

ASDMA-15/3/2020-SPC-ASDMA-Assam State Disaster Management

I/214703/2023

Assam State Disaster Management Authority

Readvertisement-Vacancy Announcement

Applications along with Prescribed Application Form, attested copies of all Certificates, Mark Sheets, recent passport size photo, experience certificates etc. are invited from intending candidates, who are Indian Citizens, for engagement on contract basis under ASDMA.

The applicants have to appear for a Skill Test at the venue, date and time as decided and directed by the Authority, at their own cost. No TA/DA shall be paid for the purpose. Candidates not having the requisite qualifications are liable to be summarily rejected. Therefore, candidates are advised that they fulfill the prescribed eligibility before applying, details of which are available on ASDMA website. The Authority also reserves the right to accept or reject any application without assigning any reason thereof. Canvassing in any form will lead to summary disqualification.

Sl. No.	Name of the Post	No. of posts
1	Operators for SEOC under Project ERSS of NDMA	02 (Two) Nos.

Last date for submission of application is **28-07-2023/5:00 PM** and addressed to:

**The Chief Executive Officer,
Assam State Disaster Management Authority (ASDMA),
Ancillary Block-I (Opp. SBI Sectt. Branch), Janata Bhawan,
Dispur, Guwahati- 781006 Assam.**

Applications received at Assam State Disaster Management Authority (ASDMA) after the deadline will be summarily rejected. No application will be received through e-mail/fax.

The applicant should mention the name of the post applied for on top of the envelope containing the application. Further details and prescribed application form may be seen/downloaded at ASDMA website <http://asdma.gov.in/> or <https://asdma.assam.gov.in>

sd/-
**Deputy Secretary & SPC
Assam State Disaster Management Authority.**

**DRAFT TERMS OF REFERENCE FOR THE POST OF SUPERVISOR AT
SEOC FOR ERSS PROJECT**

1.	Objective	<p><u>Objective</u></p> <ul style="list-style-type: none"> • Fluent in local vernacular and Hindi/English • Should be compassionate and good listener.
2.	Qualification, Eligibility and experience and Age	<p><u>Qualification</u></p> <ul style="list-style-type: none"> • Post Graduate in any discipline from a recognized Institution/University. • Computer and Communication Skills • Proficiency in the use of internet based applications, MS Word, MS Excel and Power Point. • Good Communication Skills in English, Hindi, Assamese. <p><u>Desirable Experience:</u></p> <ul style="list-style-type: none"> • Minimum 2 years of work experience preferably in a government setting. • Work experience in E-Governance projects, call centre, telephonic help line, will be preferred. <p><u>Age Limit:</u></p> <p>Should not be below 21 years and above 43 years as on 01.01.2023</p>
3	Scope of work	<ul style="list-style-type: none"> • Assign and distribute work, evaluate staff performance, interview and recommend the hiring of staff and recommend disciplinary action; coordinates shift schedules; coordinates leaves and holiday schedules to insure shift coverage as required. • Coordinates the training of ERSS staff by identifying training needs, selecting staff to provide internal training, monitoring progress; • Acts as department liaison in the area of public safety communications, making regular contact with user agencies to identify and solve problem. Investigates external and internal complaints through oral interviews, written report and review of audiotapes. • Ensures the proper maintenance of records relating to 112 calls. • Answer a multi-line phone system, providing information, referral or response as required to the public by applying extensive procedures and using sound judgment. • Receive, Prioritize, and handle multiple, simultaneous emergency and administrative phone call for assistance, evaluates and prioritizes the calls received and takes necessary action. • Process complaints and make appropriate referrals on a broad variety of public safety matters, that often require referring to or memorizing detailed reference materials and standard

		<p>operating procedures, including databases, maps, telephone listings, and other resources.</p> <ul style="list-style-type: none"> Identify, through appropriate and timely questioning of the caller, the nature of the problem; summarize the critical information for public safety first responders in the CAD (computer aided dispatch) system using correct grammar, spelling, and punctuation, and refer and classify calls according to the level of response required.
4	Remuneration	Consolidated remuneration of Rs 21000/- (Inclusive of all taxes, etc.)
5	Contract Period	<ul style="list-style-type: none"> Initially for one (1) year extended up to 03 years State/UTs Disaster Management Authority (SDMA) can terminate the contract at any time by giving one month's notice or the incumbent can also resign from the assignment by giving one month's notice to SDMA.
6	Selection Process	<ul style="list-style-type: none"> Skill Test as decided by the Authority

DRAFT TERMS OF REFERENCE FOR THE POST OF OPERATOR AT SEOC UNDER ERSS PROJECT

1.	Objective	<p><u>Objective</u></p> <ul style="list-style-type: none"> Fluent in local vernacular and Hindi/English Should be compassionate and good listener
2.	Qualification, Eligibility and experience and Age	<p><u>Qualification</u> Graduate in any discipline from a recognized Institution/University <u>Computer and Communication Skills</u></p> <ul style="list-style-type: none"> Proficiency in the use of internet based applications, MS Word, MS Excel and Power Point. Good Communication Skills in English, Hindi, Assamese. <p><u>Desirable Experience:</u></p> <ul style="list-style-type: none"> Minimum 1 year of work experience preferably in a government setting. Work experience in E-Governance projects, call centre, telephonic help line, will be preferred. <p><u>Age Limit:</u> Should not be below 21 years and above 43 years as on 01.01.2023</p>
3	Scope of work	<ul style="list-style-type: none"> Answer a multi-line phone system, providing information, referral or response as required to the public by applying extensive procedures and using sound judgment. Receive, prioritize and handle multiple, simultaneous emergency and administrative phone calls for assistance, evaluates and prioritizes the calls received and takes necessary action. Identify, through appropriate and timely questioning of the

		caller, the nature of the problem; summarize the critical information for public safety first responders in the CAD (computer aided dispatch) system using correct grammar, spelling, and punctuation, and refer and classify calls according to the level of response required.
4	Remuneration	Consolidated remuneration of Rs 18000/- (Inclusive of all taxes, etc.)
5	Contract Period	<ul style="list-style-type: none"> Initially for one(1) year extended up to 03 years State/UTs Disaster Management Authority (SDMA) can terminate the contract at any time by giving one month's notice or the incumbent can also resign from the assignment by giving one month's notice to SDMA.
6	Selection Process	<ul style="list-style-type: none"> Skill Test as decided by the Authority

Deputy CEO,
Assam State Disaster Management

Authority

18. Email ID, if any:

19. Telephone/ Mobile No.(s), if any:

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20. Distinction/ Award/ Special Achievements/ Extra Curricular Activities (attach a separate sheet if required):

DECLARATION

1. I hereby declare that I fulfil all the conditions of eligibility regarding age limits, educational qualifications, computer proficiency etc. prescribed for admission to the recruitment.
2. I have enclosed photocopies of certificates in support of my claim for Educational Qualification / Computer Proficiency and Age.]
3. I hereby further declare that all statements made in this application are true, complete and correct to the best of my knowledge and belief.
4. I understand that in the event of any information being found suppressed / false or incorrect or ineligibility being detected before or after the recruitment, my candidature / appointment is liable to be cancelled forthwith.

Place:

Date:

Signature of the Applicant

- **APPLICATION NOT SIGNED BY THE CANDIDATE WILL BE REJECTED.**
- **PHOTOCOPY AND SCANNED SIGNATURE WILL NOT BE ACCEPTED.**

NOTE:

Applicants are advised to submit the application well before the closing date so that it reaches **The Chief Executive Officer, Assam State Disaster Management Authority, Assam Secretariat, Opposite Secretariat Branch of SBI, Dispur, Guwahati-06**, on or before the closing date. Applications not received or delivered at ASDMA Office within the fixed date and time for the purpose or not submitted in the manner prescribed will not be considered. No application received after the closing date will be accepted under any circumstance.