

सां/No. : 5-1(429)/2017-PD

Dated 21.09.2023

प्रेषक : संयुक्त सचिव (प्रशासन)

From : Joint Secretary (Admn.)

सेवा में : सी.एस.आई.आर. की सभी राष्ट्रीय प्रयोगशालाओं/संस्थानों/मुख्यालय/एककों के निदेशक/प्रधान

To : The Directors/Heads of all CSIR National Labs./Instts./Hqrs./Units

विषय : कुछ जनशक्ति आपूर्ति एजेंसियों के हाथों आउटसोर्स कर्मचारियों द्वारा शोषण का सामना किए जाने के संबंध में।

Sub : Exploitation faced by outsourced employees at the hands of certain manpower supplying agencies – reg.

महोदय/Sir / महोदया/Madam,

मुझे, उपरोक्त विषय पर मुख्य कार्यकारी अधिकारी, सरकारी ई-मार्केटप्लेस (जीईएम), वाणिज्य एवं उद्योग मंत्रालय, भारत सरकार के दिनांक 24.08.2023 के अर्धशासकीय पत्र सं० 209/CEO-GeM/2023 को आपकी जानकारी, मार्गदर्शन और अनुपालन के साथ लिए अग्रेषित करने का निदेश हुआ है।

I am directed to forward herewith D.O. letter No. 209/CEO-GeM/2023 dated 24.08.2023 from Chief Executive Officer, Government e Marketplace (GeM), Ministry of Commerce & Industry, Government of India on the above mentioned subject for your information, guidance and compliance.

भवदीय / Yours faithfully,



(एम. अरुण मणिकण्ड भारति / M Arun Manikanda Bharathi)

अवर सचिव (नीति प्रभाग) / Under Secretary (PD)

संलग्न/Encl. : यथोपरि/As above

प्रतिलिपि/Copy to:

1) सी.एस.आई.आर. वेबसाइट/ CSIR Website

2) कार्यालय प्रति/Office copy.

प्रशान्त कुमार सिंह, भा.प्र.से.  
मुख्य कार्यकारी अधिकारी  
P. K. SINGH, IAS  
Chief Executive Officer



भारत सरकार  
वाणिज्य एवं उद्योग मंत्रालय  
गवर्नमेंट ई मार्केटप्लेस  
Government of India  
Ministry of Commerce & Industry  
Government e Marketplace

DO No. 209/CEO-GeM/2023

24<sup>th</sup> August, 2023

Respected Ma'am/Sir,

**Sub:- Exploitation faced by outsourced employees at the hands of certain manpower supplying agencies – reg.**

It has been brought to the notice of GeM that certain manpower supplying agencies are indulging in unethical practices by demanding money from the deployed resources on one pretext or the other. Such practices are a clear violation of the terms of contract.

2. It is to inform you that Service Level Agreement (SLA) of this service is part of the contract. Following undertaking on behalf of the service provider is included in the SLA:

*"The Service Provider hereby undertakes not to charge any money/fees/ deductions in whatever manner, name, or form, or take any monetary/non-monetary considerations, or make any unlawful deductions from the compensation/salary of the manpower/employees/resources engaged by it and, to be deployed at the Buyer's site. The Service Provider further agrees that it will not indulge in any unethical practices and acknowledges that any non-compliance of the aforesaid undertaking will be treated as a material breach of the Contract, in which case the Buyer and GeM shall have the right to take appropriate independent actions including termination of the Contract and actions as per GeM Incident Management Policy."*

3. In addition, the incident management policy of GeM outlines a process to take necessary action in case of any breach of contract. As per the Incident Management Policy, the incidents are classified in two categories:

- **Data driven Incidents:** Incidents identifiable through data available in GeM: In case of such incidents, actions would be taken by GeM Admin based on data available in GeM.
- **Incidents not verifiable through data available in GeM:** These are incidents which require subjective decision making based on information available with the Buyer, the Seller, or the Consignee.

For incidents which cannot be verified as per data available in GeM, the buyer is requested to raise an incident on GeM and escalate it. A Show Cause Notice (SCN) is then issued by GeM. The reply of seller received against the SCN is to be examined by the buyer organization. Decision of the Competent Authority in the buyer organization is required to be uploaded by the buyer on the Incident Management Dashboard. Suitable action is then taken by GeM depending on the severity of the default.

4. In addition to the above, the buyer organization can also debar a service provider in terms of OM No.F.1/20/2018-PPD dated 2<sup>nd</sup> November 2021 issued by Department of Expenditure, Ministry of Finance.

Warm regards,

कार्यालय संयुक्त सचिव सी एस आई आर /  
डी. एस. आर. आर.  
पत्र डायरी सं० 48818  
फाईल डायरी सं०  
दिनांक 29-08-2023

Yours sincerely,

(P. K. Singh)

To,  
Secretaries of all Ministries/Departments.