



ARIAS SOCIETY

Assam Rural Infrastructure and Agricultural Services Society

(An Autonomous Body under 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 Management Coordinator (PMC)

BACKGROUND AND 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 (PCU) 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. ARIAS Society is implementing agency for ACCSDP.
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. 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. The 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 Deptt.
7. The **RTPS Performance Management Unit (RPMU)** has been setup by the Govt. of Assam as an executive body for effective monitoring and guidance for Implementation of the ARTPS Act (Assam Right to Public Service Act, 2012).
8. RPMU is a distinct administrative unit setup under the senior most secretary of the AR&T Department 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.
9. The Assam Citizen Centric Service Delivery Project (ACCSDP) aims to support establishment of 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 **Project Management Coordinator (PMC)** to be positioned at RPMU on a full time basis.

OBJECTIVES OF THE ASSIGNMENT AND SCOPE

10. The scope of the assignment includes overall orderly management of office of the RPMU. The broad objective of the assignment includes ensuring that the day to day activities of the office of RPMU are conducted smoothly including record keeping, logistical arrangements for meetings, events etc.
11. **The key job responsibilities of the PMC include:**
 - a. The PMC will be organizing day-to-day schedule of the concerned RPMU office. He/She will accurately pass all incoming information to relevant staff as well as coordination between Head of RPMU, Administrative Officer, Nodal Officer/Alternate Nodal Officer and other members of RPMU.

- b.** The PMC should be able to implement a suitable and optimum process framework for execution, delivery, and support the project objectives.
- c.** The PMC should possess great communication as well as interpersonal skills.
- d.** The PMC should be a relentless learner and should have the passion to pickup recent technologies.
- e.** The PMC should ensure confidentiality, database management of all incoming and outgoing important official documentation for the RPMU;
- f.** The PMC should ensure effective mail management: receiving and sending (letters, faxes, e-mail), taking prints of mails and putting up in relevant files in consultation with and as authorized by Administrative Officer/Nodal Officer/Alternate Nodal Officer and other members/head of RPMU
- g.** The PMC should be well versed with Power Point Presentation, V-lookup, Pivot Table, Dashboard, etc and any other computer applications which will be essential for day to day activities.
- h.** The PMC will ensure support towards efficient logistical arrangements for all meetings, seminars, conferences and training sessions organized by the RPMU and extending need based support to PMU, ARIAS Society for the events organized by ARIAS Society. The PMC will also draft the necessary minutes of meeting/ record notes from handwritten notes etc;
- i.** The PMC will keep a proper check on the stocks and office supplies, stationery etc to RPMU members and alerting the Administrative Officer/Nodal Officer/Alternate Nodal Officer/ Procurement staff for replenishment of stock before it lasts;
- j.** The PMC will perform any other related tasks as determined by Head of RPMU/SPD ARIAS Society/ Administrative Officer/ Nodal Officer and other members of the RPMU.

ESSENTIAL QUALIFICATIONS & EXPERIENCE

12. **Educational Qualification:** The PMC should possess at least a Graduate degree (minimum three years duration) in any field from recognized University/Institution.
13. **Working Experience:** The PMC must have at least five (5) years (from the date passing his/her required educational qualification) hand on experience in project management activities in any World Bank Project or public/ private sector organization.
14. **Computer Skills:** Must be excellent in using computer applications, with advanced knowledge of Office Management, proficiency in MS Office Applications (like Word, Excel, Power Point etc.)Including email.
15. **Language:** Good knowledge of written and spoken Assamese, English, & Hindi will be added advantage.
16. **Age:** Age of the candidate should not be more than **35 years as on 1st November, 2022.**

DURATION OF THE CONTRACT, NOTICE PERIOD ETC.

17. The tenure of PMC is intended for entire duration of the project and co-terminus with the project period of ACCSDP. However, continuity of the PMC beyond eleven (11) month from the date of signing the agreement will depend upon his/her performance.
18. The contract with PMC 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 Directorate/ 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 Department/ Govt. of Assam/ ARIAS Society shall not undertake any responsibility for subsequent deployment of PMC.

19. The PMC shall not assign or sub-contract, in whole or in part, his/her obligations except with the Reporting Officer's prior written consent. The PMC will have to serve the project on full time basis.

20. He/she will provide services from the Office of the RPMU/ ARIAS Society.

REMUNERATION, PAYMENT TERMS & LEAVE

21. The consolidated fixed remuneration of the PMC shall be within the range of **Rs. 4.20 lakh to Rs. 6.60 lakh** 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.

22. Travelling, Barding & Lodging expenses for approved official tours outside Guwahati will be reimbursed as per prevailing project rules.

23. The provisions of leave would be as per the HR Policy of ARIAS Society.

REPORTING & PERFORMANCE REVIEW

24. PMC will report to the Administrative officer, RPMU or as per notified by SPD/ Head of the RPMU. The performance of the PMC will be evaluated by Administrative Officer, RPMU and a consolidated quarterly report shall be submitted to the SPD, ARIAS Society for further processing.

FACILITIES TO BE PROVIDED TO PMC.

25. Access to require documents, correspondence, contact details and any other information associated with the project and as deemed necessary. The PMC will be provided with one office cubicle/workstation/ shared office space along with computer, printer, computer/office consumables, and internet access.

Note: This is a draft ToR and SPD, ARIAS Society reserves the right to change, update or modify this ToR at any stage till recruitment process is completed.