



## **North Cachar Hills Autonomous Council**

### **Terms of Reference (ToR) for Software Developer (NCHAC)**

#### **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.
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. 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 14 key services will be taken-up initially under the project in three Autonomous Councils viz. North Cachar Hills Autonomous Council (NCHAC), Karbi Anglong Autonomous Council (KAAC) and Bodoland Territorial Council (BTC). 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 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.
8. These key components of the project namely digitization of services, ICT infrastructure, citizen engagement, front-line delivery institutions, and change management would be managed through the Project Management Unit (PMU) under the ARIAS Society, led by a State Project Director (SPD) and would have *inter alia* the following staff/consultants:
  - Business Process Re-engineering and IT Specialist
  - ICT Infrastructure Specialist
  - Social Development and Communication Specialist
  - Monitoring and evaluation (M&E) Specialist
  - Citizen engagement and Change management
  - Procurement & Contract Management Specialist
  - Financial Management Specialist
  - PMU Support Staff
9. The PMU of the ACCSDP on request of North Cachar Hills Autonomous Council (NCHAC) is seeking interested and qualified professional for the position of Software developer to be deployed North Cachar Hills Autonomous Council (NCHAC).

### **Job Summary, Key Tasks and Responsibilities**

10. The **Software Developer** shall work under the **Business Process Re-engineering Expert (BPRE) & Nodal Officer, ACCSDP, North Cachar Hills Autonomous Council** under the overall command of the State Project Director, ARIAS Society and he/she will support ACCSDP's objective of improved citizen access to selected services notified under the RTPS Act by NCHAC, support the project in business process re-engineering initiatives through the consultancy firm engaged/to be engaged under the ACCSDP.
11. The **Software Developers** will support the **BPRE and the Council** Development, implementation and maintaining RTPS notified services as per the and integrate with Portal for GOA. on-line; and serve as gateway for citizens' online access to e-enabled targeted service, FAQs, Grievance Redressal system etc.
12. In consultation with other PMU colleague the **Software Developer** will ensure alignment of ESD related activities with the objectives of ACCSDP; ensure quality and timeliness in delivery of services procured; and necessary upkeep and continual updating of systems set-up.
13. **Software Developers** may also be required to function as the Councils point of contact for RTPS request tracking, monitoring and bug fixing . Moreover, **Software Developers** are also expected to support and co-ordinate project related activities for Councils.
14. Other responsibilities: In consultation with the Nodal Officer and BPRE , the **Software Developers** will
  - a) Development of online applications for the services notified under ARTPS, Act 2012 by the council.
  - b) Integrate citizen centric services notified under the ARTPS Act with ARTPS Portal.
  - c) Provide overall support and troubleshooting all issues related to software within the SLA defined by Council.

- d) Maintain process work flow for the all the applications developed.
  - e) Maintain SOP for all applications.
  - f) Any other responsibilities as and when assigned by the PMU, ARIAS Society.
16. The **Software Developer** will have to attend on all working days from 10 AM to 5 PM unless he is on official tour as approved by SPD. He may also be required to attend office on holidays or work extra hours as and when so desired by SPD or the respective Council officials for disposal of urgent matters. However, no separate remuneration will be paid for attending office on holidays.

#### 17. Duration of Assignment

- a) The contract period with **Software Developer** is intended for entire duration of the project and coterminous with the project period of ACCSDP. However, continuity of the **Software Developer** beyond one (1) year from the date of signing the agreement will depend upon his performance. The decision of the SPD will be final and binding in this regard.
- b) The contract with **Software Developer** 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 and Councils/ 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 or the Council will not undertake any responsibility for subsequent deployment of the consultant.
- c) The **Software Developer** 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 **Software Developer** will have to serve the ARIAS Society on full time basis under overall command of State Project Director, ARIAS Society and provide services from. North Cachar Hills Autonomous Council (NCHAC). The resignation/termination shall be as per HR Policy of the ARIAS Society.

#### 18. Essential Qualifications& Experience

- a) B. Tech/ BE in Electronics/Computer Science/IT/Information Systems or related subject/MCA/MSc IT from any recognized university. At least 3 years of experience in developing electronic service delivery initiatives in public/reputed private sector agency(ies) at developer position.
  - b) Should have experience in Java and PHP with sound knowledge of Object-Oriented Programming (OOP) Patterns and Concepts
  - c) Should have experienced in web Development Frameworks like Laravel/Liferay/Oracle ADF. Experience in API based integration with e-Government projects will be an added advantage
  - d) Should have good knowledge of front end applications like Bootstrap, JSF, HTMLetc..
  - e) Should have experienced in working with different databases like Postgres, Oracle, Mysql etc.;
  - f) Good communication and report writing skills are necessary
  - g) Good command over English language, written and spoken;
19. **Age:** The candidate shall not be of more than **30** years of age as on **1<sup>st</sup> November'2022**. However, in case of exceptionally talented candidate having wide relevant experience this requirement may be relaxed.

#### 20. 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 **Software Developers** will be determined and mutually agreed with the successful candidate, which would be in the range between **Rs.3.60 lakhs to Rs.4.20 lakhs** per year. 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 NCHAC, conveyance to attend the respective place of posting, etc. 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 NCHAC, conveyance to attend the respective place of posting, etc. However, if sufficient candidates with 3 years of experience are not available, the interview panel may allow candidates having at least 2 years of experience to appear before the interview panel and incase found suitable, the candidate(s)

will be selected at a mutually agreed lesser CTP.

- 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 **Software Developers**. 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 the respective Council offices 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.

## 21. Reporting and Performance Review

The **Software Developer** will report to the **Nodal Officer** under the overall command of the State Project Director, ARIAS Society. The quality of service and performance of the **Software Developer** will be reviewed by the SPD as per the HR Policy of the ARIAS Society

**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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