

**No. Q/PF/575/18/2015**  
**Government of India**  
**Ministry of External Affairs**  
**(Administration Division)**

**Jawaharlal Nehru Bhawan,**  
**New Delhi, the 24<sup>th</sup> August 2020**

**Advertisement for Engagement of Consultant in Consular, Passport and Visa(CPV) Division**  
**of the Ministry of External Affairs**

Applications in the prescribed proforma (as per Annexure I to the advertisement) are invited from eligible retired officials of US/DS Level of the Ministry of External Affairs (MEA) for engagement of **01** (one) Consultant in the Ministry of External Affairs, New Delhi, as per details given below:

1.	Name of the Post	:	<b>Consultant (MADAD) in CPV Division of the Ministry of External Affairs Headquarters, New Delhi</b>
2.	Period of Consultancy	:	Initially for 01 (one) year  The contract can be extended further depending on assessment of performance, mutual willingness and depending on the requirement. The contract can be terminated by either side at any time by giving one month's notice.
3.	Nature of Duties	:	The Selected consultant will be required to perform the following duties: <ul style="list-style-type: none"><li>• Incharge of 'MADAD' Portal (Online MEA Consular Grievances Management System)</li><li>• Ensuring functionality of MADAD Portal in Headquarters and Missions/Posts abroad (laising with TCS)</li><li>• Management of all grievances filed on MADAD Portal</li><li>• Ensuring registration of grievances received by emails, letters, phone calls (including VIP preferences).</li><li>• Follow up for resolution of grievances (in India and with Missions/Posts abroad)</li><li>• Compiling data/generation of reports on grievances on MADAD as and when required</li><li>• Forwarding CPGRAM grievances of CPV Division to concerned officers and Missions/Posts abroad</li><li>• Follow up for disposal of CPGRAM grievances</li><li>• Compiling data/generation of reports on grievances on CPGRAM as and when required</li></ul>

4.	Job Location	:	<p>Ministry of External Affairs (South Block/ Jawaharlal Nehru Bhawan / Patiala House/ISIL Building/Akbar Bhavan), New Delhi</p> <ul style="list-style-type: none"> <li>• Depending on the precise nature of duties assigned to the consultant from time to time, he/she may be given office space within the premises of the Ministry of External Affairs or may be asked to work from their own premises and submit periodic reports to the Ministry.</li> </ul>
5.	Qualifications/Essential Criteria	:	<ul style="list-style-type: none"> <li>• Applicants should be an Indian national.</li> <li>• Applicant should be a retired MEA official (US/DS level).</li> <li>• Applicant must be a Graduate.</li> <li>• Knowledge of MEA rules and regulations, practical experience of working in consular &amp; Community welfare sections in the Missions/Posts abroad.</li> <li>• Applicants should be well versed with the use of computer, Internet, etc</li> <li>• Applicant should not be older than 63 years of age.</li> </ul>
6.	Remuneration & Entitlements	:	<ul style="list-style-type: none"> <li>• The remuneration would be as per GFR norms.</li> <li>• The employment will be strictly contractual, and will not confer any other benefits to the selected candidates.</li> <li>• In case the Consultants are required to travel domestically or abroad as part of their duties, the Ministry will take care of their travel, accommodation and per-diem costs, on par with Under Secretary in the Ministry.</li> <li>• Those selected are required to enter into a contract with the Ministry in a prescribed format w.e.f. the actual date of appointment as Consultant.</li> </ul>
7.	How to apply	:	<ul style="list-style-type: none"> <li>• Interested applicants may submit application indicating their interest in working for the Ministry of External Affairs as per proforma at Annex I.</li> <li>• The envelope containing the applicants' details as mentioned above should be clearly labelled <b>“Application for the post of Consultant (MADAD) in Ministry of External Affairs”</b> and addressed to:</li> </ul> <p><b>Shri S. L. Mallik</b>  <b>Under Secretary (PF/PG)</b>  <b>Ministry of External Affairs</b>  <b>Room No. 4071, JLN Bhawan</b></p>

		<p style="text-align: center;"><b>New Delhi 110 011.</b></p> <p><b><u>Note:</u> Applications received through email will not be considered.</b></p> <ul style="list-style-type: none"><li>• The applications should include a detailed bio-data listing the educational qualifications of the candidate and their areas of expertise.</li><li>• References from past employers may be included.</li><li>• The application should include the contact details of the candidate, including residential address, email ID and land line and mobile numbers.</li><li>• Ministry of External Affairs will review the applications, and will short list candidates it considers suitable. <b>The short-listed candidates will be called for an interview in the Ministry.</b></li><li>• The date, time and venue of the interview will be conveyed in the Interview call letter.</li><li>• Candidates will have to make their own arrangements to reach the place of interview.</li><li>• No TA/DA will be payable by the Ministry to attend the interview.</li><li>• The final selection will be based on their performance at the interview.</li><li>• The decision of the Government on selection of candidates will be final.</li></ul>
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The last date for receiving applications is **14<sup>th</sup> September, 2020 (1730 Hrs)**. Applications received after the closing date or without the prescribed documents or otherwise found incomplete or not in the prescribed proforma are liable to be rejected and no correspondence shall be entertained in this regard.

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.Details of courses/ training programmes attended, if any:

.Languages known

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.Details of previous Consultancy, if any :

.Additional information, if any, which you would like to mention in support of your suitability for the post. Enclose a separate sheet, if need be.

.Remarks, if any :

(Signature of candidate)

Address:

Date: