



इंडियन रेलवे कैटरिंग एवं टूरिज़्म कॉर्पोरेशन लिमिटेड
(भारत सरकार का उद्यम-नवरत्न)
INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.
(A Govt. of India Enterprise-Navratna)

"CIN-L74899DL1999GO1101707", E-mail : info@irctc.com, Website: www.irctc.com

No. 2019/IRCTC/CS/STEX/356

October 15, 2026

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
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Sub: Press Release – IRCTC Partners with Quality Council of India (QCI) for Digital, Third-Party Food Safety and Hygiene Audit

Sir/Madam,

In compliance with the Regulation 30 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Press Release on “**IRCTC Partners with Quality Council of India (QCI) for Digital, Third-Party Food Safety and Hygiene Audit**”.

This is for your kind information and record.

Thanking you,

Yours faithfully,

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

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kalra

Digitally signed by suman kalra
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Corporation Ltd, ou=Company Secretary,
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(Suman Kalra)

Company Secretary and Compliance Officer

Encl: As above.

Press Release

IRCTC Partners with Quality Council of India (QCI) for Digital, Third-Party Food Safety and Hygiene Audit

New Delhi, 15.10.2026: In a major move to transform the on-board dining experience for millions of daily rail passengers, the **Indian Railway Catering and Tourism Corporation Limited (IRCTC)** has signed a strategic Memorandum of Understanding (MoU) with the **Quality Council of India (QCI)**. This high-stakes partnership establishes a rigorous, technology-driven, independent third-party audit mechanism to ensure the highest standards of food safety and hygiene across all IRCTC-managed mobile (trains) and static (station) catering units.

Under this strategic alliance, QCI will deploy certified professionals to conduct intense, unannounced quarterly and half-yearly inspection cycles. These audits will enforce strict compliance with statutory **Food Safety and Standards Authority of India (FSSAI)** regulations and international culinary standards.

The MoU was signed by Sh. Sudhir Warriar, General Manager/Quality & Projects, IRCTC, and Sh. Subroto Ghosh, Principal Advisor/Head-PPID, Quality Council of India, in the presence of Sh. Ramanand Nagender Shukla, CEO, NABL and Sh. Mohit Padhi, Asst. Secretary General from Quality Council of India and Sh. Rahul Himalian, Chairman & Managing Director and Sh. Manoj Kumar Sharma, Director/Catering Services from IRCTC.

To eliminate data tampering and guarantee absolute transparency, the audit process will leverage QCI's pioneer digital infrastructure. Inspectors will use a proprietary mobile application featuring mandatory **geo-tagging, time-stamping, and photographic evidence**. Audit reports will be submitted within a strict **24-hour turnaround window**, enabling real-time detection of operational gaps and triggering immediate Corrective and Preventive Action (CAPA) tracking against defaulting vendors.

Key Public Benefits & Impact Areas:

- **Zero-Compromise Onboard Dining:** Rigorous independent screening across trains ensures passengers are protected from subpar onboard meal preparation.
- **Consistent Quality at Stations:** Complete standardization guarantees immaculate cooking environments across all major station-based static units.
- **Strict Vendor Accountability:** Digital evidence-backed reports submitted within 24 hours ensure rapid penalty or corrective loops for catering licensees.
- **Visible Hygiene & Grooming Protocols:** On-ground checks will strictly enforce staff medical fitness, mandatory protective gear, and professional hospitality etiquette.
- **Sanitary Storage Compliance:** Enhanced monitoring ensures the absolute segregation of vegetarian and non-vegetarian raw items, temperature-controlled meal holding, and verified pest control.
- **Future-Proof Upgrades:** The umbrella agreement establishes an institutional mechanism allowing IRCTC to seamlessly introduce future joint programs, including Passenger Customer Satisfaction Surveys, infrastructure audits, and specialized staff training.



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Speaking on the partnership, representatives highlighted QCI's unmatched credentials in executing complex, mega-scale public monitoring projects—such as *SwachhSurvekshan* and Pan-India Milk & Food Surveillance for FSSAI—making them the ideal choice to spearhead this nationwide railway hospitality upgrade.

This partnership marks a definitive shift toward a transparent, passenger-first future, ensuring every meal served on Indian Railways aligns with elite safety and health protocols.

About IRCTC

Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) is a 'Navratna' listed company under Ministry of Railways, Government of India and is the professional hospitality and travel arm of Indian Railways incorporate for upgradation of catering services over Indian Railways and promote rail-bound domestic and inbound tourism in the country.

About Quality Council of India (QCI)

Established in 1996 through a joint Cabinet decision, the Quality Council of India (QCI) is the nation's apex autonomous quality body operating under the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Government of India. It specializes in large-scale nationwide quality benchmarking, third-party assessments, and strategic governance audits.



International Year
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पंजीकृत कार्यालय : 4वां तल, टावर डी, वर्ल्ड ट्रेड सेंटर, नौरोजी नगर, नई दिल्ली-110029 दूरभाष : 011-26181550, 26181551
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