

Notification for Walk-in-Interview

**Engagement of 'Tourism Monitors' on Contractual basis in
IRCTC / West Zone**

No.2023/IRCTC/HRD/WZ/Contractual/Tourism Monitors-Ph-II

Dated 30-06-2023

Eligible and Qualified candidates are invited to appear for walk-in-interview for engagement as '**Tourism Monitors' on Contract basis** for a period of 03 years.

Name and Number of Posts	Mode of Selection	Educational Qualification	Experience	Remuneration	* Upper age limit as on 30-06-2023)	Place of Posting
"Tourism Monitors" 05 posts [Reservation as per Govt. of India policy i.e. SC-15%, ST-7.5%, OBC-NCL-27%, PwBD-4% EWS- 10% Ex.Servicemen-10%]	Walk -in Interview	3 Years Bachelor degree in Tourism; or 3 Years bachelor degree in any stream + 1 year diploma in Travel & Tourism	Minimum 01 year post qualification work experience in Tour Operation / Travel Agency Firms	Rs 30,000/- per month (incl. Statutory deductions) and other allowances as applicable.	28years 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-Service Men - Up to the extent of service rendered in defence plus 3 yrs.	The selected candidates may be posted in Maharashtra, Gujarat, Goa, Madhya Pradesh & Rajasthan. However candidates may be deployed/ posted anywhere in India at the discretion of IRCTC.
		3-years Bachelor Degree in any stream + 2-years Post Graduation Degree/Diploma in Travel & Tourism	Minimum 02 years post qualification work experience in Tour Operation / Travel Agency Firms	Rs 35,000/- per month (incl. Statutory deductions) and other allowances as applicable.		

Selection Process:

Candidates are requested to fill in the application form (attached along with this notification) duly completing 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. In addition to selected candidates, 100% Reserve Panel will be formed.

Medical fitness:

Engagement of selected candidates shall be subject to being medically fit for the standard as prescribed by IRCTC.

Remuneration and other allowance:

CTC : Rs 30,000/- / Rs 35,000/- per month (incl. of Statutory Deductions) – Based on qualification/ Experience.

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)

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. 800/- per month (Reimbursable on submission valid documents)

Scope of work:

- For manning the 'Bharat Gaurav Rakes' and supporting all other Tourism related activities.
- Marketing and back end support of various tour packages. Handling air / rail ticketing of corporate travel, and walk-in clients.
- To ensure compliance of company policies and standard procedures/practices.
- 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.

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 may increase or decrease depending on the requirement of IRCTC at the time of engagement.
- g) 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.
- 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.

Place/ Date of walk-in-Interview:

<u>Mumbai, Maharashtra</u> Institute of Hotel Management (IHM) IHMCTAN, Veer Savarkar Marg, Dadar (W), Mumbai 400 028	11-07-2023 Time:- 02:30 PM to 05.30 PM
<u>Bhopal, Madhya Pradesh</u> Institute of Hotel Management (IHM) – Bhopal Near Academy of Administration, 1100 Quarters, Arera Colony, Bhopal, Madhya Pradesh 462016.	14-07-2023 Time:- 02:30 PM to 05.30 PM
<u>Ahmedabad, Gujarat</u> Institute of Hotel Management (IHM) – Ahmedabad Between Koba Circle & Infocity Road, Bhajipur Patia, P.O. Koba, Gandhinagar, Gujarat– 382426.	19-07-2023 Time:- 02:30 PM to 05.30 PM


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

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 news paper.

**PROFORMA FOR SUBMISSION OF APPLICATION FOR ENGAGEMENT AS 'TOURISM MONITORS'
ON 'CONTRACT BASIS' IN IRCTC/WZ**

Ref.: 2023/IRCTC/HRD/WZ/Contractual/Tourism Monitors-Ph-II

Dated 30-06-2023

1	Name of the Applicant (as per SSC certificate)				
			PHOTO 		
2	Father/Spouse Name				
3	Category (SC/ST/OBC-NCL/PwBD/Ex. Service men/EWS) (Enclose self attested copy of latest Certificate issued by Competent Authority in support of claim)				
4	Date of Birth & Age (as on 30-06-2023 Y-M-D)				
5	Professional/ Technical/ Educational Qualification (Enclose self attested copies):				
SNo.	Name of the Graduate/PG degree(s) passed	Duration (Full time/ Part time / distance) & Year of Passing	%marks	Institution/ University	
I	10 th				
II	12 th				
III	Graduation (Name of Degree)				
IV	Post Graduation (Name of PG)				
6	Particulars of Post Qualification Experience:				
SNo.	Organization	Post held & Scale/ Pay drawn	Date: From-To	Total Experience (Years-Months-Days)	Job description/ Responsibility areas
I					
II					
II(a)	Total Post Qualification Experience (Years-Months-Days)				
7	Present Address				
	Landline / Mobile No.				
	Email ID				
8	Permanent Address				
9	Gender				
10	Marital Status				
11	Aadhaar Number				
12	Languages Known	Speak			
		Write			
13	Documents 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*/EWS/Ex.SM/PwBD) *OBC-NCL- should submit 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.