



इंडियन रेलवे कैटरिंग एण्ड टूरिज्म कारपोरेशन लिमिटेड
(भारत सरकार का उधम - मिनी रत्न)

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.
(A Govt. of India Enterprise - Mini Ratna Company)

CIN: L74899DL1999GOI101707, Website: www.irctc.com, Email: info@irctc.com

No. 2022/IRCTC/HRD/RTI Act, 2005

Dated: 25.08.2022

26

Sub: Right to Information Act, 2005.

Ref: Your online RTI application regis. no. IRCTC/R/E/22/00341, dated 13.07.2022.

The information sought by you vide application referred above is as under:-

S.no.	Information sought	Reply
1.	Provide me the names of each of the departments in the Registered/ Corporate Office of the Indian Railway Catering and Tourism Corporation Limited located in New Delhi. (For example, Administration, Accounts, RTI Cell, Coordination Section etc).	The names of departments in the Corporate Office of IRCTC is as under:- Internet Ticketing Tourism Catering HRD Finance RNP Services General Administration (Company Secretary, Legal, Admin, Corporate Coordination, Rajbhasha, Public Relation, Corporate/IT)
2.	Kindly provide the details of work/duty to be performed by each department.	Details of work/duty of each deptt. is enclosed as Annexure - I.
3.	Provide the details of how the IRCTCs staff attendance is recorded in its registered/corporate office New Delhi, whether by Biometric or through an attendance register.	This office circular dated 17.06.2022 is enclosed as Annexure - II.

पंजीकृत एवं कॉर्पोरेट कार्यालय : 11 वीं एवं 12 वीं तल, स्टेट्समैन हाउस, श्री -148, बाराखम्बा रोड,
नई दिल्ली - 110001

दूरभाष : 011-23314775, फैक्स : 011-23701186

Corporate Office: 11th & 12th Floor, Statesman House, B-148, Barakhamba Road,
New Delhi-110001.

Tel: 011-23314775, Fax: 011-23701186



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In case, you want to go for an appeal in connection with the information provided, you may appeal to the First Appellate Authority indicated below within *thirty days* from the date of receipt of this reply.-

GGM/HRD & FIRST APPELLATE AUTHORITY ADDRESS: B-148 STATESMAN HOUSE, IRCTC LTD, 12TH FLOOR, BARAKHAMBA ROAD, CONNAUGHT PLACE, NEW DELHI-110001 OR THROUGH ONLINE RTI PORTAL.

DA: As above.


(Neeraj Srivastava)

Jt. General Manager/HRD
&
Nodal Officer/RTI

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1. Catering:-

Other Catering Services (OCS) Section-

1. Management of Static Catering units (Food Plaza, Fast Food Unit, Refreshment Room, Jan Ahar, Base Kitchen)
2. Management of Rail Yatri Niwas /BNR Hotels, Executive Lounge, Retiring Room.
3. Management of Non Railway Catering Projects(NRC)

e-Catering:- All work related to facilitate online ordering of meals through IRCTC e-catering website, call centre and mobile application.

2. Internet Ticketing Deptt:-

1. Business Development & Communications team- Framing of various revenue generating policies
2. PG Accounting & Reconciliation team
3. Refunds & Settlements team
4. URS and Testing teams (Website & Mobile App) in coordination with CRIS
5. Agents Operations teams (Administrative & Technical)
6. Monitoring team
7. Chargeback and Anti Fraud Teams
8. Finance/IT Team
9. Complaint Cell

Dedicated Customer Care: IRCTC has a dedicated customer care department that addresses all kinds of customer issues and queries. Call Centre is provided through Outsource Agency to handle calling & Mailing activities related to e ticketing which is handling about 29,738 calls and about 7,492 mails were handled per day (FY 2021-22)

***Agencies for Promotional, Verification and KYC Activities*:** IRCTC has engaged agencies for carrying out activities like SMS, Promotional Mailers, Captcha, Internet Bandwidth, Push Notification on Mobile App, Ask Disha Chatbot, PAN verification Service and Aadhaar Authentication Service.

Help Desk Support/DBA for NGeT System(Outsourced): IRCTC also provides support for Database/Servers , OS , Infrastructure of NGeT System monitoring , Patch movement activities through Outsourced agency.

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3. Tourism Deptt.:-

Corporate Coordination Team

1. All Communications: Within the company and outside
2. Risk Management
3. Participation in exhibitions, conferences, fairs etc. relevant to IRCTC along with memberships /renewals periodically with Trade, Industry, Associations, Ministries other than IATA and IT related.
4. Corporate Newsletter
5. Coordination with PR team for news updates periodically
6. Preparation of standard format for presentations given by CMD.
7. CMD dashboard, IRCTC Chatbot
8. Comprehensive Corporate Plan for IRCTC in association with CS.

➤ Luxury Tourist Trains

o Marketing & Sales :-

Marketing and promotion of Maharajas' Express Luxury Train, Golden Chariot Luxury Train and Cruise packages (Domestic & International) through online and B2B agent network in India and abroad and day to day monitoring of staffs and taking approval of various job work on e-Files accordingly.

o Operations :-

Finalization of contracts for the services, upkeep & maintenance of the Tourist Trains, coordinating the day-to-day operations of Tourist Trains namely Maharajas' Express & Golden Chariot Luxury Train.

➤ The Digital Marketing Team

The team carries out the Digital Marketing of IRCTC products with the assistance of NFDC Digital Marketing agency.

➤ Product Development Team

4. Marketing & Operations of AC Deluxe train tours on domestic sector
5. Marketing & Operations of Bharat Gaurav Train tour
6. LTC tour packages for Central/State/PSU
7. Wellness & Medical tourism

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8. Outbound and Domestic Air packages
9. Destination Management (DMC) finalization and coordination

➤ Cargo Business Team

The logistics business of IRCTC is being coordinated. It is a new vertical and it is in its initial stages of commencing.

4. Finance Deptt.:-

- 1 Salary of Corporate & IT processing
2. Deposition of payroll-related Statutory & Non Statutory dues and return filing
- 3 Payments of employee-related payments deducted from salaries
- 4 Payments of Lease and monthly employees reimbursements
- 5 Processing Outsource payments
- 6 Checking & Vetting of Payroll related files
- 7 Preparation of Accounting entries and auditing

CSR Activities:-

- a) Vetting & payment of all CSR files received from the concerned dept.
- b) checking & vetting of CSR Budget file
- c) Preparation and posting of all entries related to Insurance payments and auditing of the same.

5. Rail Neer Deptt.:-

Duty/Work list of Rail Neer Department- Management of operational Rail Neer Plants and setting up new Rail Neer Plants.

6. Human Resource Development Deptt. (HRD) - All HR related works such as "Recruitment, Transfer, Promotion, Empanelment of Manpower Service Provider Agency, Salary of the employees, Maintenance of Files/Service Records of the employees, Time office management, Maintain Attendance/Leave of the employees, Training (Summer & Internship, Industrial), Medical, Policy matters, Vacancy Notification & Selection process etc.

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RTI Cell – Receive RTI Applications and Appeals, Monitoring at the level of Nodal Officer for all CPIOs and FAAs, Issue User ID and Password to every officer who joins as CPIO or First Appellate Authority. Age wise RTI Application and Appeals pendency report whether there are any pending RTI/Appeals inside the account of any CPIO/FAA for a long time.

7. Company Secretary:-

"The works of Company Secretary Office are multifarious. It handles matters relating to Board of Directors, Convening & conducting of meeting of Board of Directors, Committees, Shareholders etc, Drafting of Minutes, ATRs, Preparation of quarterly Corporate Governance Report, Preparation of Annual Report, Public Enterprise Survey, filing of Financial Accounts, Annual Return and other forms with MCA, RTI, MOU target fixing and evaluation activities, co-ordination with Ministry of Railways, Department of Public Enterprises, DIPAM and other statutory authorities, quarterly, half yearly and yearly filling under SEBI (LODR) regulations, 2015, ensure compliances under Companies Act, SEBI (LODR) Regulations, DPE guidelines & many other activities assigned from time to time."

8. Vigilance department:-

The role and functions of Vigilance is in conformity with the CVC's special chapter on Vigilance for the PSUs. IRCTC being a service organization, Vigilance has also redefined its role and functions.

On the preventive and punitive side various measures considered by the Vigilance includes :

- Examination of the existing organization and procedures with a view to eliminate or minimize factors affording opportunity for corruption or malpractices.
- Identify the sensitive/corruption prone spots in the Corporation and keep surveillance on the officials posted on sensitive areas.
- Planning and enforcement of Surprise and Periodical Inspections, Surprise visits for detecting failures in quality and quantity, violation of agreements, rules and regulations indicative of existence of corruption or malpractices. This includes inspections at Food Plazas, Mobile Units, Departmental Units, Stores, etc.
- Maintain proper surveillance on officers of Doubtful Integrity/ Agreed List.
- Observance of Conduct Rules relating to integrity of the Officers, like (i) Annual Property Returns; (ii) Gifts accepted by the officials; (iii) Benami transactions; (iv) Regarding relatives employed in private firms or doing private business etc. or having business dealing with IRCTC.
- Speedy disposal of Vigilance cases.

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- Assist and monitor various stages of disciplinary proceedings so that the disciplinary proceedings are brought to logical conclusion and guilty is punished in a schedule time frame.
- Coordination with CBI in Vigilance matters.
- Effective coordination with the CVC/ Railway Board on vigilance matters.
- Bringing awareness amongst staff and officers of IRCTC.

9. Rajbhasha Deptt.:-

प्रधान कार्यालय में राजभाषा विभाग का गठन करने के साथ-

साथ सभी अधीनस्थ जोनल तथा क्षेत्रीय कार्यालयों में राजभाषा अधिकारी/सहायक को सक्षम अधिकारी के अनुमोदन द्वारा नामित किया गया है। वे अधिकारी एवं सहायक अपने सामान्य कामकाज के अलावा राजभाषा के प्रयोग-प्रसार का कामकाज देखते हैं।

इसके अतिरिक्त प्रधान कार्यालय के साथ साथ आंचलिक एवं क्षेत्रीय कार्यालय में हिंदी पुस्तकालयों की सुविधा सभी कर्मचारियों को प्रदान की जा रही है ताकि अधिक से अधिक संख्या में कर्मचारी/अधिकारी इसका लाभ उठा सके।

आई.आर.सी.टी.सी. के प्रत्येक कार्यालय द्वारा हिंदी के प्रयोग-प्रसार एवं हिंदी का वातावरण बनाने के लिए प्रति वर्ष हिंदी सप्ताह का आयोजन किया जाता है जिनमें विभिन्न गतिविधियां जैसे हिंदी कार्यशालाओं का आयोजन, प्रशिक्षण, बैठकें, विभिन्न प्रतियोगिताएं इत्यादि आयोजित की जाती हैं। गृहमंत्रालय के राजभाषा विभाग द्वारा राजभाषा में उत्कृष्ट तथा सराहनीय कार्य करने वालों के लिए अनेक प्रेरणा, प्रोत्साहन, प्रमाणपत्र एवं पुरस्कार योजनाएं भी लागू हैं।

प्रत्येक तिमाही की समाप्ति पर निगम राजभाषा कार्यान्वयन समिति की तिमाही बैठकों का नियमित रूप से आयोजन किया जाता है। जिसकी अध्यक्षता आईआरसीटीसी कार्यालय प्रमुख द्वारा की जाती आयोजन किया जाता है एवं अध्यक्ष महोदया द्वारा सभी विभागाध्यक्षों को वार्षिक कार्यक्रम के अनुसार हिंदी में अधिक से अधिक कार्य करने हेतु निर्देश दिए जाते हैं। मुख्य राजभाषा अधिकारी एवं समूह महाप्रबंधक द्वारा हिंदी में प्रस्तुतीकरण के माध्यम से तिमाही प्रगति रिपोर्ट की समीक्षा उपरांत जिम्मेदारी के निर्वहण हेतु सभी विभागाध्यक्षों को संबंधित विभागों में राजभाषा की प्रगति पर नजर रखने के लिए एवं कमियों वाले मदों में विशेष रूप से ध्यान देने हेतु निरंतर निर्देशित किया जाता है। सभी अधिकारियों एवं कर्मचारियों में राजभाषा के प्रयोग-

प्रसार को बढ़ाने एवं हिंदी के प्रति जागरूकता लाने के लिए प्रशिक्षण कार्यक्रम का आयोजन एवं कार्यशालाओं का नियमित रूप से आयोजन किया जाता है।

निगम कार्यालय द्वारा रेलवे बोर्ड में आयोजित रेलवे हिंदी सलाहकार समिति की बैठकें, रेलवे बोर्ड राजभाषा कार्यान्वयन समिति की बैठकें, रेलवे राजभाषा अधिकारियों की बैठक एवं नराकास (उपक्रम) द्वारा आयोजित

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जित लगभग सभी बैठकों में नियमित रूप से भाग लिया जाता है। आई.आर.सी.टी.सी. नगर राजभाषा कार्या न्वयन समिति (नराकास) का भी सक्रिय सदस्य है जिसमें भारत सरकार के सभी शीर्ष उपक्रम शामिल हैं।

10. Services Deptt.:-

Maintenance works & related works of maintenance tourist trains of IRCTC by Services Department.

11. Infrastructure Deptt.:-

Deptt. provides support services to the Corporate Office and execution of various Infrastructure related projects of the Corporation.

12. Admin- Management of Security Services/ Housekeeping Services in the office, Admin Expenses, Record Maintain of pantry stock, stationery and issuance of regular stationery, Catering arrangement for official events and meetings, Pantry Services etc.

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Ann. II

New Delhi dated 06.06.2022

8.06.22
5/07/22

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CONFIDENTIAL

12/18

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MAY 1962
J. H. M. J. H.

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CIRCULAR

Sub: Preventive measures to contain the spread of Novel Corona virus (Covid -19) - Attendance of Central Government Officials regarding.

Ref: Railway Board's Letter No. E (G) 2021/CL-4/3 dated 06.06.2022 (copy enclosed).

In reference to the above, biometric attendance was suspended in IRCTC w.e.f 09.03.2020 due to spread of Covid -19. Now, it has been decided that in view of changed scenario of Covid-19, biometric attendance be resumed in all offices of IRCTC with immediate effect.

Encl: As above

(Sidharttha Singh)

Addl. General Manger/HRD

dated: 17.06.2022

No. 2022/IRCT/HRD/Miscellaneous

Copy to:-

1. PS to CMD- for kind information of CMD.
2. Dir (T&M), Dir (CS), Dir (Fin.) & CVO.
3. GGM - IT, (MCS), (Services), (Tourism), (Fin.), (HRD), (Infra), (Procurement), (Railneer), (OCS), (ITP) -Corporate Office, New Delhi.
4. GGM-WZ, NZ, EZ, SCZ, SZ for compliance under information to Corporate Office.
5. AGM/IT/CO for bulk e-mail to all officers and staff of IRCTC.