

Notice for Walk-in-Interview for the post of Hospitality Monitors at IRCTC/ East Zone

No. IRCTC/HRD/OS/Hosp.Monitor./2022.

Date: 05-04-2023

Eligible and qualified candidates are invited to appear for a walk-in-interview for the post of Hospitality Monitor on Contractual basis for a period of 2 years and extendable by 1(one) year based on requirement and satisfactory performance.

Name and Number of Post	Mode of Engagement	Consolidated Remuneration	Essential Qualification & Experience	Upper age limit as on 01.04.2023	Place of Posting
Hospitality Monitor 70 posts Reservation as per Govt. of India policy i.e. SC-15%, ST-7.5%, OBC-27%, Differently abled- 4% , Ex-service men-10% & EWS-10%	Walk -in Interview	Rs.30,000/-P.M. including statutory deductions. In addition, Daily Allowance Rs.350/- per day for duty on-board in train (s), Lodging Charges at outstation will be Rs.240/-, if night stay is involved. For working on National Holidays, Hospitality Monitors staffs shall be paid NHA @ Rs. 384/- per NH if worked. Medical Insurance- Rs. 800/- p.m. (reimbursable on submission of valid documents).	i. Full time B.Sc. in Hospitality and Hotel Administration from a Central or State Institute of Hotel Management (CIHM/SIHM/PIHM) affiliated to National Council of Hotel Management and Catering Technology/UGC/ AICTE/ Govt. of India ii. BBA/MBA (Culinary Arts) from Indian Culinary Institutes under Ministry of Tourism. iii. B.Sc. Hotel Management and Catering Science from Govt. recognized Universities affiliated to UGC/AICTE/Govt. of India.. iv. M.B.A.(Tourism and Hotel Management) from Govt. recognized Universities affiliated to UGC/AICTE/Govt. of India. Experience: Minimum 2 years in relevant field.	28 years for UR. Age relaxation to SC/ST-5 yrs., OBC- 3 yrs., Ex-Service Men- Up to the extent of service rendered in defence plus 3 yrs., Differently abled-10 yrs.	The selected candidates may be posted in Northeast States/ West Bengal/ Bihar & Jharkhand State. However, candidate may be transferred/ posted anywhere in India at the discretion of IRCTC.

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

Selection Process:

Candidates are advised to fill in the Application Form (attached with this advertisement) complete in all respects. The complete Application Form has to be submitted at the Venue of the Interview for verification along with original documents, one set of attested copies of required documents (i.e. caste, education & experience) and three recent passport size photographs.

Interview will be conducted based on the credentials of the candidates. Based on performance in the personal interview the candidates will be selected and the offer of engagement shall be issued to the suitable candidates in the order of merit and number of vacancies and will be subject to verification of antecedents.

Scope of work:

- Will be responsible for supervision/monitoring of food production, quality, services in nominated mobile/static catering units.
- To ensure compliance with company policies and standard hospitality procedures/practices.
- To ensure proper men & material for nominated mobile/static catering units.
- To resolve customer/passenger care related issues and effective complaint management.
- To collect feedback, analysis and course correction.
- To ensure implementation of statutory compliance or regulations as applicable.
- To supervise & educate staff in efficient upkeep of equipment and devices.
- To coordinate with various departments, offices and business partners.
- Any other responsibility given by IRCTC from time to time.

General Information:

1. This engagement is purely contractual in nature and will not entitle any candidate to claim for regular/permanent employment in IRCTC.
2. Contract may be terminated by giving one month's notice by either side. If performance during contract period is not found satisfactory the contract may be terminated with 15 days notice.
3. Only Indian Nationals are eligible to apply.
4. 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.
5. IRCTC reserves the right to cancel/ amend the advertisement and/or the selection process there under.
6. **The number of vacancies to be filled may increase or decrease depending on the requirement of IRCTC at the time of engagement.**
7. Candidates should ensure that they fulfil 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 fulfil the criteria, his/ her candidature/services will be summarily terminated.

8. The selected candidate(s) have to furnish security deposit in the form of DD for Rs. 25,000/-.
9. Medical Insurance will be provided by IRCTC to engaged candidates.
10. No TA/DA will be paid to the candidates for attending the walk-in interview.
11. In case of extension of interview, candidates will have to arrange their own stay and food.
12. Knowledge of computer (MS Office), preparation of reports is desirable.
13. Ability to solve problems and make rational decisions is required.
14. Correspondence courses will not be considered.
15. Any corrigendum/clarifications on this advertisement, if necessary, shall be uploaded on IRCTC website and no separate press coverage will be given in the newspaper.
16. 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:

Sl. no.	Institute/Venue	Address of Venue	Dates of Walk-in-Interview
1	SIHM/Durgapur	Jemua Road, Aahoron Building, West Bengal: 713206	11/04/2023
2	Hotel Polo Floatel Kolkata	10 Strand Road, BBD Bag, Kolkata-700001.	17/04/2023 & 18/04/2023
3	BNR Ranchi Hotel	Station Road, Sri Ram Toly, Ranchi Jharkhand-834001	25/04/2023
4	IHM/Gangtok	Sajong, Rumtek, Ranipol, Gangtok, Sikkim-737135	09/05/2023
5	IHM/Guwahati	Upper Hengrabari, Chachal, Barbari, Opposite Doordarshan Quarters, Guwahati - 781036,	11/05/2023 & 12/05/2023
6	IHM/Hajipur	Hajipur, National Highway 19, Hajipur, BR 844101	16/05/2023 & 17/05/2023

**PROFORMA FOR SUBMISSION OF APPLICATION FOR ENGAGEMENT AS
HOSPITALITY MONITOR ON CONTRACT BASIS**

No. IRCTC/HRD/OS/Hospitality.Monitor./2023

Date:

1	Name of the Applicant			
			Photo	
2	Father/Spouse Name			
3	Category (SC/ST/OBC/Diff. abled/Ex-service men) (Enclose self-attested copy of latest Certificate issued by competent authority in support of claim)			
5	Present Address			
	Landline/Mobile No.			
	Email ID			
6	Permanent Address			
7	Date of Birth& Age (as on 01.04.2023)			
8	Gender			
9	Marital Status			
10	Aadhar number			
11	Professional/Technical/Educational Qualification: (Enclose self-attested copies)			
S.No	Name of the Graduate/PG degree(s) Passed	Duration & (Full time/Part time/distance), Year of Passing	% marks	Institution/ University
1	10 th			
2	12 th			
3	Graduation			
4	Post-Graduation			
12	Particulars of Post Qualification Experience:			
S No	Organisation	Post Held& Scale/ pay drawn	Period: From-To	Job description/Responsibility areas
13	Languages Known	Speak Write		
13	Document to be attached i) Proof of educational Qualification ii) Proof of experience iii)Proof of Date of Birth iv) Proof of Category (SC/ST/OBC etc) v) Others (pl. Specify)			

The above information is true to the best of my knowledge and belief. My candidature will be rejected, if any information given above is found to be incorrect/ incomplete or false.

Date:

(Signature)