



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/STEX/356

March 02, 2024

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
--	---

Sub: Disclosure of event or information under Regulation 30 of SEBI (LODR) Regulations, 2015

Sir/Madam,

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find below the details of order passed by District Consumer Dispute Redressal Commission, Kollam, Kerala:

S. No	Brief Details	Description
1.	Name of the Authority	The President, District Consumer Dispute Redressal Commission, Kollam, Kerala.
2.	Nature and details of the action(s) taken, initiated or order passed	CC/147/2022 before DCDRC Kollam, Kerala. ORDER (31.01.2024) In the result, complaint is allowed. The opposite parties shall pay an amount of Rs. 25,000/- to the complainant as compensation along with an amount of Rs. 5000/- towards costs of the proceedings. Time for compliance 30 days from the date of receipt of the copy of the order failing which the entire amount shall carry interest @ 12% from the date of the complaint i.e. 19-05-2022.
3.	Date of receipt of direction or order, including any ad-interim or interim orders or any other communication from the authority	Order was passed by the District Consumer Dispute Redressal Commission, dated 31.01.2024. Uploaded in online portal on 01.03.2024. The certified Judgment copy from the consumer court is not received by this office so far.



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

4.	Details of the violation(s) / contravention(s) committed or alleged to be committed	Catering Issue. The complainant booked ticket to travel on 22.04.2022 from Alappuzha to Uduppi in Train No 12431 Rajadhani Express managed by IRCTC/NZ inclusive of breakfast and dinner. But the complainant was not provided with the same. So the case was filed.
5.	Impact of financial, operation or other activities of the listed entity, quantifiable in monetary terms to the extent possible	There is no impact on the operations or other activities of the Company. However, the financial implications would be limited to compensation amount mentioned in Point no-2.

The Company is examining the order and will take suitable action.

This is for your information and record please

Thanking you,

Yours faithfully,

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

(Suman Kalra)

Company Secretary and Compliance Officer
Membership No: F9199