



**ARIAS SOCIETY**  
**Assam Rural Infrastructure and Agricultural Services Society**  
*(An Autonomous Body of 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 Consultant (Appeal Management) at RTPS Commission (AAT)**

**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 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. These key components of the project namely digitization of services, ICT infrastructure, citizen engagement, front-line delivery institutions, and change management would be managed through the Project Management Unit (PMU) under the ARIAS Society, led by a State Project Director (SPD) and would have *inter alia* the following staff/consultants:
  - ☒ Business Process Re-engineering and IT Specialists and Experts
  - ☒ ICT Infrastructure Specialist
  - ☒ Social Development and Communication Specialist
  - ☒ Monitoring and evaluation (M&E) Specialist
  - ☒ Citizen engagement
  - ☒ Training and Capacity Building Specialist
  - ☒ Procurement & Contract Management Specialist
  - ☒ Financial Management Specialist
  - ☒ PMU Support Staff
9. The PMU of the ACCSDP is seeking an interested and qualified professional for the position of **Consultant (Appeal Management)** to be deployed in the Assam Administrative Tribunal which is currently notified as RTPS Commission. The **Consultant (Appeal Management)** will coordinate all service related activities, appeals and would assist the Chief Commissioner, the Registrar and other Commissioners with the necessary Administrative and Technical support.

### Job Summary, Key Tasks and Responsibilities

10. The **Consultant (Appeal Management)** shall work under the Registrar of RTPS Commission (for now Assam Administrative Tribunal) and under the overall command of the Chairman, RTPS Commission and State Project Director, ARIAS Society) and he/she will support ACCSDP's objective of improved citizen access to selected services notified under the RTPS Act by GoA, processing of appeals in timely manner, coordination with the stakeholder departments while processing the appeals, provide the necessary Administrative and Technical Support to the RTPS Commission officials.
11. He/she will closely work with the RTPS Commission (for now Assam Administrative Tribunal), stakeholder departments, RPMU at ARTPPG and also work with the other specialists hired under the ACCSDP project to ensure effective implementation of appeal management system and all activities related to ACCSD project.
12. The **Consultant (Appeal Management) at RTPS Commission (AAT)** will help in managing, monitoring and coordinating the activities related to Appeal process.
13. Other responsibilities: The **Consultant (Appeal Management)** at RTPS Commission (for now Assam Administrative Tribunal) will
  - a) Provide overall support in processing Appeals in the RTPS Commission (for now Assam Administrative Tribunal)
  - b) Provide overall support in RTPS related matters, planning, procurement and budgeting exercises of RTPS Commission
  - c) Support and coordinate the Registrar, RTPS Commission in monitoring the activities related to RTPS services
  - d) Provide necessary inputs to the Chief Commissioner, Registrar and Members of the Commission in processing the appeals and all other RTPS related activities.
  - e) Promote citizen-centric approaches to service delivery and appeals
  - f) E-readiness for digitization of the appeals of the selected public service
  - g) Risk reducing strategy for solution suggested and implemented by the System Integrators from time to time.

- h) As required, represent the RTPS Commission at internal and external forums on issues of digitizing public services and processing appeals wherever applicable.
  - i) Document regularly all RTPS related works accomplished
  - j) Ensure timely and high-quality reporting (technical and financial) to Chief Commissioner, RTPS Commission, Senior management of ACCSDP, ARTPPG
  - k) Ensure compliance to RTPS Commission's requirements of reporting – financial and otherwise
  - l) Liaison or coordinate with RTPS Commission and stakeholder departments for all activities related to service delivery.
  - m) Work along with the RTPS Commission officials to implement the appeal provisions of RTPS Act.
  - a) Any other responsibilities as and when assigned by the senior officials of RTPS Commission and PMU, ARIAS Society.
16. The **Consultant (Appeal Management)** will have to attend the RTPS Commission (for now Assam Administrative Tribunal) office on all working days from 10 AM to 5 PM unless she/he is on official tour as approved by SPD or Chief Commissioner, RTPS Commission. She/He may also be required to attend office on holidays as and when so desired by SPD or the RTPS Commission officials for disposal of urgent matters. However, no separate remuneration will be paid for attending office on holidays.

#### 17. Duration of Assignment

- a) The contract period with **Consultant (Appeal Management)** is intended for entire duration of the project and coterminous with the project period of ACCSDP. However, continuity of the **Consultant (Appeal Management)** beyond eleven (11) months from the date of signing the agreement will depend upon his performance. The decision of the SPD will be final and binding in this regard.
- b) The contract with **Consultant (Appeal Management)** 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/ 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 **Consultant (Appeal Management)** 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 **Consultant (Appeal Management)** will have to serve the ARIAS Society on full time basis under overall command of State Project Director, ARIAS Society and provide services from the RTPS Commission (for now Assam Administrative Tribunal). The resignation/termination shall be as per HR Policy of the ARIAS Society.
- d) The **Consultant (Appeal Management)** will be required to undertake field-visits and tours as per the project requirements, with prior approval of the SPD.

#### 18. Essential Qualifications & Experience

- a) Masters or Post Graduate or Equivalent in Management from any recognized university. At least 7 years of experience in management activities in Government/ public sector at leadership position. In case, sufficient candidates with 7 years of experience in the field cited above are not available, the interview panel may allow candidates having 5 years of experience to appear before the interview panel.
- b) High level of Computer Skills, including proficiency in Internet based applications, MS Word, MS Excel and MS Power Point etc.
- c) Should have good experience working with government/public sectors organizations and should have knowledge around appeal/grievance redressal processes in the government/public sectors organizations.
- d) Good analytical and documentation skills are must.
- e) Must possess initiative and the ability to work independently as well as team;
- f) Good communication and social skills and report writing skills in English;
- g) Must possess initiative, synthesis, organizational skills and personal dynamism, and capacity to prepare planning and activity reports ;
- h) Good command over English and Assamese language, written and spoken;

19. **Age:** The candidate shall not be of more than **45** years of age as on **1<sup>st</sup> January'2022**. However, in case of exceptionally talented candidate having wide relevant experience this requirement may be relaxed.

**20. 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 **Consultant (Appeal Management) at RTPS Commission (AAT)** will be determined and mutually agreed with the successful candidate, which would be in the range between **Rs.6.60 lakhs to Rs.10.80 lakhs** per year. 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 respective place of posting, etc. 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 respective place of posting, etc. However, if sufficient candidates with 7 years of experience are not available, the interview panel may allow candidates having atleast 5 years of experience to appear before the interview panel and incase found suitable, the candidate(s) will be selected at a mutually agreed lesser CTP.
- 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 Project Manager of RTPS Commission. 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.

21. **Travel Requirements:** The **Consultant (Appeal Management)** may be required to undertake field-visits as per the project requirements, with prior approval of the SPD and the travel costs will be reimbursed as per the HR Policy of the ARIAS Society.

**22. Reporting and Performance Review**

The **Consultant (Appeal Management) at RTPS Commission (AAT)** will report to the Chief Commissioner, RTPS Commission under the overall command of the State Project Director, ARIAS Society. The quality of service and performance of the **Consultant (Appeal Management) at RTPS Commission (AAT)** will be reviewed by the SPD as per the HR Policy of the ARIAS Society

**23. Facilities to be provided to the Consultant (Appeal Management) at RTPS Commission (AAT):**

- 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 concerned department along with computer, and access to printer, computer/office consumables, and internet.
- c. S/he will be paid the 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 **Consultant (Appeal Management) at RTPS Commission (AAT)** 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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