



## **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 Project Manager for Project Management during 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 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.
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 an interested and qualified professional for the position of a Project Manager hereinafter referred for comprehensive project development objectives.

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

- a) Designing and following appropriate project management standards.
- b) Managing the production and progress of project deliverables.
- c) Planning and monitoring the project. Planning can be done with the involvement of team members and user Departments.
- d) Maintaining the project on track and keeping up to date with required reports with timely progress through different quality presentations
- e) Managing project risks. This can be done through the development of contingency plans which set out how a risk will be dealt with when it turns into a likely threat. Risks are important to monitor and manage because if they are left unattended, they can cause real harm to the entire project.
- f) Monitor overall progress and resource use. It is important for project managers to take corrective measures where needed.
- g) Keeping in consideration certain interdependencies with other on-going projects and their potential impacts.
- h) Making sure that appropriate technical and quality standards are applied.
- i) Finding and obtaining the appropriate support and advice required for the running of the project.
- j) Managing stakeholder Departments and PMU expectations and feedback. Stakeholder Departments have a significant stake in projects and make clear what they expect and they expect to be kept up to date.
- k) Evaluating the effectiveness of project management at the end of the project. This is important to learn from for future projects and can only lead to improvement.
- l) Preparing any follow-on action recommendations is also one of a project manager duties and responsibilities that must be up-kept.

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

- a) **Educational Qualification:** BE/B Tech/MCA/ MSc IT/ M Tech or Equivalent and any certification on Project Management such as PMP PMI or equivalent.
- b) **Working Experience:** The **Project Manager** must have total 8 years of IT Experience with at least three years of experience in Project Management for any public or private sector organization. Candidates not having three years of Project Management experience shall not be eligible for appearing in the interview. The experience will be counted from the date of passing the required educational qualification.
- c) **Skills:** Must be excellent in Project Management for software development.
- d) **Language:** Good knowledge of written and spoken English, Hindi and Assamese;
- e) **Age:** Age of the candidate should not be more than **45 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 Project Manager will be determined and mutually agreed with the successful candidate, which would be in between **Rs.11.40 lakh to Rs. 18.00 Lakh** per year.

#### **10. Reporting and Performance Review**

The **Project Manager** will report to the State Project Director (SPD). In the absence of SPD, 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 **Project Manager** 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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