

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.