

Notice for Walk-in-Interview for the post of Hospitality Monitor

IRCTC/South Zone

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

Date: 17/08/2022

Eligible and Qualified candidates are invited to appear for a walk-in-interview for the post of Hospitality Monitor on Contract basis for a period of 2 years and extendable by one more 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 01.08.2022	Place of Posting
“Hospitality Monitors” - 70 Posts# Reservation as per Govt. of India policy i.e. SC-15%, ST-7.5%, OBC-27%, Differently abled- 4% Ex.SM-10% & EWS-10%	Walk- in - Interview	Total CTC: Rs.30,000/- per month (incl. Statutory deductions as applicable) in addition to this other allowances as per company norms will be paid.	Full Time B. Sc. in Hospitality & Hotel Administration from a Central & State Institutes of Hotel Management (CIHM/SIHM/ PIHM), affiliated National Council for Hotel Management and Catering Technology (NCHM &CT)/UGC/AICTE/Govt . of India. Candidates passed out in the academic years 2020-21 & 2021-22 are only eligible to apply.	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 applicants and by 10 years for PwBD applicants, Ex-Servicemen – Up to the extent of service rendered in defence plus 3 years	The selected candidate may be posted in Tamil Nadu, Kerala & Karnataka States. However the candidate may be transferred at the discretion of IRCTC.

Actual no.of posts may increase or decrease based on requirement

*Those who have been selected earlier to work with Indian Railways or IRCTC will be given preference, subject to fulfilling eligibility criteria.

*Requires good communication skills both verbal and written (English & Hindi). Possessing knowledge of local languages like Tamil, Kannada & Malayalam is added advantage.

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

Selection Process:

Candidates are requested 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 & one set of attested copies of required documents and three recent passport size photographs.

Interview will be conducted & based on the credentials and 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 based on the number of vacancies.

In addition to 70 selected candidates, names of 70 candidates will be placed on reserved panel which shall be considered in the event of any shortfall.

Remuneration and other allowances:

- 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% and less than 6 hours).

- National Holiday Allowance (NHA): Rs.384/- per day for working on National Holiday.
- Medical Insurance: Rs.800/- per month (Reimbursable on submission of valid Medical Policy documents in the name of self).

Scope of work:

- Responsible for supervision/ monitoring food production, quality, services in nominated mobile/ static catering units.
- Ensure compliance with company policies and standard hospitality procedures/practices.
- Ensuring men & material for nominated mobile/ static catering units.
- Resolve customer / passenger care related issues and 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.
- Coordinate with various departments, offices and business partners.
- The nature of duty would require movement up to 22 days per month in Trains.

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 notice by either side. If performance during contract period is not found satisfactory the contract may be terminated with 15 day's notice.
3. Leave will be as per Company Policy as applicable to contractual employees.
4. Those working in Govt. / PSUs may apply through proper channel/ submit NOC at the time of Interview and 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 notified.
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 full fill the criteria, his / her candidature / services will be summarily terminated.
8. The selected candidate have to furnish security deposit in the form of DD for Rs.25,000/-.
9. No TA/DA will be paid to the candidates for attending the walk in interview.
10. In case of extension of interview, candidate will have to arrange his/her own stay and food.
11. Knowledge of computer (MS Office), preparation reports is essential.
- 12. 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.**
13. 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, Trivandrum (Kerala)	G.V.Raja Road, Kovalam, Trivandrum - 695527	03.09.2022
2	IHM, Bangalore (Karnataka)	S.J.Polytechnic Campus, Seshadri Road, Bangalore- 560001	05.09.2022
3	IHM, Chennai (Tamil Nadu)	CIT Campus, Taramani, Chennai - 600113	09.09.2022



**APPLICATION FOR THE POST OF HOSPITALITY MONITOR ON
CONTRACT BASIS IN IRCTC/SOUTH ZONE**

Ref.:No.2022/IRCTC/HRD/Rectt./Hospitality Monitor

Photo

	Name of the Applicant			
2	Father/Spouse Name			
3	Category (SC/ST/OBC/Diff. able/Ex-service men/EWS) (Enclose self-attested copy of latest Certificate issued by competent authority in the prescribed format 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
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		
14	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)