

**INDIAN PHARMACOPOEIA COMMISSION****(Ministry of Health & Family Welfare)****Government of India****Sector- 23, Raj Nagar, Ghaziabad**

Applications are invited for the following vacant post at Indian Pharmacopoeia Commission (IPC), an Autonomous organization under the Ministry of Health & Family Welfare, Ghaziabad, through Manpower Resource Outsourcing Services Providing Agency.

**Details of Manpower Requirement**

<b>S. No.</b>	<b>Details of the Positions</b>	<b>Salary</b>	<b>No. of Posts</b>	<b>Essential Qualification &amp; Experience</b>	<b>Place of Posting</b>	<b>Job Description</b>
<b>01</b>	<b>Name of the Post:</b>  Complaint Executive  <b>Age:</b> Not exceeding 28 years	<b>26,250/-</b>	<b>01</b>	Bachelor's degree in Biomedical Engineering  <b>OR</b>  Master Degree in Pharmacology/ Clinical Pharmacology/ Clinical Research/ Quality Management related field.  <b>Experience</b> 1 year experience in production/ quality/ Regulatory Affairs/ Post Market Surveillance/ Research related to medical devices.	Indian Pharmacopoeia Commission	<b>1.</b> To receive and document complaints from clients and stakeholders in accordance with established procedures; <b>2.</b> To classify and prioritize complaints based on severity, impact, and potential risks; <b>3.</b> To collaborate with internal teams and clients to gather relevant information related to complaints; <b>4.</b> To engage with concerned personnel to gather necessary data for investigation purposes; <b>5.</b> To maintain accurate and detailed records of complaints, investigations, actions taken for the closure of complaints; <b>6.</b> To prepare and present comprehensive reports on complaint trends, analysis, and progress report to management; <b>7.</b> To maintain regular communication with clients, updating them on the status of their complaints and resolutions;

						<p><b>8.</b> To contribute to the continuous improvement of complaint-handling processes by suggesting enhancements and efficiencies;</p> <p><b>9.</b> To handle all complaints with the utmost confidentiality and professionalism;</p> <p><b>10.</b> Any other activities as assigned by competent authority from time to time</p>
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**Period of engagement:**

The tenure of contract will be for period of one year. However, in case the work and conduct of the staff is not found to be satisfactory during the contract tenure, the services may be terminated at any time without assigning any reason thereof.

**General Instructions:**

1. The competent authority reserves the right to increase or decrease the number of vacancies and reject/select/cancellation of applications received without assigning any reason.
2. Interview will be conducted at IPC, Ghaziabad. No TA/DA shall be paid for attending the interview.
3. It is not obligatory on the part of IPC or Manpower Outsourcing Service Agency to call the applicant for interview. Preference may be given to the candidates who have desirable experience.
4. Experience/Age may be relaxed at discretion of the Competent Authority
5. The candidate is responsible for the correctness of the information provided in the application. If it is found at a later stage that any information given in the application is incorrect/false, the candidature/appointment is liable to be cancelled/terminated.
6. Candidates shortlisted for interview will have to produce original documents for verification in support of their application educational qualification, experience at the time of Interview.
7. Interested candidates should submit their application online through Google Form with the following link; <https://docs.google.com/forms/d/e/1FAIpQLSf4IsC1AvwCunWNzWA6meC-mGnCmcPPYX2knSE1vwK69G3cFQ/viewform>

No other mode of submission of application form will be accepted. The last date for submitting the application form **13<sup>th</sup> May 2024 closing hour 5:30PM**