

Notice for Walk-in-Interview for the post of Hospitality Monitor on contractual basis

IRCTC/East Zone

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

Date: 10.08.2022

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 Posts	Mode of Engagement	Consolidated Remuneration	Essential Qualification & criteria for selection	Upper age limit as on 01.08.2022	Place of Posting
Hospitality Monitor- 65 posts. (Reservation as per Govt. of India policy i.e. SC-15%, ST-7.5%, OBC-NCL-27%, EWS- 10%, PwBD - 4% & Ex-Servicemen - 10%). IRCTC may increase or decrease the vacancy as per requirement.	Walk- in Interview	Remuneration :- 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. National holiday allowance (NHA)- Rs.384 per national holiday, if worked. Medical Insurance-Rs.800 per month (reimbursable on submission of valid documents). The nature of duty would require movement in trains up to 22 days per month.	3-year full time B.Sc. in Hospitality & Hotel Administration from a Central/State/Private Institutes of Hotel Management (CIHM/SIHM/ PIHM), affiliated to National Council for Hotel Management and Catering Technology (NCHM&CT)/ UGC/AICTE/ Govt. of India. Candidates who passed out in the academic years 2020-2021 & 2021-2022 are only eligible to apply.	Upper age limit should be 28 years, with relaxation for reserved communities as per extant rules to SC/ST/OBC/ PwBD/ Ex-Servicemen. Upper age is relaxable by 5 years for SC/ST applicants, by 3 years for OBC applicants and by 10 years for PwBD applicants. Ex-Servicemen – up to the extent of service rendered in defence plus 3 years.	The selected candidates may be posted in Northeastern States/West Bengal/ Bihar/ Jharkhand. However, candidates may be transferred/ posted anywhere in India at the discretion of IRCTC.

Selection Process:

Candidates are advised to fill in the Application Form (attached with this advertisement) duly 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.

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

Scope of work :

- Will be responsible for supervision/monitoring of food production, quality, services in nominated mobile/static catering units of IRCTC.
- 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/regulations as applicable.
- To supervise & educate staff in efficient way for up keeping of equipment and devices.
- To co-ordinate 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 for. 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 **Demand Draft** for **Rs. 25,000/-**.
9. Medical insurance will be provided by the 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 for their own stay and food.
12. Knowledge of computer (MS Office), and preparation of reports is desirable.
13. Ability to solve problems and make rational decisions is required.
14. **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.**
15. 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	Address of Institute	Date of Walk-in-Interview
1	IHM Ranchi	Near Central University of Jharkhand, Brambe. Jharkhand-835205	17/08/2022
2	IHM Durgapur	Jemua Road, Aahoran Building, Fuljhore, Adjacent, CRPF Group Centre, Durgapur, West Bengal 713206	18/08/2022
3	IHM/Hajipur	Ramashish Chowk, Vaishali, National Highway 19, opposite State Govt. Circuit House, Yadav Colony, Bihar 844101 or IRCTC/RO/Patna	22/08/2022 23/08/2022
4	IHM/Kolkata	P-16, Taratala Rd, Alipore, CPT Colony Kolkata, West Bengal 700088	25/08/2022 26/08/2022
5	IHM/Guwahati	Upper Hengrabari, Chachal, Barbari, Opposite Doordarshan Quarters, Guwahati - 781036,	29/08/2022 30/08/2022
6	IHM Gangtok	Sajong, Rumtek Gangtok, Sikkim 737135	01/09/2022

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

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

Dated: 10.08.2022

1	Name of the Applicant			
			Photo	
2	Father's/Spouse's Name			
3	Category (SC/ST/OBC/EWS/PwBD/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 01.08.2022)			
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/EWS, PWBD/Ex-Serviceman) 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)