



## **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)**

Agriculture complex, Khanapara, G.S. Road, Guwahati-781022 (Assam, India)

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### **Draft Indicative Terms of Reference (ToR) for Business Analyst for Development of RTPS Portal**

#### **Background and Objective of the Project:**

1. The Government of Assam (GoA) through Government of India (GoI) has received a loan from the World Bank for the 'Assam Citizen-Centric Service Delivery Project (ACCSDP)'. The ARIAS Society is the implementing agency for ACCSDP.
2. 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.
3. 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.
4. 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.
5. 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, Welfare of Plain tribes & Backward Classes (WPT&BC Deptts) & 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.
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 (PFC) to receive requests for RTPS services and electronically deliver select services to the citizens closer to their homes; and (iv) promoting citizen engagement.

7. A major component under Assam Citizen Centric Service Delivery Project (ACCSDP) is to strengthen RTPS implementation. In this regard, PMU is going to develop a RTPS portal for accessing services. Therefore, the ARIAS Society is seeking of interested and qualified professional for the position of two (2) Business Analyst hereinafter referred to gather process requirements for services for development of the RTPS Portal.

#### **Key Tasks, Skills and Responsibilities**

- a) Using activity diagrams, use cases, scenarios, business analysis, flowcharts, document analysis, requirements workshops, surveys, site visits, business process descriptions and workflow analysis to Induce and manage requirements
- b) Identifying, defining and documenting project needs and objectives, current operational procedures, problems, input and output requirements and levels of systems access after consulting with functional unit management and stakeholder departments.
- c) Analyzing the practicability of and developing requirements for new systems and upgradations to existing systems
- d) Gathering information and critically evaluating it, reconciling conflicts, disseminating high-level information into details and distinguishing user requests from their true needs
- e) Driving and challenging the presumptions of business units on how will they successfully execute their plans
- f) Interpreting business needs of users and translating them into the application and operational requirement with the help of strong analytical and product management skills
- g) Establishing the technical vision and analyzing tradeoffs between usability and performance needs by teaming up with developers and subject matter experts
- h) Liaisoning between development teams, Database Administrator and Project Manager
- i) Using standard templates and natural language to develop requirement specifications
- j) Serving as a channel between the user Department and the development team through which requirements flow
- k) Communicating and collaborating Proactively with Citizen's requirement to analyze information needs and functional requirements and delivering Use Cases, GUI, Screen and Interface designs as and when required
- l) Delivering work products throughout the project life cycle
- m) Analyzing information from surveys and workshops, task analysis, and business process description
- n) Conferring with Project Manager to define concepts.

#### **8. Essential Qualifications & Experience**

- a) **Educational Qualification:** BE/B Tech/MCA/ MSc IT / M Tech or Equivalent. Should have good skills on Business administration, business, management, computer and information technology.
- b) **Working Experience:** The candidate must have at least three (3) years experienced from the date of passing his/her required educational qualification in Business Analysis of projects for any public or private sector organization. Candidates not having three years of experience shall not be eligible for appearing in the interview.
- c) **Skills:** Must have analytical and problem-solving skills, interpersonal and communication skills, time-management skills, knowledge of Java or PHP and Postgres and Microsoft Office;
- d) **Language:** Good knowledge of written and spoken English, Hindi and Assamese;
- e) **Age:** Age of the candidate should not be more than **35 years** as on **1<sup>st</sup> February, 2019**.

#### **9. 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 **Business Analyst** will be

determined and mutually agreed with the successful candidate, which would be in between **Rs.5.40 lakhto Rs.12 Lakh**per year.

**10. Reporting and Performance Review**

The **Business Analyst** will report to theProject Manager. In the absence of Project Manager, he/she will report to Deputy Project Director (DPD) or as directed by the SPD. Annual performance review will be done as per the HR Policy of the ARIAS Society.

**11. Facilities to be provided by PMU**

The**Business Analyst**will be provided access to all the required documents, correspondence, and any other information associated with the project and as deemed necessary. He/She will be provided with one office cubicle/workstation in the PMU/DITEC/NIC or at the location decided by the SPD along with computer, printer, computer/office consumables, and internet access. (No clerical assistance will be provided).

***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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