

ARIASSOCIETY

Assam Rural Infrastructure and Agricultural Services Society

(An Autonomous Body of the 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 Data Analyst**

A. 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 (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 proposed for notification 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). RPMU will serve as technical support team to RTPS Commission towards attaining the objectives of ARTPS Act. The RPMU shall function under supervisory control of the Chief Secretary to the Govt. of Assam and the officials will be under the administrative control of the Administrative Reforms and Training Department.
8. RPMU shall be a distinct administrative unit comprising of Administrative Officers 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 **Data Analyst** hereinafter referred as '**DA**' to be positioned at RPMU on a full time basis.

B. KEY TASKS AND RESPONSIBILITIES

10. The **Data Analyst (DA)** shall work under the Chief Executive officer, RPMU.
11. The **DA** will have to attend RPMU office, wherever it is located, on all working days from 9:30 AM to 5 PM unless he/she is on official tour as approved by **CEO, RPMU**. He/she may also be required to attend office on holidays as and when so desired by **CEO, RPMU** for disposal of urgent matters. However, no extra remuneration will be paid for attending office on holidays.
12. His primary responsibility will be collection of data relating to delivery of services through various sources, through portal or through manual process, from various departments. And for that purpose, he will design the required format so that proper picture of service delivery may be made available to the head of the body.
13. He will from time to time study systems of data collection through various channels and portals of other states or organizations and suggest for incorporation in RTPS Portal.
14. He will also study the various areas of reporting on service delivery as well as formats thereof, of other states and accordingly draft the formats of collection and compilation of data on service delivery, and get it approved.
15. He shall prepare reports monthly, quarterly and annually on the performance in service delivery DPS wise, Service wise, Department wise and District wise, either with the help of IT System or manual one, and figure out the best performer and the least performer during the year. He will assist the CEO in making correspondence to the departments concerned.
16. Data related to appeals, disposal of appeals, grievances received through portal or call center shall also be collected and collated on monthly basis. These shall be kept ready so that at any point of time, he can present to the higher authority.
17. He shall collect data on call center performance, in terms of receipt of calls, response to citizens, and disposal of grievances. He will prepare monthly report in a defined format to be approved by CEO.

18. He will assist the CEO in making communication to the officials as and when necessary especially on service delivery matters. He will accordingly keep data of such communications and also the responses and action taken reports for appraisal of the CEO.
19. It will be his responsibility to arrange the meeting in time as per SOP of the RPMU. He will prepare the minutes of all meetings of RPMU, place it for approval and signature to the chairperson.
20. It will be his responsibility to provide data to the RTPS Commission on monthly basis.
21. He will perform all other activities as and when asked by the CEO.

C. DURATION OF ASSIGNMENT

- a) The contract period with **DA** is intended for entire duration of the project and coterminous with the project period of ACCSDP. However, continuity of the beyond **11 (Eleven) months** 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.
- b) The contract with **DA** 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/RPMU/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 **DA** 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 **DA** will have to serve the RPMU on full time basis and provide services from the RPMU at Guwahati. The resignation/termination shall be as per HR Policy of the ARIAS Society.
- d) The **DA** may be required to undertake field-visits and tours as per the project requirements, with prior approval of the CEO, RPMU.

D. ESSENTIAL QUALIFICATIONS & EXPERIENCE

12. **Educational Qualification:** Master in Statistics/Economics or closely related subject from any recognized university. Should have good skills on Data administration, data management, computer and information technology.
13. **Working Experience:** The candidate must have at least **5 (five) years** of experience from the date of passing his/her required educational qualification in Data Analysis of projects for any public or private sector organization. In case, sufficient candidates with **5 years of experience** in the field cited above are not available, the interview panel may allow candidates **having less than 5 years of experience** to appear before the interview panel and if selected they will be hired at a lower remuneration.

Desirable:

14. **Skill:** Should have analytical and problem-solving skills, interpersonal and communication skills, time-management skills, knowledge of Java or PHP and Postgres;
15. High level of Computer Skills, including proficiency in Internet based applications, MS Word, MS Excel and MS Power Point etc.
16. Must possess initiative and the ability to work independently as well as team;
17. Good communication and report writing skills are necessary.
18. **Language:** Good command over English language, written and spoken.
19. **Age:** The candidate shall not be of more than **45 years** of age as on **1st Septemebr'2020**. However, in case of exceptionally talented candidate having wide relevant experience this requirement may be relaxed.

E. 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 **DA** 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 and upto maximum of 20% hike on the last drawn Remuneration of the selected applicants and (ii) performance in the interview**. 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.

- 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 **DA**. 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.
14. **Travel Requirements:** The **DA** may be required to undertake field-visits as per the project requirements, with prior approval of the CEO, RPMU and the travel costs will be reimbursed as per the HR Policy of the ARIAS Society.
15. **Reporting and Performance Review:** The Chief Executive Officer, RPMU will be the reporting and performance reviewing officer of the **DA**. The Chief Executive Officer, RPMU shall quarterly review the quality of service and performance of the **DA** & 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 **DA** 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.

F. Facilities to be provided to the DA

- 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 unit along with computer, printer, computer/office consumables and internet.
- c) S/he will be paid 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 **DA** and by the SPD, ARIAS Society.
- d) S/he will not be provided with any clerical assistance.

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