



Indian Railway Catering & Tourism Corporation Ltd
(A Government of India Enterprise-Mini Ratna Category-I)
CIN- U74899DL1999GOI101707,
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3, Koilaghat Street, Ground Floor, Kolkata – 700 001.
Phone : 2243-9045, Fax : 2243-9046

No. IRCTC/EZ/HRD/Consultant/2020

Dated : 10.03.2020

Notification for Engagement of Retired Railway Employees/IRCTC Employees as Consultants on Contract basis at IRCTC, EAST ZONE

Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) is a Public Sector Enterprise under Ministry of Railways. Company is the extended arm of the Indian Railways to upgrade, professionalize and manage the catering and hospitality services at stations, on trains and other locations and to promote domestic and international tourism through development of budget hotels, special tour packages, information & commercial publicity and global reservation systems.

Applications are invited from **retired Railway Employees/IRCTC Employees** (only normal retired persons) for engagement as consultant to work in **Control Office/IT Refund Dept./Technical dept/Legal Dept./Co-ordinating Officer under East Zone** on consolidated remuneration basis. Details are specified in Annexure-I.

GENERAL CONDITIONS :

1. Engagement of Consultants will be on full time / Shift basis.
2. Railway employees who are compulsory retired or removed or dismissed from services need not apply.
3. Age limit: Between 60 years to 65 years.
4. Remuneration: a maximum 100% of (Last pay drawn & DA in Rly. at the time of retirement – Pension & DR at the time of engagement).
5. Leave, Travelling Allowance etc will be as per IRCTC policy applicable from time to time.
6. The candidate should be well versed in computer.
7. The period of contract initially will be for Six months which may be extended depending upon the requirement and overall performance of the individual.
8. Mere fulfilling of eligibility criteria shall not confer any right to the applicant for being called for the interview/selection process.
9. IRCTC reserves the right to cancel / restrict /modify /alter the engagement process, if need so arises, without issuing any further notice or assigning any reason whatsoever.
10. Furnishing of wrong/false/incomplete/inconsistent/ ambiguous information in the application will lead to disqualification of the candidate and his/her candidature will be rejected.
11. Any canvassing directly or indirectly by the applicant will disqualify his/her candidature.
12. No correspondence will be entertained from candidates not shortlisted/ selected.
13. In case of false or insufficient information / lack of proof to ascertain the eligibility of the applicant, their candidature will summarily be rejected at any stage of the engagement process.
14. The interested eligible candidates may send their applications on the prescribed proforma (Annexure-II) along with requisite supporting documents , with attested photo copy of Service certificate, latest Pension Payment Order and Last Pay Slip to **Joint General Manager (HRD), IRCTC Ltd, East Zone, 3, Koilaghat Street, Kolkata – 700 001** by **31.03.2020**. Applications received after due date will not be considered.

ANNEXURE-I**ADVERTISEMENT FOR EMPANELMENT OF CONSULTANTS ON TEMPORARY BASIS IN IRCTC
EAST ZONE CONTROL OFFICE/HOWRAH, IT/REFUND, TECHNICAL, LEGAL, CO-ORDINATING OFFICER**

Sl. No.	Department & Location	Work Profile	No. of consultants required	Level of Railway employees (Supervisor/ Officer)	Experience/Eligibility
1	East Zone Control office/ Howrah	<p>Control Office Works 24/7 (In shifts).</p> <p>The Zonal Controller will assist in arrangement of food pick up for unbundled units, especially when the train is running late by co-coordinating with other zones. He will also co-ordinate in case of short supplies etc. and arrange for extra supply from next station. The Zonal Controller will co-ordinate for coach watering, electrical complaints etc. for BD/FTR trains.</p> <p>Further controller will be monitoring and record sales of food plazas, fast food units, departmental units, Rail Neer & advice to Regions on special incidents. He shall inform zones/regions the movement of mobile units and tourist trains of IRCTC in EZ with special care during strikes, bhandh, abnormal weather condition having impact of train movement. Operation of Tourism trains, Chartered trans, monitoring of premium trains, Bharat Darshans, Co-ordination with railways, e-catering related matters etc. and preparation of MIS reports on Tourism, Rail Neer, Catering periodically. Complaint management & twitter handling etc.</p> <p>Any other duty/task assigned time to time.</p>	02	Supervisor	Retired Railway/ IRCTC employees of operating department, also commercial department with working experience in Control or Station Master with requisite experience.
2	IT Refund Dept./ Zonal Office/Kolkata	Disposal of new WECRS, RTI, DPG, PMO WEB, Twitter & other complaint cases and pending refund cases.	01	. Supervisor	Retired Railway employee of Refund department having handled disposal of WECRS, disposal of cases through APOs, Co-ordination with Rly. Authorities, resulting in early disposal of RTI, DPG, PMO, WEB, Twitter & other complaints.

Sl. No.	Department & Location	Work Profile	No. of consultants required	Level of Railway employees (Supervisor/ Officer)	Experience/Eligibility
1	Technical/ East Zone	Technical, civil & drawing related work concerning to Food Plaza/FFU & Base Kitchen, preparation of Estimates, Tendering and supervision of work, co-ordination with Railway Authority.	01	Supervisor	Retired railway employees, preferably of engineering department (preferably civil engineering back ground) with knowledge & work experience of preparing Engg. Drawing of structures, estimates, tendering etc.
2	Legal Dept./Zonal Office/ Kolkata	1.To prepare legal drafts in legal cases of IRCTC/EZ pertaining to licensee, IT Refunds, HRD, Finance etc. 2.To maintain a database of all ongoing legal cases & past legal cases. 3.There is al large outstanding of court cases in the zone with several cases filed on labour issues, TAT matters is also the consumer forum cases in Ticketing. Since the zone is dealing with 6 zonal railways, 24 divisions & 10 states, there is a requirement of trained legal assistant to expedite the case including nomination, follow-up and implementation of court orders. A consultant preferably a retired law assistant of the railways will be helpful in effective monitoring of court cases.	01	Retired CAL/LO equivalent or above.	Retired from legal department of railways or any other Govt. organization.
3	Co-ordinating Officer/East Zone	1.Co-ordination of various activities viz. Catg/Tourism/Rail Neer etc. 2. Co-ordinate with railways for timely approval of FTR coaching orders of all chartered train/coaches, tourist trains etc. 3.Co-ordinate with CBS/Commercial department for timely issue of commercial orders/Trains coaching. 4.Co-ordinate with FA & CAO office for timely clearance of FTR train folders. 5. Co-ordinate with Railway control for providing proper assistance/requirements to the clients. 6. Co-ordinate with railway for early settlement of IT refund cases. 7. Catering related works. 8. Monitoring of punctuality of chartered and tourist trains/coaches. 9. Any other co-ordination work with railways from time to time.	01 (01 for co-ordination with SER)	Supervisor/ Officer level	Minimum 20 years experience in Zonal/Divisional Railways in operation/Commercial dept.

Age :- Should be between 60-65 yrs.

The interested applicants may send their latest resume along with supporting documents i.e. PPO, Service Certificate, to IRCTC **latest by 31st March, 2020** at the following address :-

JGM/HRD

IRCTC Ltd. East Zone, 3, Koilghat Street, Kolkata 700 001

PROFORMA FOR SUBMISSION OF APPLICATION FOR ENGAGEMENT OF CONSULTANT

1	Please indicate the category for which applied: EAST ZONE CONTROL OFFICE/HOWRAH, IT/REFUND, TECHNICAL, LEGAL, CO-ORDINATING OFFICER.			
2	Name of the Applicant			
3	Present Address			
	Landline/Mobile No.			
	Email ID:			
4	Date of Birth:			
5	Professional/Technical/Educational Qualification:			
6	Aadhar number:			
7	Last drawn Pay, Pay Scale & grade held at the time of retirement :			
8	Field of specialization & No of years of experience in the field which is proposed to be utilized in the consultancy assignment			
9	Additional information, if any, which you would like to mention in support of your suitability for the post.			
10	Discipline & Appeal cases/ Vigilance Status: i) Have any Departmental proceedings/ Vigilance proceedings or any other case pending after retirement/ at present against you? ii) If yes, give the full particulars.			
11	Documents to be attached (Attested Copies) i) Copy of pension payment order (PPO) ii) Service Certificate iii) Proof of Last pay / Pay Scale drawn iv) Copy of Date of Birth Certificate			
12	PARTICULARS OF EXPERIENCE: (from last employment)			
S No	Name of Office/Division/Workshop last worked in Railways/ IRCTC (If applicable)	Post Held & Scale of pay drawn	Period : From-To	Job description / Responsibility areas

The above information is true to the best of my knowledge and belief. I am liable to be disqualified, if any information given above is found to be incorrect/ incomplete or false.

Date:

Place:

(Signature)