

**Notice for Walk-in-Interview for the position of  
Tourism Monitors (Contractual) under IRCTC/ East Zone**

No. IRCTC/EZ/HRD/Recruit. /Contract. /TM-III/2024/02

Date: 01.07.2024

Eligible and Qualified candidates are invited to appear for walk-in-interview for engagement as **'Tourism Monitors'** on Contract basis for a **period of 3 years**.

Name and Number of Posts	Mode of Selection	Educational Qualification	Experience	Remuneration	Upper age limit as on <u>01.07.2024</u>	Place of Posting
<p>"Tourism Monitors" <b>02 posts</b></p> <p>[Reservation as per Govt. of India policy i.e. SC-15%, ST-7.5%, OBC-NCL-27%, PwBD-4% EWS-10% Ex-servicemen-10%]</p>	Walk -in Interview	<p>3-Years Bachelor degree in Tourism; <b>OR</b> 3-Years bachelor degree in any stream + 01 year diploma in Travel &amp; Tourism</p>	<p>Minimum 01 year working experience in Tour Operation / Travel Agency Firms</p>	<p>Rs. 30,000/- per month (incl. Statutory deductions) and other allowances as applicable.</p>	<p><b>28 years for UR.</b> (Age relaxation will be given to SC/ ST/ OBC/ PWD/ Ex-Serviceman applicants as per Government Guidelines)  (Upper age is relaxable by SC/ST- 5 years OBC- 3 years PwBD -10 years Ex-Service Men- Up to the extent of service rendered in defense plus 3 yrs.</p>	<p>The selected candidates may be posted at Kolkata/ Patna/ Guwahati.</p> <p>However, candidates may be deployed/ posted anywhere in India at the discretion of IRCTC.</p>
		<p>3-years Bachelor Degree in any stream + 02-years Post-Graduation Degree/ Diploma in Travel &amp; Tourism</p>	<p>Minimum 02 years working experience in Tour Operation / Travel Agency Firms</p>	<p>Rs. 35,000/- per month (incl. Statutory deductions) and other allowances as applicable.</p>		

**Cut-Off date :**

**The cut-off date for age, qualification, experience & other purposes will be 01-07-2024.**

**Selection Process:**

Candidates are requested to fill in the application form (attached along with this notification) duly complete 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 02 selected candidates, names of 02 candidates will be placed on Reserve Panel.

## **Documents Required :**

***The candidates must carry the following documents in original at the time of walk-in-interview. In absence of any of the following documents in original, the candidate will not be allowed to appear in the walk-in-interview :***

- 10<sup>th</sup> class Marksheet & Certificate
- 12<sup>th</sup> class Marksheet & Certificate
- Graduation year-wise All Marksheets & Certificate (Provisional Certificate issued from concerned University may also be considered)
- Post Graduation or any other higher academic/ education year-wise All Marksheets & Certificate
- All Experience Certificates in chronological order

## **Medical fitness:**

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

## **Remuneration and other allowance:**

Remuneration: 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% and 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 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 (including Reserve Panel) 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 of 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:**

**Date : 30.07.2024 & 31.07.2024**  
**Time : 11:00 AM to 05:00 PM**  
**Venue : IRCTC, East Zone Office,**  
**3, Koilaghat Street, Ground Floor,**  
**Kolkata-700001**

**Note :**

In case of extension/change of interview date/place, candidates will have to arrange their own stay and food. Any corrigendum/clarifications to this notification (including date & place of interview), if necessary, will be uploaded on IRCTC website i.e. [www.irctc.com](http://www.irctc.com) under **HR&Career>Recruitment>New Opening** only and no separate press coverage will be given in the newspapers.

IRCTC

**PROFORMA FOR SUBMISSION OF APPLICATION FOR ENGAGEMENT AS  
HOSPITALITY MONITOR ON CONTRACT BASIS UNDER IRCTC/EAST ZONE**

No. IRCTC/EZ/HRD/Recruit. /Contract. /HM-III/2024/01

Date: 01.07.2024

Photo  
(Self-Attested)

1	Name of the Applicant			
2	Father/Spouse Name			
3	Category (SC/ST/OBC/Diff. abled/Ex-service men) (Enclose self-attested copy of latest Certificate issued by competent authority in support of claim)			
5	Present Address			
	Landline/Mobile No.			
	Email ID			
6	Permanent Address			
7	Date of Birth & Age (as on 01.07.2024)			
8	Gender			
9	Marital Status			
10	Aadhar number			
11	<b>Professional/Technical/Educational Qualification: (Enclose self-attested copies)</b>			
Sl.	Name of the Graduate/PG degree(s) Passed	Duration & (Full time/Part time/distance), Year of Passing	% marks	Institution/ University
(i)	10 <sup>th</sup>			
(ii)	12 <sup>th</sup>			
(iii)	Graduation			
(iv)	Post-Graduation			

<b>12 Particulars of Post Qualification Experience:</b>				
Sl.	Organisation	Post Held & Scale/ pay drawn	Period : From-To	Job description/ Responsibility areas
(i)				
(ii)				
(iii)				
(iv)				
13	Languages Known	Speak		
		Write		
13	<b>Document to be attached :</b>			
	i) Proof of All Educational Qualifications			
	ii) Proof of All Experiences			
	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)**

**Place:**

**Name :**

IRCTC