

Draft Terms of Reference (ToR) for Data Entry Operators in the District Transport Offices (DTO) of Transport Department at Bongaigaon and Hailakandi under (ACCSDP).

(A) BACKGROUND & OBJECTIVES 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 (PMU) 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 LoanNo. 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. ACCSDP will facilitate implementation of the ARTPS Act with efficiency and accountability for better delivery of citizen-centric services under ARTPS Act and will support the line Depts. A high-level delivery unit will be established to monitor the implementation of the ARTPS Act. A blend of technological interventions and administrative reforms for 18 key services will be taken-up initially under the project in four Govt. agencies, viz. Transport, Revenue & Disaster Management, Welfare of Plain tribes & Backward Classes (WPT&BC Depts) & the Guwahati Municipal Corporation. The project will assist implementing line departments/agencies in restructuring business processes so that citizens can access services digitally within the given timeline of ARTPS Act.

7. 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 (PFC) to receive requests for RTPS services and electronically deliver select services to the citizens closer to their homes; and (iv) promoting citizen engagement.
8. ACCSD project aims to support the Transport Department in one of its initiative towards paperless DTO in Bongaigaon and Hailakandi. Data digitization is a pre-requisite for paperless DTO and need to be done for both the mentioned locations. Hence, the PMU of the ACCSDP is seeking an interested and qualified professional for the position of **Data Entry Operators hereinafter referred as 'DEO'** to be deployed in Bongaigaon and Hailakandi to perform the activity of data entry for all the backlog data related to the RTPS notified services scoped under ACCSD project.

(B) Job Summary, Key Tasks and Responsibilities:

5. The **Data Entry Operators (DEO)** shall work under the **District Transport Officers (DTO)** of **Bongaigaon** or **Hailakandi** under the overall command of Commissioner, Transport and State Project Director, ARIAS Society. He/she will mainly perform the data entry activity for the legacy data related to the RTPS notified services covered in the scope ACCSD project
6. The key job responsibilities of the DEO include:
 - Performing data entry activity for the non-digitized legacy data related to the RTPS notified services covered in the scope ACCSD project. Data to be entered from source documents within defined time limits.
 - Ensuring all the data are entered accurately into the Vaahan and Saarathi software from the source files following the defined protocols.
 - Review data for deficiencies or errors, correct any incompatibilities if possible and check output Scan documents and print files, when needed. In case of incomplete documents or details, conduct the research and obtain the necessary information.
 - Tracking the amount of non-digitized data being digitized in a daily basis. Reporting the progress of the day-day data digitization with Commissionerate, Transport, DTO and ARIAS on a weekly/monthly basis.
 - Ensuring confidentiality of data is maintained and no data is being tampered or misinterpreted. Perform any other responsibilities as assigned by SPD, ARIAS.

(C) ESSENTIAL QUALIFICATIONS & EXPERIENCE

7. **Educational Qualification:** The DEO should possess at least a Graduate (minimum three years duration) Degree in any field from recognized University/institution.
8. **Working Experience:** The DEO must have **at least (2) two years** 'experience in data entry work in any public or private sector organization.
9. **Computer Skills:** Proficiency in MS-Office Applications like (Word, Excel, Power Point etc.) including emails.
10. **Language:** Fluency in English is a must. Preference will be given to candidates with local languages.
11. **Age:** Age of the candidate should not be more than **35 years** as on **1st September, 2020**. **However at the discretion of SPD, for candidates having exceptional relevant qualification/experience, age limit may be relaxed.**

(D) DURATION OF THE CONTRACT, NOTICE PERIOD ETC.

12. The tenure of **DEO** is intended for a period of eleven (**11**) months from the date of signing the agreement. However, continuity of the **DEO** beyond (**11**) **eleven months** is subject to the project needs. The decision of the SPD will be final and binding in this regard.

13. The contract with **DEO** may be terminated by either at any point of time during the contractual period by serving 30 days' notice without assigning any reason and without thereby incurring any liability to the Commissionerate/DTO/Department/Govt of Assam/ARIAS Society. The assignment is purely contractual in nature and shall not, under any circumstance, be extended beyond the ACCSDP's closing date. The Commissionerate/DTO/Department/Govt. of Assam/ARIAS Society shall not undertake any responsibility for subsequent deployment of **DEO**.

14. The **DEO** shall not assign or sub-contract, *in whole or in part, his/her* obligations except with the Reporting Officer's prior written consent. **The DEO** will have to serve the project on full time basis. He/she will provide services from the DTO Bongaigaon or Hailakandi.

(E) REMUNERATION, PAYMENT TERMS & LEAVE

15. The consolidated fixed remuneration of the **DEO** shall be within the range of **Rs 1.98 Lakh to 2.40 lakhs per year**. Taxes as applicable shall be dealt with as per applicable laws. The fixed remuneration shall be inclusive of monthly remuneration and performance-linked-incentive, communication allowance, etc.

16. Travelling, Boarding & Lodging expenses for approved official tours outside the base location will be reimbursed as per prevailing project rules.

17. The provisions of leave would be as per **HR Policy of ARIASS**.

(F) REPORTING & PERFORMANCE REVIEW

18. DEO reports to the DTO of their base location either **Hailakandi** or **Bongaigaon** with an overall reporting to SPD, ARIASS. The performance of the **DEO** will be evaluated by the DTO and a consolidated quarterly report shall be submitted to the ARIAS Society through Commissionerate, Transport for further processing.

(G) FACILITIES TO BE PROVIDED TO DEO

19. Access to required documents, correspondence, contact details and any other information associated with the project and the non-digitized data of RTPS services of Transport Department as deemed necessary. The **DEO** will be provided with one office cubicle/workstation/shared office space in the DTO 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.