



## 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)

Tel: +91 361-2332125; Fax: +91 361-2332564; website: www.arias.in; email - spd@arias.in

### Draft Indicative Terms of Reference (ToR) For Project MIS Specialist (PMISS)

#### Background

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. These 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 services, 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 Centres, 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 centre 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 Departments. A high-level delivery unit called **RTPS Performance Monitoring Unit (RPMU)** will be established to monitor the implementation of the ARTPS Act. A blend of technological interventions and administrative reforms for RTPS services will be taken-up initially under the project in four Govt. agencies, viz. Transport, IWT, Revenue & Disaster Management, and Welfare of Plain tribes & Backward Classes (WPT&BC Deptts), General Administration Department (GAD), Guwahati Municipal Corporation(GMC), 6th Schedule Autonomous Councils (KAAC, NCHAC, BTC), Skill Employment & Entrepreneurship and Secondary Education. 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 to the Public Facilitation Centres 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 Centres (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. The PMU of the ACCSDP is seeking an interested and qualified professional for the position of **Project Management Information System Specialist (PMISS)** hereinafter referred as '**PMISS**' to lead activities related to the Management Information System of the RTPS implementations.

### **Job Summary**

9. The PMISS would work with the team of IT staff/MIS Unit of the ACCSDP and RPMU. The scope of the position includes contributing towards development of a robust project MIS system, with inputs from the M&E Specialist inter alia for monitoring and evaluation of ACCSDP, and its regular maintenance. The PMISS will have to ensure seamless connectivity at all times through the System Administrator and any IT related issues of the system users will have to be resolved expeditiously. The PMISS would also manage security administration activities for IT systems. The position also encompasses creating and generating accurate and timely MIS reports and training & capacity building of the project staff on MIS.

### **10. Key job responsibilities include:**

- a) PMISS would be instrumental in developing a robust MIS System for the project and also to integrate already developed MIS Applications for the project.
- b) He/She will coordinate and supervise the development of the project MIS system and provide guidance for developing programs/applications as per the requirement of the project and RPMU;
- c) Training the project and RPMU staff in the use of MIS system so developed;
- d) Trouble shooting to ensure smooth implementation of the MIS application. Identify, resolve/rectify issues relating to flow blockades, user interface issues, networking problem and security concerns.
- e) Ensure that the reporting, communication, financial and procurement systems of the project are embedded into the MIS system of the project;
- f) Participate and contribute to the review meetings and missions of the World Bank;
- g) Participate in knowledge sharing meetings with team members at PMU/RPMU;
- h) Involved in Development, execution and implementation of applications for RPMU and ARIAS Society, such as pay roll, leave & related aspects module linked to a biometric attendance system.
- i) Lead IT related communication with government and other partners of ACCSDP;
- j) Provide clarifications to stakeholders on project related IT issues as needed;
- k) Maintain source-code used in developing software/MIS Applications/Website/WebPortal etc
- l) Ensure regular updating of the ARIAS Society Website particularly w.r.t. content related to ACCSDP
- m) Establishment and administration of efficient email system for RPMU and ACCSDP staff, including controlling privileges & permissions to database users, maintaining user accounts, and profiles
- n) Maintaining the technical aspects of the Social media pages, blogs, online discussion forums etc of ARIAS Society with regular technical updates.
- o) Ensuring seamless communication within the project team and project partners through the project IT infrastructure.
- p) Travel Requirements: The PMISS will be required to undertake field-visits and tours to the project locations, with prior approval of the SPD. Occasional out of the state visits may also be required as directed by the SPD.

## QUALIFICATIONS, EXPERIENCE, AGE ETC

11. **Educational Qualification:** Master degree/ Post Graduate Diploma (min two years duration) in Computer Applications/ Information Technology/Information & Communication Technology or a closely related field from any Govt. recognized University/Institutions.
12. **Working Experience:** The candidate must have at **least 10 (Ten) years** of experience from the date of passing his/her required educational qualification in managing MIS/IT systems of a reputed public/private sector agency in a leadership/ managerial capacity.
13. **Computer Skills:** The PMISS must be highly proficient in computer applications, including MS Word, MS Excel and MS Power Point etc and also at least one programming languages and one database such as PHP, JAVA, MYSQL, Oracle etc. The PMISS should also be familiar with the open source applications and software's.
14. **Language:** High level of fluency in English and Hindi
15. Desirable Qualifications, Experience, Skills etc:
  - a. Experience of working in complex, multi stakeholder, fast moving environment and ability to work under pressure, respecting strict deadlines and multi tasking
  - b. Knowledge of Assamese and/or Bengali
  - c. Good social, analytical, inter-personal and planning skills
  - d. Self-motivated and possessing ability to work independently as well as in teams.
16. **Age:** Age of the candidate should not be more than **50 years as on 1<sup>st</sup> Nov' 2022.**

## DURATION OF CONTRACT, NOTICE PERIOD ETC.

17. The tenure of PMISS is intended for entire duration of the project and co-terminus with the project period of ACCSDP. However, continuity of the PMISS beyond eleven (11) month from the date of signing the agreement will depend upon his/her performance. The decision of the SPD will be final and binding in this regard. The contract Management shall be as per the HR Policy of the ARIAS Society.
18. The contract with PMISS 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 shall not, under any circumstance, be extended beyond the ACCSDP closing date. The ARIAS Society or the Government of Assam shall not undertake any responsibility for subsequent deployment of the consultant.
19. The PMISS 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 PMISS will have to serve the RPMU/ARIAS Society on full time basis under overall command of State Project Director, ARIAS Society and provide services from the RPMU/PMU at Khanapara, Guwahati. The resignation/termination shall be as per HR Policy of the ARIAS Society.
20. The PMISS may be required to undertake field-visits and tours as per the project requirements, with prior approval of the SPD.

## REMUNERATION, PAYMENT TERMS AND LEAVE

21. Depending on the qualifications, experience, competency, and also the remuneration/pay package of the last assignment, the consolidated fixed monthly remuneration of the PMISS will be determined and mutually agreed, which could be in the range of Rs. **11.40 lakh to Rs. 19.20 lakh per year**. This annual rate shall be inclusive of all taxes, health/ service related insurance, all allowances, cost of accommodation and food at Guwahati, conveyance to attend the office etc. Taxes as applicable shall be dealt with as per applicable laws. The remuneration will be enhanced on an annual basis, based on the HR Policy of the ARIAS Society
22. If suitable candidates with above mentioned experience are not available, then candidates with at least 07 years of experience in managing MIS/IT systems of a reputed public/private sector agency in a leadership/managerial capacity may be considered for interviews/ tests at a lower remuneration package to be decided through mutual agreement between the ARIAS Society and the candidate.
23. Travelling, Boarding & Lodging expenses for approved official tours outside Guwahati will be reimbursed as per HR Policy of ARIAS Society.
24. The provisions of leave would be as per HR Policy of ARIAS Society.
25. No house rent allowance or any other allowance shall be paid by the PCU. No other payment whatsoever (except reimbursement of official travelling expenses) shall be paid, except as agreed with the PMISS by the SPD, ARIAS Society.

**REPORTING AND PERFORMANCE REVIEW**

26. The **PMISS** will report to the The Administrative Officer, RPMU/State Project Director (SPD), ARIAS Society.

**Performance Review:** The Administrative Officer, RPMU will be the performance reviewing officer of the PMISS. The Administrative Officer, RPMU shall quarterly review the quality of service and performance of the PMISS. & 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 PMISS 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.

**FACILITIES TO BE PROVIDED BY THE PCU**

27. Access to all the required documents, correspondence, and any other information associated with the project and as deemed necessary. The **PMISS** will be provided with one office cubicle/workstation in the RPMU/PCU 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.***