



MUNICIPAL CORPORATION OF DELHI
(Information Technology Department)
 (24th FLOOR, DR, SPM CIVIC CENTRE,
 J.L. NEHRU MARG, NEW DELHI-110002)

DIR/IT/MCD/2026-27/D- 350

Dated- 13/07/26

Standard Operating Procedure (SOP)

Sub: Governing the Deployment, Transfer, Redeployment, Replacement, Discontinuation, and Monitoring of Outsourced Data Entry Operators (DEOs) in the Municipal Corporation of Delhi.

Section I – Preliminary

1.1 This Standard Operating Procedure has been framed by the CED, Municipal Corporation of Delhi, pursuant to the approval of the Commissioner, MCD, and supersedes, to the extent of inconsistency, the approval dated 20.07.2022 and Circular No. AO/SO-IV/CED/2022/923 dated 22.07.2022 and also any other circular issued by any Department of MCD w.r.t. engagement of DEO.

1.2 This SOP shall apply to all Data Entry Operators (DEOs) outsourced through vendor agencies engaged by the IT Department (or by any other Department of MCD) through the Government e-Marketplace (GeM) Portal (or any other medium) and deployed in the various departments / offices of MCD.

1.3 Upon notification of this SOP, all matters relating to the deployment, transfer, redeployment, replacement, discontinuation, manpower allocation, reporting, vendor communication, posting and relieving orders, compliance monitoring, and administrative control of outsourced DEOs shall be dealt with exclusively by the IT Department. The Central Establishment Department shall cease to have any operational role in such matters.

Section II – Roles and Responsibilities

2.1 IT Department – Nodal Department

The IT Department shall function as the nodal and contract-owning department for all matters relating to DEOs. Its role shall include:

- i. Procurement of outsourced DEOs through the prescribed tendering process from the GeM Portal (or from any other Portal - as approved by Competent Authority), and management of contracts with the vendor agencies;
- ii. Assessment of manpower requirements received from user departments;
- iii. Approval or rejection of requests for deployment, transfer, redeployment, replacement, and discontinuation;
- iv. Communication of approved decisions to the vendor agency as instructions under the contract;

- v. Processing of salary / payments of DEOs through the vendor agency on the basis of verified attendance, as per tender / NIT clause;
- vi. Monitoring of utilisation of DEOs across departments, and monitoring of vendor compliance with contractual obligations;
- vii. Maintenance of the Centralised Deployment Register of all DEOs;
- viii. Technical oversight of DEO-related IT functions, and any other matter relating to the administrative control of DEOs.

2.2 Vendor Agency

- (a) The vendor agency shall act only upon directions / instructions approved and communicated by the IT Department under the contract.
- (b) The vendor agency shall issue all consequential deployment, transfer, redeployment, replacement, relieving, or discontinuation orders to its own personnel.
- (c) The vendor agency shall NOT independently deploy, transfer, redeploy, replace, remove, or discontinue any DEO on its own initiative without the prior approval of the IT Department, MCD.
- (d) No unilateral manpower movement shall be undertaken by the vendor agency.
- (e) The vendor agency shall promptly inform the IT Department of any vacancy arising due to resignation, absence, termination, or any other reason.

2.3 User Departments / HODs

- (a) User departments shall submit all requests relating to deployment, transfer, redeployment, replacement, or discontinuation of DEOs to the IT Department through formal written communication.
- (b) User departments shall exercise day-to-day supervisory control over DEOs deployed with them.
- (c) User departments shall maintain attendance records of DEOs and submit periodical reports to the IT Department as and when asked for or prescribed.
- (d) No user department shall request or direct the vendor agency or any DEO independently to deploy, transfer, relocate, or discontinue services without the approval of the IT Department.

2.4 Central Establishment Department (CED)

Upon notification of this SOP, CED shall have no operational role in the matters covered by this SOP. CED shall hand over to the IT Department the Centralised Deployment Data, and all connected files presently held by it, and shall thereafter cease to receive, process, or act upon any request, or proposal relating to DEOs.

Section III – Procedure for Deployment of DEOs

3.1 Whenever any department requires deployment of a DEO, the concerned HOD / department shall submit a formal written requisition to the IT Department, clearly stating:

- (a) the number of DEOs required;

- (b) the specific office / location;
- (c) the nature of duties; and
- (d) justification for the requirement.

3.2 The IT Department shall examine the requisition. If found justified, shall approve the deployment and, as an instruction under the contract, direct the vendor agency to deploy the required DEO(s).

3.3 The vendor agency shall issue the consequential deployment order to the concerned DEO, directing him / her to report to the designated department / office.

3.4 Copies / intimation of the deployment order issued by the vendor agency shall be simultaneously endorsed to:

- (a) the IT Department; and
- (b) the concerned HOD / department.

3.5 The IT Department shall update the Centralised Deployment Data / Register accordingly.

Section IV – Procedure for Transfer and Redeployment

4.1 Any request for transfer or redeployment of a DEO shall be submitted by the concerned department to the IT Department through formal written communication, stating the reasons therefor.

4.2 The IT Department shall examine the request. If approved, the IT Department shall direct the vendor agency accordingly as an instruction under the contract.

4.3 The vendor agency shall issue the consequential transfer / redeployment orders to the concerned DEO, and shall not transfer or redeploy any DEO on its own without the prior approval of the IT Department.

4.4 Copies of all transfer / redeployment orders shall be endorsed to the IT Department and to the concerned departments (both relieving and joining), and the Centralised Deployment Data shall be updated, accordingly.

Section V – Procedure for Replacement of DEOs

5.1 If the performance of any DEO is found unsatisfactory, or replacement is required for any administrative or functional reason, the concerned department shall submit a detailed written proposal to the IT Department, clearly stating:

- (a) the name and deployment details of the DEO proposed to be replaced;
- (b) the specific grounds / reasons for replacement; and
- (c) any prior warnings or communications made.

5.2 The IT Department shall examine the proposal and, if approved, direct the vendor agency accordingly as an instruction under the contract.

5.3 The vendor agency shall make suitable arrangements for replacement within a reasonable period to be specified in the communication, and shall issue the consequential orders.

5.4 Until a replacement is deployed, the concerned department shall continue to maintain proper records of the DEO's attendance and performance.

Section VI – Procedure for Discontinuation of Services

6.1 Whenever discontinuation / removal of any DEO is considered necessary - whether on grounds of misconduct, unsatisfactory performance, administrative exigency, reduction in workload, or any other reason - the concerned department shall submit a detailed written proposal to the IT Department, containing:

- (a) full particulars of the DEO;
- (b) the grounds for discontinuation; and
- (c) supporting material, if any.

6.2 The IT Department shall examine the proposal and, if approved, direct the vendor agency accordingly as an instruction under the contract.

6.3 The vendor agency shall take consequential action in accordance with the contractual provisions governing the engagement of the DEO, shall formally relieve the DEO accordingly, and shall inform the IT Department upon completion of the process. The Centralised Deployment Data shall be updated, accordingly.

Section VII – Exceptional Circumstances

7.1 In exceptional circumstances requiring immediate administrative action in the public interest - such as instances of misconduct, breach of security, or other urgent administrative exigency - the IT Department may direct the vendor agency to deploy, transfer, redeploy, replace, or discontinue any DEO without awaiting completion of the usual process prescribed under this SOP.

7.2 In all such cases, copies of the directions shall invariably be endorsed simultaneously to:

- (a) the vendor agency; and
- (b) the concerned HOD / department.

7.3 Post-facto regularisation of the action, including any internal approvals, shall be completed by the IT Department promptly.

Section VIII – Monitoring and Reporting

8.1 The IT Department shall maintain the Centralised Deployment Data recording the name, designation, deployment location, date of joining, and current status of every DEO deployed in MCD.

8.2 User departments shall submit attendance reports of DEOs deployed with them to the IT Department, on a regular basis and in the format prescribed by the IT Department.

8.3 The IT Department shall process salary / payments on the basis of verified attendance records, in accordance with the contractual terms with the vendor agency.

8.4 The IT Department shall conduct periodic reviews of the deployment and utilisation of DEOs and shall take appropriate corrective action wherever underutilisation, misutilisation, or administrative irregularities are noticed.

8.5 Any vacancy arising due to resignation, unauthorised absence, medical incapacity, or any other reason shall be promptly reported by the vendor agency and the concerned user department to the IT Department.

This issue with the approval of worthy Commissioner, MCD.

Administrative Officer (IT)

Distribution:

1. All HoD, MCD
2. All DDOs, MCD

Copy for kind information;

1. Commissioner, MCD
2. All Addl. Commissioner, MCD
3. All Deputy Commissioner, MCD