



इंडियन रेलवे कैंटरिंग एण्ड टूरिज्म कॉरपोरेशन लिमिटेड  
(भारत सरकार का उद्यम—मिनी रत्न)  
INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.  
(A Govt. of India Enterprise-Mini Ratna)

"CIN-L74899DL1999GOI101707" E-mail : info@irctc.com Website : www.irctc.com

No. 2019/IRCTC/CS/STEX/356

November 18, 2022

<b>BSE Limited</b> <b>(Through BSE Listing Centre)</b> 1 <sup>st</sup> Floor, New Trade Wing, Rotunda Building Phiroze Jeejeebhoy Towers, Dalal Street Fort, Mumbai – 400 001 <b>Scrip Code: 542830</b>	<b>National Stock Exchange of India Limited</b> <b>(Through Digital Exchange)</b> “Exchange Plaza”, C-1, Block-G, Bandra-Kurla Complex, Bandra (East), Mumbai – 400 051 <b>Scrip Symbol: IRCTC</b>
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**Sub: Intimation of schedule of institutional investors meet.**

**Dear Sir/Madam,**

In terms of Regulation 30, Regulation 46 and Schedule III, Part A and other applicable provisions of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, read along with the corresponding circulars and notifications issued thereunder, the exchanges are hereby informed that Indian Railway Catering and Tourism Corporation (the “**Company**”) will be participating in non-deal road shows and shall be meeting prospective investors on 21<sup>st</sup> & 22<sup>nd</sup> November, 2022 in Mumbai. A copy of the corporate presentation for the road show is enclosed herewith. Furthermore, the aforesaid information and the corporate presentation of the Company are disseminated on the website of the Company, i.e, [www.irctc.com](http://www.irctc.com)

***Note: The date(s) of the road show is subject to change. Changes may happen due to exigencies on the part of the investor/ Company. Investors may meet the Company official(s) for any further follow up discussions.***

This is for your information and records.

Thank you,

Yours faithfully,

**For and on behalf of Indian Railway Catering &  
Tourism Corporation Limited**

**(Suman Kalra)**  
**Company Secretary and Compliance Officer**  
**Membership No.: FCS: 9199**

**Encl: a/a**



# CORPORATE PRESENTATION

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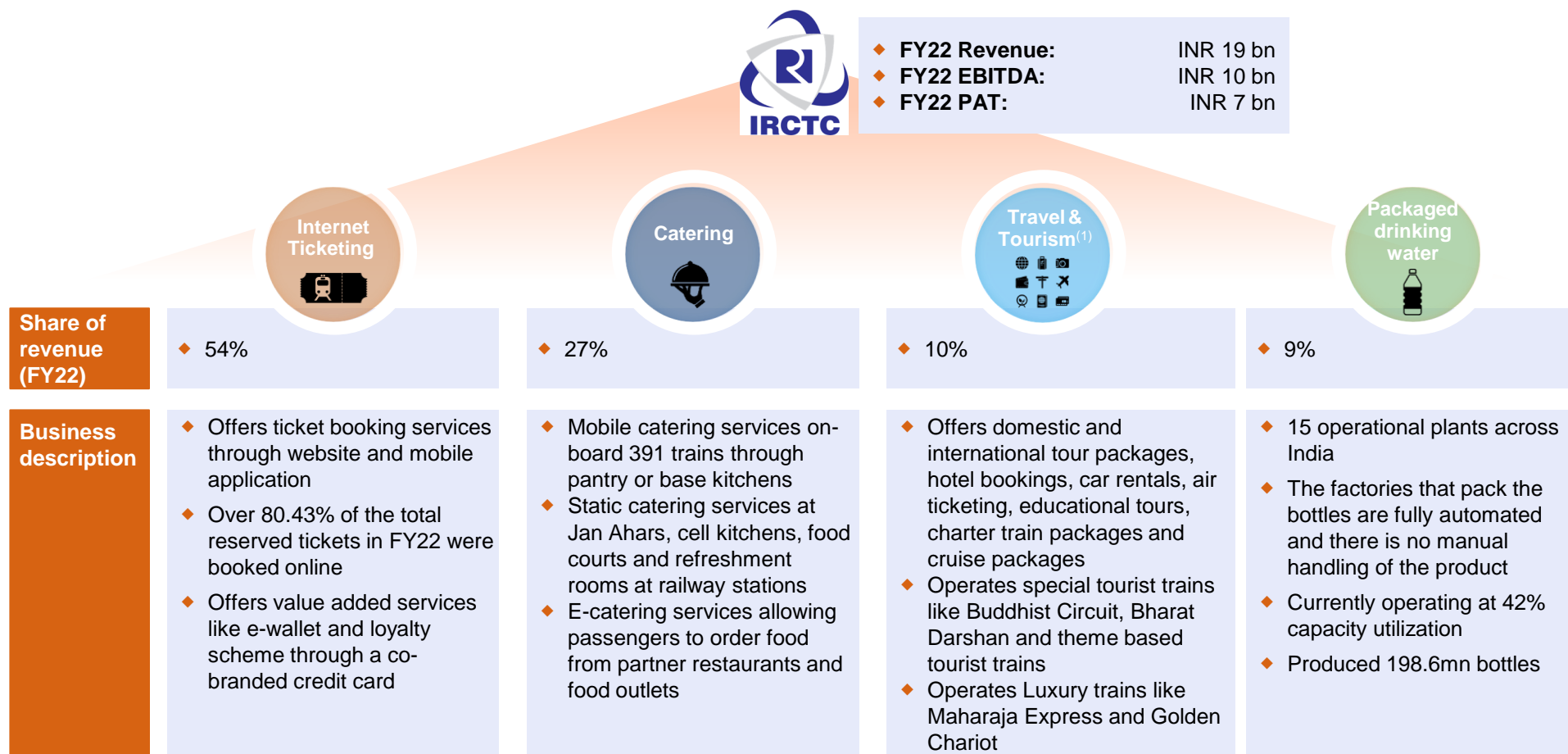
**Section 4**

# **Section 1:**

## **Brief Overview of IRCTC**

# Brief Overview of IRCTC

- ◆ A Central Public Sector Enterprise having 67.4% stake by the Government of India and under the administrative control of the Ministry of Railways
- ◆ Conferred the status of Mini – ratna (Category-I Public Sector Enterprise) by the Government of India, on May 1, 2008.
- ◆ IRCTC is the only entity authorized by Indian Railways to provide online railway tickets, catering services to railways and packaged drinking water at railway stations and trains in India



Note:

1. Including state teertha segment & train operation business

# Key Milestones in IRCTC's Journey so Far



# Share Price Performance since Listing



Source: BSE as on November 16, 2022.

Note: IRCTC's equity share Price has been adjusted for split.

## **Section 2:**

# **Key Investment Highlights**



# IRCTC is the only entity authorized by the Indian Railways to provide catering services to railways, online railway tickets and packaged drinking water at railway stations and trains in India



1

Operates one of the most transacted website [www.irctc.co.in](http://www.irctc.co.in) in the Asia-Pacific region

2

Responsible for providing catering service across the railway network

3

Provides packaged drinking water at railway stations and trains in India

4

One-stop solution for travel and tourism services

5

Robust financials demonstrating strong growth and profitability

6

Experienced leadership with deep domain knowledge

# IRCTC is the Only Entity Authorized to Provide Online Ticketing for Railway Passengers

1

◆ IRCTC is one of the **most transacted websites in Asia Pacific** with a **transaction volume of over 34.5mn per month** and **6.27mn logins per day**

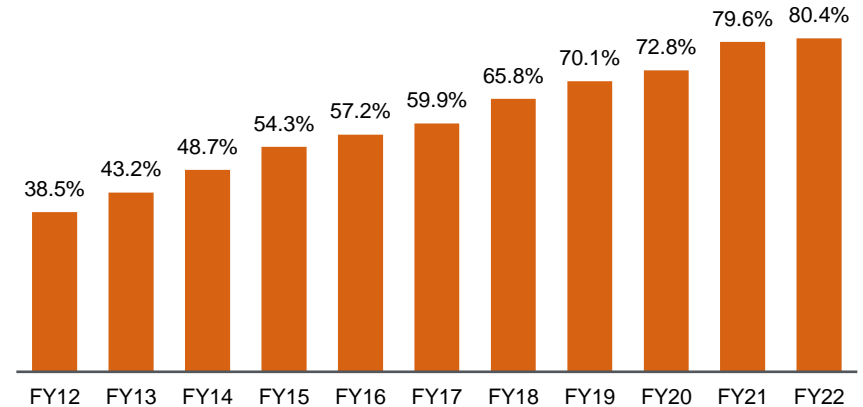
◆ **More than 1.1mn tickets are booked per day for more than 2mn passengers** on **www.irctc.co.in** and **"Rail Connect"** in FY22

◆ **Dominant market share of c.80%** in reserved Rail tickets

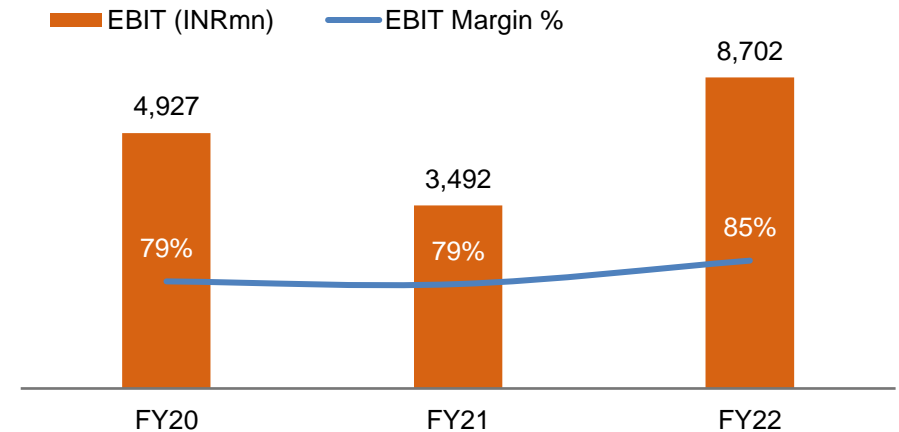
◆ Ticket bookings have increased **from 7,200 per minute in 2014 to more than 26,000 tickets per minute** in FY22

◆ IRCTC is expected to benefit from **shift to online booking** given the current **COVID-19 pandemic**

## Online Ticketing Share



## Strong Recovery in Profitability post Covid Impact



# Responsible for Providing Catering Service Across The Railway Network

## E-catering to fuel growth in the coming years

2

- ◆ As per Ministry of Railways' New Catering Policy of 2017, IRCTC has been assigned the responsibility for **catering services across the entirety of Indian Railways – mobile and static – on a revenue sharing model**
- ◆ IRCTC has started the new initiative of **e-catering which allows passengers willing to pay higher prices for variety in food options to order food items from partner restaurants, which pay IRCTC a 15% commission on order value (inclusive of GST)**

### Static catering

- ◆ Catering services offered at railway establishments located at railway stations across the country: Jan Ahars, Cell Kitchens, etc.

As on 31 March 2022	Count
Food Plazas & Fast Food Units	306
Refreshment Room	180
Base Kitchen	11
Jan Aahar	55
<b>Total</b>	<b>536</b>

### Mobile catering

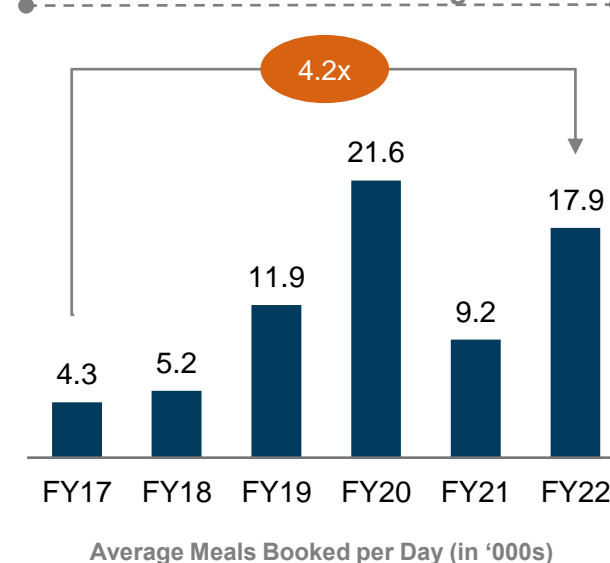
- ◆ Catering services provided aboard a train, through a pantry car attached to the train or base kitchens located at major locations

As on 31 March 2022	
Rajdhani / Shatabdi / Duronto	
Gatiman / Tejas / Vande Bharat	
Mail/Express	
<b>Total Trains with provision of on-board catering services</b>	<b>391</b>

### E-catering

- ◆ 17,865 average meals served per day across 200+ stations in FY22
- ◆ Key brands providing meals include Domino's, Subway, Haldiram's, KFC

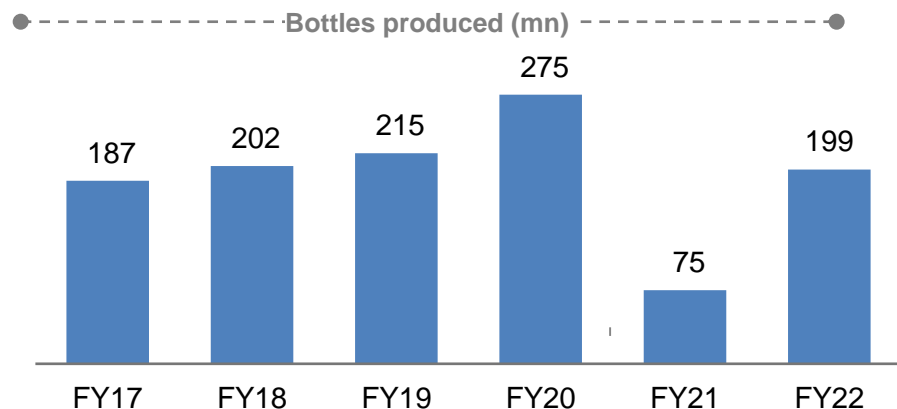
#### Growth of E-catering



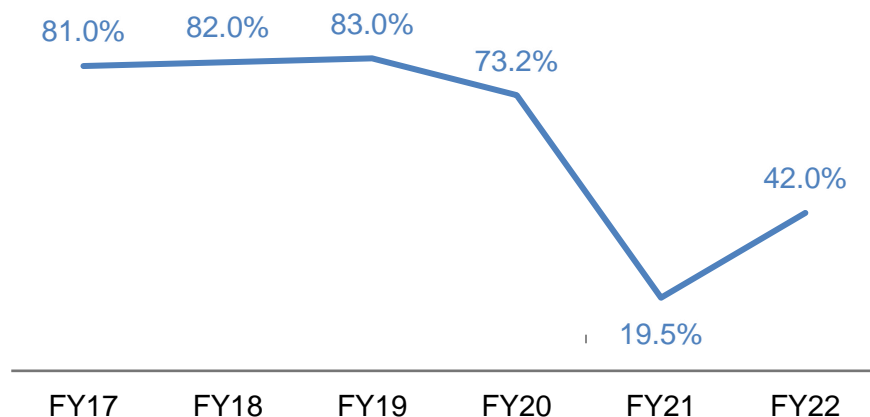
# Provides Packaged Drinking Water at Railway Stations and Trains in India

3

## Strong Recovery Seen After Covid Impact



## Capacity utilization of plants

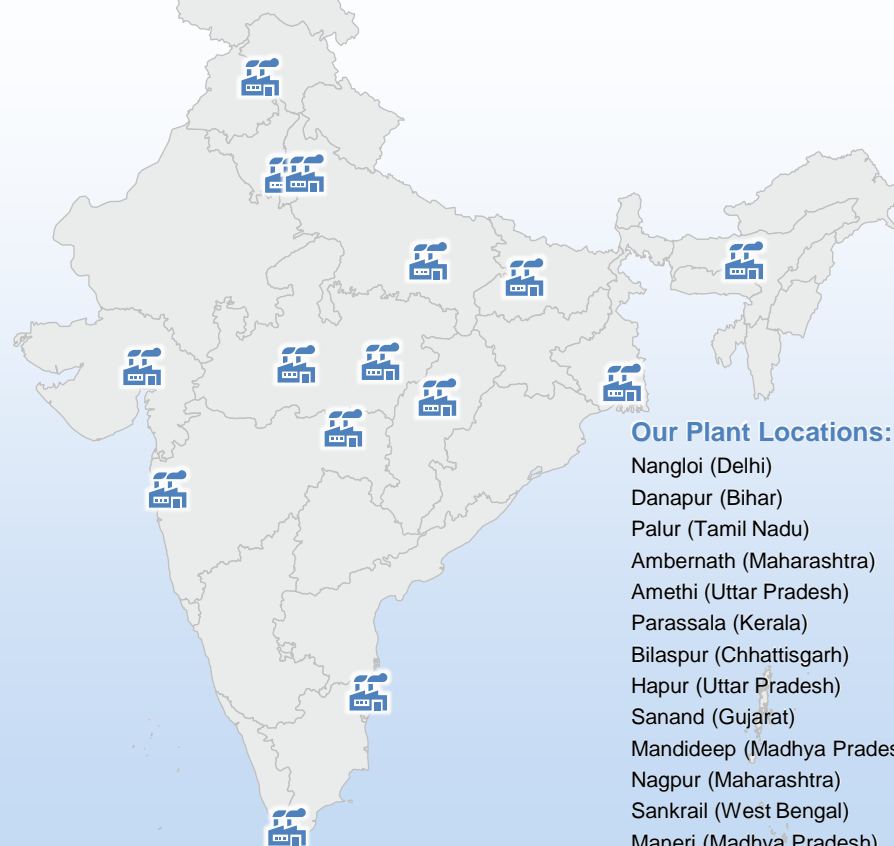


## Manufacturing Presence across India



IRCTC has **15**

Manufacturing plants as of now (i.e. 05 Departmental plants and 10 PPP)



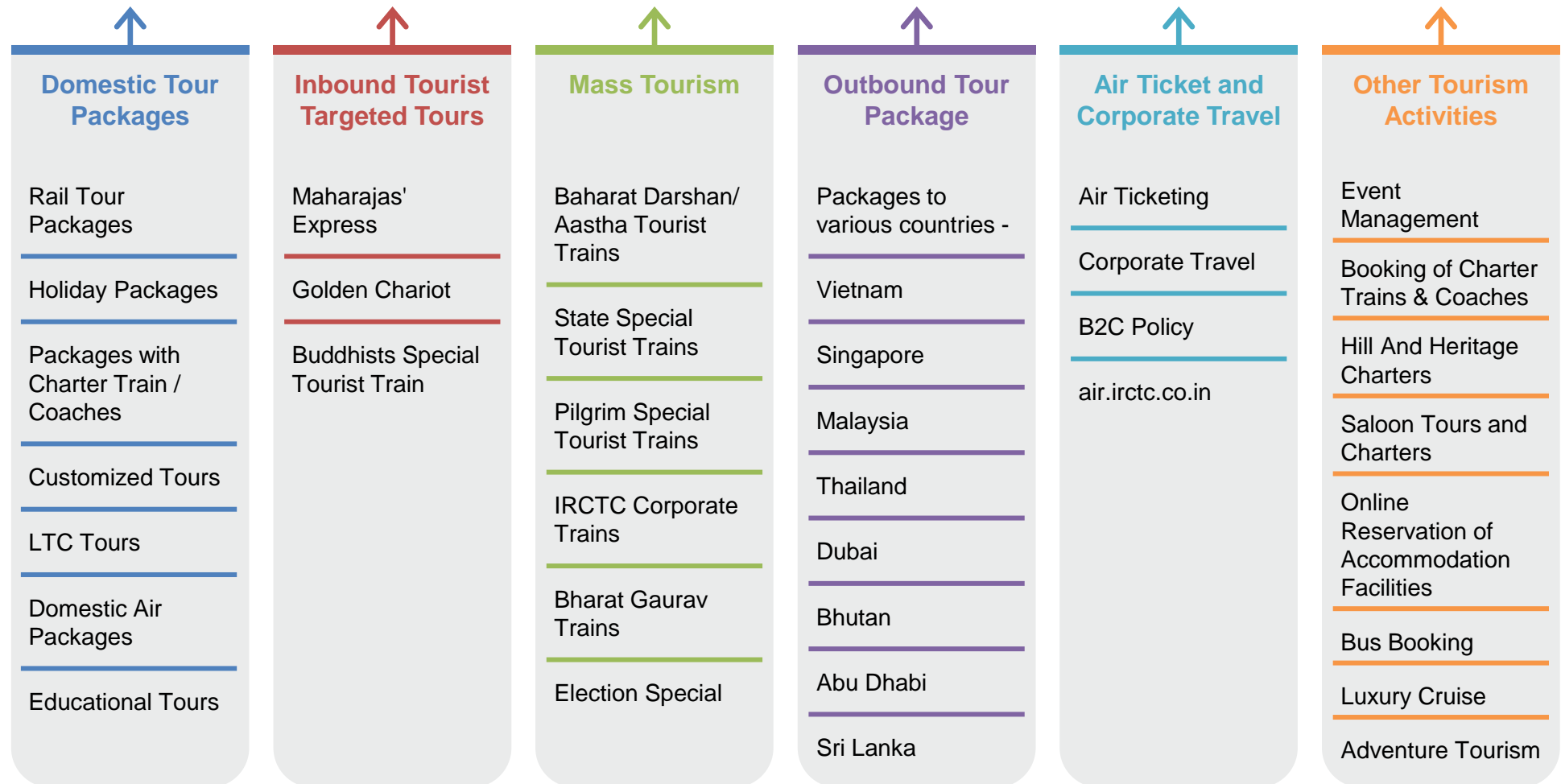
### Our Plant Locations:

Nangloi (Delhi)  
Danapur (Bihar)  
Palur (Tamil Nadu)  
Ambarnath (Maharashtra)  
Amethi (Uttar Pradesh)  
Parassala (Kerala)  
Bilaspur (Chhattisgarh)  
Hapur (Uttar Pradesh)  
Sanand (Gujarat)  
Mandideep (Madhya Pradesh)  
Nagpur (Maharashtra)  
Sankrail (West Bengal)  
Maneri (Madhya Pradesh)  
Jagiroad (Assam)  
Una (Himachal Pradesh)

# One-stop Solution for Travel and Tourism Services

4

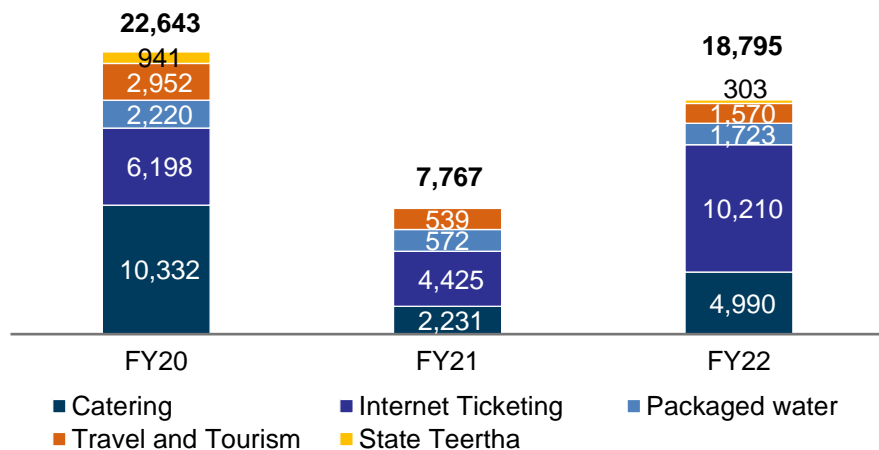
IRCTC has a wide array of offerings making it a one stop solution for all travel services and tourism products



# Robust Financials Demonstrating Strong Growth and Healthy Return Ratios

5

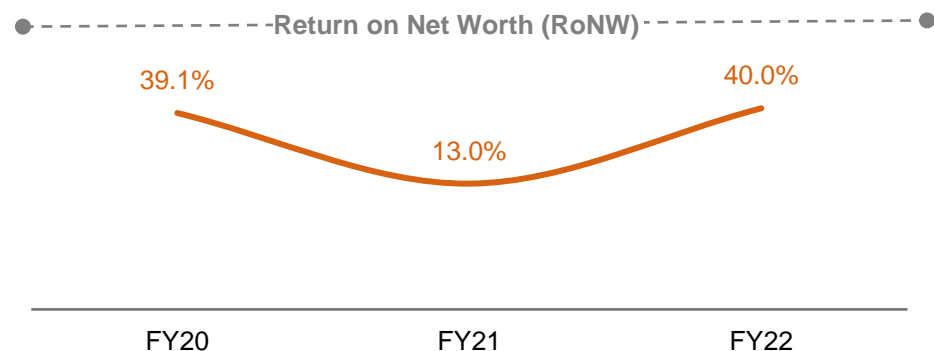
**Diversified revenue streams with Internet Ticketing and Catering key growth drivers (Revenue – INRmn)**



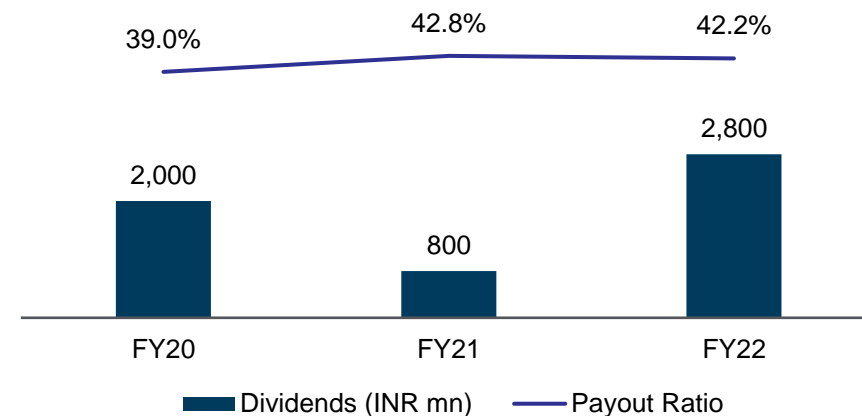
**Change in business mix has resulted in improvement in profitability (segment wise EBIT margin)**

EBIT margin	FY20	FY21	FY22
Internet Ticketing	79%	79%	85%
Catering	10%	(37%)	5%
Packaged Drinking Water	23%	(8%)	(9%)
Travel and Tourism	4%	(133%)	(29%)
State Teertha	15%		10%
<b>Total</b>	<b>30%</b>	<b>24%</b>	<b>45%</b>

**High profitability and debt-free operations driving healthy return ratios**



**Healthy dividend and payout ratio**



# Experienced Leadership Team with Deep Domain Knowledge

6



## **Rajni Hasija, Chairperson & Managing Director**

- ◆ Chairman and Managing Director; Director - Tourism & Marketing since May-18, and also held additional charge of Director - Catering Services from Jul-19 to Jan-22
- ◆ Officer of the Indian Railway Traffic Service and had over 29 years of experience with Indian Railways in various capacities
- ◆ Holds Bachelor's and Master's degree in Science, Bachelor's degree in Law and Master's degree in Philosophy



## **Ajit Kumar, Chief Financial Officer and Director – Finance**

- ◆ Also holds the additional charge of Director - Catering Services since Sep-22
- ◆ With the company since May-20; was previously working as Financial Adviser and Chief Accounting Officer at Indian Railway Organization for Alternative Fuels
- ◆ Officer of Indian Railway Accounts Service and has vast experience in different organizations of Railways and outside bodies
- ◆ Strong legal background – instrumental in documentation of tenders and contracts



## **Suman Kalra, Company Secretary**

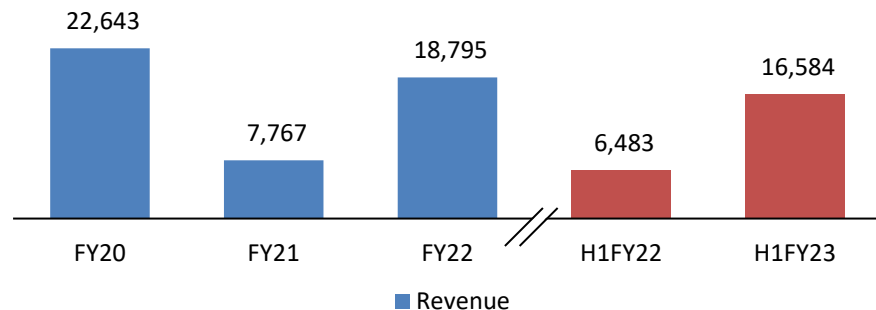
- ◆ Qualified Company Secretary; Associated with IRCTC since Nov-13 and was previously working with Rail Vikas Nigam Limited
- ◆ Bachelor's degrees in Commerce and Law from University of Delhi and has vast experience in handling secretarial matters

## **Section 3: Detailed Financial Performance**



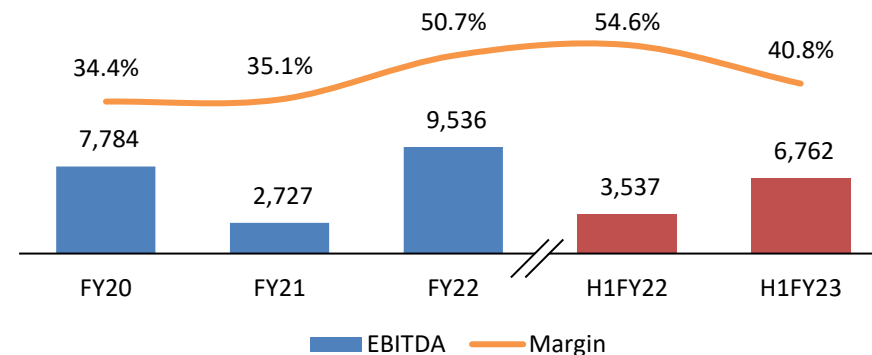
## Revenue from Operations

(INR mn)



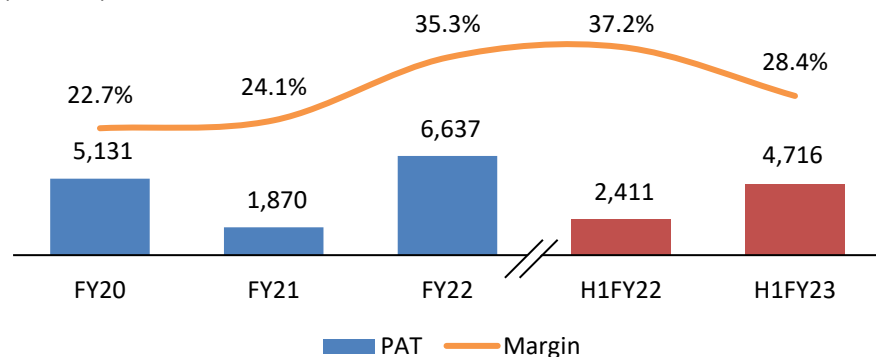
## EBITDA and EBITDA Margin<sup>(1)</sup>

(INR mn)

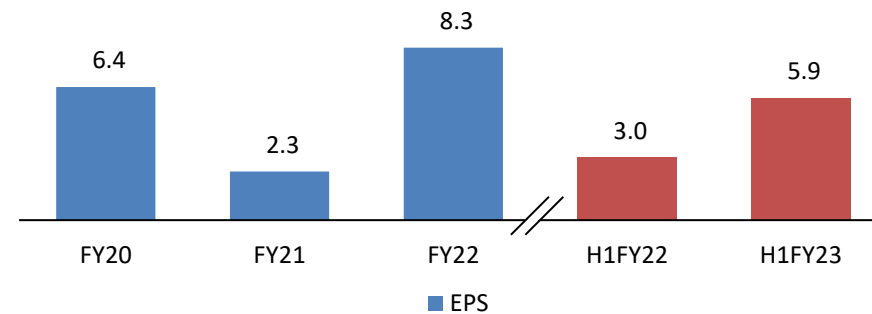


## Profit After Tax (PAT) and PAT Margin<sup>(2)</sup>

(INR mn)



## Basic Earning Per Share (EPS)

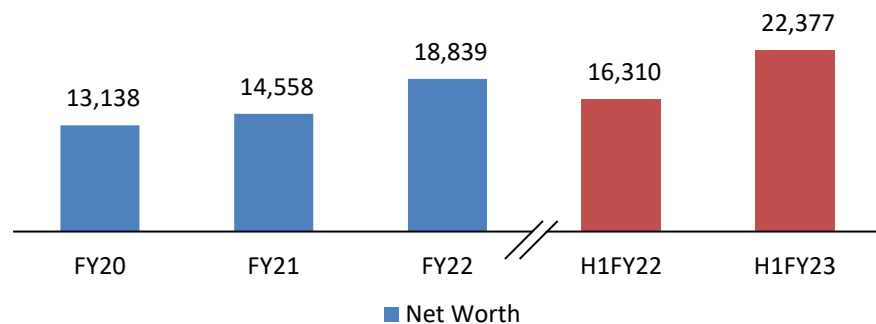


Notes:

1. EBITDA margin = EBITDA / Revenue from Operations
2. PAT margin = PAT / Revenue from Operations

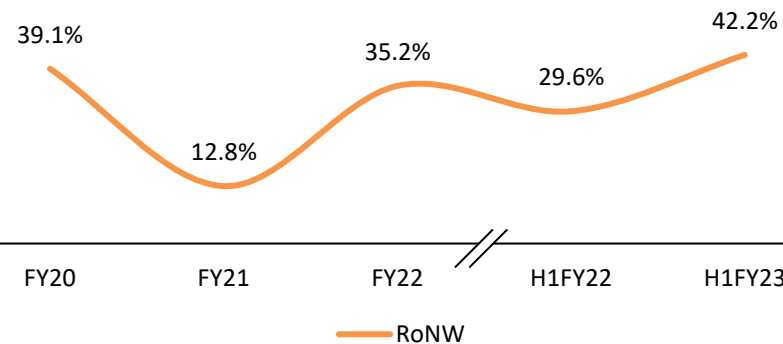
## Net Worth

(INR mn)



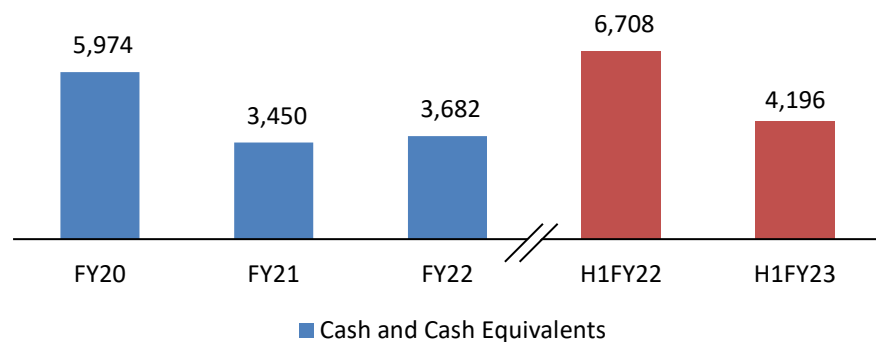
## Return on Net Worth (RoNW)<sup>(1)</sup>

(INR mn)



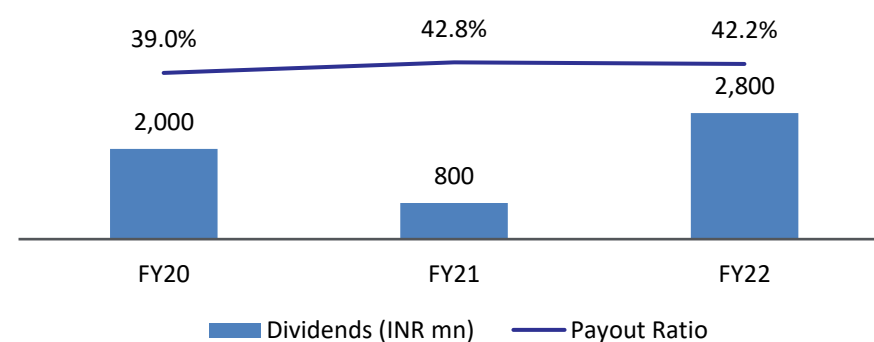
## Cash and Cash Equivalents

(INR mn)



## Dividend and Payout Ratio<sup>(2)</sup>

(INR mn)



Notes:

1. RoNW = PAT / Net Worth. Annualized for half years

2. Payout ratio = Dividend / PAT

Operating revenue (INR mn)	FY20	FY21	FY22	H1FY22	H1FY23
Internet Ticketing	6,198	4,425	10,210	4,153	6,019
Catering	10,332	2,231	4,990	1,281	6,866
Packaged Drinking Water	2,220	572	1,723	704	1,557
Travel and Tourism	2,952	539	1,570	345	1,514
State Teertha	941	-	303	-	628
<b>Total</b>	<b>22,643</b>	<b>7,767</b>	<b>18,795</b>	<b>6,483</b>	<b>16,584</b>

As % of overall revenue	FY20	FY21	FY22	H1FY22	H1FY23
Internet Ticketing	27%	57%	54%	64%	36%
Catering	46%	29%	27%	20%	41%
Packaged Drinking Water	10%	7%	9%	11%	9%
Travel and Tourism	13%	7%	8%	5%	9%
State Teertha	4%	-	2%	-	4%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

EBIT (INR mn)	FY20	FY21	FY22	H1FY22	H1FY23
Internet Ticketing	4,927	3,493	8,702	3,372	5,077
Catering	1,073	(835)	260	(48)	777
Packaged Drinking Water	514	(45)	(147)	46	146
Travel and Tourism	106	(715)	(461)	(358)	(90)
State Teertha	144	-	30	-	108
<b>Total</b>	<b>6,764</b>	<b>1,898</b>	<b>8,384</b>	<b>3,012</b>	<b>6,017</b>

EBIT margin	FY20	FY21	FY22	H1FY22	H1FY23
Internet Ticketing	79%	79%	85%	81%	84%
Catering	10%	(37%)	5%	(4%)	11%
Packaged Drinking Water	23%	(8%)	(9%)	7%	9%
Travel and Tourism	4%	(133%)	(29%)	(104%)	(6%)
State Teertha	15%		10%	81%	17%
<b>Total</b>	<b>30%</b>	<b>24%</b>	<b>45%</b>	<b>46%</b>	<b>36%</b>

## **Section 4: Strategy Going Forward**

# Potential Growth Drivers

## Internet Ticketing

- ◆ E-booking penetration is ~80% of the total reserved train ticketing in FY22 and this is expected to increase due to factors such as increasing internet penetration, convenience, low cost of data & smartphones, etc
- ◆ Indian rail network continues to grow, expanding its presence and new trains being added
- ◆ Surge in Digital payments and growing acceptance towards services through online/application mode

## Catering and Hospitality

- ◆ Increasing demand for hygienic eating options for train passengers coupled with affordable and hygienic catering options offered by IRCTC with high degree of transparency
- ◆ Continuing momentum in E-catering services which has grown over the last three years to reach 17,865 average meals per day in FY22; average meals per day has increased to 38,590 in Q2FY23 (FY17 – FY22 Growth : 4.2x)

## Packaged Drinking Water

- ◆ Rail Neer is an extremely affordable bottled water brand served to train passengers while ensuring highest quality of cleanliness and purity
- ◆ Post commencement of capacity enhancement exercise currently being undertaken, IRCTC can increase its capacity utilization from ~42% to potentially reach 80%
- ◆ Surplus production if available can be used to serve customers outside the railway network

## Travel and Tourism

- ◆ IRCTC can successfully leverage the trust reposed by our customer base and well established network to effectively tap the huge tourism opportunity within and outside India
- ◆ Increase in leisure travel post Covid-19 ease out
- ◆ Increased private sector investment and job creation in tours and travel in the country

## Private Trains

- ◆ Leverage lucrative private train operations allowed by Ministry of Railways to offer end to end travel services at market determined pricing models
- ◆ IRCTC is the only private train operator with experience of operating 3 trains operated in a asset light lease based model. IRCTC already has experience of running 2 Tejas trains (New Delhi-Lucknow and Mumbai-Ahmedabad)

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