

**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 Junior Administrative Assistant  
(Jr. AA) for RPMU**

**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 (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 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. 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 Deptts. 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, and Welfare of Plain tribes & Backward Classes (WPT&BC Deptts) and 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 (PFCs) to receive requests for RTPS services and electronically deliver select services to the citizens closer to their homes; and (iv) promoting citizen engagement.

8. The RTPS Performance Management Unit (RPMU) has been notified by the Govt. of Assam as an executive body for effective Implementation of the ARTPS Act (Assam Right to Public Service Act, 2012). RPMU will serve as technical support team to RTPS Commission towards attaining the objectives of ARTPS Act. The RPMU shall function under supervisory control of the Chief Secretary to the Govt. of Assam and the officials will be under the administrative control of the Administrative Reforms and Training Department.
9. RPMU shall be a distinct administrative unit comprising of Administrative Officers coupled with high-skilled individuals and assistants, which will take up various activities viz; i) Tracking and Monitoring the performance of officials at various levels in service delivery, ii) Resolution of technical issues of IT systems through consultation with stakeholders, iii) Handling and guiding Training and Capacity building measures amongst Govt. officials, iv) Study of business processes of services and re-engineering thereof across various departments and putting up for re-engineering of the processes followed by implementation, v) Liaisoning with departments for effective implementation of the Act, vi) Preparation of road map for inclusion of more services under ARTPS Act and putting these services under ARTPS platform through design and development of IT systems, vii) Handling of grievances related to service delivery etc. Apart from these, the RPMU will also focus on: i) Exploring initiatives for improvement in service delivery, ii) Unblocking obstacles when monitoring shows that progress is off-track, iii) Study of Policies/Processes etc and recommending policy/process changes, iv) wherever applicable to improve the service delivery, v) Assessment of delivery capability gaps and addressing through trainings, co-designing of implementation plans.
10. The Assam Citizen Centric Service Delivery Project (ACCSDP) aims to support establishment of the RTPS Performance Management Unit (RPMU) to strengthen implementation of the ARTPS Act and hence the PMU, ACCSDP is seeking an interested and qualified professional for the position of **Junior Administrative Assistant** hereinafter referred as '**Jr.AA**' on a full time basis to support the management function of the RPMU.

## **B. KEY TASKS AND RESPONSIBILITIES**

11. The **Jr.AA** will report to the Chief Executive Officer (CEO), RPMU; however, depending on the requirement he/she may be assigned to work under any wing of the PMU/RPMU or with any one of the senior specialists/officer of the ACCSDP. The key tasks and responsibilities of **Jr.AA** include:
  - a) Administrative support including front office management, errands, office clerical duties, office logistics and organization hospitalist;
  - b) Support for day-to-day correspondence, information sharing and filing ensuring that appropriate follow-up actions are taken.
  - c) Assist in operational backstopping of RPMU by ensuring timely provision of suitable inputs such as equipment, stationary, office consumables, transportation (if any) and other utilities required;
  - d) Maintain a schedule of planned meetings and support all administrative functions;
  - e) Provide filing services, archiving and offer circulation of mail intra/inter office, arrange storage and systematize project documentation;
  - f) Work with the relevant officers on arrangement of workshops/meetings materials;
  - g) Assist in preparation of evaluation reports, annual project reports and update projects files.
  - h) Assist in collection and analysis of data as directed, prepare and update briefs, records and other documents on project implementation;
  - i) Take notes during meetings and prepare draft minutes of the meetings;
  - j) Any other tasks as assigned by the CEO/Deputy CEO, RPMU or by other Lead Specialists.

12. The **Jr.AA** will have to attend RPMU on all working days from **9:30 AM to 5 PM** unless he/she is on official tour as approved by CEO, RPMU. He/she may also be required to attend office on holidays as and when so desired by CEO, RPMU for disposal of urgent matters. However, no extra remuneration will be paid for attending office on holidays.

### **C. DURATION OF ASSIGNMENT**

- a) The contract period with **AA** is intended for entire duration of the project and coterminous with the project period of ACCSDP. However, continuity of the **Jr.AA** 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.
- b) The contract with **Jr.AA** 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/ RPMU/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 the consultant.
- c) The **Jr. AA** shall not assign or sub-contract, in whole or in part, his obligations to perform under this Contract, except with the SPD's prior written consent. The **Jr. AA** shall serve the RPMU on full time basis and provide services from the RPMU office, Guwahati. The resignation/termination shall be as per HR Policy of the ARIAS Society.
- d) The **Jr. AA** may be required to undertake field-visits and tours as per the project requirements, with prior approval of the CEO, RPMU.

### **D. ESSENTIAL QUALIFICATIONS & EXPERIENCE**

- a) The **Jr. AA** must be a Graduate (minimum three (3) years duration) degree in any field from recognized University/institution.
  - b) The **Jr. AA** must have at least two **(2) years' of experience in office management and office assistant related works.**
  - c) Proven practical skills in the area of office management aspects
  - d) Demonstrated strong conceptual, analytical skills with clarity of thought process and problem-solving skills;
  - e) Excellent organizational skills;
  - f) Self-motivated, high level of zeal and enthusiasm in all endeavors, unblemished integrity, ability to check quality of own work and ability to organize and prioritize own work to meet deadlines;
  - g) Ability to work both independently and as well as in a team;
  - h) Strong communication skills with the ability to clearly and concisely convey necessary information, explain reasoning, and support conclusions using data and facts;
  - i) **Language:** Good knowledge of written and spoken English, Hindi and Assamese;
12. **Age:** The candidate shall not be of more than **35 years** of age as on **1st September'2020.**

### **E. Remuneration and payment terms:**

- a) Depending on the qualifications, experience, competency, and also the remuneration/ CTC of the last assignment, the consolidated fixed annual Cost to project (CTP) of the **Jr. AA** will be determined and mutually agreed with the successful candidate, which would be in the range between **Rs. 2.40 Lakh to Rs. 3.00 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 PMU, etc.
- b) 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 **Jr. AA**. 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.
- c) 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. For travel outside the State, the Travelling and Boarding & Lodging expenses will be reimbursed as per the HR Policy of the ARIAS Society and as provided in the contract agreement.

14. **The Travel Requirements:** The **Jr.AA** may be required to undertake field-visits as per the project requirements, with prior approval of the CEO, RPMU and the travel costs will be reimbursed as per the HR Policy of the ARIAS Society
15. **Reporting and Performance Review:** The Chief Executive Officer, RPMU will be the reporting and performance reviewing officer of the Administrative Assistant. The Chief Executive Officer, RPMU shall quarterly review the quality of service and performance of the **Jr.AA** & shall submit the report to the SPD, ARIAS Society for its final review. The final authority on any issue(s) that may arise during the employment period of the **Jr.AA** 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.

**F. Facilities to be provided by the RPMU:**

- a) S/he will be given access to all documents, reports, correspondence, contacts available and any other information as deemed necessary for smooth accomplishments of tasks assigned.
- b) S/he will be provided with office space in the RPMU along with computer, printer, computer/office consumables and internet access.
- c) S/he will be paid fixed monthly remuneration as per the contract agreement. No house rent allowance or any other allowance shall be paid by the PMU. No other payment whatsoever (except reimbursement of travelling expenses and project allowance) shall be paid, except as agreed with the **Jr.AA** and by the SPD, ARIAS Society.
- d) S/he will not be provided with any clerical assistance.

***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.***

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