



GOVERNMENT OF ASSAM
OFFICE OF THE MISSION DIRECTOR: : JAL JEEVAN MISSION, ASSAM
HENGRABRI, GUWAHATI – 781036

No. JJMA-43/HRD/2021/ Pt III / 3997

Date- 17.08.24.

ADVERTISEMENT


Applications are invited for Walk-in-interview for the below mentioned vacancy in Jal Jeevan Mission Assam on contractual Basis:

Name of Post	Nos. of Post	Remuneration in Rs. Per month	Required Qualification, Age & Experience	Date & Time of Walk-in-Interview	Venue
State Coordinator-Grievance Redressal	1	Rs. 40,000.00 (Rupees Forty thousand) only.	<ul style="list-style-type: none"> • B. E/ B.Tech in IT/Computer Science, B.Sc IT, MCA, MSC(IT/Computer Science) from a recognized University/Institution with Minimum 60 % marks. • 4-5 Years' experience in Citizen facing call Centre, preferably in Govt. Sector • Experience in handling campaigns and managing Call Centre Operations. • Strong understanding and hands on experience with Data visualization tools such as Power BI, Tableau, etc. • Good knowledge of KPIs and metrics for monitoring call centre efficiency and campaign performance. • Experience /know how of Call Centre Software and Tools. • Age Not more than 40 years as on 1st January 2024 	28-08-2024 Reporting Time - 09.30 AM-10:00 AM	O/o the Mission Director, JJM Assam

Junior Executive	2 (Two)	Rs. 25000.00/- Per month	<ul style="list-style-type: none"> The applicant must possess a Bachelor's Degree in Arts/Science/Commerce from a recognized University with minimum 60% The candidate must possess a minimum 6 (six) months Diploma/Certificate in computer proficiency from a recognized institute. He/She must have proficiency in Basic Computer Applications like MS-Office (Word, Excel, Powerpoint, Access), Internet etc. The candidate should not be less than 21 years of age and not more than 38 years of age as on 01/08/2024. 	27-08-2024 Reporting Time - 09.30 AM- 10:00 AM	
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- The reporting time for the **Walk In Interview** as mentioned above is in between 9:30 AM- 10:00 AM. No applicant will be entertained post 10:00 AM.
- In case of number of candidates for the post of **Junior Executive** is very high in comparison to the number of posts, a Screening test shall be conducted to minimize the number of candidates proportionately as deemed fit.

For further details, please visit the website of Jal Jeevan Mission, Assam. URL:
<https://jjmassam.in/index.php/main/pg/Recruitment>


 17/8/24
 Additional Mission Director (N/T)
 Jal Jeevan Mission, Assam

Terms of Reference (ToR)

Position: State Coordinator - Grievance Redressal for Jal Jeevan Mission Assam

1. Introduction

The Jal Jeevan Mission (JJM) is a flagship program by the Government of India aiming to provide safe and adequate drinking water through individual household tap connections by 2024 to all households in rural India. The State Coordinator - Grievance Redressal will play a pivotal role in ensuring effective grievance management, enhancing citizen satisfaction, and supporting the mission's objectives in Assam.

2. Role and Responsibilities

The State Coordinator - Grievance Redressal will be responsible for managing and overseeing the grievance redressal mechanisms, ensuring timely resolution of complaints, and improving the overall efficiency of the call centre operations. Specific responsibilities include:

- **Grievance Management:**
 - Oversee the entire grievance redressal process, ensuring timely and effective resolution of complaints.
 - Develop and implement strategies to reduce the turnaround time for grievance resolution.
 - Coordinate with various departments and stakeholders for prompt redressal of grievances.
 - Maintain an updated database of grievances and resolutions.

- **Call Centre Operations:**
 - Monitor and improve call centre operational efficiency using key performance indicators (KPIs) and metrics.
 - Ensure that the call centre team adheres to established protocols and provides high-quality service.
 - Conduct regular training sessions for call centre staff to enhance their skills and knowledge.

 - Implement best practices and innovative solutions to improve call centre performance.
 - Monitoring and Evaluation of call recording for quality check.

- **Campaign Management:**
 - Plan and execute citizen-facing campaigns to create awareness about Jal Jeevan Mission and its grievance redressal mechanisms.
 - Track and analyse campaign metrics to assess effectiveness and impact.
 - Collaborate with communication teams to design and disseminate campaign materials.

- **Data Visualization and Reporting:**

- Develop and maintain dashboards using tools like Power BI, Tableau, etc., to visualize data related to grievances, Call Centre operations, and campaign performance and data related to JJM Implementation etc.
- Generate regular reports and insights to aid in decision-making and strategy formulation.
- Ensure accurate and real-time data management and reporting.

- **Software and Tools Management:**

- Have a strong understanding of Call Centre software and tools to ensure seamless operations.
- Identify and recommend new tools and technologies to enhance grievance Redressal and Call Centre efficiency.
- Troubleshoot software issues and coordinate with IT support for timely resolution.

3. Required Qualifications and Experience

- **Education:**

1. B.E./ B. Tech in IT/ Computer Science, BSc IT, MCA, M. Sc (IT/ Computer Science) or MBA/PGDBM(IT) from a recognized University/ institution with minimum 60% marks.
2. Age not more than 40 years as on 1st January, 2024.

Experience:

- 4-5 years of experience/know how/exposure in a citizen-facing Call Centre, preferably in the government sector.
- Proven experience in handling campaigns and managing Call Centre operations.
- Strong understanding and hands-on experience with data visualization tools such as Power BI, Tableau, etc.
- Good knowledge of KPIs and metrics for monitoring Call Centre efficiency and campaign performance.
- Experience with Call Centre software and tools.

- **Skills:**

- Excellent communication and interpersonal skills.
- Strong analytical and problem-solving abilities.
- Ability to work collaboratively with diverse teams.
- Proficiency in data analysis and visualization.
- Strong organizational and time management skills.

4. Reporting and Accountability

The State Coordinator - Grievance Redressal will report to the Vertical Head/ Mission Director, Jal Jeevan Mission Assam. The coordinator will be accountable for achieving the targets and objectives set forth by the Mission and ensuring high standards of service delivery.

5. Location

The position is based in Assam, with occasional travel to districts as required.

6. Contract Duration

The initial contract will be for a period of **11 Months**, renewable based on performance and Mission's requirements.

7. Remuneration

The remuneration will be in the scale of **Rs 40,000 to Rs. 60,000** per month (Inclusive of all incentives & perks) based on the last salary drawn.

A handwritten signature in blue ink, followed by the date '17/8/24' written in blue ink.

Additional Mission Director (N/T)

Jal Jeevan Mission Assam

TERMS OF REFERENCE
JUNIOR EXECUTIVE

1. Job Title:

- Junior Executive

2. Department: Jal Jeevan Mission: Assam

3. Location: Key resource Centre, Guwahati or any establishment under PHED as per need.

4. Reporting To:

- The Junior Assistant will report to the Section Officer/Administrative Officer or any other designated officer as per the department's structure.

5. Key Responsibilities:

- Clerical Work:
 - Assist in daily clerical duties including typing, filing, data entry, and document management.
- Data Management:
 - Maintain records, files, and databases of the department, ensuring accuracy and confidentiality.
- Correspondence:
 - Draft, format, and process official letters, memos, and other communications.
- Office Support:
 - Support the administrative functioning of the office by handling phone calls, scheduling meetings, and managing office supplies.
- Computer Operations:
 - Perform regular data entry tasks and generate reports using MS Office tools.
- Public Relations:
 - Handle inquiries from the public or other departments, providing relevant information as required.
- Assistance in Departmental Tasks:
 - Assist senior officers in the execution of various departmental tasks as required.
- Compliance:
 - Ensure compliance with government rules and regulations in all administrative processes.
- Miscellaneous:
 - Perform any other duties as assigned by the supervising officer.

6. Working Hours:

- The standard working hours are from 9:30 AM to 5:00 PM, Monday to Saturday (except Govt holidays, 2nd/4th Saturday). However, the candidate may be required to work beyond these hours as per departmental needs.

7. Remuneration:

- The position offers a monthly salary as per JJM pay scale applicable to Junior Executives, along with other allowances and benefits as per government norms i.e Rs. 25,000/- per month

8. Contract Period:

The initial contract will be for a period of 11 Months, renewable based on performance and Missions/PHED's requirements.

9. Leave Entitlements:

- The Junior Executive will be entitled to leave as per JJM norms.

10. Performance Evaluation:

- The performance of the Junior Assistant will be evaluated periodically based on key performance indicators, punctuality, work quality, and adherence to office protocols.

11. Termination:

- The service of the Junior Assistant may be terminated with prior notice as per the applicable rules of the government for any misconduct or unsatisfactory performance.

12. Code of Conduct:

- The Junior Assistant is expected to adhere to the highest standards of professional conduct and integrity, complying with the rules and regulations of the government.

Educational Qualification:-

The applicant must possess a Bachelor's Degree in Arts/Science/Commerce from a recognized University with minimum 60%- **(Produce valid supporting documents in original.) and**

The candidate must possess a minimum 6 (six) months Diploma/Certificate in computer proficiency from a recognized institute. He/She must have proficiency in Basic Computer Applications like MS-Office (Word, Excel, Powerpoint, Access), Internet etc. **(Produce valid supporting documents in original.)**

ELIGIBILITY CRITERIA:

The candidate applying for the post of Jr. Executive must have registration in Employment Exchange of Assam /PRC issued in Assam for educational purpose as a proof of residency.

(Produce valid supporting documents in original.)

Age:-

The candidate should not be less than 21 years of age and not more than 38 years of age as on 01/08/2024.

[Handwritten Signature]
17/8/24

Additional Mission Director (N/T)
Jal Jeevan Mission : Assam