

## **MANUAL – 1.**

### **1. Organisation and Function**

<b>Sl. No.</b>	<b>Item</b>	<b>Details of disclosure</b>	<b>Remarks</b>
1.1	Particulars of its organisation, functions and duties [Section 4(1)(b)(i)]	(i) Name and address of the Organization	Hotel Corporation of India Ltd. Centaur Hotel Indira Gandhi International Airport, New Delhi-110 037
		(ii) Head of the organization	Chief Executive Officer.
		(iii) Vision, Mission and Key objectives	To run the business of hotel and flight catering services to Airlines. 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 passenger a better product, both in International Airport and at the other places of tourist interest, thereby also increasing tourism in India.
		(iv) Function and duties	To carry out the business of hotel, motel, restaurant, café, flight kitchen, refreshment etc. To provide lodging and boarding and other facilities to the public including tourists, visitors and other delegates coming to India from foreign countries and to members of delegations and missions from foreign countries and to encourage and carry on and facilitate tourist trade.
		(v) Organization Chart	Uploaded on website seperately
		(vi) Any other details-the genesis, inception, formation of the department and the HODs from time to time as well as the committees/ Commissions constituted from time to time have been dealt	HCI Ltd. was incorporated under the Companies Act, 1956 on 08.07.1971.

**MANUAL – 2.**

1.2	Power and duties of its officers and employees [Section 4(1)(b)(ii)]	(i) Powers and duties of officers (administrative, financial and judicial)	Administrative/Financial powers as per Instrument of Delegation of Powers delegated to Dept. Heads.
		(ii) Power and duties of other employees	Administrative/Financial/operational/clerical etc.
		(iii) Rules/ orders under which powers and duty are derived and	As per Hotel Corporation of India Employees Service Regulations/Instrument of Delegation of Powers (Admin. & Financial).
		(iv) Exercised	N.A.
		(v) Work allocation	As per job profile. Attached as <b>Annex. -1.</b>

**MANUAL - 3**

1.3	Procedure followed in decision making process [Section 4(1)(b)(iii)]	(i) Process of decision making Identify key decision making points	<p>Administrative/Financial/Operational. 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 Administrative Powers.</p> <p>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 Administrative Powers and the establishment practices.</p>
		(ii) Final decision making authority	CEO/Unit As per Instrument of Delegation of Powers (Administrative & Financial) delegated to Dept. Heads.
		(iii) Related provisions, acts, rules etc.	As per Hotel Corporation of India Employees Service Regulations/Instrument of Delegation of Powers (Admin. & Financial).
		(iv) Time limit for taking a decisions, if any	Depend upon the facts of the case.
		(v) Channel of supervision and accountability	

**MANUAL - 4**

1.4	Norms discharge functions [Section 4(1)(b)(iv)]	for of	(i) Nature of functions/ services offered	HCI Ltd. (is now subsidiary of AI Assets Holding Ltd.) is a public sector undertaking under administrative control of Ministry of Civil Aviation.
			(ii) Norms/ standards for functions/ service delivery	The norms or guidelines issued by the Department of Public Enterprises in various issues from time to time which is being strictly followed.
			(iii) Process by which these services can be accessed	As per official method.
			(iv) Time-limit for achieving the targets	Depend upon the facts of the case.
			(v) Process of redress of grievances	As per Grievance Redressal Procedure.

**MANUAL - 5**

1.5	Rules, regulations, instructions manual and records for discharging functions [Section 4(1)(b)(v)]	(I) Title and nature of the record/ manual /instruction.	Various Office Circulars/Orders/Instructions/Procedures etc.
		(II)List of Rules, regulations, instructions manuals and records.	Hotel Corporation of India Employees' Service Regulations., Recruitment and Promotion Rules & Regulations., HCI Ltd. – Instrument of Delegation of Powers (Administrative & Finance) Corporate Procurement Policy.
		(III)Acts/ Rules manuals etc.	As per above. Accounts/Purchase/Front Office/Housekeeping/Security Procedures etc.
		(IV) Transfer policy and transfer orders	As per HCI Employees' Service Regulations.

**MANUAL - 6**

1.6	Categories of documents held by the authority under its control  [Section 4(1)(b) (vi)]	(i) Categories of documents	Various Official Files/correspondence with Ministry/Legal Files/Personal Files of employees etc.
		(ii) Custodian of documents/categories	Personal Files of employees. (Executives, Officers & Staff). Appraisal Reports of the employees. Property Returns of Officers. Any other important Secret correspondence etc. Memorandum and Articles of Association of the Company, Certificate of Registration of HCI Ltd. under the Shops & Establishment Act./Annual Reports/MOU signed between the Management and the Representative Unions of the Units of the Company.

## **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 President of India 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.**

1.7	Boards, Councils, Committees and other Bodies constituted as part of the Public Authority [Section 4(1)(b)(viii)]	(i) Name of Boards, Council, Committee etc.	Board of Directors – HCI Ltd.
		(ii) Composition	As per attached list – <b>Annex.2.</b>
		(iii) Dates from which constituted	As per attached list – <b>Annex.2.</b>
		(iv) Term/ Tenure	From the date of appointment till further orders.
		(v) Powers and functions	As per the Company's Act and Articles of Association.
		(vi) Whether their meetings are open to the public?	No
		(vii) Whether the minutes of the meetings are open to the public?	No
		(viii) Place where the minutes if open to the public are available?	At the Registered Office of the Company.



**MANUAL – 9**

1.8	Directory of officers and employees [Section 4(1) (b) (ix)]	(i) Name and designation	As per attached List of Executives. <b>Annex. 3.</b>
		(ii) Telephone , fax and email ID	As per attached List of Executives. <b>Annex. 3.</b>

**MANUAL – 10**

1.9	Monthly Remuneration received by officers & employees including system of compensation [Section 4(1) (b) (x)]	(i) List of employees with Gross monthly remuneration	As per List maintained by concerned Accounts Department.
		(ii) System of compensation as provided in its regulations	Monthly Salary/Consultation Fees/Stipend etc. The wages/allowances of all the employees are processed in a computerized system by all the Units of the company and the same is available with them for scrutiny.

**MANUAL – 11**

1.10	Name, designation and other particulars of public information officers  [Section 4(1) (b) (xvi)]	(i) Name and designation of the public information officer (PIO), Assistant Public Information (s) & Appellate Authority	As per attached list - <b>Annex. 4.</b>
		(ii) Address, telephone numbers and email ID of each designated official.	As per attached List of Executives - <b>Annex.3.</b>
1.11	No. of employees against whom disciplinary action has been proposed/taken (section 4 (2):-	No. of employees against whom disciplinary action has been  (i) Pending for minor penalty or major penalty proceedings	As per Annexure-5
		(ii) Finalised for Minor Penalty or Major Penalty proceedings.	As per Annexure-5

**MANUAL – 12.**

The manner of execution of subsidy programme.

**Section 4(i)(b)(xii)**

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

**MANUAL – 13.**

<b>2.5</b>	Particulars of recipients of concessions, permits of authorizations granted by the public authority [Section 4(1) (b)]	(i) Concessions, permits or authorizations granted by public authority	Hotel Corporation of India Ltd. 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
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	(xiii)]		and CIPs as per the discounting policy of the Company.
		(ii) For each concessions, permit or authorization granted a) Eligibility criteria b) Procedure for getting the concession/ grant and/ or permits of authorizations c) Name and address of the recipients given concessions/ permits or authorisations d) Date of award of concessions /permits of authorizations	N.A.

**MANUAL – 14**

4.3	Information available in electronic form [Section 4(1)(b)(xiv)]	(i) Details of information available in electronic form	Official Information. The data base pertaining to computerized based applications is stored in the electronic form. It relates to room reservations, banquet reservation and various other
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			facilities available in the Hotel Units. Further all the tender documents/information pertaining to purchases is also computerized.
		(ii) Name/ title of the document/record/ other information	HCI Employees Service Regulations, Promotion & Recruitment Rules & Regulations. Instrument of Delegation of Powers (Administrative & Finance). Procurement Policy.
		(iii) Location where available	Website.

**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

# ANNEXURE-1.

<b>Designation</b>	<b><u>Name</u></b>	<b><u>Work Allocation</u></b>
Chairman	Shri S.K.Mishra	<b><u>Part time</u></b>
Managing Director	Shri Deepak Khullar	<b><u>Chief Executive Officer</u></b>
Chief Vigilance Officer	Shri Amal Garg	All vigilance matters.
Vice President-Technical	Shri J.Rajakumar	Overall in-charge of technical department of all the Units.
Vice President-Technical	Shri J.Rajakumar	Head of the Units at Delhi and overall in-charge of the Operations of the Unit.
Vice President-Technical	Shri J Rajakumar	In Charge of the operations of the Unit- Chefair Flight Catering Delhi

**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 S.K.Mishra               | : Chairman  |
| ii)  | Smt.Rubina Ali                | : Director - Joint Secretary, Ministry of Civil Aviation. |
| iii) | Shri Pranjol Chandra          | : Director – Director, Ministry of Civil Aviation.        |
| iv)  | Shri Brajesh Kumar Srivastava | : Director- Dy. Secretary, Ministry of Civil Aviation     |

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

- |      |                               |  |
|------|-------------------------------|--|
| i)   | Smt.Rubina Ali                | : Chairperson - Joint Secretary, Ministry of Civil Aviation. |
| ii)  | Shri Pranjol Chandra          | : Member, Director, Ministry of Civil Aviation.              |
| iii) | Shri Brajesh Kumar Srivastava | : Director- Dy. Secretary, Ministry of Civil Aviation        |
| iv)  | Shri S.K.Mishra               | : Invitee - CMD,HCI.   |

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

- |      |                                 |                    |
|------|---------------------------------|--------------------|
| i)   | Unit Head                       | : Chairman         |
| ii)  | Head of Purchase                | : Member Secretary |
| iii) | Head of consuming<br>Department | : Member           |
| iv)  | Rep. of Accounts                | : Member           |



**ANNEXURE – 3.****List of Executives (Name, Designation, Tel. No., Fax no. and e.mail ID)**

Sl.No.	Name/Designation	Tel. Number	Address	Email.ID	Fax No.
1.	Mr. Deepak Khullar, Chief Executive Officer	011-25652240	Centaur Hotel, IGI Airport, Gurgaon Road, New Delhi-110 037.	ceo.hci@centaurhotels.com	011-23422225
2.	Mr. J. Rajakumar, Vice President – Technical.	011-25652223	Centaur Hotel, IGI Airport, Gurgaon Road, New Delhi-110 037.	vptechnical.hci@centaurhotels.com	011-25652239
3.	Mr.K.Gopal Krishna Chief Financial Officer	022-26158215	Hotel Corporation of India Ltd., Transport Annexe Bldg., 1 <sup>st</sup> Floor, Air India Complex, Old Airport, Santacruz ( E), Mumbai-400 029	cfo.hci@centaurhotels.com	022-26158053
4.	Ms. Sonam Gosain, Company Secretary		Hotel Corporation of India Ltd., Centaur Hotel, IGI Airport, Gurgaon Road, New Delhi-110 037.	cs.hci@centaurhotels.com	01125607512
5.	Mr.Manohar K.Wagh-Chef-Incharge, CFCM	022-26828859	Chefair Flight Catering, Sahar International Airport, Sahar, ANDHERI ( e ), Mumbai-400 099	Chef.cfc@centaurhotels.com	022-26828648

## **ANNEXURE – 4.**

### **HOTEL CORPORATION OF INDIA LIMITED**

#### **Updated List of Appellate Authority, CPIO EFFECTIVE 01.07.2023**

<b>Sr. No.</b>	<b>Name</b>	<b>Designation</b>	<b>Authority</b>	<b>Address</b>	<b>Email ID</b>
1.	Brig.Rajan Autar Mandhar (Veteran)	Chief Human Resources Officer	Appellate Authority	Hotel Corporation Of India Limited, Centaur Hotel, IGI Airport, New Delhi-110 037	chro.hci@centaurhotels.com
2.	Mr.J.Rajakumar	Vice President- Techn/Opns.	PIO	Hotel Corporation Of India Limited, Centaur Hotel, IGI Airport, New Delhi-110 037	vptechnical.hci@centaurhotels.com
3.	Ms.Sonam Gosain	Company Secretary	Nodal Officer	Hotel Corporation Of India Limited, Centaur Hotel, IGI Airport, New Delhi-110 037	cs.hci@centaurhotels.com

**ANNEXURE-5**

**HOTEL CORPORATION OF INDIA LIMITED**

**NO. OF EMPLOYEES AGAINST WHOM DISCIPLINARY ACTION HAS BEEN PROPOSED/TAKEN (SECTION 4 (2):-**

No. of employees against whom disciplinary action has been	
(i) Pending for minor penalty or major penalty proceedings	(i)
(ii) Finalised for Minor Penalty or Major Penalty proceedings.	(ii)