act, 2006 its Rules and Regulations.



- c. The Legal Metrology Act 2009
- d. Right to Information Act 2005
- e. Shops and Establishment Act
- f. The Water (Prevention & Control of Pollution) Act, 1974
[Read with Water (Prevention & Control of Pollution) Rules, 1975]
- g. Labour Laws as applicable

During the period under review, the Company as per explanations and clarifications given to us and representations made by the Management, the Company has complied with the provisions of the Act, Rules, Regulations, Guidelines, etc. mentioned above except that *the Company has not been registered under Shops and Establishment Act.*

We further report that the Board is duly constituted with proper balance of Executive Directors, Non Executive Directors and Independent Directors. The changes in the composition of the Board of Directors that took place during the period under review were carried out in compliance with the provisions of the Act.

Adequate notice was given to all directors to schedule the Board Meetings. Agenda and detailed notes on agenda were sent at least seven days in advance. Further, a system exists for seeking and obtaining further information and clarifications on the agenda items before the meeting and for meaningful participation at the meeting.

Majority decision has been carried through in the meetings. It was informed by the management that there was no dissenting members on any of the agenda item put up before the Board for discussion.

We further report that as per the explanations given to us and representations made by the management there are adequate systems and processes in the company commensurate with the size and operations of the company to monitor and ensure compliance with applicable laws, rules, regulations and guidelines.

We further report that, during the period under review, a case has been filed by Food and Supply Officer against the Company and NAFED, the supplier of the substandard grocery item to the company, under Food Safety and Standards Act, 2006.

For Akhil Rohatgi & Co

Sd/-

Akhil Rohatgi

Practicing Company Secretary

FCS No.: 1600

CP No: 2317

Place : New Delhi

Date: 29th July, 2015



AKHIL ROHATGI
M.Com. L.L.B. F.C.S.

AKHIL ROHATGI & COMPANY
Company Secretaries
21, Shamnath Marg, Civil Lines,
Delhi – 110054.
Phone : 011-23926504, 9810690633
Email : rohatgi_co_secy@yahoo.co.in

**To,
The Members,
Indian Railway Catering and Tourism Corporation Limited
11th Floor, Statesman House,
B-148, Barakhamba Road,
Connaught Place,
New Delhi-110001**

Our report of even date is to be read along with this letter.

1. Maintenance of secretarial record is the responsibility of the management of the Company. Our responsibility is to express an opinion on these secretarial records based on our audit.
2. We have followed the audit practices and processes as were appropriate to obtain reasonable assurance about the correctness of the contents of the secretarial records. The verification was done on test basis to ensure that correct facts are reflected in the secretarial records. We believe that the processes and practices, we follow provide a reasonable basis for our opinion.
3. We have not verified the correctness and appropriateness of financial records and Books of Accounts of the Company
4. Where ever required, we have obtained the Management representation about the compliance of laws, rules and regulations and happening of the events etc.
5. The compliance of the provisions of Corporate and other applicable law, rules, regulations, standards is the responsibility of management. Our examination was limited to the verification of procedures on test basis.
6. The Secretarial Audit Report is neither an assurance as to the future viability of the company nor of the efficacy or effectiveness with which the management has conducted the affairs of the company.

For Akhil Rohatgi & Co

Sd/-

Akhil Rohatgi

Practicing Company Secretary
FCS No.: 1600
CP No: 2317

**Place : New Delhi
Date: 29th July, 2015**



K P M C & ASSOCIATES
CHARTERED ACCOUNTANTS

C-1, First Floor, RDC, Raj Nagar,
Ghaziabad (U.P.) 201002

Independent Auditors' Report

To the Members of IRCTC Limited

Report on the Standalone Financial Statements

We have audited the accompanying standalone financial statements of **Indian Railway Catering & Tourism Corporation Limited** ('the Company'), which comprise the Balance Sheet as at 31st March 2015, the Statement of Profit and Loss and the Cash Flow Statement for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Standalone Financial Statements

The Company's Board of Directors is responsible for the matters stated in Section 134(5) of the Companies Act, 2013 ("the Act") with respect to the preparation and presentation of these standalone financial statements that give a true and fair view of the financial position, financial performance and cash flows of the Company in accordance with the accounting principles generally accepted in India, including the Accounting Standards specified under Section 133 of the Act, read with Rule 7 of the Companies (Accounts) Rules, 2014. This responsibility also includes maintenance of adequate accounting records in accordance with the provisions of the Act for safeguarding the assets of the Company and for preventing and detecting frauds and other irregularities; selection and application of appropriate accounting policies; making judgments and estimates that are reasonable and prudent; and design, implementation and maintenance of adequate internal financial controls, that were operating effectively for ensuring the accuracy and completeness of the accounting records, relevant to the preparation and presentation of the financial statements that give a true and fair view and are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these standalone financial statements based on our audit. We have taken into account the provisions of the Act, the accounting and auditing standards and matters which are required to be included in the audit report under the provisions of the Act and the Rules made thereunder.

We conducted our audit in accordance with the Standards on Auditing specified under Section 143(10) of the Act. Those Standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and the disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal financial control relevant to the Company's preparation of the financial statements that give a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on whether the Company has in place an adequate internal financial controls system over financial reporting and the operating effectiveness of such controls. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of the accounting estimates made by the Company's Directors, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion on the standalone financial statements.

Opinion

In our opinion and to the best of our information and according to the explanations given to us, the aforesaid standalone financial statements give the information required by the Act in the manner so required and give a true and fair view in conformity with the accounting principles generally accepted in India, of the state of affairs of the Company as at 31st March 2015 and its profit and its cash flows for the year ended on that date.



Matter of Emphasis

Without qualifying our report, we draw attention to the following matters in the Notes to the financial statements:

1. We draw attention to the Note no. 32.3 with regard to litigation with Cox & Kings Ltd. in respect of joint venture company Royale India Rail Tours Ltd. (RIRTL). Based on legal opinion available with the Company and in view of the termination of the joint venture agreement, the IRCTC is of the view that Cox & Kings Ltd. cannot invoke arbitration clause in relation to the reliefs sought. Consequential financial impact, if any, is not ascertainable at present.
2. We would like to draw your attention to the Note no. 32.4, which describes the uncertainty relating to the outcome of the pending special leave petition filed by the company before Hon'ble Supreme Court of India against the order of Hon'ble High Court for VAT liability in respect of on-board catering services in trains in which catering charges are included in railway fare is within the meaning of section 2(zc)(vii) of the said Delhi VAT Act, 2004 or under Section 65(105)(zzt) "Outdoor Caterer's Service" of Finance Act, 1994 to the financial statements.
3. Trade Receivables, Trade Payables, Advance to Railways and Security Deposit are unconfirmed and not reconciled. The reconciliation with various parties including Indian Railways is in progress. Refer point No.34. Consequential effect, if any, of adjustments upon confirmation/reconciliation, is not ascertainable.
4. As required by the Section 129(3) of companies Act, 2013 and Accounting Standard (AS) 27-'Financial reporting of interest in Joint Ventures' issued by the Institute of Chartered Accountants of India the company has to prepare a consolidated financial statement of the company and of all the subsidiaries (the word "subsidiary" shall include associate company and joint venture) in the same form and manner as that of its own which shall also be laid before the annual general meeting of the company along with the laying of its financial statement as under section 129(2) of companies Act, 2013.

The financial statements/financial information of an associate of the company, Royale Indian Rail Tours Ltd. (RIRTL), which is a joint venture company with Cox and Kings Limited, are not available due to pending dispute between the parties. The reason for this is that the accounts have not been prepared since financial year 2010-11. We are unable to comment on the liability of the company and its directors on the matter of non-finalization & filing of accounts of Associate Company, Royale Indian Rail Tours Ltd. (RIRTL) with the Registrar of Companies, Income tax Authority and other Government Statutory Bodies since FY 2010-11. Our opinion on the financial statements, in so far as it relates to the disclosures included in respect of this associate, and our report in terms of sub-sections (3) and (11) of Section 143 of the Act, in so far as it relates to the aforesaid associate, is based solely on the disclosures by the management in Note No. 40, 41 & 32.3 of Notes to Accounts.

Our opinion is not qualified in respect of these matters.

Report on Other Legal and Regulatory Requirements

1. As required by the Companies (Auditor's Report) Order, 2015 ("the Order") issued by the Central Government of India in terms of sub-section (11) of section 143 of the Act, we give in the **Annexure 1** a statement on the matters specified in the paragraph 3 and 4 of the Order, to the extent applicable.
2. We are enclosing our report in terms of Section 143 (5) of the Act, on the basis of such checks of the books and records of the Company as we considered appropriate and according to the information and explanations given to us, in the **Annexure 2** on the directions issued by Comptroller and Auditor General of India.
3. As required by Section 143 (3) of the Act, we report that:
 - (a) we have sought and obtained all the information and explanations which to the best of our knowledge and belief were necessary for the purposes of our audit.
 - (b) in our opinion proper books of account as required by law have been kept by the Company so far as it appears from our examination of those books;
 - (c) the balance sheet, the statement of profit and loss and the cash flow statement dealt with by this Report are in agreement with the books of account;



- (d) in our opinion, the aforesaid standalone financial statements comply with the Accounting Standards specified under Section 133 of the Act, read with Rule 7 of the Companies (Accounts) Rules, 2014;
- (e) on the basis of the written representations received from the directors as on 31 March 2015 taken on record by the Board of Directors, none of the directors is disqualified as on 31 March 2015 from being appointed as a director in terms of Section 164 (2) of the Act; and
- (f) with respect to the other matters to be included in the Auditor's Report in accordance with Rule 11 of the Companies (Audit and Auditors) Rules, 2014, in our opinion and to the best of our information and according to the explanations given to us:
 - i. the Company has disclosed the impact of pending litigations on its financial position in its financial statements – Refer Note 32 the financial statements;
 - ii. the Company has made provision, as required under the applicable law or accounting standards, for material foreseeable losses, if any, on long-term contracts including derivative contracts – Refer Note 32 to the financial statements; and
 - iii. There has been no delay in transferring amounts, required to be transferred, to the Investor Education and Protection Fund by the Company.

For K P M C & Associates
Chartered Accountants
FRN: 005359C

Place : New Delhi
Date : 15th July 2015

Sd/-
Partner
CA. Rakesh Kr. Jain
M. No. 075604



Annexure 1 to the Auditors' Report

Annexure referred to in report on other legal and regulatory requirements paragraph of our report of even date on the accounts of Indian Railway Catering & Tourism Corporation Limited for the year ended 31st March, 2015

The Annexure referred to in our Independent Auditors' Report to the members of the Company on the standalone financial statements for the year ended 31st March 2015, we report that:

- (i) a) As informed to us and based on our examination of the records of the Company, The Company has generally maintained proper records showing full particulars including quantitative details and situation of its fixed assets.
- b) Based on our examination and as explained to us, there is reasonable having regard to the size of the Company and the nature of its assets. an adequate system of physical verification, once a year by the Management having regard to the size of the Company and the nature of fixed assets. No material discrepancies have been noticed in respect of the assets physically verified during the year by the management.
- (ii) a) According to information and explanation given to us the inventories have been regularly physically verified during the year. The discrepancies noticed have been adjusted, as informed to us.
- b) In our opinion and as explained to us, the procedures of physical verification of inventory followed by the management are reasonable and adequate in relation to the size of the Company and the nature of its business.
- (c) On the basis of our examination and explanation given to us, the inventory records by & large, are proper.
- (iii) The company has not granted any loans, secured or unsecured to companies, firms or other parties covered in the register maintained under section 189 of the Companies Act. Hence no further comments are required under clauses (a) & (b) of para 3 (iii) of CARO, 2015.
- (iv) In our Opinion and according to the information provided to us internal control system commensurate with the size of the company and the nature of its business, for the purchase of inventory and fixed assets and for the sale of goods and services needs further strengthening.
Further, on the basis of our examination and according to the information and explanations given to us, we have not observed any continuing failure or major weaknesses which need to be corrected in internal control systems, except as mentioned in our Audit Report.
- (v) The company has not accepted deposits from the public. Hence no further comments are required.
- (vi) As informed to us where maintenance of cost records has been specified by the Central Government under sub-section (1) of section 148 of the Companies Act, the same accounts and records have been made and maintained;
 - (a) Undisputed statutory dues including provident fund, income tax, sales-tax, wealth tax, service tax, custom duty, excise duty, value added tax, cess and other statutory dues have generally been regularly deposited with the appropriate authorities and there are no undisputed dues outstanding as on 31st March 2015 for a period of more than six months from the date they became payable.
 - (b) According to the information made available to us, the disputed statutory dues aggregating to ₹ 1407.30 Lacs that have not been deposited on account of matters pending before appropriate authorities are detailed below:

Sl. No	Name of Statute	Nature of dues	Forum where the dispute is pending	₹ in Lacs
1.	Service Tax-SZ	Renting on immovable properties	CESTAT, TRIBUNAL	679.03
2.	Service Tax -EZ	Miscellaneous	Commissioner of Central Excise, Appeal, Kolkata	54.80
3.	Service Tax -NZ	Renting on immovable properties	Commissioner of Central Excise, Appeal, New Delhi	390.03
4.	Service Tax - SCZ	Renting on immovable properties	Commissioner of Central Excise, Appeal, New Delhi	283.44
Total				1407.30



- (c) According to the information and explanations given to us, the Company has transferred the amount required to be transferred to the Investor Education and Protection Fund in accordance with the relevant provisions of the Companies Act, 1956 (1 of 1956) and Rules made there under.
- (viii) The Company does not have any accumulated losses. The Company has not incurred cash losses during the financial year ended 31st March, 2015 and in the immediately preceding financial year.
- (ix) In our opinion and according to information and explanations given to us, the Company has not defaulted in repayment of dues to financial institution. The Company has not issued any debentures.
- (x) In our opinion and according to the information provided to us the company has not given any guarantee for loans taken by others from bank or financial institutions.
- (xi) In our Opinion and according to the information provided to us The Company has not raised for any Term Loan.
- (xii) According to the information and explanations given to us no fraud on or by the Company has been reported during the year.

Annexure 2 to the Auditors' Report

Annexure referred to in our report of even date to the members of Indian Railway Catering & Tourism Corporation Limited on the accounts for the year ended 31st March 2015

Sl. No.	Directions / Sub-Directions	Action Taken	Impact on financial statement										
A. Directions													
1	If the Company has been selected for disinvestment, a complete status report in terms of valuation of Assets (including intangible assets and land) and Liabilities (including Committed and General Reserves) may be examined including the mode and present stage of disinvestment process	The Company has not been selected for disinvestment during the financial year 2014-15.	Not applicable										
2	Please report whether there are any cases of waiver/write off of debts/loans/ interest etc., if yes, the reasons therefor and the amount involved.	According to information and explanations given to us, there are no cases of waiver/write off of debts/ loans/ interest etc.	Nil										
3	Whether proper records are maintained for inventories lying with third parties & assets received as gift from Govt. or other authorities?	Proper records are maintained for inventories lying with third parties and also for assets received as gift from Government or other authorities.	Nil										
4	A report on age-wise analysis of pending legal/arbitration cases including the reasons of pendency and existence/ effectiveness of a monitoring mechanism for expenditure on all legal cases (foreign and local) may be given.	<p>The Company has 73 pending legal/ arbitration cases. The age-wise classification obtained from the management is as under:</p> <table><tr><td>More than 3 years</td><td>17</td></tr><tr><td>Two to three years</td><td>8</td></tr><tr><td>One to two years</td><td>28</td></tr><tr><td>Less than one year</td><td>20</td></tr><tr><td>Total</td><td>73</td></tr></table> <p>These cases are pending for hearing /disposal at the respective forums. The Company has a system for monitoring expenditure on legal cases (foreign and local) which in our view is effective.</p>	More than 3 years	17	Two to three years	8	One to two years	28	Less than one year	20	Total	73	Nil
More than 3 years	17												
Two to three years	8												
One to two years	28												
Less than one year	20												
Total	73												

Place : New Delhi
Date : 15th July 2015



INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

CIN - U74899DL1999GOI101707

BALANCE SHEET AS ON 31st MARCH, 2015

AMOUNT (₹ in Lakh)

PARTICULARS	NOTE NO.	31.03.2015	31.03.2014
I. EQUITY AND LIABILITIES			
(1) Shareholder's Funds			
(a) Share Capital	3	2,000.00	2,000.00
(b) Reserves and Surplus	4	42,425.30	32,691.69
(2) Non-Current Liabilities			
(a) Other Long term liabilities	5	9,609.35	9,141.10
(b) Long term provisions	6	5,492.34	3,322.95
(3) Current Liabilities			
(a) Trade payables	7	4,035.94	3,331.18
(b) Other current liabilities	8	47,634.23	43,919.57
(c) Short-term provisions	9	3,542.24	2,047.89
TOTAL		114,739.40	96,454.38
II. Assets			
(1) Non-Current Assets			
(a) <i>Fixed assets</i>			
(i) Tangible assets	10	14,037.14	10,820.54
(ii) Intangible assets	10	1,494.70	222.18
(iii) Capital work-in-progress	10	1,647.82	1,606.16
(b) Non-current investments	11	—	—
(c) Long term loans and advances	12	1,925.07	3,191.52
(d) Other Non Current Asset	13	10,280.40	12,514.20
(2) Current Assets			
(a) Inventories	14	953.63	953.03
(b) Trade receivables	15	14,897.52	18,003.81
(c) Cash and Bank Balance	16	35,408.47	34,807.63
(d) Short-term loans and advances	17	32,683.48	12,878.64
(e) Other current assets	18	1,411.17	1,456.67
TOTAL		114,739.40	96,454.38
General Information	1		
Summary of significant accounting policies	2		

THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

In terms of our report of even date appended here to

For KPMC & Associates
Chartered Accountants

Sd/-
Rakesh Kumar Jain
Partner
M.NO: 075604
FIRM REG. NO : 005359C

For and on behalf of Board of Directors

Sd/-
Dr. Arun Kumar Manocha
Chairman & Managing Director
DIN: 06976502

Sd/-
Mahendra Pratap Mall
Director (Finance)
DIN:02316235

Sd/-
Suman Kalra
Company Secretary
M.No. - A17284

Place: New Delhi
Date : 15th July, 2015



INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

CIN - U74899DL1999GOI101707

STATEMENT OF PROFIT & LOSS FOR THE YEAR ENDED 31st MARCH, 2015

AMOUNT (₹ in Lakh)

PARTICULARS	NOTE NO.	31.03.2015	31.03.2014
I. Revenue from operations (Gross)	19	103,639.51	92,629.17
Less : Excise Duty		(1,231.96)	(1,122.83)
Revenue from operations (Net)		102,407.55	91,506.34
II. Other Income	20	7,877.09	3,780.93
III. Total Revenue (I +II)		110,284.64	95,287.27
IV. Expenses			
Cost of materials consumed	21	9,274.30	9,546.76
Purchase of Stock-in-Trade	22	14,671.20	13,958.17
Changes in inventories of finished goods, work-in-progress and Stock-in-Trade	23	4.00	(73.32)
Expenses of Licencee Catering Services	24	1,955.60	1,073.71
Expenses of Tourism	25	28,946.93	27,586.75
Manufacturing & Direct Expenses	26	6,780.18	3,574.34
Employee benefit expense	27	17,182.56	15,637.39
Financial costs	28	12.34	15.83
Depreciation and amortization expense	29	2,031.67	1,676.06
Other expenses	30	8,115.00	8,915.18
IV. Total Expenses		88,973.78	81,910.87
V. Profit before exceptional and extraordinary items and tax (III - IV)		21,310.86	13,376.40
VI. Exceptional Items		—	—
VII. Profit before extraordinary items and tax (V - VI)		21,310.86	13,376.40
VIII. Extraordinary Items		—	—
IX. Profit before tax (VII - VIII)		21,310.86	13,376.40
X. Tax expense:			
(1) Current tax		8,308.65	5,755.63
(2) Deferred tax		—	—
XI. Profit/(Loss) from the period from continuing operations (IX-X)		13,002.21	7,620.77
XII. Profit/(Loss) from discontinuing operations	31	91.81	(635.28)
XIII. Tax expense of discontinuing operations	31	31.21	(215.93)
XIV. Profit/(Loss) from discontinuing operations (XII - XIII)		60.60	(419.35)
XV. Profit/(Loss) for the period (XI + XIV)		13,062.81	7,201.42
XVI. Earning per equity share:			
(1) Basic (in ₹)		65.31	36.01
(2) Diluted (in ₹)		65.31	36.01

THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

In terms of our report of even date appended here to

For KPMC & Associates
Chartered Accountants

Sd/-
Rakesh Kumar Jain
Partner
M.NO: 075604
FIRM REG. NO : 005359C

For and on behalf of Board of Directors

Sd/-
Dr. Arun Kumar Manocha
Chairman & Managing Director
DIN: 06976502

Sd/-
Mahendra Pratap Mall
Director (Finance)
DIN:02316235

Sd/-
Suman Kalra
Company Secretary
M.No. - A17284

Place: New Delhi
Date : 15th July, 2015



INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

CIN - U74899DL1999GOI101707

Cash Flow Statement for the year ended 31st March, 2015

AMOUNT (₹ in Lakh)

Particulars	2014-15	2013-14
A Cash Flow from Operating Activities		
Net Profit before tax and extraordinary Items	21,402.67	12,741.12
Adjustments		
Depreciation	2,042.32	1,676.70
Loss/(Profit) on Assets sold	219.99	(17.27)
Transfer to SD Fund	—	(2.32)
Loss/(Profit) on Foreign Exchange Fluctuation	0.03	0.12
Interest Income	(2,346.81)	(2,208.41)
Total of Adjustments	(84.47)	(551.18)
Operating Profit before Working Capital Changes	21,318.20	12,189.94
Working Capital Changes		
Decrease/(Increase) in Inventories	(0.60)	(45.21)
Trade & Other Receivables	(14,542.23)	(6,470.60)
Trade Payables & Provisions	7,090.29	3,846.43
Cash Generated from Operation	13,865.66	9,520.56
Income Tax for Previous Year	—	—
Direct Taxes Paid	(6,995.26)	(4,767.53)
Net Cash from Operating Activities before extra ordinary items	6,870.39	4,753.03
B Cash Flow from Investing Activities		
Purchase of Fixed Assets	(7,014.44)	(2,547.10)
Sale of Fixed Assets	37.99	78.59
Investment in JV Company	—	—
Interest Received	2,392.31	2,104.62
Net Cash used in Investing Activities	(4,584.14)	(363.89)
C Cash Flow from Financing Activities		
Dividend Paid (including Tax on Dividend)	(1,684.73)	(1,377.03)
Net Cash from Financing Activities	(1,684.73)	(1,377.03)
Profit/(Loss) on Foreign Exchange Fluctuation	(0.03)	(0.12)
	(0.03)	(0.12)
Net Change in Cash & Cash Equivalents (A+B+C)	601.50	3,011.99
Opening Balance of Cash & Cash Equivalents	34,980.84	31,968.85
Closing Balance of Cash & Cash Equivalents :-		
Term deposits having remaining maturity of more than 12 months	173.87	173.21
Bank Balances :-		
In Current Account	4,498.23	10,272.81
In Current Account- Earmarked Fund payable to Railway towards surplus on account of IHHA Conference	162.40	384.56
In Current Account- Received from CSR Trust and Earmarked for CSR expenses	133.83	—
Cheques, draft on hand	354.00	763.25
Cash on hand	73.99	84.84
Other Bank Balances :-		
In Term deposits having remaining maturity value of 3 months or less	8,000.00	15,127.74
Margin money against Bank guarantee	5.00	18.01
In Term deposits having remaining maturity of more than 3 months but not more than 12 months	22,129.22	8,083.09
Margin money against Bank guarantee	51.80	73.33
Closing Balance of Cash & Cash Equivalents	35,582.34	34,980.84

Notes:-

- Figures in bracket indicate cash outflow.
- Significant accounting policies and Notes to Accounts (Note No.2) form an integral part of the Cash Flow Statement.
- Previous year figures have been rearranged / regrouped wherever necessary to confirm to current year's classification.

In terms of our report of even date appended here to

For KPMC & Associates
Chartered Accountants

Sd/-

Rakesh Kumar Jain
Partner
M.NO: 075604
FIRM REG. NO : 005359C

For and on behalf of Board of Directors

Sd/-

Dr. Arun Kumar Manocha
Chairman & Managing Director
DIN: 06976502

Sd/-

Mahendra Pratap Mall
Director (Finance)
DIN:02316235

Sd/-

Suman Kalra
Company Secretary
M.No. - A17284

Place: New Delhi
Date : 15th July, 2015

**THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS****NOTE NO.-1****GENERAL INFORMATION**

Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) has been set up by the Ministry of Railways with the basic purpose of hiving off entire catering and tourism activity of the railways to the new Corporation so as to professionalize and upgrade these services with public-private participation. Rail based Tourism in India will be the specific vehicle for achieving high growth in coordination with state agencies, tour operators, travel agents and the hospitality industry. The Company is registered under the Indian Companies Act, 1956.

NOTE NO.-2**SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES****2.1 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 issued by the Institute of Chartered Accountants of India under Section 211(3C) of the Companies Act, 1956/Section 133 of the Companies Act, 2013.

2.2 METHOD OF ACCOUNTING: -

The Corporation is following accrual basis of accounting except License Fee on GDP basis with effect from 1st 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.

2.3 USE OF ESTIMATES

In preparing the financial statements in conformity with accounting principles 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.

2.4 REVENUE RECOGNITION:-

The Corporation is in the business of managing catering services (both mobile and static units), Bedroll 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, Automatic Vending Machines, 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.

(a) Sales:-

Sales of Railneer-packaged drinking water, 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 Accounting Standard-9. It does not include inter-depot and inter-unit transfers.

(b) Income from Internet Ticketing: -

Income from Internet ticketing is recognized 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). Service charges earned on the sales of such tickets on accrual basis have been booked as income of the Corporation.

(c) 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.

(i) 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 for catering services provided to the passengers of Indian Railways on accrual basis.



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

The Corporation is receiving the income from the following: -

Sr. No.	Nature of business activity	Nature of Fee received from licensees
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 Shatabadi/Express Trains.	(i) One Time Concession Fee for the contract period (including renewal period, if any), and Fixed Annual Licence 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 Railways.
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 Railways.
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 Railways 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 license 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 Railways.
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: -

- 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.



- **User charges:** User Charges payable by the Food Plazas and Budget Hotels Licensees are accounted on accrual basis till the period project were in operation.
- **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) till the period project were in operation.
 - (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 Niwas and Railway Hotels operated by the licensees under re-develop, operate, manage and transfer basis.
- **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) Upto 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 pro-rata 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.
 - (d) **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, Buddhist Circuit Special Train and Bharat Darshan Trains, the income includes the total amount net of service tax collected from the customer.
 - (e) **Interest Income from Fixed Deposits including TDRs:**

Income received as Interest from fixed deposit & TDRs is recognized on accrual basis.
 - (f) **Duty Credit License:**

A non – transferable duty credit license under the 'Served from India Scheme' (SFIS) has been received as per foreign trade policy 2004-2009 . The said license can be used against payment of excise & import duty for prescribed items.

2.5 EXPENDITURE:

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

(i) **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

(ii) **Expenditure on Internet ticketing:**

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

(iii) **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:



- **Concession Fee Paid:** Concession Fee payable to Indian Railways in respect of on board catering contract, Automatic Vending Machines, 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 Railways 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.
- **User charges Paid:** User Charges payable to Indian Railways in respect of Food Plazas and Budget Hotels are accounted for on accrual basis till the period projects were in operation.
- **License Fee Paid:**
 - (a) Fixed yearly license fees payable to Indian Railways 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) till the period project were in operation.
 - (b) Variable License fee payable to Indian Railways is accounted on accrual basis as a fixed percentage of the catering services provided /sales made.
- **Tourism Expenses:**

The Cost of Ticket, other charges, if any, levied by the Indian Railways 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 Railways, Road Travel expenses and accommodation and meal charges etc are accounted on accrual basis.
- (iv) **Prior Period Expenses :**

Income / expenditure relating to prior period, which do not exceed ₹1,00,000/- in each case, are treated as income / expenditure of current year.
- (v) **Exceptional Items :**

Exceptional items are generally non-recurring items of Income & Expense within Profit & loss from ordinary activities which are of such size, nature or incidence that their disclosure is relevant to explain the performance of the Company for the year.

2.6 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 9th January, 2009. Useful life of Intangible Assets has been assumed 4 Years.
- (v) The tools and plants placed at such catering units are taken on, as is where basis is. Due to non-availability of value of such assets, such assets are accounted at Nominal Value of ₹1/- per item in the Books of Zonal Offices of the Corporation for the purpose of ensuring physical verification.
- (vi) The Luxury Tourist Train has been capitalized and shown as “Luxury Tourist Train” in Fixed Assets Schedule .

2.7 CAPITAL WORK IN PROGRESS:

The Expenditure on Budget Hotels, pending works at Railneer Plant at Ambarnath etc. are classified under capital work in progress and will be allocated to respective heads after completion of the work.

**2.8 DEPRECIATION:**

- (i) Depreciation is provided in accordance with the life specified under Schedule II of the Companies Act, 2013. 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) Leasehold-Office developments in respect of office premises and Leasehold land (for which lease agreement exists) have been depreciated over the lease period. Expenditure incurred on civil work on premises located on Railway Land (for which no lease agreement exists) has been accounted as lease hold improvement and has been depreciated over a period of ten years.
- (iii) 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.
- (iv) In respect of Residential Flats constructed on leasehold land, depreciation is charged over the period of the lease of the land.

2.9 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.

2.10 INVESTMENTS:

Long term investments are carried at cost less provisions, if any, for permanent diminution in the value of such investment.

2.11 EMPLOYEES BENEFITS:

- (i) The provisions/liabilities towards, Gratuity, Leave encashment, Half Pay Leave and LTC are made on the basis of 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 for employees on deputation/Deemed Deputation and charged to Profit and Loss Account on accrual basis.

2.12 GRANTS:

Grants relating to the acquisition of a specific asset are adjusted against the cost of the concerned asset. Grants relating to the revenue expenditure are adjusted against the related expenses. The unutilized portion of revenue and capital grant is shown as liability.

2.13 TAXATION:

The Corporation has accounted for deferred taxation in line with Accounting Standard-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.

2.14 TRADE RECEIVABLES/ADVANCES:

Trade receivables/advances are stated after writing off debts considered as bad. Adequate provisions are made for debts/advances considered doubtful. The provisions are made on the basis of agewise analysis of trade receivables and on case to case basis.

2.15 IMPAIRMENT OF ASSETS:

Cash generating units as defined in Accounting Standard-28 on 'Impairment of Assets' are identified at the balance sheet date with respect to carrying amount vis-à-vis. recoverable amount thereof and impairment



loss, if any, is recognized in the profit and loss account. Impairment loss, if need to be reversed subsequently, is accounted for in the year of reversal.

2.16 FOREIGN CURRENCY TRANSACTIONS:

Transactions in foreign currencies are recorded at the exchange rate prevailing on the date of transaction. Foreign currency assets and liabilities are translated or converted with reference to the rates of exchange ruling on the date of the Balance Sheet.

2.17 LEASES

Where the Company is the lessee:

Leases where the lessor effectively retains substantially all the risks and benefits of ownership of the leased term, are classified as operating leases. Operating lease payments are recognized as an expense in the statement of Profit & Loss on a straight line basis over the lease term.

Where the Company is the lessor:

Assets subject to operating leases are included in fixed assets. Lease income is recognized in the statement of P & L as per the terms specified in the agreement. Costs, including depreciation are recognized as an expense in the statement of Profit & Loss.

2.18 CASH FLOW STATEMENT

Cash flow statement is made by using the indirect method, whereby profit before tax is adjusted for the effects of transactions of a non cash nature and any deferrals or accruals of past or future cash receipts or payments. The cash flows from operating, financing and investing activities of the company are segregated.



THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

	AMOUNT (₹ in Lakh)	AMOUNT (₹ in Lakh)
	31.03.2015	31.03.2014

NOTE-3

SHARE CAPITAL

Authorised Capital

5,00,00,000 Equity Shares of ₹10 each

5,000.00

5,000.00

(Previous year 5,00,00,000 Equity Shares of ₹10 each)

Issued,Subscribed & Paid-up Capital

20,00,00,000 Equity Shares of ₹10 each fully paid-up

2,000.00

2,000.00

(Previous year 20,00,00,000 Equity Shares of

₹10 each fully paid up)

2,000.00

2,000.00

NOTE-3.1

Reconciliation of Number of Shares

	31.03.2015		31.03.2014	
	No. of Shares in Lakh	Amount (₹ in Lakh)	No. of Shares in Lakh	Amount (₹ in Lakh)
Equity Shares				
Balance at the beginning of the Year	200.00	2,000.00	200.00	2,000.00
Add:- Shares issued during the year	—	—	—	—
Balance at the end of the year	200.00	2,000.00	200.00	2,000.00

NOTE-3.2

Details of Shares held by Shareholders holding more than 5% of the aggregate shares in the Company

	31.03.2015		31.03.2014	
	No. of Shares (In Lakh)	% of Holding	No. of Shares (In Lakh)	% of Holding
Equity Shares				
Ministry Of Railways, Govt. Of India	200.00	100	200.00	100

NOTE-3.3

Rights, Preferences and restrictions attached to shares

The Company has one class of Equity Shares having a par value of ₹10 each per share. Each Shareholder is eligible for one vote per share held. The dividend proposed by the Board of Directors is subject to the approval of the shareholders in the ensuing Annual General Meeting, except in case of interim dividend. The Company has no Preference Shares, thus, in the event of liquidation, the equity shareholders are eligible to receive the remaining assets of the Company.



THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

	AMOUNT (₹ in Lakh) 31.03.2015	AMOUNT (₹ in Lakh) 31.03.2014
NOTE-4		
RESERVES & SURPLUS		
General Reserve		
Balance at the Beginning of the Year	27,991.70	24,491.70
Add: Transferred from Statement of Profit & Loss	3,500.00	3,500.00
Balance at the end of the Year	31,491.70	27,991.70
Sustainable Development Fund		
Balance at the Beginning of the Year	—	2.32
Contribution	—	—
Less: Utilized/Transferred to CSR	—	(2.32)
Balance at the end of the Year	—	—
Research & Development Fund		
Balance at the Beginning of the Year	44.84	15.64
Contribution	(44.84)	31.18
Less: Utilized	—	(1.98)
Balance at the end of the Year	—	44.84
Surplus in the Statement of Profit & Loss		
Balance at the Beginning of the Year	4,655.15	2,667.66
Less: Carrying amount of fixed assets of which the useful life is Nil as on 01/04/2014	184.25	—
	4,470.91	2,667.66
Add: Transferred from Statement of Profit & Loss	13,062.81	7,201.42
Total (A)	17,533.72	9,869.08
Less:		
– Proposed Dividend on Equity Shares for the Year	(2,613.00)	(1,440.00)
– Dividend Distribution tax on Proposed Dividend on Equity Shares	(531.95)	(244.73)
– Transferred to General Reserve	(3,500.00)	(3,500.00)
Total (B)	(6,644.95)	(5,184.73)
Less:		
Contribution towards :-		
–Research & Development Fund	—	(31.18)
Less : Utilized	44.84	1.98
Transferred to Research & Development Fund	(C) 44.84	(29.20)
Balance at the end of the Year (A+B+C)	10,933.60	4,655.15
RESERVES AND SURPLUS	42,425.30	32,691.69

NOTE-5

OTHER LONG TERM LIABILITIES

Others

Security Deposits (Including Rs.66.65 lakh on account of CWIP Projects)	9,609.35	9,141.10
	9,609.35	9,141.10

NOTE-5.1

None of the Suppliers have reported that they are registered under the Micro Small and Medium Enterprises Development Act, 2006. Hence, there are no principle/Interest amounts due to Micro & Small Enterprises.



THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

	AMOUNT (₹ in Lakh) 31.03.2015	AMOUNT (₹ in Lakh) 31.03.2014
NOTE-6		
LONG TERM PROVISIONS		
Provision For Employee Benefits		
Retirement Benefits	5,492.34	3,322.95
	<u>5,492.34</u>	<u>3,322.95</u>
See also Note No.32		
NOTE-7		
TRADE PAYABLES		
Trade Payables		
For Goods	925.55	817.88
For Services	3,110.39	2,513.30
	<u>4,035.94</u>	<u>3,331.18</u>
	<u>4,035.94</u>	<u>3,331.18</u>
NOTE-7.1		
None of the Suppliers have reported that they are registered under the Micro Small and Medium Enterprises Development Act, 2006. Hence, there are no principle/Interest amounts due to Micro & Small Enterprises.		
NOTE-8		
OTHER CURRENT LIABILITIES		
Income Received in Advance		
Unexpired Concession Fee	65.12	62.18
Unexpired Licence Fee	3,743.88	3,449.64
Unexpired User Charges	18.83	3.37
Advances Received	3,589.55	3,111.60
Received from CSR Trust	133.83	—
(A)	<u>7,551.21</u>	<u>6,626.79</u>
Other Payables		
Earnest Money Deposit	230.53	352.02
Security Deposits	3,902.34	2,191.27
Payable to Railway towards surplus on account of IHHA Conference	162.40	384.56
Others expenses	27,941.48	27,413.48
Provision for Vat (Net of service Tax) (refer note no.32.4)	7,263.00	6,738.00
Payable towards Capex	145.75	—
Taxes payables	437.52	213.45
(B)	<u>40,083.02</u>	<u>37,292.78</u>
TOTAL	(A+B)	47,634.23
		<u>43,919.57</u>
NOTE-9		
SHORT TERM PROVISIONS		
Provision for Employee Benefits	397.29	363.16
(a)	<u>397.29</u>	<u>363.16</u>
Others		
Proposed Dividend	2,613.00	1,440.00
Provision for Dividend Tax	531.95	244.73
(b)	<u>3,144.95</u>	<u>1,684.73</u>
TOTAL	(a + b)	3,542.24
		<u>2,047.89</u>



FIXED ASSET CHART AS ON 31ST MARCH 2015

NOTE NO 10 FIXED ASSETS

AMOUNT (₹ in Lakh)

	GROSS AMOUNT				DEPRECIATION & AMMORTISATION					CARRYING AMOUNT	
PARTICULAR	Original Cost As On 01.04.2014	Additions During The Year	Deletion/ Sales During The Year	Original Cost As On 31.3.2015	Upto 01.04.2014	Amount Transferred to Retained Earning	Depreciation Charged During The Year	Depreciation On Deletion/ Sales/ Adjustments	Upto Mar-15	As At 31.03.2015	As At 31.03.2014
(A) TANGIBLE ASSETS											
Building-Factory-Leasehold	1,287.76	892.80	-	2,180.56	195.97	-	48.95	-	244.91	1,935.65	1,091.79
Building-Office-Leasehold	79.52	-	-	79.52	12.44	-	2.49	-	14.93	64.60	67.09
Plant & Machinery	3,047.64	1,134.34	-	4,181.98	1,394.13	-	98.61	-	1,492.74	2,689.24	1,653.50
Electrical Installation & Equipments	255.51	205.25	-	460.76	174.95	3.59	24.23	-	202.77	257.99	80.56
Computer	4,465.97	2,669.45	134.09	7,001.34	3,651.32	20.72	498.70	118.74	4,052.01	2,949.33	814.66
Furniture & Fixtures	644.27	50.77	57.97	637.07	433.48	1.31	38.85	43.16	430.49	206.58	210.79
Office Equipment	1,883.96	164.58	190.37	1,858.17	1,089.35	156.02	252.90	134.80	1,363.47	494.70	794.61
Air Conditioner	306.87	168.52	21.35	454.04	153.19	2.61	34.45	12.32	177.92	276.12	153.69
Tools & Plants	0.06	-	0.06	-	-	-	-	-	-	-	0.06
Luxury Tourist Train	3,883.43	-	41.09	3,842.34	1,108.57	-	552.62	4.44	1,656.74	2,185.59	2,774.86
Leasehold Improvements	1,518.30	66.01	196.60	1,387.72	567.28	-	111.09	70.09	608.28	779.44	951.03
Flats On Leasehold Land	951.87	-	-	951.87	78.89	-	29.99	-	108.88	842.99	872.98
Land											
Leasehold Land	226.17	-	-	226.17	-	-	-	-	-	226.17	226.17
Freehold Land	1,128.75	-	-	1,128.75	-	-	-	-	-	1,128.75	1,128.75
	19,680.10	5,351.73	641.53	24,390.29	8,859.55	184.25	1,692.88	383.55	10,353.15	14,037.14	10,820.54
(B) Intangible Assets											
Softwares	330.26	1,621.96	-	1,952.22	322.76	-	257.96	-	580.72	1,371.50	7.50
Licenses & Franchise	1,341.32	-	-	1,341.32	1,126.64	-	91.48	-	1,218.12	123.20	214.68
	1,671.58	1,621.96	-	3,293.54	1,449.40	-	349.44	-	1,798.84	1,494.70	222.18
Total Current Year	21,351.67	6,973.69	641.53	27,683.83	10,308.95	184.25	2,042.32	383.55	12,151.99	15,531.84	11,042.72
Total Previous Year	20,311.96	1,380.84	341.13	21,351.67	8,912.05	1,676.70	-	279.81	10,308.95	11,042.72	11,399.90

NOTE 10 - CAPITAL WORK IN PROGRESS

AMOUNT (₹ in Lakh)

PARTICULAR	Original Cost As On 31.03.2015	Original Cost As On 31.03.2014
Railneer Plant - Ambarnath	267.19	1,431.58
Corporate Office-Gurgaon	304.05	72.75
Railneer Plant-Sankrail	362.52	9.00
Railneer Plant-Masoori-Gulawati Road	520.91	-
Others	193.15	92.83
TOTAL	1,647.82	1,606.16



THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

	AMOUNT (₹ in Lakh) 31.03.2015	AMOUNT (₹ in Lakh) 31.03.2014
NOTE-11		
NON-CURRENT INVESTMENTS		
Investment in Equity Instruments		
In Joint Venture's Equity		
Royale Indian Rail Tours Ltd. (25,00,000 shares @ ₹10 per share)	250.00	250.00
Less : Provision for Diminution in value of investment	250.00	250.00
	<u>—</u>	<u>—</u>
	<u>—</u>	<u>—</u>
NOTE-12		
LONG TERM LOANS & ADVANCES		
(Unsecured considered good for recovery by the management)		
Advances Recoverable In Cash or in kind or for value to be received		
Capital Advance to Indian Railways for Construction of Flats & Land	211.43	211.43
Capital Advance to RVNL for Construction of Flats & Land	342.00	342.00
Capital Advance to CRIS for Development of New E-Ticketing Software	—	1,645.20
Capital Advance to ION Exchange(I)Ltd. for upgradation of water treatment plant	59.58	59.58
Security Deposits	1,312.06	933.31
	<u>1,925.07</u>	<u>3,191.52</u>
	<u>1,925.07</u>	<u>3,191.52</u>
NOTE-13		
OTHER NON CURRENT ASSETS		
Trade Receivables		
(Unsecured considered good for recovery by the management)		
Considered Good	10,106.53	12,340.99
Considered Doubtful	3,422.75	2,361.45
	<u>13,529.28</u>	<u>14,702.44</u>
Less : Provision for Doubtful Debts	(3,422.75)	(2,361.45)
Total (a)	<u>10,106.53</u>	<u>12,340.99</u>
Other Bank Balances		
Bank balances with foreign bank subject to repatriation restrictions	—	—
Term deposits having remaining maturity of more than 12 months of which margin money or security against borrowings, guarantees or other commitments, held as margin money against Bank guarantee	173.87	173.21
Total (b)	<u>173.87</u>	<u>173.21</u>
TOTAL (a + b)	<u>10,280.40</u>	<u>12,514.20</u>
NOTE-14		
INVENTORIES		
INVENTORIES		
(AS TAKEN, VALUED AND CERTIFIED BY MANAGEMENT)		
Raw Material (Including Goods-In-Transit)	233.01	228.41
Finished Goods	617.98	550.81
Trading Goods—Packed (PD) Items	102.64	173.81
	<u>953.63</u>	<u>953.03</u>
TOTAL	<u>953.63</u>	<u>953.03</u>



THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

	AMOUNT (₹ in Lakh)		AMOUNT (₹ in Lakh)	
	31.03.2015		31.03.2014	
NOTE-15				
TRADE RECEIVABLES				
(Unsecured considered good for recovery by the management)				
– Debts outstanding for a period exceeding six months				
Considered Good	3,321.00		3,870.38	
Considered Doubtful	–	3,321.00	–	3,870.38
– Others Debts				
Considered Good	11,576.52		14,133.43	
Considered Doubtful	–	11,576.52	–	14,133.43
Less : Provision for Doubtful Debts	–	–	–	–
TOTAL		14,897.52		18,003.81
NOTE-16				
CASH AND BANK BALANCE				
Cash and Cash Equivalents				
Bank Balances				
In Current Account	4,498.23		10,272.81	
In Current Account– Earmarked Fund payable to Railway towards surplus on account of IHHA Conference	162.40		384.56	
In Current Account– Received from CSR Trust and Earmarked for CSR expenses	133.83		–	
Cheques, draft on hand	354.00		763.25	
Cash on hand	73.99		84.84	
	(a)	5,222.45	11,505.46	
Other Bank Balances				
In Term deposits having remaining maturity value of 3 months or less	8,000.00		15,127.74	
Margin money against Bank guarantee	5.00		18.01	
In Term deposits having remaining maturity of more than 3 months but not more than 12 months	22,129.22		8,083.09	
Margin money against Bank guarantee	51.80		73.33	
	(b)	30,186.02	23,302.17	
TOTAL	(a + b)	35,408.47	34,807.63	
NOTE-17				
SHORT TERM LOANS & ADVANCES				
Others				
Balances with Govt. Authorities		2,306.94		1,283.71
Other Deposits		29,297.02		9,702.36
Advance Tax Including TDS [net of provisions of ₹8339.86 Lakh (March 31, 2014: ₹5539.70 Lakh)]		(1,471.89)		(127.29)
Prepaid Expenses		262.71		261.99
Other Advances	2,351.18		1,820.35	
Less : Provision for Doubtful advances	(62.48)	2,288.70	(62.48)	1,757.87
TOTAL		32,683.48		12,878.64
NOTE-18				
OTHER CURRENT ASSETS				
Interest Accrued but not due on Term & Fixed Deposits	1,411.17		1,456.67	
	1,411.17		1,456.67	
		1,411.17		1,456.67



THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

	AMOUNT (₹ in Lakh)	AMOUNT (₹ in Lakh)
	Year Ended 31.03.2015	Year Ended 31.03.2014
NOTE-19		
REVENUE FROM OPERATIONS		
A Sale Of Products		
(i) Railneer (Packaged Drinking Water)	9,226.77	8,224.87
(ii) Departmental Catering –Sale Of Food & Beverages	26,039.19	24,291.24
(iii) Non–Railway Business –Income from Catering	3,432.14	3,655.74
–Income from Other Services	83.70	84.82
	38,781.80	36,256.67
Total–Sale of Product	38,781.80	36,256.67
B Sale Of Service		
i) Internet Ticketing		
Service Charges Earned–IR Tickets	25,634.14	21,531.78
(a)	25,634.14	21,531.78
ii) Income From Licencee Catering Services		
Income From Licencee Fee/User Charges etc.		
Income from User Charges–Food Plaza	333.82	426.98
Income from Licence Fee–Food Plaza	2,789.67	2,073.57
(b)	3,123.49	2,500.55
iii) Tourism		
– Travel & Tour Income	31,267.85	28,620.27
– Income from User Charges–Rail Yatri Niwas	107.59	100.55
– Income from Licence Fee–Rail Yatri Niwas	186.91	103.50
– Maharaja Express–Revenue	4,504.70	3,474.82
(c)	36,067.05	32,299.14
Total–Sale Of Services	(a+b+c) 64,824.68	56,331.47
Other Operating Income		
Scrap Sale–Rail Neer	31.38	38.94
Scrap Sale–Departmental Catering	0.23	1.43
Scrap Sale–Non–Railway Catering	1.42	0.66
	33.03	41.03
	33.03	41.03
Revenue from Operation (Gross)	103,639.51	92,629.17
NOTE-20		
OTHER INCOME		
Interest Income		
– Interest Income on FDR's & TDR's (Gross)	2,346.81	2,208.41
(a)	2,346.81	2,208.41
Other Non–Operating Income		
– Income From Licence Fee–Call Centre	200.00	175.00
– Income from Advertisement/SBI CO–Branded Cards & Loyalty Cards	2,541.02	506.78
– Income From Fees from IATA/RTSA/Internet Cafe, etc.	2,201.02	552.62
– Countermanding Charges & Security Deposit Forfeited	18.54	8.29
– Income Accrued On Forfeiture Of Contracts	–	3.09
– Sale Of Tender Forms	3.29	6.81
– Excess Provision Written Back	89.92	–
– Income From Vending	0.90	1.60
– Profit on Sale of Fixed Assets	–	17.27
– Miscellaneous Income	475.59	301.06
(b)	5,530.28	1,572.52
Total	(a+b) 7,877.09	3,780.93



THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

	AMOUNT (₹ in Lakh)	AMOUNT (₹ in Lakh)
	Year Ended 31.03.2015	Year Ended 31.03.2014
NOTE-21		
COST OF MATERIAL CONSUMED		
Railneer (Packaged Drinking Water)		
Opening Stock	126.74	145.37
ADD: Purchases And Expenses	4,448.20	4,210.51
	4,574.94	4,355.88
LESS: Closing Stock	130.96	126.74
(a)	4,443.98	4,229.14
DEPARTMENTAL CATERING		
Opening Stock	101.67	111.16
ADD: Purchases And Expenses	4,830.70	5,308.13
	4,932.37	5,419.29
LESS: Closing Stock	102.05	101.67
(b)	4,830.32	5,317.62
Total	(a+b)	
	9,274.30	9,546.76
NOTE-22		
PURCHASE OF STOCK-IN-TRADE		
Purchase of PD Items for resale	12,174.59	11,302.72
Purchase – Non–Railway Catering	2,496.61	2,655.45
	14,671.20	13,958.17
NOTE-23		
CHANGES IN INVENTORIES OF FINISHED GOODS, WORK IN PROGRESS & STOCK IN TRADE		
RAILNEER (Packaged Drinking Water)		
Opening Stock		
Finished Goods	550.71	522.44
Closing Stock		
Finished Goods	617.98	550.71
(a)	(67.27)	(28.27)
DEPARTMENTAL CATERING		
Opening Stock		
Finished Goods	0.10	0.05
PD Items	173.81	128.81
	173.91	128.86
Closing Stock		
Finished Goods	–	0.10
PD ITEMS	102.64	173.81
	102.64	173.91
(b)	71.27	(45.05)
(Increase)/Decrease in Finished Goods (a+b)	4.00	(73.32)
NOTE-24		
EXPENSES OF LICENCEE CATERING SERVICES		
User Charges – Food Plaza	133.53	170.79
Licence Fee – Food Plaza	1,116.01	850.49
Service Tax – Food Plaza	705.46	45.72
Licence Fee Railway Land – Food Plaza	0.60	6.71
	1,955.60	1,073.71
	1,955.60	1,073.71



THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

	AMOUNT (₹ in Lakh) Year Ended 31.03.2015	AMOUNT (₹ in Lakh) Year Ended 31.03.2014
NOTE-25		
EXPENSES OF TOURISM		
Travel & Tour Expenses	25,864.93	25,040.56
Licence Fee – Rail Yatri Niwas	46.73	25.87
User Charges – Rail Yatri Niwas	26.90	25.14
Licence Fee Paid Railway Land – Rail Yatri Niwas	0.04	0.04
Maintenance & Other Charges	142.12	116.04
Expenses of Maharaja Express	2,866.21	2,379.10
	28,946.93	27,586.75
	28,946.93	27,586.75
NOTE-26		
MANUFACTURING & DIRECT EXPENSES		
Rail Neer (Packaged Drinking Water)		
– Operation & Maintenance Chgs	687.87	578.37
– License fee Railway Land	199.76	92.84
– Power & Fuel	531.28	444.42
– Repair & Maintenance – Plant & Machinery	15.95	13.69
– Repair & Maintenance – Others	5.78	6.74
– Other Direct Expenses	19.08	6.65
(a)	1,459.72	1,142.71
Departmental Catering		
– Freight Inward Loading & Unloading–Catering	54.51	68.42
– Food Inspection Expenses	0.56	0.31
– Fuel	565.58	668.48
– Expenses of Facility Management Services	99.05	119.54
– Expenses of Lounge Services	–	112.58
– Other Direct Expenses	107.70	206.35
(b)	827.40	1,175.68
Internet Ticketing		
– Maintenance & Other Charges	3,268.57	937.10
– Cancellation Charges	251.65	–
– Internet Usage Charges	844.21	75.47
– Messaging Expenses	128.63	243.38
(c)	4,493.06	1,255.95
Total	(a+b+c) 6,780.18	3,574.34
NOTE-27		
EMPLOYEE BENEFIT COSTS		
Salaries, Wages & Bonus	14,942.09	13,750.04
Contribution to Provident and Other Funds	1,950.71	1,527.22
Gratuity	518.79	292.64
Staff Welfare Expenses	83.20	89.01
	17,494.79	15,658.91
Less: Allocated to Discontinued Operation	312.23	21.52
	17,182.56	15,637.39
	17,182.56	15,637.39
See also Note No.37		



THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

	AMOUNT (₹ in Lakh)	AMOUNT (₹ in Lakh)
	Year Ended 31.03.2015	Year Ended 31.03.2014
NOTE-28		
FINANCIAL COST		
Interest Expenses	12.34	15.83
	12.34	15.83
	12.34	15.83
NOTE-29		
DEPRECIATION & AMORTIZATION EXPENSES		
Depreciation on Tangible Assets	1,692.88	1,504.53
Depreciation on Intangible Assets	349.44	172.17
	2,042.32	1,676.70
Less: Allocated to Discontinued Operation	10.65	0.64
	2,031.67	1,676.06
	2,031.67	1,676.06
NOTE-30		
OTHER EXPENSES		
Electricity & Water	266.83	241.91
Office Rent	1,030.31	1,695.94
Duties, Rates & Taxes	55.65	53.05
Repair Maintenance & other	763.04	753.12
Insurance	74.92	97.95
Travelling Expenses	653.36	705.03
Director Sitting Fees	4.80	5.75
Payment To Auditors		
– As Auditor		
Audit Fees	4.00	4.00
Tax Audit Fees	1.85	1.85
Other Services	0.20	0.15
Reimbursement of Expenses	1.35	1.15
Cost Audit Fee	2.71	2.95
Internal Audit Fee	2.63	2.63
Legal & Professional Fees	267.16	279.18
Customer Satisfaction Survey Expenses	18.71	20.46
Freight Outward & CFA Charges	1,767.28	1,547.46
Provision for Doubtful Debts & Advances	1,061.30	1,799.14
Corporate Social Responsibility/Sustainable Development Expenses	39.75	176.53
Loss on Foreign Exchange Fluctuation	0.03	0.12
Miscellaneous Expenses	2,506.23	2,254.20
	8,522.11	9,642.57
Less: Allocated to Discontinued Operation	407.11	727.39
	8,115.00	8,915.18
TOTAL	8,115.00	8,915.18



THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

	AMOUNT (₹ in Lakh)	AMOUNT (₹ in Lakh)
	Year Ended 31.03.2015	Year Ended 31.03.2014
NOTE-31		
PROFIT/(LOSS) FROM DISCONTINUING OPERATIONS		
Licensee Catering Services		
Revenue		
Income from Catering & comprehensive services provided		
Income from On Board Catering Services–Rajdhani/ Shatabdi/premium Trains	2,793.18	–
(a)	2,793.18	–
Income from Concession Fee. Licence Fee etc.		
Income from Concession Fee	61.70	0.15
Income from Licence Fee	981.42	183.43
(b)	1,043.12	183.58
Total revenue from discontinuing operations (a+b)	3,836.30	183.58
Expenses		
Expenses of Catering & comprehensive services provided		
On Board Catering Charges– Rajdhani & Shatabdi/premium Trains	2,793.18	–
(a)	2,793.18	–
Expense of Concession Fee. Licence Fee etc.		
Concession Fee	17.38	0.02
Licence Fee	203.94	69.29
(b)	221.32	69.31
Indirect Expenses (Allocated)		
Employee Benefit Expenses	312.23	21.52
Depreciation & Amortization Expenses	10.65	0.64
Other Expenses	407.11	727.39
(c)	729.99	749.55
Total expenses of discontinuing operations (a+b+c)	3,744.49	818.86
Profit(Loss) from Discontinuing Operations	91.81	(635.28)
Tax Expense of Discontinuing Operation	31.21	(215.93)
	31.21	(215.93)

Pursuant to the decision of the Ministry of Railway, as per the Catering Policy – 2010 vide Commercial Circular No–35/2010 dated 21 July,2010, the Licensee Catering business of IRCTC is transferred to Indian Railway. No Assets/Liabilities relating to Catering Business have been transferred to Indian Railway. The revenue from this segment has gone down significantly as compared to Previous year. The revenue from part of the licensee business like static catering units at railway station, mobile catering units and book stalls has been treated discontinued operation accordingly.



THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

NOTE NO. 32: PROVISIONS, CONTINGENT LIABILITIES AND CONTINGENT ASSETS

32.1: PROVISIONS

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, 2015 is as follows:-

(₹ in Lakh)

Particulars	Provision for Bad and Doubtful Debts		Provision for Doubtful advances		Provision for Leave Encashment (Retirement Benefits)		Provision for Gratuity (Retirement Benefits)		Provision for Pension (Retirement Benefits)	
	2014-15	2013-14	2014-15	2013-14	2014-15	2013-14	2014-15	2013-14	2014-15	2013-14
Opening Balance	2361.45	624.79	62.48	–	1392.99	892.46	59.46	(199.81)	1332.98	1,123.79
Addition	1061.30	1,747.16	–	62.48	349.72	608.33	518.79	292.63	695.41	209.19
Utilization/Contribution	–	(10.50)	–	–	(138.03)	(107.80)	(187.99)	(33.36)	–	–
Reversal	–	–	–	–	–	–	–	–	–	–
Closing Balance	3422.75	2,361.45	62.48	62.48	1604.68	1,392.99	390.26	59.46	2028.39	1,332.98

(₹ in Lakh)

Particulars	Provision for Pension for Optees (Retirement Benefits)		Provision for Half Pay leave		Provision for LTC		Provision for Post retirement medical Scheme	
	2014-15	2013-14	2014-15	2013-14	2014-15	2013-14	2014-15	2013-14
Opening Balance	444.24	256.62	431.94	–	24.50	–	–	–
Addition	153.35	216.89	343.47	431.94	12.30	27.72	565.20	–
Utilization/Contribution	(99.64)	(29.27)	–	–	(9.07)	(3.22)	–	–
Reversal	–	–	–	–	–	–	–	–
Closing Balance	497.95	444.24	775.41	431.94	27.73	24.50	565.20	–

Note:

- Provision for doubtful debts/advances is made on the basis of management's estimates.
- Provision for retirement benefits is made on the basis of independent actuary's valuation.
- As per the DPE guidelines, Company has formulated employees' Post-Retirement Pension Scheme to be effective from 1st January, 2007. The scheme is pending with Administrative Ministry for approval. However, the Company has provided the liability in the accounts as per the details given in above statement.
- As per the DPE guidelines, Company has formulated employees' Post-Retirement Medical Scheme to be effective from 1st January, 2007. The scheme is pending with Administrative Ministry for approval. However, the Company has provided the liability in the accounts as per the details given in above statement.
- Provision of Pension in respect of deemed deputationist Optees has been made to make 100% commutation of difference of pension (IRCTC- Railways) as full and final one time settlement of pensionary liabilities of IRCTC so as to avoid monthly recurring liability of pension. Provision of Leave encashment and Gratuity includes ₹ 162.30 lakh and ₹ 221.82 lakh respectively for deemed deputationist Optees.



THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

32.2: CONTINGENT LIABILITIES

Claims against the Corporation pending appellate/judicial decisions:

(₹ in Lakh)

S. No.	Particulars	As at 31 st March, 2015	As at 31 st March, 2014
a.	Employee Court Case – SCZ	9.20	9.20
b.	Service Tax	1,407.30	679.03
c.	Others	9,362.95	4,089.49
	Total	10,779.45	4,777.72

Claim against the corporation not acknowledge as debt.

(₹ in Lakh)

S. No.	Particulars	As at 31 st March, 2015	As at 31 st March, 2014
a.	Service Tax	9,373.54	10,042.56
b.	VAT	2,337.79	674.41
c.	Other Taxes	7.74	7.74
	Total	11,719.07	10,724.71

The Corporation has made provision for service tax where demand has been raised and shown as contingent liability where show cause notice have been issued by the service tax department.

32.3:

By virtue of Joint venture agreement Dated 10.12.2008, Royale Indian Rail Tours Limited (RIRTL) was formed as a joint venture company with Cox and Kings Limited with IRCTC and Cox & Kings Limited as shareholders.

A Luxury train of 23 coaches was constructed, funded and created by IRCTC and was given to Royale Indian Rail Tours Limited (RIRTL) for operations on adhoc basis and it was christened as Maharaja's Express. The Train was operated from March 2010 to April 2011. In that intergenem, it was noticed that various agreements between the parties regarding the train operation were not being allowed to be finalized, including the lease agreement for train and MOU with Indian Railways. Further, haulage charges, etc. due were also not being paid. Ultimately, IRCTC terminated the agreement with Cox and Kings Ltd on 12/08/2011, as well as also had withdrawn the train from RIRTL.

Cox and Kings Limited filed a petition in Honorable Delhi High Court and after the judgment of Division Bench of High Court in favour of IRCTC, Cox and Kings Ltd approached the Supreme Court. The matter has been decided in favour of IRCTC by Honorable Supreme Court of India with an observation that parties are at liberty to appoint an arbitral Tribunal to settle their disputes. The prayer of Cox & Kings Ltd. before the arbitral Tribunal is for specific performance of the joint venture agreement.

Based on legal opinion available with the Company and in view of the termination of the joint venture agreement, the IRCTC is of the view that Cox and Kings Ltd. can not invoke the arbitration clause in relation to the reliefs sought. The order on IRCTC's plea has been reserved.

IRCTC does not feel the necessity to recognize the claim of the Cox and Kings Ltd which is for restoration of the Joint Venture Agreement and therefore consequential financial impact is not ascertainable at present. On the other hand, IRCTC has initiated proceedings under section 397 and 398 of the Companies Act, 1956 against Cox and Kings Ltd. and its officers which is sub judice.

32.4: VAT Case filed Before Hon'ble Supreme Court of India

The Corporation has been paying service tax towards on-board catering services in trains in which catering charges are included in railway fare. The commissioner of VAT vide order dated 23.03.2006 considered on-board catering service in trains as sale of goods within the meaning of section 2(zc)(vii) of the said Act.

**THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.**

IRCTC filed an appeal before the Appellate Tribunal Value Added Tax. The Tribunal, while partly allowing the appeal vide Order dated 07.09.2006, held that the observations pertaining to Central Act were beyond the Commissioner's jurisdiction as they pertained to taxability of the goods on sale or purchase taking place in the course of inter-state sale outside the State.

IRCTC assailed the said order by way of filing writ petitions in the Hon'ble High Court of Delhi at New Delhi praying that the services rendered by IRCTC are not liable to Value Added Tax under the Delhi Value Added Tax Act, 2004 and that on-board catering services of the Corporation are primarily services in which food and beverages are also provided and are liable to service tax only. The Hon'ble Delhi High Court upheld the decision of commissioner of VAT and dismissed the petition of IRCTC. The Hon'ble High Court had stated that corporation is liable to pay VAT. However, it may take refund of service tax already paid.

Aggrieved by the Judgement, the Corporation has moved to Hon'ble Supreme Court, filing Special leave petition against the judgment dated 19.7.2010 passed by the Hon'ble High Court of Delhi. SLP 25292-25319 of 2010 had been admitted and awaiting its turn. The Hon'ble Supreme Court has granted ad-interim direction in the nature of Status Quo on recovery of the demand raised by VAT authorities. Hence the matter is sub-judice and the corporation is not liable to pay VAT at present. However, the corporation has provided VAT liability net of service tax of ₹ 7263/- lakh up to FY 2014-15 across India as a matter of prudent accounting policy.

NOTE NO. 33 : PAYMENT GATEWAYS

Company is handling Railway reservations through internet for which five payment gateways and more than thirty net banking networks of almost all the banks are being used. The volume of transactions in all these accounts is very huge. Transaction wise reconciliation has been carried out for the financial year 2014-15. However, certain differences are still persisting for financial years prior to 2014-15 which are because of non-comparability of data cycle of IRCTC and the respective banks. The matter has been taken up with the respective banks to provide the data in comparable form so that persisting differences can be eliminated.

NOTE NO. 34 : TRADE RECEIVABLES

The Trade Receivables, Trade Payables, Advance to Railways and Security Deposit are unconfirmed and unreconciled. The reconciliation with various parties including Railways has been under taken and is still in progress. However, it has been reported to Board that though reconciliation meetings are held and differences ironed out but minutes are not being signed from the side of Railways. Pending confirmation and reconciliation of Trade Receivables, the Corporation has decided to create a provision of ₹ 1,061.30 lakh against receivables from various parties including Railways which in view of the management are doubtful of recovery.

NOTE NO. 35 : CAPITAL COMMITMENT

Estimated amount of Contracts remaining to be executed on capital account and not provided for amounts to ₹ 2323.13 Lakh as against ₹ 6,893.72 Lakh in the previous year.

NOTE NO. 36 :

In the opinion of Management, value of Current Asset, 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 Trade Receivables including Railway Trade Receivables and Trade Payables as stated in the Balance Sheet are subject to confirmation.

NOTE NO. 37 : EMPLOYEE BENEFITS

General description of the defined benefit schemes/defined contribution scheme:

- (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 ₹ 10 Lakh has been considered for actuarial valuation.
- (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.



THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

- (iii) **Half Pay Leave:** to eligible employees who have accumulated half pay leaves. Half pay leave is provided for based on actuarial valuations, as at the balance sheet date.
- (iv) **Leave Travel Concession(LTC) :** to eligible employees is provided for based on actuarial valuations, as at the balance sheet date.
- (v) **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.
- (vi) **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 2014-15 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

S. No.	Particulars	As at 31 st March, 2015	As at 31 st March, 2014
(i)	Discount rate(per annum)	7.79%	8.00%
(ii)	Mortality rate	Indian Assured Lives Mortality (2006-08) (Modified Ultimate)	Indian Assured Lives Mortality (2006-08) (Modified Ultimate)
(iii)	Withdrawal rates(per annum)		
	Up to 30 Years	3	2
	From 31 to 44 Years	3	2
	Above 44 Years.	3	2
(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.

(c) Plan Assets

(i) Changes in the fair value of plan assets

(₹ in Lakh)

S. No.	Particulars	Gratuity		Leave Encashment		Half Pay Leave		LTC	
		31/03/2015	31/03/2014	31/03/2015	31/03/2014	31/03/2015	31/03/2014	31/03/2015	31/03/2014
a)	Fair value of plan assets at the beginning of the period	1086.94	1,019.28	-	-	-	-	-	-
b)	Acquisition adjustment	-	-	-	-	-	-	-	-
c)	Expected return on plan assets	86.96	80.64	-	-	-	-	-	-
d)	Contributions	-	-	98.04	97.10	-	-	9.07	-
e)	Benefits paid	-	(22.58)	(98.04)	(97.10)	-	-	(9.07)	-
f)	Actuarial gain/(loss) on plan assets	(86.96)	9.60	-	-	-	-	-	-
g)	Fair value of plan assets at the end of the period	1086.94	1,086.94	-	-	-	-	-	-



THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

(ii) Fair value of plan asset

(₹ in Lakh)

S. No.	Particulars	Gratuity		Leave Encashment		Half Pay Leave		LTC	
		31/03/2015	31/03/2014	31/03/2015	31/03/2014	31/03/2015	31/03/2014	31/03/2015	31/03/2014
a)	Fair value of plan assets at the beginning of the period.	1086.94	1,019.28	–	–	–	–	–	–
b)	Acquisition adjustment	–	–	–	–	–	–	–	–
c)	Actual return on plan assets	–	90.24	–	–	–	–	–	–
d)	Contributions	–	–	98.04	97.10	–	–	9.07	–
e)	Benefits paid	–	(22.58)	(98.04)	(97.10)	–	–	(9.07)	–
f)	Fair value of plan assets at the end of the period	1086.94	1,086.94	–	–	–	–	–	–
g)	Funded status-Surplus/(Deficit)	(354.02)	134.82	(1442.38)	(1,143.17)	(775.41)	(431.94)	(27.73)	(24.50)
h)	Excess of actual over estimated return on plan assets	–	–	–	–	–	–	–	–

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

(₹ in Lakh)

Sr. No.	Particulars	Gratuity	Leave Encashment	Half Pay Leave	LTC
(i)	Present value of the Projected benefit obligations as at 1 st April, 2014	952.13	1143.17	431.94	24.50
(ii)	Current Service Cost	273.31	219.25	297.10	1.32
(iii)	Interest Cost	86.64	85.56	33.78	1.91
(iv)	Actuarial gains(-)/losses(+)	128.88	92.44	12.59	9.07
(v)	Past Service Cost	–	–	–	–
(vi)	Benefits Used	–	98.04	–	9.07
(vii)	Present Value of the projected benefit obligations as on 31 st March, 2015 (i+ii+iii+iv-v-vi) (Amount recognized in Balance sheet).	1440.96	1442.38	775.41	27.73

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

(₹ in Lakh)

Sr. No.	Particulars	Gratuity	Leave Encashment	Half Pay Leave	LTC
(i)	Net Asset/(Liability) Recognized at the beginning of the period	134.82	(1143.17)	(431.94)	(24.50)
(ii)	Employer Expenses	(488.84)	(397.25)	(343.47)	(12.30)
(iii)	Employer Contribution	–	98.04	–	9.07
(iv)	Acquisitions/Divestures	–	–	–	–
(v)	Net Asset/(Liability) Recognized at the end of the period (Amount recognized in Balance sheet).	(354.02)	(1442.38)	(775.41)	(27.73)



(f) Expenses recognized in the Statement of Profit & Loss Account for the year ended 31st March, 2015:
(₹ in Lakh)

Sr. No.	Particulars	Gratuity		Leave Encashment		Half Pay Leave		LTC	
		2014-15	2013-14	2014-15	2013-14	2014-15	2013-14	2014-15	2013-14
(i)	Current Service Cost	273.31	155.61	219.25	131.68	297.10	137.45	1.32	24.50
(ii)	Interest Cost	86.64	55.29	85.56	54.81	33.78	—	1.91	—
(iii)	Actuarial Gain(-)/ Losses(+)	215.84	135.29	92.44	402.92	12.59	294.49	9.07	—
(iv)	Past Service Cost	—	—	—	—	—	—	—	—
(v)	Expected return on plan assets	(86.95)	(80.65)	—	—	—	—	—	—
(vi)	Benefit paid	—	22.58	98.04	97.10	—	—	—	—
(vii)	Total(i+ii+iii+iv+v-vi)	488.84	242.96	299.21	492.31	343.47	431.94	12.30	24.50
(viii)	Employee Remuneration and benefits	—	—	—	—	—	—	—	—
	Charged to Profit and Loss Account	488.84	242.96	299.21	492.31	343.47	431.94	12.30	24.50
(ix)	Actual Return on Plan Assets	—	—	—	—	—	—	—	—

(g) Other Disclosures : (₹ in Lakh)

Gratuity	31.03.2015	31.03.2014	31.03.2013	31.03.2012	31.03.2011
Present value of obligation as at the end of	1440.96	952.13	618.91	777.41	551.24
Fair Value of plan assets as at the end of	1086.94	1,086.94	1019.28	936.63	715.47
Surplus / (Deficit) (ii-i)	(354.02)	134.82	400.37	159.22	164.23
Experience adjustment on plan liabilities (loss)/gain	(128.88)	(144.90)	360.38	(28.38)	(125.92)
Experience adjustment on plan assets (loss)/gain	(86.96)	9.60	9.32	3.17	0.17
Leave	31.03.2015	31.03.2014	31.03.2013	31.03.2012	31.03.2011
Present value of obligation as at the end of	1442.38	1143.17	650.86	801.19	759.79
Surplus/(Deficit)	(1442.38)	(1143.17)	(650.86)	(801.19)	(759.79)
Experience Adjustment on plan liabilities (loss)/gain	(92.44)	(402.92)	365.99	8.54	(152.52)
Half Pay Leave	31.03.2015	31.03.2014	31.03.2013	31.03.2012	31.03.2011
Present value of obligation as at the end of	775.41	431.94	—	—	—
Surplus/(Deficit)	(775.41)	(431.94)	—	—	—
Experience Adjustment on plan liabilities (loss)/gain	(12.60)	(294.49)	—	—	—
LTC	31.03.2015	31.03.2014	31.03.2013	31.03.2012	31.03.2011
Present value of obligation as at the end of	27.73	24.50	—	—	—
Surplus/(Deficit)	(27.73)	(24.50)	—	—	—
Experience Adjustment on plan liabilities (loss)/gain	(9.07)	—	—	—	—

(h) The Employees' Gratuity Fund Scheme managed by a Trust (SBI Life Insurance Co. Ltd) is a defined benefit plan. The present value of obligation is determined based on actuarial valuation using the Projected Unit Credit Method.



THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

NOTE NO. 38 :

Tools and Plants of ₹ Nil (Previous Year ₹ 0.06 Lakh), which were accounted at Nominal Value of ₹ 1/- per item are lying with the Company.

NOTE NO. 39 :

During the year 2014-15, 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.

NOTE NO. 40 : RELATED PARTY DISCLOSURE

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) Dr. A.K. Manocha, CMD Joined w.e.f 19.09.2014 (ii) Shri M.P. Mall, Director (Finance) (iii) Shri Rabindra Nath Kalita, Director (CS) (iv) Smt. Amritbir Kaur Brar, Director (T&M)

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

(₹ in Lakh)

Sr. No.	Nature of Transaction	Joint Venture		Key Management Personnel	
		As at 31 st March, 2015	As at 31 st March, 2014	As at 31 st March, 2015	As at 31 st March, 2014
(i)	Investments	250	250	—	—
(ii)	Provision for diminution in investment	250	250	—	—
(iii)	Advance Lease Rent	1,741.50	1,741.50	—	—
(iv)	Lease Rent Receivable	269.08	269.08	—	—
(v)	Trade Payables	(1,471.71)	(1,471.71)	—	—
(vi)	Lease Rent Income	—	—	—	—
(vii)	Managerial Remuneration	N.A.	N.A.	116.86	98.11

The provision for diminution in investment has been made for IRCTC share of investment i.e. 250.00 Lakh as the cumulative losses of RIRTL has wiped out its net worth. Further, the Balance Sheet of RIRTL for 2010-11, 2011-12, 2012-13, 2013-14 & 2014-15 have not been finalized pending dispute with M/s Cox and Kings (India) Ltd.

NOTE NO. 41 : FINANCIAL REPORTING OF INTEREST IN JOINT VENTURES

As per Accounting Standard-27-'Financial reporting of interest in Joint Ventures' issued by the Institute of Chartered Accountants of India, the Corporation's share of ownership interest, assets, liabilities, income, expenses, contingent liabilities and capital commitments in the joint venture company as at 31st March, 2015 are not available in view of non-finalization of its accounts because of dispute between the parties.

(₹ in Lakh)

Sr. No.	Name of the Joint Venture Company	% of Corporation's ownership interest	Assets	Liabilities	Income	Expenditure	Contingent Liabilities	Capital Commitments
1,	RIRTL	50%	Not available	Not available	Not available	Not available	Not available	Not available

**THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.****NOTE NO. 42 : IMPAIRMENT OF ASSETS**

Pursuant to Accounting Standard (AS 28) impairment of Assets issued by the Institute of Chartered Accountants of India, the Corporation made an assessment on 31st March, 2015 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.

NOTE NO. 43 :

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. 1st 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 they 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 on the basis of old licensee fees fixed by Indian Railways or amount actually received from licensees, whichever is higher.

NOTE NO. 44 :

- (i) 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.
- (ii) Residential flats constructed on railway land are on lease for a period of 30 years and the same has been depreciated over that period.

NOTE NO. 45 :

IRCTC has taken land from Railways on lease basis for setting up of Railneer Plants at Nangloi, Danapur, Palur and Ambarnath 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, Danapur, Palur and Ambarnath 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.

NOTE NO. 46 :

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. Provision for Water charges for the departmental catering units is made @ 0.1 % of the turnover in respect of units where bills have not been received from Zonal Railways. Provision for Electricity Charges for the departmental catering units, where the bills have not been received from respective Railways is being provided @ 2.5 % of a turnover.

NOTE NO. 47 : 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:

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



THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

The Corporation caters mainly to the needs of the domestic market. As such there are no reportable geographical segments.

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 cannot classify to segments, are shown as unallocated assets/ liability. The overall percentage of such unallocable Assets/ Liabilities to total Assets/ Liabilities is not material.



SEGMENT REPORTING FOR THE YEAR ENDED ON 31.03.15

AMOUNT (₹ in Lakh)

PARTICULAR	Licensee Catering		Railneer		Internet Ticketing		Tourism		Departmental Catering		Total	
	2014-15	2013-14	2014-15	2013-14	2014-15	2013-14	2014-15	2013-14	2014-15	2013-14	2014-15	2013-14
Revenue												
Income	6,979.35	2,688.52	76.97	69.99	30,812.47	22,848.93	35,942.52	32,210.14	85.46	48.66	73,896.76	57,866.25
Sales(Excluding Excise Duty and sales tax)			8,026.19	7,140.98					29,556.68	28,033.89	37,582.87	35,174.87
Inter-Segment Sales			1,510.73	1,606.55							1,510.73	1,606.55
Rail Yatri Nivas and Railway Hotels							294.50	204.05			294.50	204.05
Sales/Income(Bedroll & Cleaning)	-	-					-	-		-		-
Total Revenue	6,979.35	2,688.52	8,103.16	7,210.97	30,812.47	22,848.93	36,237.02	32,414.19	29,642.14	28,082.55	111,774.13	93,245.17
Segment Result	1,198.29	1,111.06	630.52	534.95	21,566.20	17,147.70	1,895.13	(411.58)	(4,953.00)	(6,067.55)	20,337.15	12,314.58
Unallocated Corporate Income											-	-
Unallocated Corporate Expenses											-	-
Operating Profit	1,198.29	1,111.06	630.52	534.95	21,566.20	17,147.70	1,895.13	(411.58)	(4,953.00)	(6,067.55)	20,337.15	12,314.58
Interest Income												
Income Taxes											2,346.81	2,208.41
Profit from Ordinary Activities	1,198.29	1,111.06	630.52	534.95	21,566.20	17,147.70	1,895.13	(411.58)	(4,953.00)	(6,067.55)	14,344.10	8,983.29
Prior Period Income(-)/ Expenses	-	-	-	-	-	-	-	-	-	-	-	-
Bad & Doubtful Debts written off or provided	375.92	715.00	88.38	270.74	-	(10.50)	-	62.48	597.00	761.42	1,061.30	1,799.14
(Profit)/Loss on sale of assets	-	(0.53)	0.47	(0.91)	6.78	(3.83)	30.58	(6.43)	182.16	(5.57)	219.99	(17.27)
Interest Expenses	-	-	-	-	-	-	-	-	-	-	-	-
Net Profit	822.37	396.59	541.67	265.12	21,559.42	17,162.03	1,864.55	(467.63)	(5,732.16)	(6,823.40)	13,062.81	7,201.42
Other Information												
Segment Assets	33,230.36	40,452.00	4,504.61	4,352.95	84,914.82	59,802.38	3,247.35	3,015.75	(14,684.88)	(14,725.83)	111,212.26	92,897.25
Unallocable Corporate Assets											3,527.14	3,557.13
Total Assets	33,230.36	40,452.00	4,504.61	4,352.95	84,914.82	59,802.38	3,247.35	3,015.75	(14,684.88)	(14,725.83)	114,739.40	96,454.38
Segment Liabilities	31,027.02	37,390.73	1,675.28	1,355.25	23,208.20	10,688.09	3,258.37	2,418.25	6,889.93	5,744.57	66,058.80	57,596.89
Unallocable Corporate Liabilities											4,255.30	4,165.80
Total Liabilities	31,027.02	37,390.73	1,675.28	1,355.25	23,208.20	10,688.09	3,258.37	2,418.25	6,889.93	5,744.57	70,314.10	61,762.69
Capital Expenditure	-	-	2,261.94	380.74	4,316.19	175.33	220.42	414.23	175.12	410.54	6,973.67	1,380.84
Unallocable Corporate Expenditure												-
Total Capital Expenditure	-	-	2,261.94	380.74	4,316.19	175.33	220.42	414.23	175.12	410.54	6,973.67	1,380.84
Depreciation	19.38	9.34	208.51	369.40	909.88	688.32	662.57	389.05	241.99	220.60	2,042.32	1,676.70
Unallocable Corporate Depreciation											-	-
Total Depreciation	19.38	9.34	208.51	369.40	909.88	688.32	662.57	389.05	241.99	220.60	2,042.32	1,676.70

Note: 1. Departmental Catering includes Non-Railway Catering.

2. Inter-segment sales are not taken into total revenue.

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



THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

NOTE NO. 48 : EARNING PER SHARE

Earnings Per Share

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

Particulars	2014-15	2013-14
Net Profit used as a numerator (₹ in Lakh)	13,062.81	7,201.42
Number of Equity Shares used as denominator (Nos in Lakh)	200	200
Earnings Per Share-Basic (in ₹)	65.31	36.01
Earnings Per Share-Diluted (in ₹)	65.31	36.01
Face Value Per Share (in ₹)	10.00	10.00

NOTE NO.49 : DIVIDEND

During the year 2014-15, the Board of Directors has recommended final dividend of ₹ 2613/- lakh (₹13.07 per share, Face value ₹ 10 per share). The total dividend for the financial year 2014-15 is ₹ 3144.95 lakh (including ₹ 531.95 lakh dividend distribution tax), ₹ 15.57 per share (Face value ₹ 10 per share).

NOTE NO. 50 :

Value of Imports calculated on CIF basis by the Company for year 2014-15 in respect of

Raw Materials	—
Components and Spare parts	—
Capital goods	NIL

NOTE NO. 51 : EXPENDITURE IN FOREIGN CURRENCY

Expenditure in Foreign Currency:

Nature of Expenses	(₹ in Lakh)	
	2014-15	2013-14
Foreign Travelling Expenses Directors	8.67	2.29
Foreign Travelling Expenses-others	31.28	93.07
Total	39.95	95.36

NOTE NO. 52 : EARNINGS IN FOREIGN EXCHANGE

Earnings in Foreign Exchange is for year 2014-15 in respect of

(₹ in Lakh)	
Export of goods calculated on F.O.B basis	—
Royalty, knowhow, professional and consultation fees	—
Interest and Dividend	—
Other Income	2188.53

NOTE NO. 53 : LEASES

The Company's leasing arrangements in respect of its various offices are in the nature of operating lease. The rentals for the same are being charged to statement of Profit & Loss on the basis of lease agreements. The total amount charged to statement of profit & loss is ₹ 1030.31 lakh (previous year ₹ 1695.94 lakh).

However, in under noted cases leases have expired and are awaiting renewals:-

(a) Office space of 2300 Sq.ft 31.03.2008 at Patna.



THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

NOTE NO. 54 :

Ministry of Railways vide letter No 2009/TG-III/600/25 Dt 21.07.10 has issued Catering policy 2010 which stipulates that:

- Railway shall progressively take over management of all mobile catering services including base kitchen and mobile catering through departmental catering in a phased manner.
- IRCTC will primarily responsible for running of Food Plaza, Food Courts, Fast Food units within the ambit of this policy.

In line with above policy, most of the licensee catering business has been transferred. Hence income from such transferred business has been accounted for till the date of handing over.

NOTE NO. 55 : ACCOUNTING FOR TAXES ON INCOME

As per Accounting Standard (AS22) – Accounting for Taxes on Income issued by Institute of Chartered Accountants of India, the deferred tax asset arising on account of timing differences, being the difference between taxable incomes and accounting income has resulted into net deferred tax asset to the tune of ₹ 5,714.43 Lakh for the F.Y. 2014-15. The Deferred Tax asset for the F.Y 2014-15 amounted to ₹ 6,335.32 Lakh & Deferred Tax liabilities for the F.Y 2014-15 amounted to ₹ 620.89 Lakh. Keeping in view, the more prudence policy, the management has decided not to recognize deferred tax asset. Since, the management is not sure about the virtual certainty for realizing the asset.

NOTE NO. 56 : IHHA CONFERENCE

During the F.Y. 2012-13, the company had organized IHHA Conference as per the request of the Ministry of Railway.

The balance amount of ₹ 162.40 Lakh being payable to Railways is shown as current liabilities in the Balance Sheet. IRCTC has recovered their charges.

NOTE NO. 57 : GOVERNMENT CAPITAL SUBSIDY

During the F.Y 2009-10, the Company acquired a Pan India Luxury Tourist Train. The total cost of said train was ₹ 5,046.57 Lakh. The Tourism Ministry had given capital subsidy of ₹ 1,237.00 Lakh and the Train was capitalized in the books at Rs. ₹ 3,809.57 Lakh in the F.Y 2009-10.

NOTE NO. 58 : DUTY CREDIT LICENSE

During F.Y.2014-15, the duty credit license has been utilized for an amount of ₹ 2.57 lakh (previous year ₹ 5.79 lakh) against payment of duty under “Served from India Scheme”.

NOTE NO. 59 : RETAINED EARNINGS

- An amount of ₹ 184.25 lakh has been recognized in the opening balance of retained earnings in accordance with the Schedule II of Companies Act, 2013 in respect of the assets having the remaining useful life nil but having carrying value as on 01st April, 2014 after retaining 5% of the original cost of asset as residual value.
- In Line with Schedule-II of the Companies Act 2013, the Company has changed the accounting policy for providing the depreciation from written down value method to straight line method for providing the depreciation. This revision has resulted in increase of depreciation charged to the extent of ₹ 253.83 lakh for the financial year ended 31st March 2015. Due to this, the profit before tax for the year ended 31st March, 2015 is lower by ₹ 253.83 lakh.

NOTE NO. 60 : CSR EXPENDITURE

- Gross amount required to be spent by the Company during the year is ₹ 197.62 lakh.
- Details of amount spent during the year :-

(₹ in Lakh)

Sr. No.	Particulars	In cash	Yet to be paid in cash	Total
(i)	Construction/acquisition of any asset	31.12	—	31.12
(ii)	On purchase other than (i) above	8.63	—	8.63

**THE NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.**

The CSR trust was operative for the purpose of incurring CSR expenditure which was dissolved in March, 2015. The expenditure on CSR incurred by Trust during the F.Y. 2014-15 is ₹ 59.09 lakh and the unutilized funds of ₹ 133.83 lakh have been transferred by the trust to the Company which is shown as advance received under current liabilities.

NOTE NO. 61 :

The previous year figures have been re-arranged /regrouped and re-casted, where ever necessary.

**For KPMC & Associates
Chartered Accountants**

Sd/-

Rakesh Kumar Jain
Partner
M.NO: 075604
FIRM REG. NO : 005359C

For and on behalf of Board of Directors

Sd/-

Dr. Arun Kumar Manocha
Chairman & Managing Director
DIN: 06976502

Sd/-

Mahendra Pratap Mall
Director (Finance)
DIN:02316235

Sd/-

Suman Kalra
Company Secretary
M.No. - A17284

Place: New Delhi**Date : 15th July, 2015**



भारतीय लेखा परीक्षा एवम् लेखा विभाग
कार्यालय प्रधान निदेशक लेखापरीक्षा रेलवे वाणिज्यक
काफमो, भारतीय रेल, तिलक ब्रिज, नई दिल्ली
INDIAN AUDIT AND ACCOUNTS DEPARTMENT
OFFICE OF THE Pr. DIRECTOR AUDIT (RAILWAY-COMMERCIAL)
COFMOW, INDIAN RAILWAYS, TILAK BRIDGE, NEW DELHI-110002

No.PDA/R-C/PSU/32-3/IRCTC/2014-15/320

Dated 29.7.2015

To

The Chairman and Managing Director,
Indian Railway Catering and Tourism Corporation Limited,
11th Floor, Statesman House, Barakhamba Road,
New Delhi-110001.

Sub: Comments of the Comptroller & Auditor General of India under Section 143(6) (b) of the Companies Act, 2013 on the Financial Statements of Indian Railway Catering and Tourism Corporation Limited, New Delhi for the year ended 31st March, 2015.

Sir,

The Nil Comments Certificate under Section 143 (6) (b) of the Companies Act, 2013 on the Financial Statements of **Indian Railway Catering and Tourism Corporation Limited, New Delhi** for the year 2014-15 is enclosed. The Nil Comments Certificate on the Financial Statements may be placed before the Annual General Meeting along with Financial Statements of the Company in compliance with the provisions -of the Companies Act, 2013. Six copies of the printed Annual Reports of the Company may please be sent to this office at the earliest.

Receipt of the letter may please be acknowledged.

Yours faithfully,

(Dinesh Bhargava)
Principal Director of Audit
(Railway Commercial)

End: As above

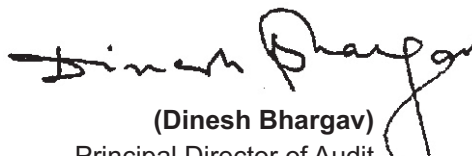


COMMENTS OF THE COMPTROLLER AND AUDITOR GENERAL OF INDIA UNDER SECTION 143(6)(b) OF THE COMPANIES ACT, 2013 ON THE FINANCIAL STATEMENTS OF INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED, NEW DELHI FOR THE YEAR ENDED 31 MARCH 2015.

The preparation of financial statements of **INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED**, New Delhi for the year ended 31 March 2015 in accordance with the financial reporting framework prescribed under the Companies Act, 2013 is the responsibility of the management of the company, The statutory auditors appointed by the Comptroller and Auditor General of India under section 139(5) of the Act are responsible for expressing opinion on the financial statements under section 143 of the Act based on independent audit in accordance with the standards on auditing prescribed under section 143(10) of the Act. This is stated to have been done by them vide their Audit Report dated 15-07-2015.

I, on the behalf of the Comptroller and Auditor General of India, have conducted a supplementary audit under section 143(6) (a) of the Act of the financial statements of **INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED** for the year ended 31 March 2015. 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.

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


(Dinesh Bhargava)
Principal Director of Audit
(Railway Commercial)

Place : New Delhi
Date : 29.07.2015



16th Annual General Meeting of the Company in progress



इंडियन रेलवे केटरिंग एण्ड टूरिज्म कॉरपोरेशन 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)

पंजीकृत एवं कॉरपोरेट कार्यालय

11वीं मंजिल, स्टेट्समैन हाउस, बी-148, बाराखम्बा रोड, नई दिल्ली-110001

दूरभाष : 011-23311263-64, फैक्स : 011-23311259

सीआईएन : U74899DL1999GOI101707

Regd. & Corp. Office :

11th Floor, Statesman House, B-148, Barakhamba Road, New Delhi-110001.

Tel.: 011-23311263-64, Fax: 011-23311259

CIN : U74899DL1999GOI101707