

N-21013/9/2024-NeGD
National e-Governance Division
Digital India Corporation
Electronics Niketan, 6, CGO Complex Lodhi Road,
New Delhi – 110003
Website: www.negd.gov.in / www.dic.gov.in

Web Advertisement
29.06.2025

The National e-Governance Division (NeGD) is an independent business division under the Digital India Corporation, Ministry of Electronics and Information Technology. NeGD has been playing a pivotal role in supporting MeitY in Programme Management and implementation of e-Governance projects and initiatives undertaken by various Ministries/ Departments, both at the Central and State levels.

NeGD has been spearheading several innovative initiatives under the aegis of the Digital India Programme. Those have been developed keeping the vision areas of Digital India at the core- providing digital infrastructure as a core utility to every citizen, governance and services on demand and in particular, digital empowerment of the citizens of our country; some of these initiatives include DigiLocker, UMANG, Poshan Tracker, OpenForge Platform, API Setu, National Academic Depository, Academic Bank of Credits, Learning Management System.

It has myriad roles and responsibilities from supporting Central Line Ministries and State Government Departments on e-Governance projects, reviewing State Action Plans, offering support in technology management, strategy formulation & implementation of Emerging Technologies viz. AI, Blockchain, GIS etc., to facilitating digital diplomacy with focus on Indian startups and products

NeGD has been a leader in implementation and execution of a gamut of pilot/ infrastructure/ technical/ special projects and support components to framing core policies, project appraisals, R&D, and guiding /conducting assessments, undertaking activities for building capacities of both Government officials and] other stakeholders, and creating mass awareness about schemes and services under the Digital India Programme.

NeGD is currently inviting applications for the following positions purely on Contract basis initially for a period of 3 years which is further extendable as per the requirement of the project.

S. No	Position	Vacancy	Budget
1	Helpdesk/Call Centre/Grievance Deputy Manager	02	7 to 12 LPA
2	Helpdesk/Call Centre/Grievance Assistant Manager	01	4 to 8 LPA

* The maximum age limit shall be 55 years on the closing date of receipt of application.

** The place of posting shall be in New Delhi but transferable to project locations of NeGD as per existing policy of NeGD/DIC.

Screening of applications will be based on qualifications, age, and relevant experience. NeGD reserves the right to fix higher threshold of qualifications and experience for screening and limiting the number of candidates for interview. Only shortlisted candidates shall be invited for interviews. NeGD reserves the right to not to select any of the candidates without assigning any reason thereof.

The details can be downloaded from the official website of DIC and NeGD, viz. www.dic.gov.in, www.negd.gov.in.

Eligible candidates may apply ONLINE: <https://ora.digitalindiacorporation.in/>

Last date for submission of applications will be: 13.07.2026

1. Helpdesk/Call Center/Grievance Deputy Manager

Experience: Minimum 5 years of experience in managing Helpdesk/Call Centre/Grievances/coordination Activities after Graduation (preferably in B.Tech/B.Sc.-IT/MCA/MBA)

Role Overview

The Helpdesk/Call Centre/Grievance Deputy Manager will oversee and manage the operations of Helpdesk/Call Centre/Grievance unit/coordination functioning under NeGD. S/he may be needed to set-up new call centres/Grievance cells. The role requires strong leadership, operational oversight, handle tickets/ Social Media/ Call, Letter, RTI or any channel of NeGD for grievance of Citizens (if required by NeGD) and the ability to coordinate across multiple teams and project divisions to ensure efficient and citizen-centric service delivery.

Key Responsibilities

- Manage day-to-day operations of NeGD-operated Grievance /Helpdesk/Call Centres and ensure smooth functioning.
- Handle tickets/ Social Media/ Call, Letter, RTI or any channel of NeGD for grievance of Citizens (if required by NeGD)
- Mentor and guide team, fostering best practices and continuous improvement
- Monitor performance of Helpdesk/Call Centre Executives/ Operators (CCEs), supervisors, and support teams, ensuring adherence to SLAs and quality standards, security, and regulatory compliance
- Proactively identify risks, dependencies, and issues; drive mitigation, resolution, and escalation as required
- Coordinate with internal technical teams, different project owners, and partner agencies for integration, resolve escalations and operational issues.
- Oversee workforce planning, training, shift management, and performance evaluation.
- Implement process improvements to enhance efficiency, reduce turnaround time, and improve customer satisfaction.
- Maintain operational reports, MIS dashboards, call analytics, and share periodic updates with senior officials.
- Ensure compliance with guidelines, data security standards, and grievance handling protocols.
- Conduct regular review meetings and facilitate refresher trainings for staff to maintain service quality.
- Handle incident reporting, analyze recurring issues, and drive corrective and preventive actions.
- Assist in vendor management/resource hiring, payments and related administrative approvals etc.
- Prepares and presents concise progress reports, technical strategy updates, and governance reviews to executive and technical stakeholders, translating complex technical risks into clear business impacts.
- Any other tasks assigned by the Reporting Officer/Director

Required Qualifications & Skills

- Minimum 5 years of experience after graduation (preferably B. Tech/B.Sc.-IT/MCA/MBA) in Helpdesk/Call Centre operations/Grievance handling/ coordination; managerial or supervisory experience preferred.
- Strong communication, leadership, and stakeholder coordination skills.
- Ability to manage multi-location Helpdesk/Call Centre operations/grievances and high-pressure situations.
- Should have good understanding/implementation of setup of call centre i.e. Hardware, installation, manpower requirement etc.
- Should understand administrative set up of government and its functioning (working with Govt will be preferred)
- Knowledge of public service delivery platforms and government project environments (desirable).
- Proven leadership and stakeholder management capabilities across senior and executive levels
- Financial management skills, including budgeting, forecasting, and risk control.

2. Assistant Manager (Helpdesk/Call Centre/Grievance)

Experience: Minimum 2 years of experience in managing Helpdesk/Call Centre/Grievances/coordination Activities after Graduation (preferably in B. Tech/B.Sc.-IT/MCA/MBA)

Organization: National e-Governance Division (NeGD)

Role Overview

The Helpdesk/Call Centre/Grievance Manager will oversee and manage the operations of Helpdesk/Call Centre/Grievance unit/coordination functioning under NeGD. S/he may be needed to set-up new call centres/Grievance cells. The role requires strong leadership, operational oversight, handle tickets/ social media/ Call, Letter, RTI or any channel of NeGD for grievance of Citizens (if required by NeGD) and the ability to coordinate across multiple teams and project divisions to ensure efficient and citizen-centric service delivery.

Key Responsibilities

- Manage day-to-day operations of NeGD-operated Grievance /Helpdesk/Call Centres and coordination and ensure smooth functioning.
- Handle tickets/ social media/ Call, Letter, RTI or any channel of NeGD for grievance of Citizens (if required by NeGD)
- Mentor and guide team, fostering best practices and continuous improvement
- Monitor performance of Helpdesk/Call Centre Executives/ Operators (CCEs), supervisors, and support teams, ensuring adherence to SLAs and quality standards, security, and regulatory compliance
- Proactively identify risks, dependencies, and issues; drive mitigation, resolution, and escalation as required
- Coordinate with internal technical teams, different project owners, and partner agencies for integration, resolve escalations and operational issues.
- Oversee workforce planning, training, shift management, and performance evaluation.
- Implement process improvements to enhance efficiency, reduce turnaround time, and improve customer satisfaction.
- Maintain operational reports, MIS dashboards, call analytics, and share periodic updates with senior officials.
- Ensure compliance with guidelines, data security standards, and grievance handling protocols.
- Conduct regular review meetings and facilitate refresher trainings for staff to maintain service quality.
- Handle incident reporting, analyse recurring issues, and drive corrective and preventive actions.
- Assist in vendor management/resource hiring, payments and related administrative approvals etc.
- Prepares and presents concise progress reports, technical strategy updates, and governance reviews to executive and technical stakeholders, translating complex technical risks into clear business impacts.
- Any other tasks assigned by the Reporting Officer/Director

Required Qualifications & Skills

- Minimum 2 years of experience after graduation (preferably B. Tech/B.Sc.-IT/MCA/MBA) in Helpdesk/Call Centre operations/Grievance handling/ coordination; managerial or supervisory experience preferred.

- Strong communication, leadership, and stakeholder coordination skills.
- Ability to manage multi-location Helpdesk/Call Centre operations/grievances and high-pressure situations.
- Should have good understanding/implementation of setup of call centre i.e. Hardware, installation, manpower requirement etc.
- Should understand administrative set up of government and its functioning (working with Govt will be preferred)
- Knowledge of public service delivery platforms and government project environments (desirable).
- Proven leadership and stakeholder management capabilities across senior and executive levels
- Financial management skills, including budgeting, forecasting, and risk control

General Conditions applicable to all applicants covered under this advertisement

1. Those candidates, who are already in regular or contractual employment under Central / State Government, Public Sector Undertakings or Autonomous Bodies, are expected to apply through proper channel or attach a 'No Objection Certificate' from the employer concerned with the application OR produce No Objection Certificate at the time of interview.
2. NeGD reserves the right to fill all or some or none of the positions advertised without assigning any reason as it deems fit.
3. The positions are purely temporary in nature for the project of NeGD/DIC and the appointees shall not derive any right or claim for permanent appointment at NeGD/DIC or on any vacancies existing or that shall be advertised for recruitment by NeGD in future.
4. NeGD reserves the right to terminate the appointments of all positions with a notice of one month or without any notice by paying one month's salary in lieu of the notice period.
5. The designation of the selected candidates shall be mapped as per the existing designation policy of NeGD.
6. In case of a query, the following officer may be contacted:

HR Team

National e Governance Division, 4th Floor, Electronics Niketan,6-
CGO, Complex Lodhi Road, New Delhi – 110003

Tel: 24301932

Email: Negdhr@digitalindia.gov.in