



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

October 23, 2023

<b>BSE Limited (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 (Through NEAPS)</b> "Exchange Plaza",-1, Block-G, Bandra-Kurla Complex, Bandra (East), Mumbai – 400 051 <b>Scrip Symbol: IRCTC</b>
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**Sub: Disclosure under Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015**

Sir/Madam,

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, this is to inform that the Company has received an Order from III Additional Bangalore Urban District Consumer Disputes Redressal Commission, Bengaluru. The details are given below:

S. N.	Brief Details	Description
1.	Name of the Authority	III Additional Bangalore Urban District Consumer Disputes Redressal Commission , Bengaluru
2.	Nature and details of the action(s) taken, initiated or order passed	Order passed to pay Rs.22,300/- (Rupees Twenty Two Thousand Three Hundred Only) jointly and severally with Chief Booking Officer, Bengaluru, South Western Railways along with Interest @9% p.a. from 21.03.2022 till realization and a sum of Rs.30,000/- (Rupees Thirty Thousand Only) as compensation towards Mental Agony and a sum of Rs.10,000/- (Rupees Ten Thousand Only) towards Litigation cost to the complainant.
3.	Date of receipt of direction or order, including any ad-interim or interim orders or any other communication from the authority	18 <sup>th</sup> October , 2023 (received on 23 <sup>rd</sup> October 2023)
4.	Details of the violation(s) / contravention(s) committed or alleged to be committed	Confirmed Ticket booked by the passengers through IRCTC website changed to "No Room" in the Chart and Passengers had to pay Penalty to TTE to perform the Journey. Later was denied refund by Railways.
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 notice 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