

Assam State Disaster Management Authority

Vacancy Announcement

Eligible candidates are invited for walk-in-interview and skill test for the following contractual positions under Assam State Disaster Management Authority (ASDMA):

Sl.No.	Name of the Post	No. of postions
1	Information Assistant for SEOC	01 (one) No.
2	ERSS Supervisor	01 (one) No.
3	ERSS Operator	01 (one) No.
4	Data Entry Operator	01 (one) No.

The Computer skill test (MS Office) and Viva Voce/Interview (Total marks = 100) will be conducted on 09-07-2025 (Wednesday) from 10:00 AM at the Assam Administrative Staff College, Khanapara, Guwahati-22

Candidate must be an Indian Citizen and should bring along with them Proof of identity (Voter ID/ Aadhar Card/ Pan Card/Driving License) and self-attested copies of their proof of age, educational qualification and working experience. No TA/DA will be provided for attending the interview. All candidates are to report at the venue by 10:00 AM and late reporting will lead to disqualification. The above mentioned position is purely temporary on contractual basis. Further claim for any regularization will not be entertained thereafter. Canvassing in any form will lead to cancellation of candidature. The decision of Assam State Disaster Management Authority shall be final and binding in all respects.

**Further details regarding age, requisite qualification and other eligibility criteria may be seen / downloaded at ASDMA website
<http://asdma.gov.in/> or <https://asdma.assam.gov.in>**

**Sd/-
Under Secretary &
Administrative Officer,
Assam State Disaster Management Authority.**

Name of the Post: Information Assistant for State Emergency Operations Centre (SEOC)

No of Posts: 01 (one)

Essential Qualification:

1. Higher Secondary passed or equivalent from a recognized Board or Educational Institution.
2. Necessary skills in Computer Application (MS Word, Excel, Power Point, Internet Surfing, etc.).
3. Fluency in spoken Assamese, English & Hindi.
4. At least 2 (two) years' experience in the relevant field.
5. Age of the applicant should not be below 21 years and above 43 years as on 01.01. 2025

Duties and responsibilities:

1. Information Assistants will ensure that all equipment are functional and if repairs are required, it has to be brought to the notice of In-Charge (IC) immediately.
2. Information Assistants will collect Telephone Bills and give the same to the IC for necessary payments every month to avoid disconnection of the same.
3. Any Information received from Revenue Circles/Police Control Room /News Channel or any other sources is to be noted down in Logbook/Register.
4. The Information will need to be verified or crosschecked with SDO (Civil)/CO/DPO, ASDMA /Police Control Room/ Police Station/ Fire Services of concerned area.
5. After verification by the above mentioned authorities Information will be disseminated to the designated Contacts through SMS/Phone. Detail reports once received will be disseminated through Email after approval of IC.
6. Concerned contact details available in EOC will need to be updated periodically by the Information Assistants every month or as and when necessary.
7. Verified Information will be disseminated to concerned Agencies i.e. Fire incident to Fire Services, Accident to 108/Medical, law & order situation to Police Control room with the help of APRO personnel when necessary (through WT Msg.).
8. Reports on Rainfall in the last 24 hours will be collected from IMD & reports on water level will be collected from Water Resources/ CWC by the Information Assistant deployed in the morning shift (6 AM to 2 PM) at 10 AM every day during the flood season.
9. Information Assistant deployed in the Morning shift (6 AM to 2 PM) will call ADC concerned/ DPO, ASDMA & CO of all Revenue Circles for flood report of the last 24 hours, every day between 8-10 AM during flood season. COs of all Circles will be requested to send the Flood report by Fax or Email before 12 Noon positively during flood season.
10. Report collected from the Revenue Circles will be compiled in prescribed formats by 12 Noon positively during flood season & Reports signed by IC will be sent to designated contacts over email and to designated faxed numbers.
11. FLEWS (Flood Early Warning System) information & any other information received will be disseminated to concerned Revenue Circles immediately after approval of the IC by the Information Assistant on duty during flood season.
12. Reports on any other incident like earthquake, etc. will have to be collected from IMD/USGS report and disseminated to all concerned officials after approval of the IC.

Duty Station: Assam State Disaster Management Authority, Janata Bhawan, Dispur-6.

Monthly Remuneration: ₹17092/- approx.

**TERMS OF REFERENCE FOR THE POST OF SUPERVISOR AT SEOC
FOR 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></p> <ul style="list-style-type: none"> • Post Graduate in any discipline from a recognized Institution/University. <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 2 years 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 01.01.2025</p>
3	Scope of work	<ul style="list-style-type: none"> • Assign and distribute work, evaluate staff performance, interview and recommend the hiring of staff and recommend disciplinary action; coordinates shift schedules; coordinates leaves and holiday schedules to insure shift coverage as required. • Coordinates the training of ERSS staff by identifying training needs, selecting staff to provide internal training, monitoring progress; • Acts as department liaison in the area of public safety communications, making regular contact with user agencies to identify and solve problem. Investigates external and internal complaints through oral interviews, written report and review of audiotapes. • Ensures the proper maintenance of records relating to 112 calls. • 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 call for assistance, evaluates and prioritizes the calls received and takes necessary action. • Process complaints and make appropriate referrals on a broad variety of public safety matters, that often require referring to or memorizing detailed reference materials and standard operating procedures, including databases, maps, telephone listings, and other resources. • 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 21000/- (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	<ul style="list-style-type: none"> • Skill Test as decided by the 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 01.01.2025</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	<p>Consolidated remuneration of Rs 18000/- (Inclusive of all taxes, etc.)</p>
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	<ul style="list-style-type: none"> • Skill Test as decided by the Authority

Name of the Post: Data Entry Operator

a) Number of Posts:

b) Reservation: Open

c) Age: Should not be below 21 years and above 43 years as on 01/01/2025.

d) Remuneration: Rs 17092/- per month (fixed)

e) Essential Qualification: Candidate must have passed PU/HSSLC or equivalent examination from a recognized University or Board/ Council.

f) Work Experience: Minimum 2 (Two) years working experience in relevant field.

g) Computer Knowledge: Should have computer skills, specially MS Word/ Excel/ PowerPoint/use of Internet. Candidate should have one-year certificate in computer application from Govt. recognized Institute.

h) Language Proficiency: Should have good reading and writing skills in English.

i) Typing Speed: Minimum typing speed of 40 (Forty) words per minute in English.

j) Duties and Responsibilities:

i. Collection, Collation and processing of information but confined to it alone.

ii. Provide assistants in MIS support coordination.

iii. Odd technical jobs in the course of operation of the computer system.

iv. Any other duties and responsibilities that may be assigned from time to time.

j) Duty Station: The Data Entry Operator will perform their duty under the direct supervision of the CEO, ASDMA.

Note: The decision of the Assam State Disaster Management Authority as to the eligibility or otherwise of a candidate for admission to the examination shall be final.