

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.**

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</p> <p><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	Skill Test as decided by the Authority

ASSAM STATE DISASTER MANAGEMENT AUTHORITY
ASSAM SECRETARIAT COMPLEX :: OPP. SECTT. BR. OF SBI :: DISPUR :: GUWAHATI :: 781 006.

Post applied for [please put (✓) mark against the post.

Operator for SEOC under Project ERSS of NDMA	
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Please read the instructions given below carefully:

While filling up the Application Form, an applicant is requested to note the following:-

- This application is a key part of the selection process. Fill each and every part of the Form carefully and completely. In case, any clause in the form is not applicable in your case, please write "Not Applicable" (NA) in the space provided.
- Incomplete applications will be rejected.
- Please enclose copies of mark-sheets of all Board/ University Examinations.
- Please enclose copies of work experience certificates, if any.
- Please enclose copies of relevant certificate relating to proficiency in Computer Application.
- The LAST DATE of submission should be strictly adhered to.
- Candidates are liable to be disqualified for furnishing false or wrong information.

FILL IN THE FOLLOWING IN CAPITAL LETTERS ONLY:-

1. Name of the applicant as recorded in HSLC or Equivalent Certificate:

2. Gender : Male Female

3. Date of Birth (as recorded in HSLC or equivalent certificate):

Date Month Year

4. Complete Age as on (01-01-2023) Years.

5. Caste: SC ST OBC Gen Please specify _____ (In case of SC/ST candidates proper caste certificate from the Competent Authority must be furnished.)

6. Name of Father:

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7. Name of Mother:

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8. Name of Spouse (if applicable):

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9. Present Occupation, if any:

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10. Educational Qualifications (HSLC/ HS onwards):

Name of Examination	Name of School/ College with full Address	Board/ Council/ University	Year of Passing	Class/ Div./ Grade	% of Marks obtained
(HSLC or Equivalent)					
(Higher Secondary)					
(Degree)					

11. Other Qualifications, If any:

12. Computer Proficiency (Yes/No):

13. Experience (Please give details thereof and use extra sheets, if necessary):

Name of Office / Organization	Designation	Period of service rendered			Pay drawn per month
		From	To	Total period (YY-MM-DD)	

14. Language(s) Known:

15. Employment Exchange Registration No., if any (Provide Photocopy of Registration Card, if any)

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16. Address for Correspondence:

Pin Code:

17. Permanent Address of the Applicant:

Pin Code:

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.