

GOVERNMENT OF ARUNACHAL PRADESH
DEPARTMENT OF DISASTER MANAGEMENT
ITANAGAR

Comp. No.:12369 File No.:DDM-12014/4/2021

Dated Itanagar, the 1st July 2023.**//ADVERTISEMENT//**

The Department of Disaster Management, Govt. of Arunachal Pradesh, Itanagar invites applications for Emergency Response Support System (ERSS) Project for Arunachal Pradesh under the National Disaster Management Authority (NDMA): -

Sl. No.	Name of the posts	Number of post	Remuneration per month	Educational Qualification required
1	Supervisor (contractual)	1 (one)	Rs. 21,000/- (fixed)	<ul style="list-style-type: none"> • Should be a Graduate with Technical Background (Computer Science/BCA, BSc(IT) from a UGC recognized University. • A candidate with MCA/M Tech in Computer Science from a recognized university is preferred. • Minimum 2 (Two) year of work experience in a government setting
2	Operator (Contractual)	6(six)	Rs. 18,000/- (fixed)	<ul style="list-style-type: none"> • Should be a Graduate with Technical Background (Computer Science/BCA, BSc(IT) from a UGC recognized University • Minimum 1 (One) year of work experience in a government setting

How to apply: - Application in prescribed format (available in website: <https://sdma-arunachal.in>) along with required certificates/documents, through proper channel, wherever applicable, should be submitted to the Directorate of Disaster Management, Govt. of Arunachal Pradesh, Daying Ering Colony, ESS Sector, Itanagar 791113 **on or before 04/08/2023** between 10 am to 2 pm.

The details of educational qualification, experience, and other eligibility criteria for the post and pro forma may be downloaded from the department website <https://sdma-arunachal.in> .

Sd/-Director
Department of Disaster Management

Signed by

Komkar Dulom

Date: 21-07-2023 13:28:51

TERM OF REFERENCE FOR THE POST SUPERVISOR (ERSS/DISASTER MANAGEMENT)

1	Name of the Post	Supervisor
2	Objective	<ul style="list-style-type: none"> ✓ Should have working knowledge of computers ✓ Fluent in local vernacular and Hindi/English ✓ Should be compassionate and pay attention to details. Good listener
3	Educational Qualification, and work experience	<p><u>Qualification:</u></p> <ul style="list-style-type: none"> ✓ Should be a Graduate with Technical Background (computer science) from UGC recognized university. ✓ A candidate with MCA/M.Tech in Computer Science from a UGC-recognized University is preferred. <p><u>Work Experience:</u></p> <ul style="list-style-type: none"> ✓ Minimum Two (2) years of work experience in a government setting.
4	Age Limit	21 to 37 years
5	Deliverables/Outcome or Scope of Work	<ul style="list-style-type: none"> ✓ Assign and distribute work, evaluate staff performance. ✓ Recommend disciplinary action; coordinates shift schedules; coordinates leaves and holiday schedules to ensure shift coverage as required. ✓ Coordinates the training of 112 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 problems. Investigates external and internal complaints through oral interviews, written report and review of audiotapes. ✓ Ensure the proper maintenance of records of 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 judgement. ✓ Receive, prioritize and handle multiple, simultaneous and administrative phone calls for assistance; evaluate and prioritizes the calls received and takes necessary action. ✓ Process complaints and make appropriate referrals on a broad variety of public safety memorizing detailed reference materials

TERM OF REFERENCE FOR THE POST SUPERVISOR (ERSS/DISASTER MANAGEMENT)

		<p>and standard 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.✓ They may be required to work 24 hours, 7 days a week, including Sundays and holidays.✓ Along with the ERSS duty, they will be required to perform the SEOC duty on rotation basis(Day and Night Shift)✓ Maintenance and updation of Department Website✓ Any other work assigned by the authority (NDMA/SDMA) from time to time
	Remuneration	<ul style="list-style-type: none">✓ Consolidated fee of Rs. 21,000/- (Twenty One Thousand Only) (Inclusive of all taxes, EPF etc.)
	Reporting Mechanism	<ul style="list-style-type: none">✓ Supervisor shall report to appropriate authority in State and shall maintain co-ordination with NDMA
	Contract Period	<ul style="list-style-type: none">✓ For a period of 12 months. Annual extension can be granted till the completion of the project/3 years subject to satisfactory performance of their duty.✓ State's 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.

GENERAL TERMS AND CONDITIONS FOR THE POST OF SUPERVISOR
/OPERATOR

1. The above post is purely on contractual basis for a period of 12 months (extension can be given till completion of the project, subject to satisfactory of their performance) and the selection will be done through viva-voice and computer skill test. **Application in sealed envelope along with required documents will be received on or before 04/08/2023 in the Office of the Directorate of Disaster Management, Govt. of Arunachal Pradesh, Daying Ering Colony, ESS Sector, Itanagar-791111.**
2. He/she would not be entitled to any claims, right, interests or further benefits in terms of regularization or consideration for further appointment to the said post or any other post under the Directorate of Disaster Management.
3. No Earned Leave is permissible during the contractual period except Casual Leave as per Central Civil Service rule.
4. During contract service, he/she is not entitled for medical reimbursement, winter allowances, children's education allowances, and reimbursement of tuition fee, leave travel concession, special compensatory allowances etc.
5. His/her services shall stand automatically terminated at the expiry of contract period.
6. Notwithstanding anything contained herein above, his/her services may be terminated at any time by the competent authority of the Disaster Management, if:
 - a. He/she is found to be guilty of any insubordination, intemperance or other misconduct or of any breach or non-performance.
 - b. If it is proved beyond doubt that the Department has incurred loss/damage due to his/her wilful act by way of theft, pilferage, damage etc. of any of the movable or immovable property of the department.
 - c. If he/she is incapable of discharging the duties upto the desired level assigned to the post for which he/she is bound to do according to demand of the job.
7. The appointment will stand cancelled in case he/she is employed in any government department.
8. The contract service is subject to termination at any time without assigning any reason thereof.
9. Other terms and conditions of the contract service, which are not specified herein, shall be governed as per orders/instructions issued by National Disaster Management Authority (NDMA)/State Government from time to time.
10. **Name of the short listed candidates, time and venue for the viva voice and computer skill test will be published in the office Notice board and website <https://sdma-arunachal.in/> . Candidates are, therefore, advised to visit the website regularly for any update on the recruitment process.**
11. No individual call letter for viva voice will be issued to any candidates.
12. Preference shall be given to APST candidates as per reservation policy of the govt, however, it is subject to satisfactory fulfillment of requisite educational qualifications and skill test.

Signed by

Komkar Dulom

Date: 21-07-2023 13:45:30

Director, DM

Govt. of Arunachal Pradesh, Itanagar