

ARIASSOCIETY

Assam Rural Infrastructure and Agricultural Services Society

(An Autonomous Body of the Govt. of Assam)

Project Management Unit (PMU) of the World Bank financed

Assam Citizen Centric Service Delivery Project (ACCSDP)

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Draft Indicative **Terms of Reference (TOR)**

For Computer Operator for the RTPS Commission Unit

A. BACKGROUND AND OBJECTIVE OF THE PROJECT:

1. The Govt. of Assam has created the Assam Rural Infrastructure and Agricultural Services (ARIAS) Society in November 1998, as an autonomous body, headed by the Chief Secretary, Assam as its President (Project Guidance Council) and the Agriculture Production Commissioner, Assam as the Chairman (Governing Body). The Project Management Unit (PCU) is headed by a State Project Director. The key mandate of the Society is to function as an apex autonomous body of the Govt. of Assam for monitoring, coordination and/or implementation of World Bank or any other externally financed/aided Projects or other Projects of any department as may be authorized by Govt. of Assam from time to time.
2. The Society has successfully completed two World Bank aided projects (ARIASP: 1995-2004 and AACP: 2005-2011 including AACP-AF: 2012-2015) and the World Bank has rated performance of these projects as Satisfactory. The Society contributed in mainstreaming many of the good practices that emerged from the projects into various schemes of the State Government. ARIAS Society has proved to be a path finder and innovator in the areas of targeting the intended beneficiaries, employment generation, reaching out to the vulnerable and the disabled and overall good governance and social accountability.
3. The Government of Assam (GoA) is committed to improve governance in the state and public sector performance. It has already embarked upon a number of specific initiatives to support this objective. They include: the Right to Public Service Act (RTPS), RTI, a public grievance redress system, e-District, Common Service Centers, and establishment of State e-Governance infrastructure.
4. Affordable access to public services, especially for the poor people, is one of the key imperatives for inclusive growth. The Government of Assam (GoA) is committed to improve governance in the state and public sector performance and has recognized the need to strengthen the delivery of citizen-centric service, and had therefore enacted the Assam Right to Public Services Act, 2012 (ARTPS) to ensure citizens' access to public services in timely, efficient and accountable manner. The Act enables the citizens of Assam to get notified public services within a stipulated timeframe and also fixes responsibilities on public servants to provide these services in a time-bound manner. GoA has also embarked upon a number of specific initiatives to support this objective, a public grievance redress system, e-District, Common Service Centers, and establishment of State e-Governance infrastructure.
5. To strengthen and deepen these initiatives, GoA has received a \$39.20 million loan from the World Bank financed towards the 'Assam Citizen-Centric Service Delivery Project' (ACCSDP) *Project ID: P150308, IBRD Loan No. 8754-IN]. The ACCSDP aims to improve citizen access to targeted services under the ARTPS, particularly in remote areas. Citizens, especially the rural communities who are heavily dependent on government services, will be the principal beneficiary group of the project. The project will place citizens at the center of the service delivery process by strengthening feedback mechanisms and grievance redress.
6. The Project Development Objective is to improve access in the delivery of selected public services in Assam. ACCSDP also aims to strengthen institutional operations and improve citizen awareness and participation in order to expand access to services to benefit the rural poor. This inclusive approach will contribute to access improvements in four key ways: (i) by expanding the number of Right to Public Services Act (RTPS) services which are digitized and available on-line; (ii) by improving connectivity infrastructure especially in underserved areas to enhance citizen access to services; (iii) by engaging local populations in service delivery (through both participatory and digital approaches) so that targeted priority services for the rural communities are accessible; and (iv) by rationalizing and strengthening service delivery by front-line institutions. This project design is pivoted around four interrelated components: (i) strengthening RTPS implementation; (ii) improving service delivery processes in targeted departments; (iii) setting up Public Facilitation Centers (PFCs) to receive requests for RTPS

services and electronically deliver select services to the citizens closer to their homes; and (iv) promoting citizen engagement.

7. The Govt. of Assam intending to prioritize the smooth and effective implementation of the ARTPS Act across the State, had amended the ARTPS Act in 2019 and as per the Section 8A (1) of the amended Act, proposed to constitute the Assam State Commission for Right to Public Services (RTPS Commission) for ensuring proper implementation of the ARTPS Act and making suggestions to the Departments towards better service Delivery. Apart from disposal of appeals and other complaints, RTPS Commission has been entrusted with the responsibility of guiding the state Government to improve service delivery. The functions of RTPS Commission are mainly (a) Receipt and disposal of appeals (b) playing an advisory role by giving recommendations to the State Govt. to improve service delivery (c) recommending disciplinary actions against erring officials.
8. The RTPS Commission will be set up soon and in the meantime the Govt. of Assam has notified the Assam Administrative Tribunal (AAT) as an executive body for exercising the power & functions of the RTPS Commission until its formation. The Assam Administrative Tribunal was established under the provisions of the Assam Administrative Act, 1977. It provides speedy and inexpensive justice to employees aggrieved by Government decisions.
9. The ACCSD Project aims to support the creation of this RTPS Commission with adequate authority and capacity to drive RTPS implementation across the state and hence the PMU of ACCSDP is seeking an qualified professional for the position of **Computer Operator** hereinafter referred as '**CO**' on a full time basis for the RTPS Commission. Initially the **Computer Operator** shall be placed in **Assam Administrative Tribunal (AAT)** and will be moved out to RTPS Commission once the commission is functional.

B. KEY TASKS AND RESPONSIBILITIES

10. The **CO** will report to the Registrar, AAT/RTPS Commission; however, depending on the requirement he/she may be assigned to work under any wing of the PMU or with any one of the senior specialists/officer of the ACCSDP. The key tasks and responsibilities of **CO** include: The CO shall
 - a) provide support to Appellate Authority (AA) for better service delivery;
 - b) Carry out typing work/feeding of data on computers;
 - c) Transfer data from paper formats into database systems;
 - d) Compile, verify accuracy and sort information according to priorities to prepare source data for computer entry;
 - e) Generate reports, store completed work in designated locations and perform backup operations;
 - f) Review data for deficiencies or errors, correct any incompatibilities if possible and check output;
 - g) Research and obtain further information for incomplete documents;
 - h) maintain database on daily basis;
 - i) Perform regular backups to ensure data preservation;
 - j) Create and manage spreadsheets;
 - k) Scan documents and print files, when needed;
 - l) Ensure proper use of office equipment and address any malfunction;
 - m) type in both Assamese & English, when needed;
 - n) maintain confidentiality & Integrity;
 - o) Work with the relevant officers on arrangement of workshops/meetings materials;
 - p) Perform any other tasks as assigned by the Registrar, AAT/RTPS Commission or by other senior officials.
11. The **CO** will have to attend **AAT/RTPS Commission** on all working days from **9:30 AM to 5 PM** unless he/she is on official tour as approved by Registrar, AAT/RTPS Commission. He/she may also be required to attend office on holidays as and when so desired by Registrar, AAT/RTPS Commission for disposal of urgent matters. However, no extra remuneration will be paid for attending office on holidays.

C. DURATION OF THE CONTRACT, NOTICE PERIOD ETC

12. The contract period with **CO** is intended for entire duration of the project and coterminous with the project period of ACCSDP. However, continuity of the **CO** beyond **11 (Eleven) months** from the date of signing the agreement will depend upon his performance. The decision of the State Project Director, ARIAS Society will be final and binding in this regard.
13. The contract with **CO** may be terminated by either side at any point of time during the contractual period

by serving a 30 days' notice without assigning any reason and without thereby incurring any liability to the Govt. of Assam/AAT/RTPS Commission/PMU/ARIAS Society. The assignment is purely contractual in nature and will not, under any circumstance, be extended beyond the ACCSDP's closing date. The ARIAS Society or the Government of Assam will not undertake any responsibility for subsequent deployment of CO. The resignation/termination shall be as per HR Policy of the ARIAS Society.

14. The CO shall not assign or sub-contract, in whole or in part, his/her obligations except with the SPD's prior written consent. The CO will have to serve the project on full time basis & shall provide services from the Office of the AAT/RTPS Commission.
15. The CO may be required to undertake field-visits and tours as per the project requirements, with prior approval of the Registrar, AAT /RTPS Commission.

D. ESSENTIAL QUALIFICATIONS & EXPERIENCE:

16. The CO should be a Graduate (minimum three (3) years duration) degree in any field from recognized University/institution.
17. The CO must have at **least (2) two years' experience**. The candidates must possess a minimum **6 (six) months Diploma/Certificate** in computer proficiency from a recognized institute.
18. Candidates must have working knowledge of software tools such as **word processor, spreadsheet, presentation graphics, MS Office Applications like Word, Excel, Power Point, internet including email** etc.
19. **Must be proficient in Assamese & English typing**. Excellent knowledge of correct spelling, grammar, and punctuation.
20. Strong communication skills with the ability to clearly and concisely convey necessary information, explain reasoning, and support conclusions using data and facts;
21. **Language:** Good knowledge of written and spoken English, Hindi and Assamese;
22. **Age:** The candidate shall not be of more than **35 years of age as on 1st September'2020**.

E. Remuneration and payment terms:

23. The consolidated fixed remuneration of the CO shall be **Rs. 1.98 Lakh to Rs 2.40 Lakh** per year and upto maximum of **20% hike** on the last drawn Remuneration of the selected applicants and (ii) performance in the interview. The agreed annual CTP shall be inclusive of remuneration, performance-linked-incentive, communication allowance, health/service related allowance, all taxes, cost of accommodation and food at Guwahati, conveyance to attend the AAT/RTPS Commission, etc.
24. The remuneration will be given in equal monthly installments and the performance-linked-incentive will be given on quarterly basis based on the performance and achievement against the mutually agreed deliverables by the CO. Taxes as applicable shall be dealt with as per applicable laws. The remuneration may be enhanced on an Annual Basis, based on the HR Policy of the ARIAS Society.
25. Travelling, Boarding, Lodging and Food expenses for approved official tours outside Guwahati will be reimbursed as per the HR Policy of ARIAS Society and as provided in the contract agreement.
26. The provisions of leave would be as per prevailing project rules.

F. Reporting and Performance Review:

27. The CO shall report to the Registrar, AAT/RTPS Commission. The performance of the CO will be evaluated by Registrar, AAT/RTPS Commission and a consolidated quarterly report shall be submitted to the ARIAS Society for further processing. The final authority on any issue(s) that may arise during the employment period of the CO shall be resolved by the State Project Director, ARIAS Society, and the decision taken by the SPD shall prevail. The annual performance review will be done as per the HR Policy of the ARIAS Society.

G. Facilities to be provided:

28. Access to required documents, correspondence, contact details and any other information associated with the project and as deemed necessary. The CO shall be provided with one office cubicle/workstation/ shared office space along with computer, printer, computer/office consumables, and internet access.

Note: This is a draft indicative ToR; The SPD, ARIAS Society reserves the right to change, update or modify this ToR at any stage during the recruitment process or at the time of signing of the Contract Agreement.
