

**MANUAL – 1**

**Particulars of Organisation, functions and duties**  
**Section – 4(1) b(i)**

I. PARTICULARS

- 1.1. Name : Hotel Corporation of India Limited.
- 1.2 Date of Incorporation : 8<sup>th</sup> July 1971
- 1.3 Registered Office : 1<sup>st</sup> floor, Transport Annexe Building,  
Air India Complex, Old Airport,  
Kalina, Santacruz (E), Mumbai-400 029.
- 1.4 Capital Structure : The Company has authorized Share Capital of Rs.150 crores divided into 150,00,000 Equity Shares of Rs.100/- each and its present paid up capital comprises of 137,60,00,000 fully paid equity shares of Rs.100/- amounting to Rs.137.60 crores.  
(The share capital of the Company is partly held by Air India Limited and its nominees and by the Government of India ).
- 1.5 Stations : Mumbai, Delhi and Srinagar.

II OBJECTS

- : When the Air India decided to enter the Hotel Industry in keeping with the then prevalent trend among world airlines, the objective was to offer to the passengers a better product, both in International Airport and at the other places of tourist interest, thereby also increasing tourism in India.

**MANUAL -2**

**Powers and duties of Officers and employees**  
**Section 4 (1) b(ii)**

**ORGANISATION SET UP – WORK ALLOCATIONS**

<b><u>Designation</u></b>	<b><u>Name</u></b>	<b><u>Work Allocation</u></b>
Part-time Chairman	Shri Rajiv Bansal	
Managing Director	Shri Pankaj Kumar	
Chief Vigilance Officer	Shri Adiyta Kumar Joshi	All vigilance matters.
President	Shri Mukesh Bhatia	In-charge Chefair Flight Catering, Mumbai & Head Office, Legal, Industrial Relations.
General Manager-Tech. (O)	Shri J.Rajakumar	Overall in-charge of technical department of all the Units.
General Manager -Operations, Centaur Hotel Delhi	Shri .J.Rajakumar	Head of the Units at Delhi and overall in-charge of the Operations of the Unit.
General Manager-Operations	Shri J Rajakumar	In Charge of the operations of Chefair Flight Catering, Delhi
Dy.General Manager -Operations, Centaur Lake View Hotel, Srinagar.	Mr.Syed Shafat Husain Rizvi	Head of the Units at Srinagar and overall in-charge of the Operations of the Unit.
Company Secretary, Dining Facilities Centre at Nariman Point, AI Bldg., Mumbai	Kum.Shyamala P Kunder	Head of Dining Facilities Centre, Nariman Point, Mumbai.

**MANUAL – 3**

**Procedure followed in decision making process**

**Section 4 (1) b (iii)**

The procedure followed in decision making involves discussions among cross section of departments and/or formal decisions by the Competent Authority on office notes in accordance with the instrument of Delegation of Financial and Administration Powers.

In respect of decision making on day to day basis at various Units of the Company, the General Manager-Operations take spot decision in consultation with the Departmental Heads in accordance with the instrument of Delegation of Financial and Administration Powers and the establishment practices.

**Manual – 4**

**Norms set for the discharge of functions**

**Section 4 (1) b (iv)**

The Hotel Corporation of India Ltd., (a subsidiary of Air India Ltd.) is a public sector undertaking under administrative control of Ministry of Civil Aviation. The norms or guidelines issued by the Department of Public Enterprises in various issues from time to time which is being strictly followed.

**MANUAL – 5**

**Rules, Regulations, Instructions, Manuals & Records used for  
Discharging functions (Section 4 (1) (b) (v) )**

**List of Manuals used by various Departments of Hotel Corporation Of India Ltd.**

<b>Sr. No.</b>	<b>Department</b>	<b>Name of the Manual</b>
1.	Administration	HCI Employees' Service Regulations Instrument of Delegation of Powers (Administrative & Financial). HCI Employees' Recruitment/Promotions Rules and Regulations. Brouchers on Reservations of SC/ST.
2.	Purchase	Purchase Manual/ Procedures.
3.	Front Office	Front Office Manual/Procedures.
4.	Housekeeping	Housekeeping Manual/Procedures.
5.	Security	Security Manual/Procedures.

**MANUAL – 6**

**A statement of the Categories of Documents that  
are held by It or Under Its Control**

**Section 4(1) b (vi)**

1. Memorandum and Articles of Association of the Company including the Certificate of Incorporation and Certificate for Commencement of Business issued by the Registrar of Companies under the Companies Act, 1956.
2. Certificate of Registration of Hotel Corporation of India Limited under the Shops & Establishment Act.
3. Annual Reports (last available 2013-14).
4. Memorandum of Understanding signed between the Management and the Representative Unions of the Units of the Company.

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**MANUAL – 7**

**Particulars of any arrangement that exists for consultation with or  
Representation by the members of the public in relation to the  
Formulation of its policy or implementation thereof**

**Section 4 (1) b (vii)**

Hotel Corporation of India Limited is a Public Limited Company incorporated under the Companies Act, 1956. Its policies are framed and implemented by the Management and the Board of Directors of the Company.

The Directors on the Board are appointed by the Ministry in consultation with Air India Limited, being the Holding Company and may have eminent public personalities and non-official Directors. Being a Central Public Undertaking, its policies and activities are constantly under close scrutiny of the Press, Public and Parliament. The Members of Parliament who are the representatives of the Public, safeguard their rights and interest in the two Houses of the Parliament through Parliament Questions, Special Mentions/General Discussions/Debates. Further, there are Parliamentary Committees comprising Members of Parliament, which examine Hotel Corporation of India Ltd., and hold discussions on its functioning and performance from time to time apart from giving suggestions and recommendations relating to the activities of Hotel Corporation of India Limited.

The policies and activities of Hotel Corporation of India Limited are, therefore, under constant scrutiny of the public through the above process.

**MANUAL – 8**

**Statement of Boards, Council, Committees and  
Other bodies constituted**

**Section 4 (1) b (viii)**

**Board of Directors. The present Board of Directors consists of :**

- |      |                   |   |  |
|------|-------------------|---|--|
| i)   | Shri Rajiv Bansal | : | Part-time Chairman   |
| ii)  | Smt.Gargi Kaul    | : | Director -<br>Joint Secretary & Financial<br>Advisor, Ministry of Civil Aviation.. |
| iii) | Shri S.K.Mishra   | : | Director –<br>Joint Secretary,<br>Ministry of Civil Aviation.                      |
| iv)  | Shri Pankaj Kumar | : | Managing Director  |

**Audit Committee :**

The present Audit Committee consists of :

- |      |                   |   |  |
|------|-------------------|---|--|
| i)   | Smt.Gargi Kaul    | : | Chairperson -<br>Joint Secretary & Financial Advisor<br>Ministry of Civil Aviation |
| ii)  | Shri Rajiv Bansal | : | Member -<br>Part-time Chairman   |
| iii) | Shri S.K.Mishra   | : | Member –<br>Joint Secretary,<br>Ministry of Civil Aviation.                        |
| iv)  | Shri Pankaj Kumar | : | Member –<br>Managing Director  |

**Tender Committee. The present Tender Committee consists of :**

- |      |                              |   |                  |
|------|------------------------------|---|------------------|
| i)   | Unit Head                    | : | Chairman         |
| ii)  | Head of Purchase             | : | Member Secretary |
| iii) | Head of consuming Department | : | Member           |
| iv)  | Representative of Accounts   | : | Member           |



**MANUAL - 9**

**Directory of Officers and employees**

**Section 4 (1) b (ix)**

**The strength of Staff/Officers as on 01.09.2017 is as under:**

<b>1.</b>	<b>Executives</b>	<b>- 45</b>
<b>2.</b>	<b>Non-Executives</b>	
	<b>a) Officers</b>	<b>- 137</b>
	<b>b) workmen</b>	<b>- 605</b>
		-----
	<b>Total</b>	<b>787</b>
		=====

While the details of these employees are available with the Personnel Department of respective Units of HCI, a list of key officials is annexed herewith.

<b>Name</b>	<b>Department/Unit</b>
Smt.Shobha Ohatekar	Vigilance (Corporate)
Mr.J.Rajakumar	Operations-CHDA
Mr.J. Rajakumar	Operations-CFCD
Mr.Syed Shafat Husain Rizvi	Operations-CLVH.
Mrs.T.C.Dalal	Accounts (Corporate )
Mr.Mukesh Bhatia	Operations-CFCM
Mr.J.Rajakumar	Engineering (Corporate)
Ms.Shyamala Kunder	Company Secretary

**MANUAL – 10**

**The monthly remuneration received by each of the officers  
And employees and the system of compensation  
As provided in the Regulation.**

**Section 4 (1) b (xi)**

The wages/allowances of all the employees are processed in a computerized system by all the Units and the same is available with them for scrutiny.

**MANUAL -11**

**The budget allocated to each agency**

**Section 4 (1) b (xi)**

Hotel Corporation of India Limited is a commercial organization and has one centralized budget for its internal financial budget for its internal financial discipline. Since no Agency other than Hotel Corporation of India Limited is involved in its operations, there are no Budget allocations to any other agency.

**MANUAL -12**

**The manner of execution of subsidy program**

**Section 4 (1) b (xii)**

Hotel Corporation of India Limited is a commercial organization and is not governed under any subsidy program.

**MANUAL -13**

**Particulars of recipients of concessions, permits  
Or authorisation**

**Section 4 (1) b (xiii)**

Hotel Corporation of India Limited being a service industry to attract customers/clients, we give concessions in rates for room/food & beverages, banquet functions etc., to the general public as well as to VIPs and CIPs as per the discounting policy of the Company.

**MANUAL -14**

**Information available in an Electronic Form**

**Section 4 (1) b (xiv)**

The database pertaining to computerized based applications is stored in the electronic form. It relates to room reservations, banquet reservation and various other facilities available in the Hotel Units. Further all the tender documents/information pertaining to purchases is also computerized.

**MANUAL -15**

**Particulars of facilities available to citizens for obtaining information**

**Section 4 (1) b (xv)**

The particulars in regard to the facilities available to the citizens in various Units of our Company is available on the Website viz; [www.centaurohotels.com](http://www.centaurohotels.com) Further the citizens can also obtained required information on the following centres.

CENTAUR HOTEL : DELHI  
Telephone Nos. : 011 – 25652223  
Fax No. : 011 – 25652256

CHEFAIR FLIGHT CATERING : DELHI  
Telephone Nos. : 011 – 25652223  
Fax No. : 011 – 25652256

CENTAUR HOTEL : SRINAGAR  
Telephone Nos. : 0194 -2475631-34  
Fax No. : 0194 -2471877

CHEFAIR FLIGHT CATERING : MUMBAI  
Telephone Nos. : 022 -26828787  
Fax No. : 022 026828648

**MANUAL -16**

**Name, designations and other particulars of  
Public Information Officer**

**Section 4 (1) b (xvi)**

**Revised List of Appellate Authority, Public Information Officers & Asst.Public  
Information Officers**

<b>ORGANISATION</b>	<b>COVERAGE</b>	<b>NAME/DESIGNATION</b>	
Hotel Corporation of India Limited	All Units	Mr.Mukesh Bhatia President	Appellate Authority
-do-	All Units	Mr.Kirti Rao, Sr. Vice President-Finance	Public Information Officer
-do-	All Units	Ms.Shyamala P Kunder Company Secretary	Nodal Officer
<b>UNITS</b>	<b>COVERAGE</b>	<b>PIOs</b>	<b>APIOs</b>
Centaur Hotel Delhi Airport	All Departments	Mr.J. Rajakumar, General Manager-Techn.HCI	Mr.K.V.Surendranathan Executive Manager- Administration
Chefair Flight Catering, Delhi	All Departments	Mr. J. Rajakumar, General Manager-Techn., HCI	Mr.K.V.Surendranathan Executive Manager- Administration
Centaur Lake View Hotel, Srinagar	All Departments	Mr.Syed Shafat Hussain Gen. Mgr. Operations (O)	Mr.Javed Zargar Dy.Mgr.Accts.,
Chefair Flight Catering, Mumbai	All Departments	Mr. B.H.Kale Manager Personnel	Mr.Oneil Vaz Manager-Maintenance
Dining Facilities Centre, Mumbai	All Departments	Mr. B.H.Kale Manager Personnel	Mr.Oneil Vaz Manager-Maintenance
Head Office, Mumbai	All Departments	Mrs.T.C.Dalal Chief Financial Officer	Mr.B.H.Kale, Manager Personnel



**MANUAL -17**

**Payment of fees**

**Section 4 (1) b (xvii)**

In accordance with the Right to Information (Regulation of Fee and Cost )Rules, 2005, a request for obtaining information under sub-section (1) of section 6 shall be accompanied by an application fee of rupees ten by way of cash against proper receipt or by demand draft or bankers cheque payable to HOTEL CORPORATION OF INDIA LTD.

For providing the information under sub-section (1) of Section 7, the fee shall be charged by way of cash against proper receipt or by demand draft or banker's cheque payable to HOTEL CORPORATION OF INDIA LTD at the following rates:

- (a) Rupees two for each page ( in A4 or A3 size paper) created or copied;
- (b) Actual charge or cost price of a copy in large size paper;
- (c) Actual cost or price for samples or models; and
- (d) For inspection of records, no fee for the first hour; and a fee of rupees five for each fifteen minutes ( or fraction thereof ) thereafter.

For providing the information under sub-section (5) of section 7, the fee shall be charged by way of cash against proper receipt or by demand draft or bankers' cheque payable to HOTEL CORPORATION OF INDIA LTD at the following rates:

- (a) For information provided in diskette or floppy rupees fifty per diskette or floppy; and
- (b) For information provided in printed form at the price fixed for such publication or rupees two per page of photocopy for extracts from the publication.

## ANNEXURES

### ANNEXURE -I

STATUS REPORT - QUARTER ENDING – MARCH, JUNE, SEPT., DECEMBER

### ANNEXURE – II

STATUS REPORT- YEARLY

ORGANISATION CHART