



इंडियन रेलवे कॅटरिंग 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/ST.EX/356

Dated: June 25, 2020

BSE Limited (Through BSE Listing Centre) 1 st Floor, New Trade Wing, Rotunda Building Phiroze Jeejeebhoy Towers, Dalal Street Fort, Mumbai – 400 001 Scrip Code: 542830	National Stock Exchange of India Limited (Through NEAPS) "Exchange Plaza", -1, Block-G, Bandra-Kurla Complex, Bandra (East), Mumbai – 400 051 Scrip Symbol: IRCTC
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Sub: Disclosure of material impact of COVID-19 Pandemic

Sir/Madam,

Pursuant to SEBI circular no. SEBI/HO/CFD/CMD1/CIR/P/2020/84 dated 20.05.2020, please find enclosed disclosure regarding material impact of COVID-19 pandemic on the Company.

Further, in accordance with the aforesaid SEBI circular, the Company would include the impact of the COVID-19 pandemic on its financial statements under Regulation 33 of the SEBI (LoDR), to the extent possible.

The above is for your information and record

Thanking you,

Yours faithfully,

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

(Suman Kalra)

Company Secretary and Compliance Officer

Membership No. : F 9199



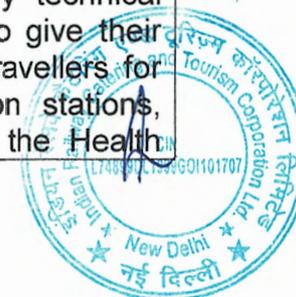
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IRCTC's disclosure of material impact of CoVID-19 Pandemic

S.No	Particulars	Disclosures
1.	Impact of the CoVID-19 pandemic on the business	<p>The impact of COVID-19 on the above-mentioned business segments is detailed below:</p> <ol style="list-style-type: none"> 1. Internet Ticketing: Due to outbreak of COVID-19, there has been a decrease in Train journeys/Travels by the passengers due to restriction on public movement, which led to less number of ticket bookings during March, 2020, resulting in drop in e-ticketing earnings through Convenience Fee. Due to suspension of train operations by Indian Railways in the wake Covid-19 Pandemic, booking of tickets on IRCTC e-ticketing platform (Website & Mobile App) has been adversely impacted. This drop in bookings is expected in the coming quarters also though in a decreased manner. 2. Catering: The impact of COVID -19 on the revenue from catering business has been minimal in FY 2019-20. The first quarter of FY 21 (April-June) however, may be adversely effected, as presently, only few trains are running with limited supply of meals The Company has, however, supplied around 1.7 crore meals (@ INR 50 and 35 per meal) on Shramik Trains/Special Trains from 01.05.2020 to 22.06.2020 run for movement of migrants across the states. 3. Travel & Tourism: The entire Tourism and Hospitality industry across the world has been impacted from the COVID-19 pandemic. Being a hospitality sector company, IRCTC's related business may also have an adverse effect. 4. Railneer: In the first quarter of FY 21 (April-June 20), production could not take place during 45 days (lockdown period) in all fourteen plants. Plants are expected



		to run with reduced capacity on account of lesser number of trains.
2.&3	<p>Ability to maintain operations including the factories/units/office spaces functioning and closed down</p> <p style="text-align: center;">And</p> <p>Schedule, if any, for restarting the operations</p>	<p>i. Internet Ticketing:</p> <p>The major challenge was disbursement of full refund to the customers on account of cancellation of Passenger Trains by the Indian Railways w.e.f 21.03.2020 to 30.06.2020 in the wake of COVID 19 Pandemic. The same was met by making refunds to customers and agents in a phased manner as per the various guidelines/instructions issued by Ministry of Railways from time to time, for which several technical changes have been made in the system by CRIS and IRCTC in Work From Home (WFH) mode.</p> <p>Website and Mobile App have been used to disseminate information to customers about various updates on the cancellation of trains and refund processes. Information regarding refunds was also provided to the customers through SMS. Timely Refunds to the customers was ensured successfully during lock down period utilising the remote location access.</p> <p>The Customer Care and the Complaint Cell functioned 24*7 in 3 shifts in WFH mode. Lock down period was also efficiently utilised for planning for upgradation and redesigning the IRCTC Website and Mobile App keeping in mind the customer convenience for booking e-tickets. The Customer Care Centre located at Bhopal has been managed by providing remote location access to the Call Centre staff. All the customer complaints have been handled and resolved within the timelines.</p> <p>With the start of special trains from 12th May, 2020, necessary technical changes have been implemented as passengers are required to give their destination addresses. Apart from SMS messages being sent to travellers for advising them about precautions to be taken at the destination stations, information has also been displayed on IRCTC's website about the Health</p>



		<p>Advisory of the destination stations.</p> <p>ii. Railneer: Out of 14 operational Railneer plants, 13 plants restarted production and supply of railneer were ensured to Shramik Special Trains during lockdown period with following government's directives, social distancing guidelines and hygiene practices. A proper gap of time is being maintained between shifts of productions at Railneer Plants.</p> <p>The Company distributed 10,000 Rail Neer water bottles per day to the Delhi Police personnel from 16th April 2020 to 3rd May 2020 amounting to 1,72,800 bottles and also 99600 railneer bottles to Thane Police personnel stationed at Road Naakas and other places in war against COVID.</p> <p>iii. Catering: Though, Operation of all catering units halted since imposition of lockdown, distribution of the cooked food items to the needy people at various locations was done across the country in close coordination with the Local Administration, NGOs and Railway Protection Force (RPF) The Company has been running its kitchen units in 30+ locations across the country from 28.03.20 till 31.05.2020 for serving community meals to poor and needy. Till 31.5.2020, more than 21 lakh meals have been distributed in close coordination with the Local Administration, NGOs and RPF. Despite huge constraints, the Company has successfully mobilized all its requisite resources to ensure that meals reach the destinations on time. IRCTC has used its CSR funds to enable supply of community meals and intends to continue the same till it's required. IRCTC took all necessary precautions like regular sanitization, thermal scanning of staff, masks etc during food preparation and social distancing while distribution of the meal.</p> <p>iv. Travel & Tourism: Rail Tour packages and packages and Bharat Darshan Train packages have been made online on IRCTC's tourism portal.</p>
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4.	<p>Steps taken to ensure smooth functioning of operations</p>	<p>a. Digital connectivity and e-mail access for remote location were granted to all officers. This ensured that all officers are able to Work From Home (WFH) effectively. For conducting the meetings with the teams, Google Meet, Microsoft Team services were used to discuss and resolve various issues. All the operational activities, such as PG Accounting, Reconciliation, Settlements with banks & Payment Providers, etc. have been carried out seamlessly and efficiently during lock down period</p> <p>b. A part from usual housekeeping service, special measures like Office Sanitization, installation of hand sanitizer machine, liquid hand sanitizer dispensers, & other protective measures as advised by Govt. of India to prevent the spread of COVID19 in the CO have been undertaken.</p> <p>c. Access control in the Corporate office is being monitored with the help of available gadgets (contactless infrared thermometer) & anyone suffering from fever or not wearing mask is not allowed to enter the Office premises.</p> <p>d. Security Guards have been advised to check & monitor the status of visitor/employees through Arogya Setu App before entry into the Office. Only Staff/Visitors with "You are Safe" status are permitted to enter the premise.</p>



		<p>Society –</p> <p>a. INR 20 Crs contributed to PM CARES Fund</p> <p>b. All employees contributed one day salary to PM CARES Fund.</p>
5.	Estimation of the future impact of CoVID-19 on its operations	The impact of COVID-19 on the financials of FY20 will be minimal. Due to the lockdown, the revenues and profitability of the Company are likely to be adversely impacted for the April-June quarter of 2020. As the situation is very dynamic, the Company is closely monitoring it. The Company expects that the business situation could normalise during 3 rd and 4 th quarter.
6. Details of impact of CoVID-19 on listed entity's:-		
6.1	Capital and financial resources	The Company's capital and banking facilities remain intact. There are no liquidity concerns as we have sufficient cash/bank balance. The Company is debt free Company and is able to make its own financing arrangements for its projects from its internal accruals. As the major receivables are from Ministry of Railways, Ministry of Tourism, Gol, and other PSUs, the Company does not foresee any problems in realising the same.
6.2	Profitability	Consequent to lockdown, the profitability during 1st quarter (April to June, 2020) is likely to be adversely impacted. As the situation is very dynamic, the Company is closely monitoring it. The Company hopes that the business situation normalise during 3 rd and 4 th quarter.
6.3	liquidity position	As mentioned in S. No. 6.1
6.4	Ability to service debt and other financing arrangements	The Company is a debt free company and has enough liquidity for its financing



6.5	Assets	As mentioned at S.No 6.1
6.6	Internal financial reporting and control	The Company has an ERP system in place for effective Internal Financial Reporting and control. However, it is being further modernised and upgraded to strengthen the present system.
6.7	Supply Chain	<p>All payments due to Vendors/Contractors were released during the lockdown period through "Work From Home" mode. Collection of various charges from Agents and Payment Providers – viz Annual Maintenance Charges and Payment Gateway Maintenance Charges, etc. were also carried out to keep the services continued for future transactions.</p> <p>Additional Team viewer software subscriptions and additional concurrent channels for Team viewer software connections have also been procured during complete lockdown period.</p>
6.8	Demand for products/services	<p>Internet Ticketing:</p> <p>There is always a demand for e-ticketing service as it facilitates the customer to book his/her ticket from the comforts of home. Although trains were cancelled from 21st March, 2020 in a phased manner, e-tickets were booked by the customers till 14th April, 2020. (Booking was discontinued from 15th April, 2020 till 11th May, 2020 as per Ministry of Railways directives).</p> <p>Special Trains were started by Indian Railways w.e.f. 11th May, 2020 with 15 sets of trains initially and additional 100 sets of passenger trains from 1st June 2020 onwards.</p> <p>In the present circumstances of maintaining social distancing and restricted public movement, there is high demand for the e-ticketing services, though the same is</p>



	<p>directly dependent on the operation of trains by the Indian Railways.</p> <p>Railneer:</p> <p>Due to suspension of majority of passenger trains, sales of Rail Neer is expected to be low in upcoming six months. The Company has, however, supplied 1,35,10,444 Railneer bottles to Shramik/Special Trains during the movement of migrants from one state to another amidst lockdown.</p> <p>Catering:</p> <p>Travel pattern of railway passengers may change leading to reduction in average occupancy of trains. Eating preferences may also see a change with people preferring to carry their own food wherever possible.</p> <p>Tourism:</p> <p>There is temporary reduction in demand due to lock down, which we expect to improve in 3rd quarter and normalise by 4th quarter.</p>
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