No.21/02/2020-CS-I (Coord)
Ministry of Personnel, Public Grievances Pension
Department of Personnel & Training
(C.S.I Division)
****

2nd Floor, 'A' wing,
Lok Nayak Bhawan,
Khan Market, New Delhi
Dated 24th July, 2020

OFFICE MEMORANDUM

Subject:- Filling up Managerial positions in Government e Marketplaces (GeM) on Deputation Basis.

The undersigned is directed to circulate the Vacancy Circular No. GEM/HR/RECRUITMENT/DOPT/07/2020/01 dated 20th July,2020 (along with enclosures) received from Ministry of Commerce and Industry, Government e - marketplaces who invited applications for the following positions to be filled up on deputation basis :-

S.No	Position	Eligibility
1.	Customer Experience Head	Gr. A officers of GoI at Level 12 or higher.
2.	Government Relationship Manager	Gr. A officers of GoI at Level 11 or higher.
3.	Vigilance Officer	Gr. A officers of GoI at Level 11 or higher.
4.	Government Relationship Manager (for Rural SHGs/Tribal enterprises/Women entrepreneurs)	Gr. A officers of GoI at Level 11 or higher.

2. It may be noted that cadre clearance from C.S.I Division will be required in case of Under Secretary and above level officers of CSS applying for deputation

3. In case of any further clarification, applicants are requested to contact the concerned Ministries/Departments.

(Amit Ghosal)
Under Secretary to the Government of India
Tele:- 24629412

To,

All Ministries/Departments (through DOPT's website)

Government e Marketplace (GeM)
Ministry of Commerce & Industry
Department of Commerce
3rd floor, Tower-2, Jeevan Bharti Building
Connaught Circus, New Delhi – 110 001

No. GEM/HR/RECRUITMENT/DOPT/07/2020/01

Dated: 20 July 2020

CIRCULAR

Subject: Filling up Managerial positions in Government e Marketplace (GeM) on Deputation Basis

Government e-Marketplace (GeM) is a Section 8, not for Profit Company under Ministry of Commerce & Industry. As owner of the National Public Procurement Portal, GeM provides an end-to-end online Marketplace for Central and State Government Ministries / Departments, Central & State Public Undertakings (CPSUs & SPSUs), Autonomous institutions and Local bodies for procurement of common use goods & services in transparent and efficient manner. GeM offers a challenging, fully digitally enabled work environment for dynamic Government officers.

2. Government e Marketplace (GeM) invites applications for the following positions to be filled up on deputation basis –

S. No.	Position	Details
1.	Customer Experience Head	Annexure II
2.	Government Relationship Manager	Annexure III
3.	Vigilance Officer	Annexure IV
4.	Government Relationship Manager (for Rural SHGs/Tribal entrepreneurs/Women entrepreneurs)	Annexure V

3. The initial period of deputation shall be for five years, further extendable by two years subject to approval of competent authority. The deputation shall be under Foreign Service terms and conditions. Pay fixation will be done as per prescribed Government Guidelines and other benefits shall be as per GeM norms of Deputations (Annex-I).

4. It is requested that the applications of Eligible candidates may be forwarded to GeM in the proforma at Annexure-VI. The applications along with NOC of the competent authority, should reach GeM at the email: hr-head-gem@gem.gov.in not later than 5th August 2020.

Beena

Beena Dennis
Head-HR, GeM

Government e-Marketplace - Ministry of Commerce & Industry, GOI
GeM

Annexure - I

Mode of deployment	Benefits/ allowances admissible	Remarks
Deputation through search cum selection process	The compensation will include the Basic Pay (BP) & Dearness Allowance (DA) admissible for a position one level higher than the employees' actual levelin the parent department on the date of joining. Fixation of pay at the higher level shall be done as per Government of India rules for promotion to the higher level. In cases where such fixation is not possible due to shortage of positions at that level, deputation allowance/ one increment shall be provided. (a) Following allowances will be regulated with mutual consent of the lending and borrowing organisation: (i) HRA/Transport Allowance (ii) Joining time and Joining Time Pay (iii) Travelling Allowances and Transfer TA (iv) Children Education Allowance (v) LTC (b) Following allowances / facilities will be regulated in accordance with the rules explained against each: (i) **DA**: At the rates prevailing in the borrowing org or in the lending org depending on whether she/he has opted to draw pay in the pay scale of the ex-cadre post or the parent grade plus deputation allowance (ii) **Medical Facilities**: In accordance with the rules of the borrowing org i.e. Mediclaim, GPA & GTL	As per GeM HR Manual Employees may be allowed to continue with CGHS, if desired

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	(c) Deputation Allowance 5% of Basic pay for same station staff 10% of Basic pay for outstation staff (where change of headquarter is required) **Or One scale up**	DOP&T OM No. 2/11/2017-Estt(Pay II) dated 24.11.2017 As per GeM Policy

Government e-Marketplace GeM Ministry of Commerce & Industry, GOI

Annexure II

Position No. 1-**Customer Experience Head**

Key Responsibility Areas

- Responsible for heading the complete buyer ecosystem including buyer onboarding, buyer experience, buyer management, value added services for buyers and buyer dispute resolution.
- Accountable for the growth of buyers and their share of wallet on the platform
- Oversee external relationship building with key buyers and hands-on on boarding support to select strategic high potential buyers
- Oversee activities and conduct performance review of functions including but not limited to:
- Key Relationship Management– identification, onboarding and relationship management of key accounts for marketplace growth
- Buyer Management - acquisition and onboarding of buyer incl. training and onboarding
- Dispute Management – addressal of buyer disputes and grievance redressal
- Set up processes and procedures to understand and address buyer concerns
- Ensure adequate processes and procedures to track buyer experience on the marketplace
- Define metrics and KPIs to monitor performance, set goals and measure success of the reporting teams
- Any other responsibility as assigned by the competent authority from time to time

Key Shared Accountabilities

- Coordinate with CTO and Marketplace Health Head to communicate buyer needs effectively and strengthen value proposition for buyers - *integrated payment systems and capabilities for demand aggregation, requirements gathering and bulk orders*
- Liaise with the centers of excellence continuously communicating issues and requirements and working to improve the marketplace
- Responsible for personnel management and building a strong innovative organizational culture

Qualification & Skill sets:

Mandatory

- Group A Officers of Government of India at Level 12 or higher
- Experience of having handled procurement issues in their organization

Preferred

- Full time degree in management from tier-1 college program
- Strong people and relationship management and leadership skills
- Capability to work in a fast paced high growth environment.



Annexure III

Position No. 2 - **Government Relationship Manager**

Key Responsibility Areas

- Responsible for managing all G2G relationships for GeM including drafting of all related communication and driving resolution of any issues that may arise
- Driving the SCoGeM initiative i.e. the setting up of standing committee at the different Ministries and State Government to drive GeM adoption and understanding of the various challenges
- Prepare regular reports of progress and forecasts of the managed account
- Act as single point of contact for the different Government bodies i.e. Ministries/Departments etc. for issues not related as
- Oversee the facilitation of the upload of the annual procurement plan by the buyer account
- Follow up with the assigned buyers to ensure that all procurement SLAs are met
- Define metrics and KPIs to monitor performance, set goals and measure success of direct reports
- Any other responsibility as assigned by the competent authority from time to time

Key Shared Accountabilities

- Coordinate with the respective Relationship Manager to address any Ministry/Government level issues
- Communicate the needs of the managed account effectively to strengthen the value proposition for the managed account - integrated payment systems, value added services etc.

Qualification & Skill sets:

Mandatory

- Group A Officers of Government of India at Level 11 or higher
- Experience of having handled procurement issues in their organization

Preferred

- Full time degree in management from tier-1 college program
- Strong people and relationship management and leadership skills
- Capability to work in a fast paced high growth environment.

Annexure IV

Position No. 3 - **Vigilance Officer**

Key responsibility Areas

- To assist the CVO to carry out the vigilance functions as per the guidelines of CVC.
- Prepare notes on vigilance matters independently and should also be able to conduct inquiries/investigations and prepare reports, wherever required.
- Keep a complete record of receipt and disposal of complaints.

Qualification & Skill sets:

Mandatory

- Official at Level 11 or higher with previous experience in a similar role
- Should be well conversant with CVC instructions and guidelines and should be able to prepare official notes independently
- Should have adequate knowledge of vigilance procedures to conduct inquiries / investigations and prepare reports.
- Length of service at least 10 years
- Experience of working in Vigilance Cell of an organization for at least two years
- Age not more than 45 years as on 1st January, 2020

Preferred

- Adequate knowledge of Public Procurement (e-procurement)



Annexure V

Position No. 4 - **Government Relationship Manager (for Rural SHGs/Tribal Entrepreneurs/Women entrepreneurs)**

Key Responsibility Areas:

- Initiatives to identify the products being prepared by the tribal/rural artisans, especially handicraft items and motivate SHGs and rural/tribal entrepreneurs to sell them through GEM
- To manage Rural SHGs/ / Tribal entrepreneurs/ Women Entrepreneurs
- In depth understanding of the functionalities of various Government departments preferably Ministry of Textiles, Rural Development, TRIFED, etc.
- Interact with various government departments of Centre and States and conduct outreach programs focused on tribal/rural artisans
- Provide market to remote/ rural communities/ artisans, who otherwise have no other means of access to Government buyers and encourage them to sell through GeM.
- Encouraging product wise master artisans and other rural/tribal artisans for training on product, packaging and marketing
- Required to oversee and drive the operations including strategic planning, funding and garnering visibility for the rural/tribal segment
- Responsible for the creation of a marketplace policy, adopted by all buyers on the platform, that is simple, effective and efficient
- Ensuring that the policy is relevant and updated basis changing needs of the buyers and the procurement policy landscape
- Responsible for conducting trainings and circulating learnings across the organization
- Ensure streamlined activities within the organization based on the annual plan and business objectives
- Any other responsibility as assigned by the competent authority from time to time

Qualifications and Skill Sets:

Mandatory

- Candidate must be an officer of Government of India/State governmentat level 11 or higher
- Officer must have experience of handling policy design, strategy making for marketing initiatives relating to rural/tribal groups and artisans, women entrepreneurs etc.
- Salary shall be fixed as per GeM deputation rules

Preferred

- Strong people management and leadership skills
- Capability to work in a fast-paced high growth environment

- Have the ability to exercise a great deal of initiative, forward strategic thinking and independent judgment

Annexure VI

Application for Deputation in Government e Marketplace (GeM) for Management Level Positions

1. Post Applied For (Post Code):

2. Name in Full:

3. Father's Name:

4. Sex – Male/Female:

5. Nationality:

6. Date of Birth (dd/mm/yyyy):

7. Age as on date of application

(Should be below-50 years)

8. Date of retirement under central/:
   State Government Rules

9. Marital Status:

10. Address for Correspondence:

Phone Nos. Office:

Residence:

Email ID:

11. Academic & Professional Qualification:

Name of the Institute/Board/ University	Year of Passing	Exam/ Degree	Aggregate percentage of marks & division	Remarks

12. Total Experience in number of Years and Months _____Years _____ Months Employment history, in chronological order

S. No.	Office/Org.	Post held	Duration	Pay Band & Grade Pay with present pay	Nature of duties / responsibilities	Specific achievement if any

Government e-Marketplace

13. Relevant Training programmes attended:

14. Special Achievements (Please give details):

15. Details of present post held:

16. Designation:

17. Date from which held:

18. Scale of pay - Pay Band & Grade Pay:

19. (Revised) with present pay drawn:

20. Whether present post is held on regular/:

tenure/deputation/temporary/permanent/

officiating or ad-hoc basis and since when:

21. **If on deputation, please provide following additional details:**

i. Details of post held on regular basis:
ii. Scale of pay:
iii. Since when is the regular post held:
iv. Period of appointment on deputation/contract:
v. Name of the parent office/organization:
to which you belong:

b. Name of the Ministry/Department/:
Organization where presently employed with
full address indicating name and designation
of contact officer and Telephone/Fax Numbers:

22. Additional details about present employment. Please state whether working under

a) Central Government
b) State Government
c) PSU
d) Autonomous Bodies

23. Remarks - The candidates may indicate information with regard to:

a) Research publications and reports and special projects
b) Awards /Scholarships/Official appreciation
c) Affiliation with the professional bodies/institution/societies and
d) Any other information.

I hereby solemnly declare and undertake that all information furnished by me is true, correct and complete to the best of my knowledge and belief. I undertake that, if at any stage of selection or even after selection, any of the information furnished by me is

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found to be false, incorrect or misleading, then my candidature / appointment / services will stand cancelled / terminated without assigning any reasons thereof.

Date: .....
Place: .....

Signature: .....
Address.....

