



# Balmer Lawrie & Co. Ltd.

[A Government of India Enterprise]

NEEDS PROFESSIONALS

in

SBU: TRAVEL & VACATIONS

Ref No.: BL/Rect/T&V/FTC/T&V/November/2023

Date: 14 November 2023

## THE COMPANY

Balmer Lawrie, a public sector Company under the Ministry of Petroleum & Natural Gas, is a professionally managed, multi-location, diversified conglomerate having presence in manufacturing as well as service sectors, with a consistent track record of growth and profitability. High standards of customer service, innovative outlook and dedicated human resources have enabled the organization to achieve leadership position in many of its businesses.

## PRODUCTS AND SERVICES

The Company operates in various business segments through Strategic Business Units [SBUs] and Joint Venture Companies [JVCs]. It is the market leader in Steel Barrel, Industrial Greases & Specialty Lubricants, Tours & Travel and Logistics Services. It also has significant presence in most of the other businesses it operates, namely, Chemicals, Logistics Infrastructure, Refinery & Oil Field Services [ROFS], Cold Chain etc.

## OPENING

The SBU Travel & Vacations is a major SBU of the Company & its team consists of handpicked professionals from the industry. The combined wealth of experience of the team tops more than 300 years in the Ticketing and Holiday Business. The Company has ambitious growth plans for the SBU. In pursuance of these objectives, the SBU seeks to bring on board professionals with dynamism, initiative and an innovative approach to business. The current openings are on 3 year fixed term contract in the Travel & Vacations Verticals of the SBU and the details of the positions are as given below:-

S. No.	Position/Designation	Vertical	Grade	No. of Positions	Location (Indicative)	Max. Age (in Years)	Minimum Qualification	Minimum Experience (in Years)	Preferred Experience (Quality &/Year)	Job Description
1	Regional Manager (Sales & Operations) - West	Vacations	FTE-4	1 (one)	Mumbai	40	MTM or Equivalent / MBA / Graduate Engineer  OR Bachelor's Degree (10+2+3)	8 years for MTM or Equivalent / MBA / Graduate Engineer;  OR 11 years for Bachelor's Degree (10+2+3)	Candidates with prior experience of sales & operations in the travel & tourism industry shall be preferred.	<p>The incumbent shall be responsible for the following:-</p> <ol style="list-style-type: none"> <li>1. Planning and implementing winning strategies for the regional market in line with the overall growth strategy for the business</li> <li>2. Planning and managing over all P&amp;L of western region.</li> <li>3. Planning and delivering budget for the region, improving regional market share and driving top-line growth for the region while meeting the bottom-line targets/guidelines as well</li> <li>4. Planning and building effective distribution channel by establishing performing TA, PPA and Franchisee network</li> <li>5. Overall management and delivery of FIT operations for the region basis guidelines given by the Products &amp; Operations team</li> <li>6. Overall customer's buying experience and customer delight for the region</li> <li>7. Planning and front ending regular customer engagement initiatives and overall customer management for the region</li> <li>8. Retaining existing customers (repeat sales) and expanding new customer base by way of securing new business through referrals</li> <li>9. Opening doors with new Corporate clients for MICE business.</li> <li>10. Supporting MICE team in closing big ticket MICE deals for the business</li> <li>11. Acting as a conduit between the regional market and operations and marketing.</li> <li>12. Supporting operations and marketing function of the business with information and understanding w.r.t rapidly changing competitive landscape, customer needs, preferences and buying behavior etc.</li> <li>13. Bringing consumer and the market closest to the other critical business functions</li> <li>14. Supporting operations in delivering best in class products to customers</li> <li>15. Supporting marketing in delivering effective market campaign for the region</li> <li>16. Building and managing a winning sales team for the region.</li> <li>17. Continuously plan, guide, mentor, inspire and motivate.</li> <li>18. Build regional sales leadership pipeline</li> <li>19. Recommending on and implementing business transformation, process improvement &amp; change management initiatives and various policy related matters - Be a part of the overall business leadership team and contribute towards the overall transformation, development and management of the business vertical</li> </ol> <p>The above list is only indicative and not exhaustive</p>

S. No.	Position/Designation	Vertical	Grade	No. of Positions	Location (Indicative)	Max. Age (in Years)	Minimum Qualification	Minimum Experience (in Years)	Preferred Experience (Quality &/Year)	Job Description
2	Deputy Manager (Call Centre Operations)	Travel	FTE2	1 (one)	Delhi	35	MTM or Equivalent / MBA / Graduate Engineer  OR Bachelor's Degree (10+2+3)	4 years for MTM or Equivalent / MBA / Graduate Engineer  OR 7 years for Bachelor's degree (10+2+3)	Candidates with prior experience of managing call centres in the Travel industry shall be preferred.	The incumbent will be responsible for the following:- <ol style="list-style-type: none"> <li>1. Oversee and manage call centre operations for the Travel vertical of SBU: Travel &amp; Vacations, ensuring smooth functioning and high-quality service delivery.</li> <li>2. Ensure efficient and effective call centre performance, adhering to quality standards and SLAs</li> <li>3. Lead, mentor, motivate and coach the call centre team, setting performance goals, providing guidance, fostering a positive work environment and driving performance excellence.</li> <li>4. Develop and implement strategies to enhance customer experience, optimize call-handling processes, and maximize customer satisfaction.</li> <li>5. Enhance customer satisfaction through prompt issue resolution and process optimization.</li> <li>6. Monitor key performance indicators (KPIs) and operational metrics, analyzing trends and making data-driven decisions to drive continuous improvement.</li> <li>7. Analyze data, generate reports, and implement strategies to improve operational efficiency.</li> <li>8. Collaborate with cross-functional teams and stakeholders (both internal and external) to align call centre operations with business objectives and ensure seamless coordination.</li> </ol> <p>The above list is only indicative and not exhaustive.</p>
3	Assistant Manager (Sales)	Vacations	FTE1	2 (two)	Multiple Locations  (Immediate vacancies at Vishakhapatnam and Hyderabad)	32	MTM or Equivalent / MBA / Graduate Engineer  OR Bachelor's Degree (10+2+3)	2 years for MTM or Equivalent / MBA / Graduate Engineer  OR 4 years for Bachelor's degree (10+2+3)	Candidates with prior experience of sales in the Travel & Tourism industry shall be preferred.	The incumbent shall be responsible for the following: - <ol style="list-style-type: none"> <li>1. Qualifying leads from digital campaigns, conferences, references, tradeshows, etc.</li> <li>2. Interaction with Government/PSU/Private Clients</li> <li>3. Developing quotes and proposals</li> <li>4. Attending conferences, meetings, and industry events and interaction with Government/PSU/Private Clients</li> <li>5. Building and maintaining business relationships with current and potential clients and all related associates</li> <li>6. To be abreast with the latest happenings in the MICE business segment</li> <li>7. Issuing operational documents including billing &amp; preparing MIS Reports</li> <li>8. Ensure proper servicing of the Key Accounts allocated.</li> </ol> <p>The above list is indicative and not exhaustive</p>

S. No.	Position/Designation	Vertical	Grade	No. of Positions	Location (Indicative)	Max. Age (in Years)	Minimum Qualification	Minimum Experience (in Years)	Preferred Experience (Quality &/Year)	Job Description
4	Officer (Domestic Holidays)	Vacations	FTO2	1 (one)	Delhi	30	Bachelor's Degree (10+2+3)	2 years	<p>Candidates with in-depth knowledge of tourist destinations/circuits within India, domestic holiday packages and familiarity with India's LTC guidelines and regulations along with prior experience in sales and business development, preferably in the Travel and Tourism industry shall be preferred.</p>	<p>In this role, the incumbent will be responsible for selling Domestic Holiday packages (including packages for people traveling on Leave Travel Concession) and achieving the targeted sales numbers for the year. He/She will play a crucial role in ensuring smooth customer service, minimizing escalations, and coordinating with various departments such as ticketing to deliver exceptional travel experiences. The key responsibilities will include but will not be limited to:-</p> <ol style="list-style-type: none"> <li>1. Promote and sell Domestic Holiday packages to potential customers, including corporate clients and individuals.</li> <li>2. Generate leads, follow up on inquiries, and convert them into bookings to achieve assigned sales targets.</li> <li>3. Provide accurate and detailed information about Domestic (including LTC packages), itineraries, pricing, and inclusions.</li> <li>4. Ensure high levels of customer satisfaction by delivering excellent service throughout the booking process and travel experience.</li> <li>5. Address customer inquiries, resolve issues, and handle any escalations promptly and professionally.</li> <li>6. Maintain a positive and customer-centric approach to build long-term relationships and repeat business.</li> <li>7. Collaborate and coordinate with the ticketing department and other departments (such as Operations etc.) to secure flight reservations, ensure seamless travel arrangements for customers, and to ensure smooth execution of Domestic Holiday Packages.</li> <li>8. Provide necessary information and support to internal teams to facilitate efficient workflow and customer service delivery.</li> <li>9. Maintain accurate records of sales activities, customer interactions, and booking details using the designated systems.</li> <li>10. Generate regular sales reports, analyze performance against targets, and implement strategies to achieve or exceed sales goals.</li> </ol> <p>The above list is only indicative and not exhaustive.</p>

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5	Senior Customer Service Officer	Vacations	FTO2	1 (one)	Delhi	30	Bachelor's Degree (10+2+3)	2 years	Candidates with prior experience of customer servicing in the holidays / hospitality sector shall be preferred.	<p>The incumbent shall be responsible for the following:-</p> <ol style="list-style-type: none"> <li>1. Close coordination with all travellers for end to end travel arrangements that includes even insurance.</li> <li>2. Enhance the Customer Journey whilst in destination, in airports and hotels ensuring 24x7 services.</li> <li>3. Build strong relationships and rapport with our agents and third-party suppliers.</li> <li>4. Wear the customer flip-flops and ensure that they resolve customer concerns and queries in a timely manner to ensure customer satisfaction.</li> <li>5. Whilst making sure all is logged and followed up using the system provided.</li> <li>6. Enhance the customer's business travel experience.</li> <li>7. Maintain a high level of secrecy as required by the client.</li> <li>8. Cross/ up sale for growing retail business.</li> </ol> <p>The above list only indicative and not exhaustive.</p>
6	Officer (Operations)	Vacations	FTO2	1 (one)	Chennai	30	<p>Bachelor's Degree (10+2+3)</p> <p>Candidates who have completed Bachelor's Degree (10+2+3) along with specialization in Travel and/or Tourism and related domains or those having additional Certifications / Diploma etc. in Travel and/or Tourism shall be preferred.</p>	2 years	Candidates with relevant experience in Operations in Travel & Tourism Companies will be preferred.	<p>The incumbent shall be responsible for the following:-</p> <ol style="list-style-type: none"> <li>1. Day to day operations of tours</li> <li>2. Itinerary Planning</li> <li>3. Maintain / update records of booked / cancelled passengers.</li> <li>4. Liaising with DMC's, Sales Team &amp; Ticketing Team</li> <li>5. Adherence of Operational Procedures</li> <li>6. Market Research &amp; Analysis</li> <li>7. Enhance profitability and optimize revenues.</li> <li>8. Ensuring proper execution of the tours and coordinate with regards to operational issues to ensure seamless travel experience</li> </ol> <p>The above list is only indicative and not exhaustive.</p>

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7	Officer (Sales)	Vacations	FTO2	7 (seven)	Multiple locations (Immediate vacancies at Delhi, Mumbai, Kolkata, Bengaluru, and Vishakhapatnam)	30	Bachelor's Degree (10+2+3)  Candidates who have completed Bachelor's Degree (10+2+3) along with specialization in Travel and/or Tourism and related domains or those having additional Certifications / Diploma etc. in Travel and/or Tourism shall be preferred.	2 years	Candidates with relevant prior experience in Sales in the Holidays/Hospitality/Travel/Tourism Companies will be preferred.	The incumbent shall be responsible for the following:- <ol style="list-style-type: none"> <li>1. End to end customer management - Act as face of the Company to our retail customers and create WOW customer experiences.</li> <li>2. Meets both assigned Revenue Target &amp; contribution target to him/her from Direct clients</li> <li>3. Customer service skills - conversion of queries &amp; accuracy in quotes</li> <li>4. Complying with all extant policies/norms of the Company / applicable statutory regulations</li> <li>5. Timely completion of all travel formalities of all the booked clients and On-time collection of the payments whereby ensuring complaint-free service to the customers</li> <li>6. Track activities of competition in his/ her area of control and proactively initiate counter measures to retain or better market performance.</li> <li>7. Help subordinates to be more self-reliable, efficient, disciplined, and motivated for their development.</li> <li>8. Ensure training of staff at regular intervals to ensure that they are competent with product knowledge &amp; selling skills.</li> </ol> <p>The above list is only indicative and not exhaustive.</p>
8	Officer (VISA)	Vacations	FTO2	1 (one)	Hyderabad	30	Bachelor's Degree (10+2+3)  Candidates who have completed Bachelor's Degree (10+2+3) along with specialization in Travel and/or Tourism and related domains or those having additional Certifications / Diploma etc. in Travel and/or Tourism shall be preferred.	2 years	Candidates with prior experience of VISA processing, documentation, etc. in the hospitality/holidays sector shall be preferred.	The incumbent shall be responsible for the following:- <ol style="list-style-type: none"> <li>1. To ensure 100% of booked passengers traveling on the booked departure date with timely &amp; correct visa issued</li> <li>2. To ensure timely immediate and accurate updates of the visa requirements, VISA fees, VISA forms are emailed to passengers/sales staff</li> <li>3. To ensure the development of rapport with the consulates / VFS wherever possible</li> <li>4. To ensure all invoices/payments / outstanding are cleared daily basis</li> <li>5. To update &amp; maintain the daily VISA tracking sheet</li> </ol> <p>The above list is only indicative and not exhaustive.</p>

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9	Officer / Junior Officer (Travel)	Travel	FT02/ FT01	11 (Eleven)	Multiple Locations  (Immediate vacancies at Delhi, Guwahati, Duliajaan, Bengaluru, Mumbai, Hyderabad, and Indore/Mhow)	30	Bachelor's Degree (10+2+3)  Candidates who have completed Bachelor's Degree (10+2+3) along with specialization in Travel and/or Tourism and related domains or those having additional Certifications / Diploma etc. in Travel and/or Tourism shall be preferred.	For Grade FT02 - 2 years  For Grade FT01 - Freshers can apply.	Candidates with relevant experience in domestic and/or international ticketing will be preferred.	The incumbent will be responsible for the following: - 1. Providing support in carrying out day-to-day travel operations including a. Itinerary preparation b. Fare Construction c. Making reservations d. Issuance/delivery of tickets to the clients e. Generation/submission of bills to the clients f. Provide fault-free services to the customers The above list is only indicative and not exhaustive.
10	Junior Officer (Sales)	Vacations	FT01	12 (Twelve)	Multiple locations  (Immediate vacancies at Delhi, Mumbai, Hyderabad, Kolkata, Bengaluru, and Chennai)	30	Bachelor's Degree (10+2+3)  Candidates who have completed Bachelor's Degree (10+2+3) along with specialization in Travel and/or Tourism and related domains or those having additional Certifications / Diploma etc. in Travel and/or Tourism shall be preferred.	Freshers can apply.	Candidates with relevant experience in Sales in Travel & Tourism Companies will be preferred.	The incumbent shall be responsible for the following:- 1. Meets assigned both Revenue Target & contribution target from Direct clients 2. Customer service skills - conversion of queries & accuracy in quotes 3. Complying with all extant policies/norms of the Company / applicable statutory regulations 4. Timely completion of all travel formalities of all the booked clients and On-time collection of the payments whereby ensuring complaint-free service to the customers 5. Track activities of competition in his/ her area of control and proactively initiate counter measures to retain or better market performance. 6. Help subordinates to be more self-reliable, efficient, disciplined, and motivated for their development. 7. Ensure training of staff at regular intervals to ensure that they are competent with product knowledge & selling skills. The above list is only indicative and not exhaustive.

S. No.	Position/Designation	Vertical	Grade	No. of Positions	Location (Indicative)	Max. Age (in Years)	Minimum Qualification	Minimum Experience (in Years)	Preferred Experience (Quality &/Year)	Job Description
11	Junior Officer (Operations)	Vacations	FTO1	2 (two)	Chennai	30	Bachelor's Degree (10+2+3)  Candidates who have completed Bachelor's Degree (10+2+3) along with specialization in Travel and/or Tourism and related domains or those having additional Certifications / Diploma etc. in Travel and/or Tourism shall be preferred.	Freshers can apply.	Candidates with relevant experience in Operations in Travel & Tourism Companies will be preferred.	The incumbent shall be responsible for the following:- 1. Day to day operations of tours 2. Itinerary Planning 3. Maintain / update records of booked / cancelled passengers. 4. Liaising with DMC's, Sales Team & Ticketing Team 5. Adherence of Operational Procedures 6. Market Research & Analysis 7. Enhance profitability and optimize revenues. 8. Ensuring proper execution of the tours and co-ordinate with regards to operational issues to ensure seamless travel experience The above list is only indicative and not exhaustive.
12	Junior Officer (Collections)	Travel	FTO1	1 (one)	Delhi	30	Bachelor's Degree (10+2+3)	Freshers can apply.	Candidates with working knowledge of MS Excel will be preferred.	The incumbent will be responsible for the following:- 1. Timely submission of bills to the clients 2. Follow-up on regular basis for collection of dues from the clients 3. Responding to the queries raised by the clients related to bills 4. Reconciliation of accounts 5. Co-ordination with Collections In-charge 6. Any other task that may be assigned from time to time. The above list is only indicative and not exhaustive.
13	Junior Officer (Travel)	Travel	FTO1	5 (five)	Multiple locations (Immediate vacancies at Delhi and Bengaluru)	30	Bachelor's Degree (10+2+3)  Candidates who have completed Bachelor's Degree (10+2+3) along with Diploma/ Certification in Ticketing will be preferred.	Freshers can apply.	Candidates with relevant experience in domestic and/or international ticketing will be preferred.	The incumbent will be responsible for the following: - 1. Providing support in carrying out day today travel operations including a. Itinerary preparation b. Fare construction c. Making reservations d. Issuance/delivery of tickets to the clients e. Generation/submission of bills to the clients f. Provide fault-free services to the customers The above list is only indicative and not exhaustive.

**Note:**

1. The cut-off date for experience & maximum age is 06 December 2023. All candidates who are eligible as on the cut-off date may apply.
2. The no. of vacancies are only indicative. Panel may be drawn from the engagement process to fill drop-out or future vacancies.
3. The locations mentioned against each vacancies are indicative. The selected and/or empanelled candidates may be placed anywhere in the Country depending upon business requirements.
4. Degrees / Diploma (other than the ones specified in UGC Notice dated 23.2.2018) which are UGC recognized Open and Distance Learning (ODL) programmes treated as equivalent with the Degrees / Diploma acquired from regular Universities / Institutes in the country conducted by ODL Institutions recognized by UGC or an institution Deemed to be a University so declared by the Central Government, will be accepted. However, for ODL degree/diploma in Management and/or Information Technology recognition of AICTE shall be mandatory. CA / ICWA and Engineering courses done through ODL Mode will not be considered except where IGNOU has granted the Degree or Diploma in Engineering to students who were enrolled up to the academic year 2011-12.



## COMPENSATION

Selected candidates will be placed on a three-year fixed-term contract. Compensation will be linked to qualification and experience. The selected candidates will also be entitled to eligible Statutory benefits including PF, ESI, (if covered), Bonus as per the Payment of Bonus Act, 1965 (if covered) etc. except Gratuity.

## HOW TO APPLY

1. Pls. apply through the E-recruitment portal <https://www.balmerlawrie.com/pages/currentopening>. To apply through the portal you need to first register. You can register using the following link: [https://careers.balmerlawrie.com/sap/bc/webdynpro/sap/hrrcf\\_a\\_candidate\\_registration?sap-client=100#](https://careers.balmerlawrie.com/sap/bc/webdynpro/sap/hrrcf_a_candidate_registration?sap-client=100#)
2. After creation of your profile, pls. ensure that you apply against the appropriate position by going to the “Employment Opportunities” tab. The link for the same is [https://careers.balmerlawrie.com/sap/bc/webdynpro/sap/hrrcf\\_a\\_startpage\\_ext\\_cand?sap-client=100#](https://careers.balmerlawrie.com/sap/bc/webdynpro/sap/hrrcf_a_startpage_ext_cand?sap-client=100#)
3. Only creation of profile does not ensure consideration of your candidature for a job.
4. In case of any difficulty, please send your feedback by clicking on the “Feedback” link.
5. Online submission of application is permitted on the website <http://www.balmerlawrie.com/pages/currentopening> between 0000 hours on **14 November 2023** till 2359 hours on **06 December 2023**.
6. **Please read The Other General Conditions before applying for the positions.**
7. The applicant must provide his/her correct and updated email id & mobile number. Please note that the intimation for interview, if shortlisted, will be sent through email only. Balmer Lawrie shall not be responsible for any loss of email/communication letter sent, due to invalid/wrong email id/wrong postal address/postal delays/loss in transit etc. No request in this regard will be entertained.
8. **No claim of possession of a qualification equivalent to a prescribed qualification would be entertained and decision of the Company in this regard would be final and binding.**
9. **Any information or communication with regard to the advertisement related to the position or changes in the minimum requirements, terms & conditions, extension of last date of application, cancellation of the advertisement etc. shall be published on the Company’s website only. So, the candidates must check the Company’s website for updated details.**

## Other General Terms & Conditions:

1. Before applying for the post, candidates should ensure that he/she fulfills the MINIMUM ELIGIBILITY and other criteria mentioned in this advertisement. BALMER LAWRIE & CO. LTD. being the Appointing Authority would be free to reject any application at any stage of the engagement process, if the candidate is found ineligible for the post for which he/she has applied. No correspondence shall be entertained in this regard.
2. **Incomplete applications, applications not as per the prescribed format or applications received after the due date ARE LIABLE FOR BEING REJECTED SUMMARILY without any correspondence.**
3. Request for change of Mailing address / Email / Category / posts as mentioned in the application will not be entertained.
4. All the details given in the online application form will be treated as final and no changes will be entertained.
5. **All Minimum Eligibility conditions as mentioned in the advertisement shall also be considered as Essential Eligibility conditions. The Company shall be within its rights to reject the candidature of an applicant at any stage of engagement process if the applicant does not meet the minimum eligibility conditions.**
6. **No claim of possession of a qualification equivalent to a prescribed qualification would be entertained and decision of the Company in this regard would be final and binding.**
7. **In case the post applied for is not mentioned clearly and correctly an application is LIABLE FOR BEING REJECTED SUMMARILY without any correspondence.**
8. **All minimum eligibility qualifications, where applicable, should be recognized by UGC/AICTE/ Govt. of India/State Govt and from UGC/AICTE/ Govt. of India/State Govt recognized/affiliated institutes/colleges/universities as on the date of passing.**
9. The prescribed qualification / experience are the minimum and mere possession of the same does not entitle a candidate for shortlisting and or final selection. Candidates will be shortlisted based on the relevance and quality of experience vis-à-vis the requirements of the advertised role. The Company’s decision shall be final in this regard.
10. The job description mentioned is only indicative. It may change based on the requirement of the Company and discretion of the management.
11. Only short-listed candidates who are found prima facie eligible based on the details given in the application form will be called for the written test etc. and / or personal interview as the case may be.
12. Candidature of the candidate is liable to be rejected at any stage of the engagement process or after joining, if any information provided by the candidate is found to be misleading or is not found in conformity with eligibility criteria mentioned in the advertisement.
13. The Company reserves the right to fill or not to fill all or any of the advertised positions without assigning any reason whatsoever.
14. The Company reserves the right to shortlist candidates depending upon the number of vacancies and application received, etc., and also to decide the modalities for engagement whether through Interview / Written Test/ Group Discussion etc. or all of these and the venue/schedule thereof.
15. The Company reserves the right to offer the position in appropriate lower Grade & Salary.

16. The Candidates should correctly enter the Start Date & End Date in DD.MM.YYYY FORMAT for work experience details as the same shall be reckoned for checking eligibility against relevant Experience. If any data not entered or incorrectly entered, the application shall be rejected without any correspondence with the candidate.
17. Any canvassing directly or indirectly by the applicant will disqualify his/her candidature.
18. The number of vacancies is indicative. The Company reserves the right to increase or decrease the number of vacancies purely on need basis at any point of time during engagement process.
19. The Company reserves the right to fill or not to fill all or any of the advertised positions without assigning any reason whatsoever.
20. Presidential Directives regarding Reservation on SC/ST/OBC/PwBD will be applicable which would include:
  - Upper age limit is relaxable by 5 years for SC/ST candidates and 3 years for Other Backward Classes (OBC) - Non-Creamy layer (NCL) candidates.
  - The Caste/Tribe/Community certificate issued by the following authorities in the prescribed form for SCs/STs and for OBCs as per format available on the Company website will only be accepted as proof in support of a candidate's claim as belonging to the Scheduled Caste or the Scheduled Tribe or the Other Backward Class. Certificates received in any other format shall not be considered for availing reservation benefits.
    - (i) District Magistrate/Additional District Magistrate/Collector /Deputy Commissioner/Additional Deputy Commissioner/ Deputy Collector/1<sup>st</sup> Class Stipendiary Magistrate/Sub Divisional Magistrate/Taluka Magistrate / Executive Magistrate / Extra Assistant Commissioner.
    - (ii) Chief Presidency Magistrate/ Additional Chief Presidency Magistrate/Presidency Magistrate;
    - (iii) Revenue Officer not below the rank of Tehsildar; and
    - (iv) Sub-Divisional Officer of the area where the candidate and/or his family normally resides.
  - The reserved category candidates are required to produce the original caste/ PwBD certificate/s in prescribed format as given in our website or of Government of India, issued by the competent authority at the time of interview, in support of their claim. In addition, the OBC-NCL (OBC-Non-Creamy layer) candidates will be required to submit a valid caste certificate in the prescribed format as given in our web site as applicable for purpose of reservation in appointment to posts under Government of India/Central Government Public Sector Undertaking as contained in DOPT Memo No. 36036/2/2013-Estt. (Res.) dated 30-05-2014 from a competent authority issued in the year of advertisement. Further the OBC-NCL candidates will have to give a self-undertaking, at the time of Personal Interviews if called for, indicating that they belong to OBC-Non-Creamy Layer.
  - If the SC/ST/OBC-NCL/PwBD/EWS certificate has been issued in a language other than English, the candidates will be required to submit a self-certified translated copy of the same in English.
  - Reservation & Relaxation for Persons with Benchmark Disabilities as per Govt. rules shall be applicable.
  - The Upper age limit for Persons with Benchmark Disabilities (PwBD) candidates is relaxable by 10 years (15 years for SCs/ STs & 13 years for OBC [NCL]). Persons with 40% or more Disability shall be eligible for relaxation. The PwBD candidates must possess a Certificate to this effect issued by the Board/ countersigned by the Medical Superintendent/ Chief Medical Officer/ Head of Hospital of Government as per the format available on the Company website. Certificates received in any other format shall not be considered for availing reservation benefits. Necessary assistance for access, seating and scribe/reader in terms of Govt. guidelines shall be provided to PwBD candidates during the selection process. However, to avail this facility, separate specific communication to this effect must be sent in the <http://balmerlawrie.com/feedback> within 7 days of submission of application.
  - **Reservation of posts for SC, ST and OBC (Non-Creamy Layer), Persons with Benchmark Disability & Economically Weaker Sections (EWS) will be as per Govt. Guidelines.**
  - Upper age limit is relaxable for Ex-Servicemen [ES] as per extant applicable rules issued by the Competent Authority.
  - Candidates from SC/ST/OBC (Non-Creamy Layer)/ PwBD/ EWS category must mention their caste/disability details correctly in the application form and upload their self-attested Caste/ Tribe/ Community/Disability/Income & Asset Certificate at relevant portion in the Application Form. **In case the candidate does not upload the self-attested certificate in the correct format as detailed above, such candidates shall be treated as belonging to General Category and no reservation benefits shall be extended to such candidates.**
  - The candidate's fixed term engagement shall remain provisional till such time as the Caste/ Tribe/ Class (NCL / EWS) certificates and other testimonials are verified and certified by appropriate authority as genuine. The candidate's engagement shall be liable to be terminated forthwith without assigning any reason in case the above verification reveals that his/her claim for belonging to SC/ST/OBC [NCL]/PwBD/ EWS/ ES category and other testimonials, if any, is found false. BALMER LAWRIE & CO LTD also reserves the right to take such further action against the candidate, as it may deem proper, for production of such false caste / class certificate.
  - **Category (SC/ST/OBC/PwBD/Ex-Servicemen/EWS/General) once mentioned in the application form will not be changed and no benefit of other category will be admissible later on.**
  - **The OBC candidates who belong to "CREAMY LAYER" are not entitled for relaxation of age and/or for consideration against reserved positions.**
  - **For EWS category applicants, engagement shall be provisional and subject to the Income and Asset Certificate to be verified through proper channels and if the verification reveals that the claim to belong to EWS is fake / false, the engagement of the concerned applicant(s) will be terminated forthwith without assigning any further reasons.**
21. In case it is found at any stage that the candidate is not meeting the requirements as laid down in the advertisement, his/her candidature may be cancelled.
22. At any stage of this process including after joining, in case it is found that the candidate has indulged in any of the following or similar activity, the said applicant shall be liable to be disqualified, prosecuted and debarred from applying in BALMER LAWRIE & CO LTD and his/her application / engagement shall be rejected forthwith or in case of detection after engagement, his/ her engagement will be summarily terminated:
  - a. Has submitted misleading information or false documents
  - b. Has suppressed any relevant material fact(s)
  - c. Has submitted information not in conformity with the eligibility criteria mentioned in the advertisement
  - d. Has resorted to unfair means during the Written Test / Engagement process
  - e. Is found guilty of impersonation

- f. Has created disturbance affecting the smooth conduct of the Selection Process at the centre/ venue for the process selected by the Company or at any other stage
  - g. Has uploaded non-human or irrelevant photograph.
- BALMER LAWRIE & CO LTD shall not entertain any correspondence from such candidates.

23. The Location/ Place of posting mentioned are indicative. Selected candidate shall be required to work in any location in India or outside the Country including assignments to Company's Joint Ventures/ Associates.
24. Those short listed shall be intimated through e-mail. The applicant must provide his/her correct and updated email id and mobile number. Please note that the intimation for interview, if shortlisted, will be sent through email only. Balmer Lawrie shall not be responsible for any loss of email/communication letter sent, due to invalid/wrong postal address/postal delays/loss in transit, etc. No request in this regard will be entertained.
25. Candidates are required to bring the following original certificates as documentary proof along with self-attested photocopies for submission at the time of interview:
  - Proof of Age,
  - Educational Qualifications (All the Mark sheets & Certificates) [wherever CGPA / DGPA or letter grade is awarded, equivalent % of marks should be indicated as per norms adopted by the University / Institute]
  - Service Certificate of past employment & proof of date of joining & its continuity in the present Organization
  - Last Salary Certificate/ Payslips (Last 3 months) (where applicable)
  - Copy of Scheduled Caste/ Scheduled Tribe/ Other Backward Class (OBC) - NCL/ Persons with Benchmark Disability (PWBD)/ EWS/ ES certificate, if applicable from the Competent Authority. OBC certificate produced by candidates should clearly indicate that they do not belong to creamy layer.
  - NOC (where applicable)
  - Past employment proof
  - Present employment proof
  - Identity Proof (AADHAAR / PAN / Passport)
  - Latest passport size photo
26. In the absence of any of the above documents, the candidate will not be allowed to appear for interview and in that case, no travel expenses shall be reimbursed.
27. Outstation candidates called for interview will be reimbursed travel expenses as per the rules of the Company. Out Station Candidates called for Interview shall be entitled for to & fro travel reimbursement from the mailing address mentioned in the on-line application form to the venue of interview by the shortest route as per rules. The mode and class of travel shall be intimated to the candidates as part of the mail sent to the candidates with details of the interview. Candidates providing mailing address of a country other than India, in the application form, will be reimbursed to and fro fares as per the entitlements, from the port of arrival in India to the venue of interview by the shortest route as per rules. The candidate will be required to fill in the Travelling Allowance (TA) form at the Interview centre and submit proof (in original) for travel undertaken.
28. Any communication as regards extension of last date of application shall be published on the Company's website only.
29. Any information or communication with regard to the advertisement related to the position or changes in the minimum requirements, terms & conditions, extension of last date of application, cancellation of the advertisement etc. shall be published on the Company's website only. So, the candidates must check the Company's website for updated details.
30. The application process will be closed at 11:59 pm on the last date for submission of applications.
31. Candidates are advised to complete the application process within official working hours i.e. 18:00 hours on the last date of receipt of applications (as notified in this advertisement) as technical support may not be available after 18:00 Hours. No request for consideration of application/ candidature shall be entertained by the Company in case a candidate is unable to complete application process due to a technical issue after 23:59 hours on the last date of receipt of applications.
32. No Correspondence shall be entertained by the Company with regard to engagement.
33. Please note that no applications sent directly over email or telephone will be entertained. Interested applicants have to necessarily apply online on our website for the position. APPLICATIONS NOT RECEIVED THROUGH OUR WEBSITE SHALL NOT BE CONSIDERED.
34. Selected candidate(s) before joining will be required to undergo Medical examination. If found unfit, he / she will be debarred from engagement.
35. Any query with regard to the application process may be sought by putting feedback in the <http://balmerlawrie.com/feedback> link.
36. The court of jurisdiction for any dispute will be at Kolkata.

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