

APPOINTMENT OF PROJECT CONSULTANT IN SEVOTTAM TRAINING CELL

DETAILED TERMS AND CONDITIONS

1. Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievances and Pensions, Government of India, New Delhi is implementing a scheme for *Strengthening of State Administrative Training Institute and Central Training Institutes* during 12th Five Year Plan Period 2012-2017. Under this scheme, a Sevottam Training Cell (STC) has been created in the Centre for Good Governance, HCM RIPA, Jaipur. The STC is funded by Government of India from the financial year 2013-2014. The funding is permitted till **31 March 2017**.
2. Government of India has formulated a Quality Management System (QMS) in 2005 which is called Sevottam. The objective of the Sevottam framework is to organize service delivery processes in a manner that keep the needs of the service recipients as the focus. The framework of Sevottam empowers the service recipients with information on a service delivery, and seeks to establish a QMS that brings continual improvement in service delivery, till excellence is achieved.
3. The STC will develop an Action Plan for the year in consultation with Government of India. The plan will cover Sevottam related training programmes and capacity building proposals to provide consultancy services for implementing Sevottam project in all the district/departments of Government of Rajasthan. The Action Plan will cover all areas of public service delivery and build capacity of service providers for time bound service delivery. Besides, some IEC material on different components of Sevottam will also be developed by the Consultant.

4. The Cell will work under the overall supervision of Director (CGG) HCM RIPA, Jaipur. A Project Consultant **below the age of 65 years and experienced in governance in administrative reforms** will be appointed by the Centre for Good Governance. He/She will be responsible to prepare strategic action plan every year and implement the same not only for the HCM RIPA but also for Regional Training Centres located in Udaipur, Bikaner, Jodhpur and Kota. Several programmes could be organized at the Divisional/District level also.
5. *Honorarium:* As per Government of India norms he/she will be paid ₹ 40,000/- per month till the project duration. No other allowances will be payable to the Project Consultant. Tax deduction at Source (TDS) will be deducted from the monthly payment as per provisions of Income Tax Act 1961. An Agreement on Non-Judicial Stamp Paper will be executed between the Project Consultant and the Centre for Good Governance in which roles and responsibilities of each party will be defined. The CGG will provide secretarial assistance to Project Consultant. An Office Assistant and a Computer Operator will help him in running the STC. The office of STC will operate in HCM RIPA premises. Office equipment like computer, laser printer, UPS, LCD Projector and other office furniture shall be provided by the Centre for Good Governance.
6. *Roles and Responsibilities of Project Consultant:* The Project Consultant will have to organize minimum 20 training courses till the project duration in the State for which funds will be provided by the CGG. Besides off-campus training programmes, hands on training of officers of districts / blocks/gram panchayats will also be under taken by the Project Consultant. Project Consultant is also expected to prepare training modules on different aspects of Sevottam framework. In short, the framework covers : Citizen Charter, Grievance Redress Mechanism, Complaints, Citizen Friendly Administration, Sectoral Reforms in Water Supply, Sanitation, Women & Child Development, Public Health,

Consumer Affairs, Food Supply and other development areas, Preparation for User Manuals, Capacity building District/Block/Village Service Delivery, Creating awareness of Sevottam framework in Government Departments through training, Study of Impact of Citizen's Charter and Grievance Redress Mechanism in the State, Best Practices in Governance, Implementation of Public Service Guarantee Act and Right to Hearing Act, Participatory and inclusive Governance, creating awareness in frontline staff and citizens, improving forums like Jan Sunwai, Lok Adalats and others single window disposal system to expedite grievance redress, citizen satisfaction, service delivery capability, creating a citizen focus organization. Training related research/plan creation, printing and other documentation will be carried out by the Project Consultant. He/she will also document all training related activities conducted from time to time and will submit regularly on quarterly/annual basis to the Government of India. He/she will submit full documented report of activities undertaken by him/her by the end of March 2017.

7. Interested retired IAS or PCS (RAS) Officer experienced in Administrative Reforms and governance below the age of 65 years may apply on plain paper with a brief Resume and other documents showing experience in governance and reforms by **30th June 2016**. Application received after this date will not be entertained. **Appointment will automatically be discontinued on the date attaining the age of 65 years or after the end of project duration (31 March 2017).**
8. **Appointment of Project Consultant will be till 31 March 2017.** Failure in achieving project objectives and output will terminate the appointment of Project Consultant even before the notified date. Guidelines for implementing Sevottam have been issued by Government of India which can be seen in the office of Centre for Good Governance or on www.hcmripa.gov.in.

9. Application received by due date will be screened further by the Centre for Good Governance and a list of eligible persons will be put-up before the selection committee chaired by Chief Secretary, Government of Rajasthan.

Member Secretary (CGG)