

Terms of References (ToR) for hiring Manpower at District and Block Level under POSHAN Abhiyaan

Position	Consolidated Remuneration	Essential Qualification and Experience	Desirable	Scope of Work
District Coordinator	Rs. 30,000/- per month. Annual increase @ 3% of remuneration may be granted, subject to performance.	Graduate or Certification/ Diploma in Computer Science or IT <ul style="list-style-type: none"> • At least 2 years experience in application maintenance & support. • Good oral and written communication skills in local language. • Computer literacy must. • Willingness to travel a must. • Mandatorily local candidates should be engaged. 	<ul style="list-style-type: none"> • 4 years experience in application maintenance and support. • Formal training on IT/ computer • Experience working with technology and software application support • Proven ability to successfully handle multiple tasks within a team environment • Great attention to detail and problem solving skills 	<ol style="list-style-type: none"> 1. Supporting training of Block helpdesk in ICT-RTM. 2. Supervise Block helpdesk. 3. Support District level ICDS officials on usage of CAS system. 4. Escalate issues as needed. 5. Logging and managing issues in the Issue Tracker application (CAS application). 6. Provide general application support i.e. solve issues escalated from Block level in regard to mobile application, web application or reporting. 7. Extend help for lost/stolen phones. 8. Monitor worker activity reports. 9. Follow up on actions from activity reports. 10. Any other tasks that may be assigned by the Director.

Position	Consolidated Remuneration	Essential Qualification and Experience	Desirable	Scope of Work
Block Coordinator	<p>Rs. 20,000/- per month.</p> <p>Annual increase @ 3% of remuneration may be granted, subject to performance.</p>	<p>Graduate.</p> <ul style="list-style-type: none"> • At least 2 years experience of working with technology and software application support • Good oral and written communication in local language • Mandatorily local candidates should be engaged. 	<ul style="list-style-type: none"> • Formal training on IT/ computer • Worked with front line workers in any Social Development Program of Government • Proven ability to successfully handle multiple tasks within a team environment • Attention to detail and problem solving skills 	<ol style="list-style-type: none"> 1. Supporting training of AWWs and Supervisors in Information and Communication Technology enabled Real Time Monitoring (ICT-RTM). 2. Monitoring usage of ICT-RTM by AWWs by using CAS Reports and follow-up on low usage. 3. Providing in-person and over-phone troubleshooting support to users facing hardware or software problems with mobiles, tablets and basic issues with CAS application. 4. Logging issues in the Issue Tracker application, which is part of CAS. 5. Training reinforcement to AWWs identified as low performers using CAS Reports. 6. Providing performance feedback to AWWs. 7. Submitting phones to Original Equipment Manufacturer (OEM) for hardware replacement and repair. 8. Escalation of issues to Block/District Coordinator via the Issue Tracker application. Criteria for escalation will be defined in CAS Guidelines. 9. Supporting Block level ICDS officials on usage of CAS system. 10. . Any other task as indicated by CDPO.

<i>Position</i>	Consolidated Remuneration	Essential Qualification and Experience	Desirable	Scope of Work
Block Project Assistant	Rs. 15,000/- per month. Annual increase @ 3% of remuneration may be granted, subject to performance.	Graduate. <ul style="list-style-type: none"> • At least 1 year experience of working with Community/Local Government • Good oral and written communication in local language • Mandatorily local candidates should be engaged. 	<ul style="list-style-type: none"> • Worked with front line workers in any Social Development Program of Government • Proven ability to successfully handle multiple tasks within a team environment • Attention to detail and problem solving skills 	<ol style="list-style-type: none"> 1. Supervising overall implementation of the Mission activities in the block. 2. Organization/facilitation of the trainings of the ICDS Supervisors and AWWs in coordination with the District Team. 3. Making regular supportive supervision visits to AWCs, provide on-site support to AWWs and monitor implementation. 4. Preparing monthly progress/monitoring reports in the prescribed format and submit the same to the District Coordinator; etc. 5. Any other task as indicated by CDPO.