

Notification for Walk-in-Interview
Engagement of ‘Hospitality Monitors’
on Contractual basis under IRCTC / North Zone

No.2023/IRCTC/HRD/NZ/Rectt. -I/Hospitality Monitors

Dated: 18.09.2024

Eligible and Qualified candidates are invited to appear for walk-in-interview for engagement as ‘Hospitality Monitor’ on Contract basis for a period of 02 years initially and extendable by 01 year based on requirement and satisfactory performance.

Name and Number of Posts	Mode of Selection	Educational Qualification	Experience	Remuneration	*Upper age limitas on 01.08.2024	Place of Posting
“Hospitality Monitors” <u>15 posts (backlog)</u> [Reservation as per Govt. of India policy]	Walk -in Interview	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 (NCHM&CT)/UGC/AICTE/Government of India.	Minimum 02 year working experience in relevant field of work	Rs 30,000/- per Month (incl. Statutory deductions) and other allowances as Applicable.	28 years for UR. Age relaxation will be given to SC/ ST/ OBC/ PWD/ Ex-Serviceman applicants as per Government guidelines. Upper age is relaxable by 5 years for SC/ST applicants, by 3 years for OBC-NCL (latest updated certificate to be attached.) applicants and by 10 years for PwBD applicants, Ex-Serviceman - Up to the extent of service rendered in defence plus 3 yrs.	The selected candidates may be posted in Delhi-NCR, Uttar Pradesh, Rajasthan, Himachal Pradesh, Punjab, Haryana, Uttarakhand, Chandigarh, Jammu & Kashmir And areas under IRCTC NZ. However, candidates may be deployed/ posted anywhere in India at the discretion of IRCTC.
		ii) BBA/MBA (Culinary Arts) from Indian Culinary Institutes under Ministry of Tourism.				
		iii) B.Sc. Hotel Management and Catering Science from Government recognized Universities affiliated to UGC/AICTE/Government of India/State Government.				
		iv) M.B.A.(Tourism and Hotel Management) from Government recognized Universities affiliated to UGC/AICTE/Government of India/State Government.				

Selection Process:

Candidates are requested to fill in the application form (attached along with this notification) duly complete in all respects. The completed application form has to be submitted at the venue of the interview for verification along with original documents, one set of attested copies of requisite documents and two recent passport size photographs. Interview will be conducted and based on the credentials & performance in the personal interview the candidates will be shortlisted. 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.

Medical fitness:

Engagement of selected candidates shall be subject to being medically fit 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 in train (s) (100% for more than 12 hours, 70% for 6 to 12 hours and 30% for less than 6 hours duty)

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

National Holiday Allowance (NHA): Rs 384/- per National Holiday (if worked).

Medical Insurance: Rs. 1400 to 2500/- per month based on age group (Reimbursable on submission of valid documents)

Scope of work:

- To ensure compliance of company policies and standard hospitality procedures/practices.
- Responsible for the supervision/monitoring of food production, quality & services in nominated mobile/static catering units.
- To resolve customer/passenger care related issues and effective Complaint management.
- To collect feedback, its analysis and course correction.
- To ensure statutory compliance / regulations as applicable.
- To supervise, train & educate the staff in efficient services.
- To co-ordinate with various departments, Railways, other offices, business partners, etc.
- To do the job entrusted to him time to time related with railway catering services.

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 without any notice.
- c) Only Indian Nationals are eligible to apply.
- d) Those working in Govt. / PSUs may apply through proper channel or 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 advertisement and/or the selection process at any time without any prior notice.
- 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 for Rs. 25,000/- in the form of Demand-Draft.
- i) No TA/DA will be paid to the candidates for attending the walk in interview.
- j) Knowledge of computer (MS Office), & preparation of reports is desirable.
- k) Ability to solve problems and to make rational decisions.
- l) Candidate can appear for interview at any one convenient place only.

m) **Place/ Date of walk-in-Interview: -**

NEW DELHI	IRCTC, Corporate Office, 10th Floor, Statesman House, Barakhamba Road, New Delhi-110001	Date & Time: 14& 15.10.2024, 10.00 hrs – 16.00 hrs
JAIPUR	IRCTC, Regional Office, 708, 7th Floor, Crystal Mall, Sawai Jai Singh Highway, Banipark, Jaipur- 302016	Date & Time: 17.10.2024, 10.00 hrs – 16.00 hrs
LUCKNOW	IRCTC, Regional Office, Paryatan Bhawan, 2nd Floor, C-13, Vipin Khand, Gomti Nagar, Lucknow - 226010	Date & Time: 22 & 23.10.2024, 10.00 hrs – 16.00 hrs
CHANDIGARH	IRCTC, Regional Office, SCO-80-81-8, Sector - 34A, Chandigarh -160034.	Date & Time: 25.10.2024, 10.00 hrs – 16.00 hrs

Note: In case of extension of interview date, candidates will have to arrange their own stay and food.

- n) **Any corrigendum/clarifications to this notification (incl. Date & Place of interview), if necessary, will be uploaded on IRCTC website (www.irctc.com) only and no separate press coverage will be given in the newspaper.**

Performa for submission of application for engagement as 'Hospitality Monitors'

on Contract basis in IRCTC/NZ

Ref.: Notification No.2023/IRCTC/HRD/NZ/Rectt.-I/ Hospitality Monitors dated: 18.09.2024

1	Name of the Applicant				Photo
2	Father's/Spouse Name				
3	Category (SC/ST/OBC-NCL/PwBD/EWS/Ex.SM) (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	Aadhaar 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	
A	10 th				
B	12 th				
C	Graduation				
D	Post-Graduation				
12	Particulars of Post Qualification Experience				
S No	Organization	Post Held& Scale/ pay drawn	Period: From-To	Experience (Yrs-Mths)	Job description /Responsibility areas
A					
B					
13	Languages Known	Speak			
		Write			
14	Document to be attached a) Proof of educational Qualification b) Proof of experience c) Proof of Date of Birth d) Proof of Category(SC/ST/OBC*/PwBD/EWS/Ex.SM) *OBC-NCL- Should submit OBC-NCL certificate in the format prescribed by Govt. of India e) 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.

Place:

Date:

(Signature)

OBC (NON-CREAMY LAYER) CERTIFICATE
(FORM OF CERTIFICATE TO BE PRODUCED BY OTHER BACKWARD CLASSES APPLYING FOR
APPOINTMENT TO POST UNDER THE GOVERNMENT OF INDIA)

This is to certify that Shri / Smt. / Kum.*.....
son/daughter* of Shri..... of Village/Town
..... District..... in
State belongs to..... community which is recognized as
Backward Class under : (indicate the Sub Caste above)

- 1) Resolution No.12011/68/93-BCC@dated 10th September 1993, published in the Gazette of India - Extraordinary-part 1, Section 1, No.186, dated 13th September 1993.
- 2) Resolution No.12011/9/94-BCC, dated 19th October 1994, published in the Gazette of India - Extraordinary-part 1, Section 1, No.163, dated 20th October 1994.
- 3) Resolution No.12011/7/95-BCC, dated 24th May 1995, published in the Gazette of India - Extraordinary-part 1, Section 1, No.88, dated 25th May 1995.
- 4) Resolution No.12011/44/96-BCC, dated 6th December 1996, published in the Gazette of India - Extraordinary-part 1, Section 1, No.210, dated 11th December 1996.
- 5) Resolution No.12011/68/93-BCC, published in the Gazette of India - Extraordinary-No. 129, dated the 8th July 1997.
- 6) Resolution No.12011/12/96-BCC, published in the Gazette of India - Extraordinary-No. 164, dated the 1st September 1997.
- 7) Resolution No.12011/99/94-BCC, published in the Gazette of India - Extraordinary-No. 236, dated the 11th December 1997.
- 8) Resolution No.12011/13/97-BCC, published in the Gazette of India - Extraordinary-No. 239, dated the 3rd December 1997.
- 9) Resolution No.12011/12/96-BCC, published in the Gazette of India - Extraordinary-No. 166, dated the 3rd August 1998.
- 10) Resolution No.12011/68/93-BCC, published in the Gazette of India - Extraordinary-No. 171, dated the 6th August 1998.
- 11) Resolution No.12011/68/98-BCC, published in the Gazette of India - Extraordinary-No. 241, dated the 27th October 1999.
- 12) Resolution No.12011/88/98-BCC, published in the Gazette of India - Extraordinary-No. 270, dated the 6th December 1999.
- 13) Resolution No.12011/36/99-BCC, published in the Gazette of India - Extraordinary-No. 71, dated the 4th April 2000.

Shri/Smt./Kum* _____ and/or his/her family ordinarily reside(s)
in the _____ District of the _____ State. This is also to certify that
he/she does not belong to the persons/sections (Creamy Layer) mentioned in column 3 (of the Schedule
to the Government of India, Department of Personnel & Training OM No.36012/22/93-Estt (SCT), dated
8.9.1993) and modified vide Government of India, Department of Personnel and Training O.M. No.
36033/3/2004-Estt. (Res) dated 09.03.2004.

Place:

Date:

Signature of Issuing Authority with seal of office

*Strike out whichever is not applicable

NB: (a) The term 'ordinarily' used here will have the same meaning as in section 20 of the Representation of Peoples Act 1950.

(b) The Authorities competent to issue caste certificates are indicated below :

- (i) District Magistrate / Additional Magistrate/ Collector / Deputy Commissioner / Additional Deputy Commissioner/ Deputy Collector / 1st class Stipendiary Magistrate/ Sub-Divisional Magistrate/ Taluk Magistrate / Executive Magistrate/ Extra Assistant Commissioner (not below the rank of 1st class Stipendiary Magistrate).
- (ii) Chief Presidency Magistrate/ Additional Chief Presidency Magistrate / Presidency Magistrate
- (iii) Revenue officer not below the rank of Tahsildar, and (iv) Sub-Divisional Officer of the area where the Candidate and or his family resides.