

## **1. Terms of Reference - Social Development Expert**

### **A. Background.**

The Government of Assam plans to transform the quality of inland water transport services and integrate high quality passenger and vehicle ferry services into Assam's wider transport network. The Government of Assam (GOA) has received funding from the World Bank to support the Assam Inland Water Transport Project (AIWTP) which has led to the establishment of Assam Inland Water Transport Development Society (AIWTDS), under the existing Directorate of Inland Water Transport Assam, to implement the project. AIWTD Society seeks to engage Social Development Expert for providing operational support for all safeguard activities envisaged under the project.

### **B. Key Responsibilities**

- Overall responsibility for overseeing the preparation, implementation and monitoring of Social Impact Assessment (SIA), Resettlement Action Plans (RAPs), Communication Strategy and implementation of communication action plan.
- Support AIWTDS in responding to queries from stakeholders.
- Organize and facilitate consultations and workshops with stakeholders.
- Prepare minutes and proceedings of consultations.
- Maintain and update the computerized data base related to the delivery of Resettlement Entitlements and generation of periodical progress reports.
- Manage Consultants responsible for the preparation of SIA and RAP.
- Review the output of Consultants.
- Coordinate with State Revenue Departments on matters related to land acquisition.
- Undertake field visits and organize focus group discussions with settlements around fixed terminals and others that may be affected by project and ancillary activities.
- Coordinate the meetings of various committees established for implementation of resettlement plans.
- Undertake field visits to review the progress at ground level.
- Manage the resettlement impact assessment studies and other studies related to resettlement.
- Set up system for grievance management as well as track and document grievances
- Capacity Building Activities:-General training of stakeholders; both class-room and on-site (including preparation of training material).
- Preparation of checklists/guidelines for sustainability of practices/long term usage by AIWTDS.
- Supervision and monitoring for compliance including inspections and preparation of reports thereof on the SIA and RAP studies by the Consultants and maintaining documentation of RAP Compliance.
- Reporting and Documentation:-Preparation of status/monthly/quarterly reports for AIWTDS and the World Bank on social aspects (such as Regulatory Clearances).
- Preparation of Compliance Reports for various stakeholder Ministries/Departments of the Government of India and the State Governments (if required).
- Reviewing of reports concerned with social aspects.

- Any other duties assigned by State Project Director or Additional State Project Director.

**C. Qualification:**

Master's/Post Graduate Degree in relevant discipline e.g., Social Work/Sociology /Anthropology

**D. Experience:**

- Minimum 10 years of experience in (land acquisition process), involuntary resettlement, stakeholder engagement & consultation and community participation, socio-economic surveys, conducting Social Impact Assessments, monitoring and implementation of Social Management Plans; preferably waterways, IWT or Port and Marine related infrastructure projects.
- Minimum 3 years of experience in any World Bank/ADB funded projects/Externally Aided Projects or similar Govt. of India funded projects/National level reputed projects.
- Knowledge/understanding of social impacts of large infrastructure projects; associated mitigation measures; and community consultations.
- Strong understanding and past experience of implementing World Bank Social Safeguard policies and ESHS guidelines;
- Field experience in assessing project site issues, vulnerabilities/risks as well as supervising/inspecting/monitoring projects during implementation to mitigate and monitor social impacts;
- Experience of working as social/resettlement official/expert for major Infrastructure projects;
- Familiarity with the working of State Government/Central Government/Projects funded by multi-lateral Agencies and preferably, work experience with a wide range of stakeholders including NGOs and international organizations
- Well versed with Central and States Acts and Policies related to land acquisition, provision of R&R, Labour laws etc.
- Familiar with World Bank, ADB, IFC and other multilateral funding agency's safeguard's policies and guidelines.
- Proficiency in use of Computers to manage data base and generation of reports (MS Word, Excel, and PPT) with overall good communication skills (in English and Hindi); knowledge of Assamese language is preferable.
- Have exposure to developmental sector aligned with National Sustainable development Goals and associated communication/advocacy and raise awareness among a wide spectrum of the populations and stakeholders.
- Have a fair knowledge of regulatory and legal environment related to development sector e.g. " Right to fair compensation and Transparency in land Acquisition Rehabilitation and Resettlement Act 2013 " domain knowledge of working of NGO/ charitable institutions in the country.

**E. Competencies Required:**

- Strong conceptual, analytical skills with clarity of thought process and problem solving skills.
- Ability to work under tight deadlines with excellent organizational skills.
- Ability to work independently and a good team player.

- Strong communication skills with the ability to clearly and concisely convey necessary information, explain reasoning, and support conclusions using data and facts.

**F. Place of Posting** – One position will be based out of Jorhat & another position will be at Guwahati.

**G. Age Criteria** – Not more than 50 Years as on 1<sup>st</sup> January, 2023.

**H. Period of Service:**

The contract shall be initially for a period of 1 (one) year with a provision of further extension on an annual basis up to the end of the project, subject to satisfactory performance as assessed by the State Project Director, AIWTD Society.

**I. Remuneration:**

The monthly remuneration would be Rs 60,000/- or 30% hike on the existing remuneration whichever is less. Depending on qualification, experience and competency of the candidate, the remuneration is negotiable.

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## **Terms of Reference – Communication & Media Expert**

### **A. Background**

The Government of Assam plans to transform the quality of inland water transport services and integrate high quality passenger and vehicle ferry services into Assam's wider transport network. The Government of Assam (GOA) has received funding from the World Bank to support the Assam Inland Water Transport Project (AIWTP) which has led to the establishment of Assam Inland Water Transport Development Society (AIWTDS), under the existing Directorate of Inland Water Transport Assam, to implement the project. AIWTD Society seeks to engage an individual Consultant for effective communication with internal and external stakeholders of the Project including common citizens for enhanced public awareness about the services/facilities that are delivered under the schemes & programmes of the Assam IWT Department, Govt. of Assam.

### **B. Key Responsibilities.**

- **Content Development** - Content development for brochures, flyers, leaflets, Advertisements, newsletters, and branding materials. Developing content for official website in coordination with concerned Officials of AIWTD Society. Basic designing, editing and proof reading of content. To develop the content for annual project report and other reports as required by WB.
- **Liaison** - Liaise with stakeholders in various official events, meetings, workshops etc. and prepare & maintain Minutes of the meeting for the same. Prepare press releases for any event organised by the Project or any event involving AIWT Project and Transport Department, Govt. of Assam. Day to day management of social media platforms of AIWTDS.
- **Outreach** - Develop IEC materials and appropriate communication strategy to reach out to the urban and rural masses to create awareness about the Project interventions, address issues related to gender sensitization, community issues, Grievance Redressal Mechanism of the Project etc in line with the World Bank communication outreach strategy. Web surfing to search relevant data & documents. Translation of Information, Education & Communication [IEC] material to local language.
- **Training, Reporting & Documentation** - Competency on training and facilitating various programs, events etc. Creative writing to document best practices, processes, success stories, blogs etc, Documentation of reports and creative writing.
- **Miscellaneous** – Handle social media project profile on FB/Twitter/Linked in etc. Post relevant project information/photos/videos on AIWTDS official website from time to time. Any other duties assigned by State Project Director /Additional State Project Director /Deputy State Project Director as appropriate.

### **C. Qualifications and Experience**

- Applicants must have a master's degree in Communications, Social Sciences, Administrative Sciences, Political Sciences, International Relations, Marketing, Journalism, or related fields.
- Minimum five (5) years of experience across communications and media strategy, media planning, content management, public relations, and digital/social media engagement.
- Good communication with high quality writing and drafting skills.
- Working knowledge of photo editing tools, audio-video editing tools.

**D. Age Criteria:** - Not more than 50 years as on 1<sup>st</sup> January, 2023.

### **E. Period of Service**

The duration of the assignment will be initially for a period of 1 year with a provision of further extension till such time and as decided by the State Project Director, AIWTD Society.

**F. Remuneration:** The monthly remuneration would be Rs 60,000/- or 30% hike on the existing remuneration whichever is less. Depending on qualification, experience and competency of the candidate, the remuneration is negotiable.

## **Terms of Reference – IT Support Executive.**

### **A. Background**

The Government of Assam plans to transform the quality of inland water transport services and integrate high quality passenger and vehicle ferry services into Assam's wider transport network. The Government of Assam (GOA) has received funding from the World Bank to support the Assam Inland Water Transport Project (AIWTP) which has led to the establishment of Assam Inland Water Transport Development Society (AIWTDS), under the existing Directorate of Inland Water Transport Assam, to implement the project. AIWTD Society seeks to engage IT support executive for overall control & monitoring of the Integrated Command Control Centre [ICCC].

### **B. Key Job Responsibilities**

- Maintains full ownership of lifecycle and Incident Management process. Ensuring all elements of the process, including Major Incident Management are implemented and operationally managed.
- Be responsible for providing technical support for a full range of business technology, including computer systems (hardware and software), network infrastructure, telecommunications circuits, mobile devices, telephone systems, and audio-visual equipment.
- The incumbent must be able to independently assess a reported problem or failure using diagnostic methods and tools, determine the likely cause and take appropriate action to resolve the problem in a timely manner.
- Collaborate with other resources (both internal and external), must understand system interdependencies and avoid unintentional interruption of services during troubleshooting and problem resolution
- The IT support executive will be responsible for overall management and operational control of the Integrated command control centre [ICCC] for a 24/7 operations
- Maintains the Lessons Learnt Log & create various Policy and Procedure documents.
- Provides first call resolution or triage for all incidents logged.
- Provides reports to an agreed schedule (or on request), including management summary, and detailed performance reports.
- Ensures accurate logging incidents, service requests, access requests and changes are timely addressed.
- Ensure that all data's are fed into the system in a timely and accurate manner. To ensure regular monitoring of Command Centre's activity and immediately escalate any unexpected events.
- Create Knowledge bank [KB] & ensure updates are uploaded in KB with all the troubleshooting performed and, if applicable, the resolutions are made.
- Utilize the KB and other support documentation to identify, isolate, diagnose and resolve end users technical problems and provide information and status as requested. Complete initial diagnosis and progress of all pending issues in a timely fashion.

- Escalate tickets to the appropriate Authority if required. Forward tickets/requests to 3rd party suppliers where necessary and manage progress of these through to final closure.
- Maintenance of IT hardware & software.
- Monitors Risks, Issues, Action Logs and Dependencies. Manage & control day-to-day administrative issues.
- Undertake scheduled maintenance activity & work with engineers to resolve issues
- Supports room based video conferencing on demand or as required.
- Any other tasks or projects assigned by the IT expert.
- Provide occasional out of office hour support as and when required and ready to work in scheduled time basis round the clock if required.

C. Qualification & Experience - B Tech/ BCA/BSC in Computer Science or Electronics. Minimum 5 years of experience in similar nature of work, wherein monitoring, controlling and operations are carried out. Experience in call centre operations is preferable with knowledge of database management system [DBMS], programming knowledge in frontend & backend. Knowledge of networking, network security, GPS/GIS technology, wireless communication would be an advantage.

D. Competencies Required:

- Strong conceptual, analytical skills with clarity of thought process and problem solving skills.
- Ability to work independently under tight deadlines.
- Excellent organizational skills & ability to handle calls & provide resolution. A good team player.
- Strong communication skills with the ability to clearly and concisely convey necessary information, explain reasoning, and support conclusions using data and facts.

E. Period of Service

The duration of the assignment will be initially for a period of 1 year with a provision of further extension till such time and as decided by the State Project Director, AIWTD Society.

F. Age: Not more than 45 years as on 1<sup>st</sup> January, 2023.

G. Remuneration

The consolidated remuneration will be in the range of Rs 25,000/- to 35,000/- per month. Or 30% hike on the existing remuneration whichever is less. Depending on qualification, experience and competency of the candidate, the remuneration is negotiable.