



IRCTC company history

Steffy Varghese T

IRCTC Company History

- Indian Railway Catering and Tourism Corporation Limited was incorporated as a public limited company on September 27 1999 under the Companies Act 1956 and was granted a certificate of incorporation by the Deputy Registrar of Companies N.C.T. of Delhi and Haryana.
- The Company received its certificate for commencement of business from the Deputy Registrar of Companies N.C.T. of Delhi and Haryana on December 2 1999. As a Central Public Sector Enterprise wholly owned by the Government of India and under the administrative control of the Ministry of Railways.
- It is the only entity authorized by Indian Railways to provide catering services to railways online railway tickets and packaged drinking water at railway stations and trains in India.
- The Company were incorporated with the objective to upgrade modernize and professionalize catering and hospitality services managing hospitality services at railway stations on trains and other locations and to promote international and domestic tourism in India through public-private participation.

- It was conferred the status of Mini - ratna (Category-I Public Sector Enterprise) by the Government of India on May 1 2008.
- The Company operates one of the most transacted websites www.irctc.co.in in the Asia-Pacific region with transaction volume averaging 25 to 28 million transactions per month during the five months ended August 31 2019.
- It has also diversified into other businesses including non-railway catering and services such as e-catering executive lounges and budget hotels which are in line with its objective to build a one stop solution for its customers.
- Currently the company operates in four business segments namely internet ticketing catering packaged drinking water under the Rail Neer brand and travel and tourism:Internet Ticketing: The Company is the only entity authorized by Indian Railways to offer railway tickets online through its website and mobile application.

- As of August 31 2019 more than 1.40 million passengers travelled on Indian Railways on a daily basis which consisted of approximately 72.60% of Indian Railways' tickets booked online.
- As a result there are more than 0.84 million tickets booked through www.irctc.co.in and Rail Connect on a daily basis.
- The Company currently operates one of the most transacted websites in the Asia-Pacific region with a transaction volume of more than 25 million per month and 7.2 million logins per day.
- The booking of railway tickets through the internet is now available 24 hours per day 365 day per year with the only exception being daily maintenance closure from 23:45 hours to 00:20 hours.

- The main objective behind the introduction of the internet ticketing was that instead of requiring passengers to be physically present at the Passenger Reservation System (PRS) the PRS should be brought to the door steps of passengers. Catering: The Company provides food catering services to Indian Railway passengers on trains and at stations.
- On-board catering services are referred to as mobile catering and catering services at stations are referred to as static catering.
- Pursuant to the catering policy issued by Ministry of Railways dated February 27 2017 (Catering Policy 2017) it provides catering services for approximately 350 pre-paid and post-paid trains and 530 static units.
- It provides catering services through mobile catering units base kitchens cell kitchens refreshment rooms food plazas food courts train side vending and Jan Ahaars over the Indian Railways network.
- All other catering units such as refreshments rooms at stations categorized at B or below AVMs milk stalls and trolleys are managed by zonal railways.

- The Company also offers e-catering services to passengers through its mobile application Food on Track and its e catering website www.ecatering.irctc.co.in.
- The Company also operates executive lounges budget hotels and retiring rooms for the convenience of the travelling passengers on Indian Railways.
- Packaged Drinking Water (Rail Neer): The Company is the only entity authorized by the Ministry of Railways to manufacture and distribute packaged drinking water at all railway stations and on trains according to CRISIL.
- The Company manufactures and distributes packaged drinking water under brand Rail Neer. Currently it operates ten Rail Neer plants located at Nangloi Danapur Palur Ambarnath Amethi Parassala Bilaspur Hapur Ahmedabad and Bhopal with an installed production capacity of approximately 1.09 million litres per day which caters to approximately 45% of the current demand of packaged drinking water at railway premises and in trains.

- To increase its presence in the packaged drinking water market at railway stations and to meet the growing demand the company is commissioning new Rail Neer plants at Sankrail Jagi Road Nagpur Bhusawal Jabalpur and Una.
- Further four new Rail Neer plants have been approved by the Company's Board of Directors and will be commissioned by 2021.
- The Company has also installed water vending machines (WVMs) at railway stations to provide purified chilled and portable drinking water to railway passengers at an affordable price. Travel and Tourism: The Company has been mandated by Indian Railways to provide tourism and travel related services.

- Company has footprints in across all major tourism segments such as hotel bookings rail land cruise and air tour packages and air ticket bookings and it is known as one of India's leading travel and tourism companies catering to the needs of diverse tourist segments.
- With the strength of being a CPSE under the administrative control of the Ministry of Railways it specializes in rail tourism.
- The Company has an established track record of delivering strong annual returns to shareholders and its return on equity has exceeded 23% for each fiscal year since Fiscal 2017.
- It has been a profitable and debt free company since incorporation.

- The Company has received several awards and recognitions including Satta Awards in the category of Excellence in Domestic Tour Operations in 2017 Dun & Bradstreet's PSU Awards in 2017 India Power Brand 2016 Award Indian e-Retail Awards 2015 Best Use of Mobile App 2015 Most Trusted Brand in Railways Service Provider India Pride Awards 2014-15 World Travel Awards 2015 Website of the Year India Award 2015.
- Its packaged drinking water Rail Neer was ranked as a top performer by Consumer Voice Magazine in 2017.
- The Company has been honoured in the Fortune India Next 500 list for the year 2016 - 2017.

