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## Talent Meets Opportunity | ONDC Internship Program

### The Context

Open Network for Digital Commerce (ONDC) has embarked on the journey that will lead to a paradigm shift in how digital commerce operates. The groundwork for this journey has been undertaken by the Department for Promotion of Industry and Internal Trade (DPIIT) and a Section 8 Company has been incorporated with participation from around 18 banks and financial institutions both from the private and public sectors. The shareholding has been structured to provide the company necessary flexibility and agility of a private company. The entities investing in ONDC include HDFC Bank, ICICI Bank, Kotak Bank, IDFC First Bank, Axis Bank, State Bank of India, Bank of Baroda, Punjab National Bank, National Bank for Agriculture and Rural Development (NABARD), Small Industries Development Bank of India (SIDBI), Bombay Stock Exchange (BSE), National Stock Exchange (NSE), Central Depository Services Ltd (CDSL), Protean (erstwhile NSDL-EGov), National Payments Corporation of India (NPCI), Quality Council of India (QCI), and CSC SPV.

To guide the project, DPIIT has established an advisory council with eminent personalities including Nandan Nilekani, R S Sharma, Adil Zainulbhai, Anjali Bansal, Dilip Asbe, Suresh Sethi, Arvind Gupta, Kumar Rajagopal and Anil Agarwal.

In the last few months, ONDC has proceeded with a demonstration of cascading transactions across multiple entities. Over 80 entities are in various stages of technology adoption to be part of the network. ONDC is planning a soft launch of the network across five cities in the coming month. Subsequently we expect an accelerated expansion of network to cover more domains, more locations and more participants,

ONDC intends to launch an intern program to cultivate a team of youngsters well-versed in the concept of ONDC who could eventually be absorbed by the industry and could act as a catalyst in faster adoption of ONDC

Under the internship program, ONDC welcomes talented students in the areas of technology, law, policy, marketing, social science, information security and administrative spheres to be part of the ONDC team to drive specific themes. This program seeks to engage students pursuing Undergraduate / Graduate / Post Graduate Degrees or are Research Scholars enrolled in recognized University/Institution within India or abroad, as "interns". These "interns" shall be given exposure to various Verticals/ Divisions/Units within ONDC and would be expected to supplement the process of analysis within ONDC through empirical collection and collation of in-house and other information. For the "Interns" the exposure to the functioning of the Indian Government and start-ups may be an add-on in furthering their future interests.

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## 1. What is ONDC?

ONDC is being established as a first-of-its-kind initiative globally to pave the way for reimagining digital commerce in India and establishing it as a global pioneer. This will be an open network developed on open protocols based on open-source specifications with established registries, enabling wide-scale participation by digital commerce ecosystem players in India through multiple gateways.

ONDC has been set up with the following objectives:

- Be scale efficient and enable for population-scale adoption
- Promote interoperability among participant's platforms and software applications to create an open, inclusive, and competitive marketplace
- Establish public digital infrastructure on which the industry participants can develop and implement a variety of services
- Make digital commerce, small-business friendly
- Pave the way to unlock innovation for reimagining digital commerce
- Ensure rapid digitalization of MSMEs and adoption of digital commerce by both rural and urban consumers with equal ease and convenience.

ONDC is a network that enables location-aware, local e-commerce stores across industries to be discovered and engaged by any network-enabled applications. It is neither a super aggregator app nor a hosting platform. All existing e-commerce apps and platforms can voluntarily choose to adopt and be a part of the ONDC network. In addition, the responsibility for onboarding of sellers and buyers and the management of the end-to-end order lifecycle will also continue to reside with the network-enabled applications. ([Refer strategy paper available at www.ondc.org](http://www.ondc.org)).

## 2. What are the targets ONDC is aspiring for?

ONDC is striving for national-level adoption of the network with a set of clearly defined milestones:

- I. Make ONDC network onboard buyers and sellers in every pin code of India
- II. Bring 300 Mn shoppers onto ONDC network via diverse buyer side platforms by end of 2024

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- III. Bring 30 Mn sellers (seller catalogues) onto the ONDC network via hundreds of seller side platforms by end of 2024
  - IV. ONDC must generate an average of 300 Mn orders per month by end of 2024

### 3. Why should you join the program?

This will provide the students participating in this program to take up specific assignments with ONDC covering a variety of opportunities.

- I. An opportunity of a lifetime to become an “ONDC Change Maker” to participate in the largest population-scale digital transformation in the country
- II. Opportunity to be part of the team that shall pioneer the new model of commerce across sectors including retail, travel & tourism, agriculture, logistics, among others
- III. Diverse and complex problem sets across policy, strategy, marketing, ecosystem building, technology, information security and capacity building
- IV. Opportunity to work with a team of change agents that have a track record of building population-scale solutions in various sectors including national ID, digital finance, education, urban mobility, financial services to name a few.
- V. Creating an impact at population scale by building the foundational digital infrastructure that leverages cutting edge technologies and bringing them to mainstream and leave a legacy for all
- VI. Be a torchbearer in defining and implementing an unchartered and first of its kind concept
- VII. Meaningful work with adequate support and supervision from the ONDC team

### 4. What are the details of the internship program?

- I. The internship will be on unpaid basis. All the travel and out of pocket expenses incurred by the candidate for the business activities of ONDC shall be reimbursed as per the defined policies
- II. Internship shall be available throughout the year based on the requirements of ONDC.
- III. **Eligibility**
  - A. Bonafide students of any recognized University/ Institution within India or abroad, fulfilling following conditions are eligible to apply for the internship:

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1. Under-graduate students, having completed/appeared in the term end exams of second year / 4th, semester of the bachelor's degree course and secured not less than 85% or equivalent marks in 12th class.
  2. Graduate students having completed/ appeared in the term end exams of first year/2nd semester of their post graduate programme or pursuing research/PhD and secured not less than 70% or equivalent marks in Graduation.
  3. The students who have appeared in the final exam or just completed Graduation/PG and waiting for admission for higher studies may also be considered for internship provided that they have secured 70% or more cumulative marks in all the years/ semesters of their graduation/ post-graduation till the date of application.
- IV. **Period:** The period of Internship shall be at least two months but not exceeding six months. Interns not completing the requisite period will not be issued any certificate.
- V. **Experience Certificate:** A certificate regarding successful completion of internship shall be issued by the Adviser of the concerned Subject Division in the enclosed format at Annexure 'A'.
- VI. **Logistics & Support:** Interns will be required to have their own laptops. ONDC shall provide them working space, internet facility and other necessities as deemed fit by the concerned Heads.
- VII. Procedure and conditions for Applicants**
- A. Interested applicants may apply online only in the address link to be indicated in the website of ONDC or sending by email to [careers@ondc.org](mailto:careers@ondc.org) with subject title "Internship".
  - B. Applicants must also clearly indicate the area of interest.
  - C. A candidate can apply for internship only once during a financial year.
  - D. The applicants who do not fulfil the eligibility conditions, their applications shall be rejected by the system automatically.
  - E. The selected applicant has to produce original mark sheets and No-Objection Certificate (NOC), in the enclosed format at Annexure "B", from the college/ institution at the time of joining, failing which his/her candidature shall be cancelled.
- VIII. Procedure for Selection and Other Modalities of the Scheme**
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- A. All the applications received online will be made available online to the concerned Heads of Verticals/ Units/ Divisions in ONDC for further assessment and selection of eligible candidates.
  - B. The Heads of Verticals/ Divisions/ Units can take a maximum of 3 (three) interns for Internship at a time. This number may be relaxed beyond 3(three) with the permission of CEO, ONDC. The decision of the heads regarding the suitability of a candidate as intern shall be final and binding.
  - C. The selected candidates may be asked by the vertical/ division to submit the soft copy of their NOC from their Head of the Department/Principal by giving sufficient time before issuance of the offer letter by the vertical head. It also has to be indicated in the NOC that the student would not be registered for any course requiring his/her attendance in the class during the period of internship. The vertical/division has to obtain the original NOC issued by the college/institution at the time of joining of the candidate and also verify his/her eligibility from the original documents. If any discrepancy is found, the candidature of the candidate will be cancelled by the Vertical.
  - D. The selected candidates will receive the email from the concerned vertical/division.
  - E. Depending upon the number of applications received against a particular domain/area, ONDC reserves the right to fix up the eligibility criteria, limit the number of applicants to be called for a particular period and to decide about the mode of screening thereof.
  - F. The concerned heads of Verticals/Divisions/Units shall be personally responsible for ensuring that the work programme and output mutually agreed upon with the Intern is satisfactorily completed. Interns shall be required to submit a brief report/paper at the end of their assignment to the Heads of the concerned Verticals/Divisions/Units about their learning experience.
- IX. **Attendance** - While doing internship in ONDC, the candidate should have a minimum of 75% attendance, and they have to mark In and Out time on daily basis. In case of less than 75% attendance no extension of internship period is allowed, and no experience certificate will be issued. The attendance record and the details of work supervision shall be maintained by the Heads of the Verticals/ Divisions/Units.
- X. **Internship program review:** ONDC reserves the right to review the program at any time. The program so reviewed will be placed on the website of ONDC.
- XI. **Relaxation:** CEO, ONDC will have the power to relax any of the conditions mentioned above, in respect of any deserving candidate.
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## 5. What shall be the Code of Conduct?

The onboarded candidates by ONDC shall observe the following Code of Conduct, which shall include, but not be limited to, the following:

- i. The candidates shall follow the policies of ONDC that are in general applicable to employees of the company.
- ii. The candidates shall follow the confidentiality protocol of the company and shall not reveal to any person or organisation confidential information of ONDC, its work and its policies.
- iii. In general, a candidates may not represent ONDC vis-a-vis third parties. Candidates' interaction with third parties should be need-based; in particular, no professional shall interact with or represent ONDC to the media (print and electronic).
- iv. Candidates may, only after the prior written permission of ONDC present their work to academic bodies and at seminars and conferences. However, even for this purpose information that is confidential to the company cannot be revealed under any circumstances.
- v. Any papers and documents written and/or published by the candidates relating to ONDC should carry the caveat that the views are the personal views of the candidate and do not represent or reflect the views of ONDC and should be cleared by ONDCs
- vi. Candidates shall develop work plans and work schedules in consultation with the ONDC officials and shall adhere to the same.
- vii. ONDC shall retain all rights, title and interest and Intellectual Property Rights in any ONDC Intellectual Property created, conceived, developed, contributed to or improved upon by the candidates during the course of his Engagement, shall vest with the ONDC upon such creation, conception, development, contribution or improvement.
- viii. Candidate, if provided access to any sensitive or confidential information with respect to ONDC, shall abide by ONDC's Information security and Privacy Policy and such other policies and guidelines as intimated by ONDC.
- ix. Candidates shall conduct themselves professionally in their relationship with ONDC and the public in general.

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- Examples of behaviour that contributes to creating a positive environment include:
    - Using welcoming and inclusive language
    - Being respectful of differing viewpoints and experiences
    - Gracefully accepting constructive criticism
    - Focusing on what is best for the community
    - Showing empathy towards other community members
  - Examples of unacceptable behaviour by participants include but not limited to:
    - The use of sexualized language or imagery and unwelcome sexual attention or advances
    - Trolling, insulting/derogatory comments, and personal or political attacks
    - Public or private harassment
    - Publishing others' private information, such as a physical or electronic address, without explicit permission
    - Other conduct which could reasonably be considered inappropriate in a professional setting
- x. Instances of abusive, harassing, or otherwise unacceptable behaviour may be reported by contacting the project team at [escalations@ondc.org](mailto:escalations@ondc.org). All complaints will be reviewed and investigated and will result in a response that is deemed necessary and appropriate to the circumstances. The project team is obligated to maintain confidentiality with regard to the reporter of an incident. Further details of specific enforcement policies may be posted separately.
- xi. This Code of Conduct applies within all project spaces, and it also applies when an individual is representing the project or its community in public spaces. Examples of representing a project or community include using an official project e-mail address, posting via an official social media account, or acting as an appointed representative at an online or offline event.

This Code of Conduct is adapted from the Contributor Covenant, version 1.4, available at <https://www.contributor-covenant.org/version/1/4/code-of-conduct.html>

## 6. Power to Remove Difficulties

1. ONDC shall have the power to remove any difficulty which comes in the way of the implementation of these Guidelines.



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**Annexure "A"**

FORMAT OF INTERNSHIP COMPLETION CERTIFICATE

(To be given on Letter Head)

Dated:<>

TO WHOMSOEVER IT MAY CONCERN

1. This is to certify that <Mr./Ms. \_\_\_\_\_> a student of a student of <University/Institution> has successfully completed <his/her> Internship with ONDC from \_\_\_\_\_ to \_\_\_\_\_. During the period of internship, he/ she work under \_\_\_\_\_ in the following areas.
  - i.
  - ii.
2. <His/Her> performance has been rated as \_\_\_\_\_
3. During the period of internship programme <he/she> was punctual and hardworking.
4. I wish <him/her> every success in life and career.

(Signature and seal)

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**Annexure "B"**

FORMAT FOR NOC TO BE OBTAINED FROM COLLEGE/INSTITUTION

(To be given on Letter Head/To be signed by HOD/Principal)

Dated:<>

Subject: - No Objection Certificate for ONDC Internship Programme.

It is certified that <Mr/Ms> \_\_\_\_\_ is a bonafide student <College ID> of <Semester/Year> of <name of the program> of this <institution/college>.

The <institution/college> has no objection for doing the Internship programme at ONDC for the period from \_\_\_\_\_ to \_\_\_\_\_. It is also certified that <he/she> is not registered for any course requiring <his/her> attendance in the class during the said period.

The conduct of the student as recorded by the has been found good/satisfactory/unsatisfactory.

(Signature and seal)