

Notification for Walk-in-Interview for engagement of
'Hospitality/Monitors' on Contract basis
(WZ Vacancy Notification No. 1 of 2022 Dated 23-08-2022)

FNo. 2022/IRCTC/HRD/WZ/Contract/Hosp. Monitors

Date : 23-08-2022

Eligible and Qualified candidates are invited to appear for a walk-in-interview for engagement as **Hospitality Monitors on Contract basis** for a period of Two (02) years initially and extendable by One (01) year based on requirement & satisfactory performance.

Name and Number of Post	Mode of Selection	Remuneration	Essential Qualification	Upper age limit as on (Dt of notification)	Place of posting
Hospitality Monitor 35 posts Reservation as per Govt. of India Policy i.e. SC-15%, ST-7.5%, OBC-27%, PwBD-4%, Ex.Service men-10% & EWS-10 %	Walk-in-Interview	Total CTC Rs. 30,000/- per month (including statutory deductions) and other allowances as applicable.	Full time 3 year B.Sc. Hospitality & Hotel Administration from Central/ State/ Private Institute of Hotel Management (CIHM/SIHM/PIHM), recognized by NCHMCT/Government of India/AICTE/UGC. Candidates passed out in the Academic years 2020-21 & 2021-22 are only eligible to apply.	28 years for UR. Age relaxation to (a)SC/ST-05 yrs; (b)OBC-3 yrs; (c)Ex-service men-upto the extent of service rendered in Defence force plus 03 years; (d)PwBD-10 years (e)PwBD & SC/ST- 15 yrs; (f) PwBD & OBC-13 yrs)	Maharashtra, Gujarat, Madhya Pradesh, Rajasthan & Goa. However, candidate may be transferred/ deployed anywhere in India at the discretion of IRCTC.

Note: For the benefit of reservation under EWS, Income and Asset Certificate in prescribed format issued by Competent Authority as mentioned in the DOP&T's OM No. 36039/1/2019-Estt (Res) dated 31-01-2019, should be produced by the candidates as on the date of Walk-in-Interview in the format prescribed by GOI.

*OBC candidates should produce OBC caste certificate (Non-creamy layer) having proper validity and should not be older than one year from the date of Walk-in-Interview.

* Preference will be given to the candidates who have been selected earlier to work with Indian Railways or IRCTC.

Selection Process: Candidates are requested to fill in the Application Form (attached with the Notification) complete in all respects. The complete Application Form has to be submitted at the

venue of the Interview for verification along with original & one set of attested copies of required documents and three recent passport size photographs.

Interview will be conducted & the candidates will be selected based on the credentials and performance in the personal interview. The offer of engagement shall be issued to the suitable candidates in the order of merit and based on number of vacancies, subject to verification of antecedents. In addition to 35 selected candidates, a reserve panel of 35 candidates (i.e. 100% of the vacancies) will be kept.

Medical Fitness: Engagement of selected candidates shall be subject to medical fitness as prescribed by IRCTC.

Remuneration and Other Allowance:

CTC : Rs. 30,000/- per month (incl. of Statutory Deductions).

Daily Allowance : Rs. 350/- per day for on-duty on-board on trains (100% for more than 12 hours, 70% for 6 to 12 hours and 30% for less than 6 hours).

Lodging Charges : Rs. 240/- only if night stay is involved at outstation.

National Holiday Allowance (NHA), Medical Insurance, Leave, Bonus as applicable.

Scope of Work :

- The nature of duty would normally require movement in trains upto 22 days per month.
- Responsible for supervision/monitoring food production, quality, food & beverage services in nominated mobile/static catering units.
- Ensure compliance of company policies and standard hospitality procedures/practices.
- Ensuring men & material for nominated mobile/static catering units.
- Resolve customer/passenger care related issues and effective complaint management.
- Collection of feedback, analysis and course correction.
- Ensuring implementation of statutory regulations as applicable.
- Supervise & educate staff in efficient upkeep of equipment and devices.
- Co-ordinating with various departments, offices, business partners.

General Information :

- a. This engagement is purely contractual in nature and will not entitle any candidate to claim for regular/permanent employment in IRCTC.
- b. Contract may be terminated by giving one month notice by either side. If performance during contract period is not found satisfactory the contract may be terminated with 15 days notice.
- c. Only Indian nationals are eligible to apply.
- d. Those working in Govt. / PSUs may apply through proper channel / submit NOC at the time of Interview or should submit proper relieving letter from present employer in the event of selection in IRCTC.
- e. IRCTC reserves the right to cancel/ amend the notification and/or the selection process there under.
- f. **The number of vacancies to be filled (including Reserve Panel) may increase or decrease depending on the requirement of IRCTC at the time of engagement.**
- g. Candidates should ensure that they fulfill the eligibility criteria prescribed for the post they have applied. In case it is found at any stage of selection process or even after engagement that the candidate has furnished false or incorrect information or suppressed any relevant information/ material facts or does not fulfill the criteria, his / her candidature / services will be summarily terminated.
- h. The **selected candidate(s)** have to furnish **security deposit** in the form of DD for **Rs. 25,000/-**.

- i. No TA/DA will be paid to the candidates for attending the walk in interview. Candidates will have to make their own stay/food arrangement for the interview.
- j. Knowledge of computer (MS Office), preparation of reports is desirable.
- k. Ability to solve problems and make rational decisions.
- l. Any corrigendum / clarifications to this notification (incl. Date & Place of interview), if necessary, shall be uploaded on IRCTC website and no separate press coverage will be given in the news paper.**
- m. Candidate can appear at any one convenient place only. Attending at more than one place will be liable for disqualification.

Place & Date of Walk-in-Interview :

Institute of Hotel Management (IHM) – Mumbai IHMCTAN, Veer Savarkar Marg, Dadar (W), Mumbai 400 028	06-09-2022 (Tuesday)
Institute of Hotel Management (IHM) – Ahmedabad Between Koba Circle & Infocity Road., Bhaijipura Patia, P.O. Koba. Gandhinagar – 382426. Gujarat.	09-09-2022 (Friday)
Institute of Hotel Management (IHM) – Bhopal Near Academy of Administration, 1100 Quarters, Arera Colony, Bhopal, Madhya Pradesh 462016.	16-09-2022 (Friday)