

**REVIEW OF ANNUAL REPORT AND AUDITED ACCOUNTS OF INDIAN
RAILWAY CATERING AND TOURISM CORPORATION LIMITED FOR THE
FINANCIAL YEAR 2014-15**

Background

Indian Railway Catering and Tourism Corporation Limited (IRCTC), was incorporated on 27th September 1999 under the Companies Act, 1956 as an extended arm of the Indian Railways to upgrade, professionalize and manage the catering and hospitality services at stations, on trains and other locations and to promote domestic and international tourism through development of budget hotels, special tour packages, information & commercial publicity and global reservation systems. The authorised share capital of the company is ₹ 50 crores and paid up share capital is ₹ 20 crores, fully subscribed by Ministry of Railways, Government of India.

Financial Performance Highlights

(₹ in Crores)

S. NO.	PARTICULARS	2010-11	2011-12	2012-13	2013-14	2014-15
1	Total Income	764.93	554.11	719.69	954.70	1,141.21
2	Total Expenditure	620.69	462.83	611.24	810.52	906.76
3	Gross Margin	144.24	91.28	108.45	144.18	234.45
4	Profit Before Taxes	129.79	76.54	92.41	127.41	214.03
5	Profit After Tax	60.79	48.54	58.84	72.01	130.63
6	Net worth	211.41	246.70	291.77	346.92	444.25
7.	Number of Employees	1934	1762	1725	1672	1511

Catering & Hospitality:

During the year 2014-15, the Company's revenue from departmental catering increased to ₹ 296.42 crore as against ₹ 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.

✓ The Company ventured into a new business of providing meals of passengers' choice(s) at seat/berth under "E-catering". IRCTC has also ventured into retail format business by opening Food Kiosks at DMRC stations across Delhi-NCR. At present, IRCTC is operating 191 Food Plazas and Fast Food units (189 licensee-operated and 2 departmentally managed units) over Indian Railways. The annual earning from these units is ₹ 31.24 crore.

✗ 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.

Internet Ticketing:

On an average, more than 5.01 lakh tickets were sold daily through IRCTC's website during the 2014-15. During the year 2014-15, 1830.22 lakh tickets have been booked as compared to 1579.82 lakhs during year 2013-14.

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.

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.

Travel & Tourism:

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%.

During 2014-15, Concierge Services, Pilgrim Special Tourist Trains, new packages have been launched on IRCTC's Tourism Portal. 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 49,531 passengers availed IRCTC tour packages.

IRCTC has launched its air-ticketing micro-site in FY 2012-13 which provides the services of Domestic as well as International Air-ticket booking at very competitive prices. The earnings of IRCTC from Air Ticketing Segment have increased from ₹ 5.43 cr in FY 2013-14 to ₹ 7.78 cr in FY 2014-15, with a growth of 43.28%.

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.

Packaged Drinking Water (Rail Neer):

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.

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.

Awards and Achievements:

Relentless efforts of IRCTC have brought home many laurels and accolades for the organization:-

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.ircctourism.com
4. Dalal Street Investment Journal (DSIJ) PSU award 2014 for the Biggest E-Commerce portal in India to IRCTC’s www.ircct.co.in.
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.
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.
