



## **AITEC & CSD SOCIETY**

**Assam information Technology, Electronic & Communication and Citizen Service Delivery Society**

*(An Autonomous Body under Govt. of Assam)*

**Information & Technology Department, Assam**

Dispur, Guwahati-781006 (Assam, India)

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### **Terms of Reference (TOR) for Data Analyst**

#### **BACKGROUND AND OBJECTIVE:**

1. The Government of Assam (GoA) has created the AITEC & CSD Society in December 2023, as an autonomous body, under the Information Technology Department. The Project Management Unit (PCU) is headed by a State Project Director. The key mandate of the Society is to function as an autonomous body of the Government of Assam for implementing and monitoring, coordination and/or implementation of IT Policies / Projects and enhancing Citizen Centric Service Delivery Projects of the State funded through World Bank or any other externally financed/aided Projects or other Projects of any department as may be authorized by GoA from time to time.
2. The Government of Assam (GoA) is committed to improve governance in the state and public sector performance. It has already embarked upon a number of specific initiatives to support this objective. They include: the Right to Public Service Act (RTPS), RTI, a public grievance redress system, e-District, Common Service Centers, and establishment of State e-Governance infrastructure.
3. Affordable access to public services, especially for the poor people, is one of the key imperatives for inclusive growth. The Government of Assam (GoA) is committed to improve governance in the state and public sector performance and has recognized the need to strengthen the delivery of citizen-centric service and had therefore enacted the Assam Right to Public Services Act, 2012 (ARTPS) to ensure citizens' access to public services in timely, efficient and accountable manner. The Act enables the citizens of Assam to get notified public services within a stipulated timeframe and fixes responsibilities on public servants to provide these services in a time-bound manner. The GoA has also embarked upon a number of specific initiatives to support this objective, a public grievance redress system, e-District, Public Facilitation Centers, Common Service Centers, and establishment of State e-Governance infrastructure. AITEC & CSD Society is the implementing agency for the SEWA SETU Programme.
4. The AITEC & CSD Society aims to support the establishment of a Project Management Unit (PMU) to strengthen implementation of the Sewa Setu Programme and hence the PMU, AITEC & CSD is seeking an interested and qualified professional for the position of **Data Analyst** hereinafter referred as '**DA**' to be positioned at PMU on a full time basis.

#### **KEY TASKS AND RESPONSIBILITIES**

5. The **Data Analyst (DA)** shall work at the PMU and will report to the Project Director (PD).
6. The **DA** will have to attend PMU, wherever it is posted, on all working days from 9:30 AM to 5 PM unless he/she is on official tour as approved by State Project Director. He/she may also be required to attend office on holidays as and when so desired by State Project Director or Sr Project Lead, PMU for disposal of urgent matters. However, no extra remuneration will be paid for attending office on holidays.

7. S/he primary responsibility will be collection of data relating to delivery of services through various sources, through portal or through manual process, from various departments. And for that purpose, he will design the required format so that proper picture of service delivery may be made available to the head of the body.
8. S/he will from time to time study systems of data collection through various channels and portals of other states or organizations and suggest for incorporation in RTPS Portal.
9. S/he will also study the various areas of reporting on service delivery as well as formats thereof, of other states and accordingly draft the formats of collection and compilation of data on service delivery, and get it approved.
10. S/he shall prepare reports monthly, quarterly and annually on the performance in service delivery DPS wise, Service wise, Department wise and District wise, either with the help of IT System or manual one, and figure out the best performer and the least performer during the year. S / he will assist the SPL/ PMU in making correspondence to the departments concerned.
11. Data related to appeals, disposal of appeals, grievances received through portal or call center shall also be collected and collated on monthly basis. These shall be kept ready so that at any point of time, he can present to the higher authority after due approvals.
12. He shall collect data on call center performance, in terms of receipt of calls, response to citizens, and disposal of grievances. S/he will prepare monthly report in a defined format to be approved by PMU.
13. S/he will assist the Sr. Project Lead (SPL) PMU in making communication to the officials as and when necessary especially on service delivery matters. He will accordingly keep data of such communications and also the responses and action taken reports for appraisal of the SPL.
14. It will be her/his responsibility to arrange the meeting in time as per SOP of the SPL. S/he will prepare the minutes of all meetings of PMU, place it for approval and signature to the PD.
15. It will be her/his responsibility to provide data to the RTPS Commission on monthly basis.
16. S/he will perform all other activities as and when asked by the PD/SPL under PMU.
17. The tenure of **DA** is intended for a 1-year period and the continuity of the **DA** beyond one (1) year from the date of signing the agreement will depend upon his/her performance. The decision of the PD shall be final and binding in this regard. The contract management shall be done as per the AITEC & CSD Society's rules.
18. The contract with DA may be terminated by either side at any point of time during the contractual period by serving a 30 days' notice without assigning any reason and without thereby incurring any liability to the Govt. of Assam/PMU/AITEC & CSD Society. The assignment is purely contractual in nature and will not, under any circumstance, be extended beyond the scope of SEWA SETU. The AITEC & CSD Society or the Government of Assam will not undertake any responsibility for subsequent deployment of the consultant.
19. The DA shall not assign or sub-contract, in whole or in part, his obligations to perform under this Contract, except with the PD's prior written consent. The DA will have to serve the PMU on full time basis and provide services from the PMU at Guwahati. The resignation/termination shall be as per HR Policy of the AITEC & CSD Society.
20. The DA may be required to undertake field-visits and tours as per the project requirements, with prior approval of the PD.

### **Minimum qualifications & experience**

21. Minimum qualification shall have BE/B.Tech in Comp Sc /MSc in IT with minimum 5 years exp
22. **Skill:** Should have analytical and problem-solving skills, interpersonal and communication skills, time- management skills.
23. Strong mathematical skills to help collect, measure, organize and analyze data

24. Knowledge of programming languages like SQL, Oracle, R, MATLAB, and Python,
25. Technical proficiency regarding database design development, data models, techniques for data mining, and segmentation.
26. Experience in handling reporting packages like Business Objects, programming Javascript. XML, or ETL frameworks), databases
27. Proficiency in statistics and statistical packages like Excel, SPSS, SAS to be used for data set analyzing.
28. Adept at using data processing platforms.
29. Knowledge of data visualization software like Tableau, Qlik
30. Knowledge of how to create and apply the most accurate algorithms to datasets in order to find solutions.
31. Adept at queries, writing reports, and making presentations.
32. Detailed Tasks
  - I. Cleansing and preparing data.
  - II. Analysing and exploring data statistically.
  - III. Reports and dashboards.
  - IV. Working with programmers, engineers, and heads to identify process improvement opportunities, propose system modifications, and devise data governance strategies.
  - V. Preparing final analysis reports for the stakeholders to understand the data-analysis steps, enabling them to take important decisions based on various facts and trends.
33. Expected Outputs
  - I. 1 Needs assessment report
  - II. 2. Strategic Action Plan
  - III. 3 Knowledge Products
34. **Language:** Good command over English language, written and spoken.
35. **Age:** Minimum 25 years

**Remuneration and payment terms:**

36. Depending on the qualifications, experience, competencies, recent remuneration, etc. of the candidate, the consolidated annual remuneration for the DA will be in the range between Rs.9.00 lakh to Rs. 19.20 lakh per year. A higher start may be considered in case of exceptionally qualified candidates, possessing higher and qualitative experience as decided by PD. However, in case the selected candidate's current remuneration with 30% enhancement comes below Rs.9.00 lakh/year, the lower remuneration will be offered. The annual remuneration will be inclusive of performance-linked-incentive, communication allowance, health/service-related allowance, all taxes, cost of accommodation and food at Guwahati, conveyance to attend the office etc. The remuneration may be enhanced on an Annual Basis, as per provisions in the HR policy of the AITEC & CSD Society.

37. The remuneration will be given in equal monthly installments and the performance-linked-incentive will be given on quarterly basis based on the performance and achievement against the mutually agreed deliverables by the DA. Taxes as applicable shall be dealt with as per applicable laws. The remuneration may be enhanced on an Annual Basis, based on the HR Policy of the AITEC & CSD Society.

38. Travelling, Boarding, Lodging and Food expenses for approved official tours outside Guwahati will be reimbursed as per the HR Policy of the AITEC & CSD Society and as provided in the contract agreement. For travel outside the State, the Travelling and Boarding & Lodging expenses will be reimbursed as per the HR Policy of the AITEC & CSD Society and as provided in the contract agreement.

**Travel Requirements:**

39. The DA may be required to undertake field-visits as per the project requirements, with prior approval of the Administrative Officer, PMU/PD and the travel costs will be reimbursed as per the

HR Policy of the AITEC & CSD Society.

**Reporting and Performance Review:**

40. The Administrative Officer, PMU/PD will be the reporting and performance reviewing officer of the DA. The Administrative Officer, PMU shall quarterly review the quality of service and performance of the DA & shall submit the report to the PD, AITEC & CSD Society for its final review. The final authority on any issue(s) that may arise during the employment period of the DA shall be resolved by the Project Director, AITEC & CSD Society, and the decision taken by the PD shall prevail. The annual performance review will be done as per the HR Policy of the AITEC & CSD Society.

**Facilities to be provided to the DA:**

41. S/he will be given access to all documents, reports, correspondence, contacts available and any other information as deemed necessary for smooth accomplishments of tasks assigned.

42. S/he will be provided with office space in the concerned unit along with computer, printer, computer/ office consumables and internet.

43. S/he will be paid fixed monthly remuneration as per the contract agreement. No house rent allowance, or any other allowance shall be paid by the PMU. No other payment whatsoever (except reimbursement of travelling expenses and project allowance) shall be paid, except as agreed with the DA and by the PD, AITEC & CSD Society.

44. S/he will not be provided with any clerical assistance.

***Note: This is a draft ToR and PD, AITEC & CSD Society reserves the right to change, update or modify this ToR at any stage till the recruitment process is completed.***

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