



**National Productivity Council**  
**Under DPIIT, Ministry of Commerce & Industry,**  
**Government of India**  
**5-6 Institutional Area, Lodhi Road, New**  
**Delhi – 110003**  
**Advertisement No. NPC/Admin/61/ October /2024**  
**Dated 15.10.2024**  
**Engagement of persons on contract**

National Productivity Council (NPC) is an autonomous body under DPIIT, Ministry of Commerce & Industry, GOI and promotes productivity consciousness in the country for sustainable socio-economic development by productivity promotion and dissemination through consultancy, research, and training activities in different sectors of economy.

NPC, Head Quarter (HQ), New Delhi invites applications from suitable person(s) for various posts, as detailed below, purely on contractual basis for its various offices.

Sl.No.	Functional role/Post code	Eligibility criteria	Work responsibilities	Others
1	Tele Caller(3 no.) TC/01	Graduate in any discipline  (Full time degree in any discipline) with minimum of 1 years of experience in Relevant Role  <b>Requirements:</b> <ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills</li> <li>• Strong interpersonal skills</li> <li>• Ability to work in a fast-paced environment</li> <li>• Previous experience preferred, Preference for service related call centre</li> <li>• Proficiency in MS Excel and MS office</li> </ul>	<b>Responsibilities:</b> <ul style="list-style-type: none"> <li>• Handling Inbound Calls and Outbound calls</li> <li>• Addressing concern of various stakeholder of the scheme</li> <li>• Bring resolution to queries of stakeholder</li> <li>• Customer Support</li> <li>• Coordination with IAs, ministry and other stakeholders about issues received</li> <li>• Prepare MIS and report to higher authority</li> <li>• Escalate issues to seniors as and when required</li> <li>• Resolve issues within the defined Takt</li> </ul>	<b>Type of Engagement:</b> Full Time  <b>Place of Deployment:</b> IE Group, HQ, New Delhi  <b>Number of persons required:</b> 3 nos.  <b>Contract Period:</b> 12 months  <b>Remuneration per month (In Rs.):</b> Rs.28,000/- to Rs. 30,000/-  (Depending upon experience)
2	Call Centre Supervisor (1 no.) CCS/02	Masters in any discipline  (Full time degree in any discipline) with minimum of 3 years of experience in Relevant role	<b>Responsibilities:</b> <ul style="list-style-type: none"> <li>• Manage and motivate a team of call centre agents</li> <li>• Monitor agent performance and provide coaching and feedback</li> </ul>	<b>Type of Engagement:</b> Full Time  <b>Place of Deployment:</b>

		<p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>• Proven experience as a Call Center Supervisor or Team Leader</li> <li>• Strong leadership and management skills</li> <li>• Excellent communication and interpersonal skills</li> <li>• Ability to handle stress and work under pressure</li> <li>• Strong problem-solving and decision-making abilities</li> <li>• Proficiency in using call center software and tools</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure adherence to quality standards and stakeholder satisfaction metrics</li> <li>• Handle escalated complaints of stakeholder and resolve issues effectively</li> <li>• Develop and implement training programs for agents</li> <li>• Prepare reports on team performance and identify areas for improvement</li> <li>• Monitoring the functioning of call centre</li> <li>• Coordinating with persons engaged with MSME LEAN scheme</li> <li>• Daily Reporting to higher officials</li> <li>• Preparation of programme completion report,</li> <li>• Compilation of data like feedback from the stakeholders</li> <li>• Preparation of MIS Reports on regular, Monthly and Quarterly basis.</li> <li>• Taking feedback from stakeholder and highlighting and needs</li> </ul>	<p>IE Group, HQ, New Delhi</p> <p><b>Number of persons required:</b></p> <p>One.</p> <p><b>Contract Period:</b> 12 months</p> <p><b>Remuneration per month (In Rs.):</b></p> <p>Rs. 31,000/- to Rs. 35,000/- (Depending upon experience)</p>
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- Candidates must have knowledge of MS Excel and other MS office applications.
- Candidate must have good communication skills in English & Hindi.

**Terms & Conditions:**

- The engagement shall be purely on a contract basis and will not confer any right for regular appointment in NPC or in its associated organizations. The contractual person shall not be entitled to any benefits / compensation/ absorption /regularization of service in the National Productivity Council. The contractual person shall not claim any benefit/compensation/absorption/regularization of service with NPC under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation and Abolition) Act, 1970.
- **Working Hours, Travelling and Daily Allowance Leave etc.**  
The contractual person shall be governed as per applicable provisions of NPC for this assignment.

- **General Conditions**

- In case the performance of the contractual person is not satisfactory, or she/he fails to perform/carry out the functions entrusted or otherwise, or she/he is found in-disciplined or wanting, NPC may terminate the contract at any time without giving any notice and also without assigning any reason thereof.
- The contractual person shall be required to produce original documents and certificates in support of her/his age, qualification and experience at the time of joining failing which her/his offer of engagement shall stand withdrawn.
- NPC reserves the right to cancel or withdraw this advertisement at any time without assigning any reason whatsoever.

Application can be submitted by sending application as per **Annex-AF** along with self attested copy of all requisite documents and latest photo via email to [ed-admin@npcindia.gov.in](mailto:ed-admin@npcindia.gov.in) on or before **25/10/2024 by 3:00 pm**.

**Application for engagement as contractual person in NPC**

<b>Name</b>	
<b>Mother's/Father's/Husband's Name</b>	
<b>Date of Birth</b> (Self-attested copy of proof of date of birth to be enclosed)	
<b>Address for Correspondence</b>	
<b>Permanent Address</b>	
<b>AADHAR No.</b> (Self-attested copy to be enclosed)	
<b>Contact No./Nos.</b>	
<b>Email ID</b>	
<b>Post applied for</b>	
<b>Educational/Technical Qualification (s)</b> (Documents should be self-attested as true copy)	
<b>Details of experience to be attached in Performa appended as "APPENDIX"</b>	<b>Duly filled Performa "APPENDIX" is attached.</b>
<b>Date of retirement and name of the office where the officer was last working. Enclose the copy of PPO. (In case of retired person)</b>	
<b>Any other relevant information (use a separate sheet, if necessary)</b>	

The information furnished above is true to the best of my knowledge and belief. I have carefully read the terms and conditions mentioned in the advertisement done by NPC and they are acceptable by me. I certify that no disciplinary proceedings are pending against me, as on date. I also state that I have disclosed all material facts.

Date:

**Signature of the Applicant**

**APPENDIX****DETAILS OF EXPERIENCE**

<b>Period (Starting from the last)</b>	<b>Name of Office/Organizatio n</b>	<b>Post, Remuneration or Pay Band with Grade Pay, if applicable</b>	<b>Description of duties performed</b>

Name/Signature.