

F.No. 15011/08/2019-WS
Government of India
Ministry of Home Affairs
Women Safety Division

Date: 04/09/2019

NOTICE

Subject: Engagement of Technical Consultants for implementation of women safety initiatives- reg

Women Safety Division of the Ministry of Home Affairs invites applications for the following 5 positions of consultants, on contract basis, to strengthen the implementation of various women safety initiatives.

S.No	Name of the position	No. of Positions
1	Consultant (Operational Delivery Manager)	1
2	Consultant (Quality Control & Audit Manager)	1
3	Consultant (Training & Development Manager)	1
4	Consultant (Product Manager)	1
5	Consultant (Technology Services Manager)	1

2. The job-description, eligibility criteria, terms of reference, application form etc. are available on in the enclosed document.

3. MHA reserves the right to cancel the process of engagement at any time without assigning any reasons whatsoever.

4. Applications are to be submitted in the prescribed proforma available on MHA website <https://mha.gov.in/notifications/vacancies>. The last date for receipt of applications will be 15th October 2019. Only Shortlisted candidates will be called for interview. Incomplete applications or applications received after the due date will not be considered.

5. Eligible candidates may submit their applications to director-ws@gov.in or director-ws@mha.gov.in within due date along with scanned copy of self-attested educational and experience certificates.

By order

Encl: As above

(Anil Subramaniam)
Director (Women Safety) -MHA
Email: director-ws@gov.in

Copy to:

SO (IT), MHA with a request to upload on MHA website (14 pages)

Name of the Position: Consultant (Operational Delivery Manager)

Essential Qualification and Experience:

- a. B. Tech/ M.Sc. (Computer Science)/ M.C.A.
- b. Certified Project Management Professional/equivalent project management qualifications.

Desirable Qualification:

- a. MBA (Operations).
- b. Knowledge of PSAP contact centre operations/Police procedures/Emergency response procedures.

Key Performance Indicators:

- a. Launch of ERSS in all States/UTs
- b. Development of all products/services in ERSS
- c. Monitor physical and financial progress in ERSS and Safe City Project implementation
- d. Timely utilization certificates and release of funds for the projects
- e. Successful completion of any other tasks assigned.

Roles & Responsibilities:

- a. Develop mechanism for Stakeholder engagement and deployment of project products/solutions.
- b. Oversight of operational deployment.
- c. Monitor compliance with SOPs/Guidelines issued for the project.
- d. Establish & appraise performance against on-ground metrics.
- e. Analytics of on-ground operations to identify gaps & areas for improvement to advise stakeholders.
- f. Develop and manage financial plans.
- g. Ensure timely release of funds.
- h. Identify 'Best Practices', manage knowledge & documentation.
- i. Provide regular update on project implementation.
- j. Successful completion of any other tasks assigned by the competent authority.

Work Experience:

- a. 10-15 years of leadership experience in Operations
- b. Managing field teams (minimum strength of 200), in organizations with a minimum turnover of Rs. 50 Crore (Not applicable for retired persons)
- c. Should have planned, developed & deployed operational strategies to achieve performance and cost goals.

Reporting arrangement:

Consultant will report to the Director (Women Safety).

Name of the Position: Consultant (Quality Control & Audit Manager)

Essential Qualification and Experience:

- a. B. Tech/ M.Sc. (Computer Science)/ M.C.A.
- b. Quality certification like Six, Sigma Black-Belt, CMMi or equivalent.

Desirable Qualification:

- a. MBA (Operations)/Law-preferred but not mandatory.

Key Performance Indicators:

- a. Develop and institutionalize Quality Assurance
- b. Identity and set Tolerance limits
- c. Set up mechanisms for performance Audits & Continuous Improvement – preferably using Capability Maturity Model (CMM)
- d. Successful completion of any other tasks assigned

Roles & Responsibilities:

- a. Development & deployment of guidelines /SOPs for ERSS and Safe City Projects.
- b. Develop quality policy for project.
- c. Establish quality procedures, standards & specifications for the projects.
- d. Facilitate performance appraisals and third party audits by multiple stakeholders.
- e. Plan & conduct user / stakeholder testing of products/services of the complete or components of the ERSS & Safe City Projects (including user acceptance testing).
- f. Develop a strategic plan and framework for continuous process improvement in keeping with the objectives of MHA.
- g. Support engagement or procurement of the services and oversight of third-party auditors.

Work Experience:

- a. 10-15 years of leadership experience in quality assurance, especially of software products
- b. Managed alpha & beta testing of products/services prior to launch
- c. Should have achieved ISO or equivalent ratings for service delivery in last 3 years

Reporting arrangement:

Consultant will report to the Director (Women Safety).

Annexure-III

Name of the Position: Consultant (Training & Development Manager)

Essential Qualification and Experience:

- a. B. Tech/ M.Sc. (Computer Science)./ M.C.A.
- b. Knowledge of developing and deploying e-learning programs.

Desirable Qualification:

- a. MBA(HR) or equivalent experience preferred but not mandatory.

Key Performance Indicators:

- a. Strategy of capacity building in stakeholders
- b. Development of learning content
- c. Delivery mechanism for learning content
- d. Development of assessment & Certification tools
- e. Successful completion of any other tasks assigned

Roles & Responsibilities:

- a. Identify learning needs of multiple stakeholders
- b. Facilitate development of learning content, e-learning programs with assessment & certification of users and stakeholders.
- c. Ensure 24/7 availability of all e-learning modules across multiple screens – PC, mobile, tab etc.
- d. Grow the number of certified members among all stakeholders.

Work Experience:

- a. 10-15 years of leadership experience in training delivery
- b. Managed diversity
- c. Managed organization-wide change in last 3 years

Reporting arrangement:

Consultant will report to the Director (Women Safety).

Name of the Position: Consultant (Product Manager)

Essential Qualification and Experience:

- a. B. Tech/ M. Tech/M.Sc. (Computer Science)/ M.C.A.
- b. MBA.
- c. PMP/equivalent project management qualifications/applications
- d. Multiple development tools languages and programming like Java, Microsoft technologies, Python etc.

Key Performance Indicators:

- a. 24/7 uptime of all products. MIS and decision support tools and customer relationships.
- b. Successful completion of any other tasks assigned

Roles & Responsibilities:

- a. Develop immaculate product strategy, product life-cycle and control versions.
- b. Engage with all stakeholder groups to identify product/service needs/gaps periodically.
- c. Plan and manage product development projects for timeliness and minimize cost-over-runs.
- d. Architect solutions based on customer needs and requirements.
- e. Manage change.
- f. Identify, evaluate and integrate global best practices in product design, development & deployment.
- g. Engage with external design & development teams to facilitate integration with products/services.
- h. Guide or lead brand-led communications facing all stakeholders, in association with communications specialist.
- i. Develop new ideas & innovations to strengthen product/service delivery on-the-ground.
- j. Conduct research, product testing & sampling in market
- k. Document all processes & change.

Reporting arrangement:

Consultant will report to the Director (Women Safety).

Annexure-V

Name of the Position: Consultant (Technology Services Manager)

Essential Qualification and Experience:

- a. B. Tech/ M. Tech/M.Sc. (Computer Science)/ M.C.A.
- b. MBA.
- c. PMP/equivalent project management qualifications/applications
- d. Multiple development tools languages and programming like Java, Microsoft technologies, Python etc.

Key Performance Indicators:

- a. 24/7 uptime of all products. MIS and decision support tools and customer relationships.
- b. Successful completion of any other tasks assigned

Roles & Responsibilities:

- a. Manage vendor development team, review remedial processes and ensure delivery of technical assistance.
- b. Engage with operations team, product manager and vendor to identify and remedy issues and challenges.
- c. Drive data analytics and manage large data warehousing.
- d. Plan and deploy MIS and decision support tools for all projects of MHA.
- e. Generate timely MIS dashboards and reports for multiple stakeholders.
- f. Manage SLAs for hardware and software products.
- g. Engage with System Integrators to facilitate deployment and minimize downtime of all products/ services.
- h. Facilitate engagement or procurement of services of support vendors.
- i. Manage customer relationships with technical teams at multiple stakeholder locations.
- j. Support product manager in development of new products/ services.

Reporting arrangement:

Consultant will report to the Director (Women Safety).

APPLICATION FORM

1. Name of the position applying for:
2. Name of the candidate:
3. Father's Name:
4. Date of Birth:
5. Nationality:
6. Gender:
7. Permanent Address:

Self-attested
Passport Size
Photograph

8. Correspondence Address:

9. Contact Number:

10. Email Id:

11. Educational Qualifications (from graduation to professional qualification):

Sl.No	Name of the degree	Board / Institution / University	Year of passing	% of marks obtained

12. Details of courses/ Trainings attended, if any:

13. Work Experience/Employment Record (starting with present/last position, list in reverse order every employment held since graduation):

Sl.No	Employer / Organization	Designation	From (date)	To (date)	Duration (years.months)	Description of Duties

14. Languages Known (for each language indicate proficiency: good, fair or poor in speaking, reading and writing):

Language Known	Speaking Proficiency	Reading Proficiency	Writing Proficiency

15. Details of previous Consultancy, if any:

16. Additional information, if any which you would like to mention in support of your suitability for the post. Enclose a separate sheet, if need be:

17. Certification*

I, the undersigned certify that to the best of my knowledge and belief this application form correctly describes myself, my qualifications and my experience. I understand that nay willful misstatement described herein may lead to my disqualification or dismissal, at any stage.

[Signature of Applicant]

Name of the Candidate: _____

Date: _____

*Application with certification as above not duly signed by the candidate will be rejected at the outset.

Note:

1. Candidates must attach:
 - i. Self-attested copies of Certificates/Mark Sheets in support of the educational qualifications.
 - ii. Self-attested copies of experience certificate from respective employer clearly indicating the date of joining, nature of works done and date of relieving. For the current employment, a copy of employment letter issued by the employer indicating the date of joining.
2. Applications with insufficient information/without copies of self-attested certificates are liable to be rejected.

PROJECTS BRIEF

In the year FY 2018-19, responding to increasing brutality in heinous incidents of violence against women & children, the Government enacted the Criminal Law (Amendment) Act, 2018. The amendment prescribes stringent penal provisions including death penalty for rape of a girl below the age of 12 years, to deter violent crimes against women and children. To provide for swift administration of justice in such cases, the Act inter-alia also mandates completion of investigation in two months, and trials to be completed in a similar time period.

2. In order to ensure that the amendments in law effectively translate at ground level, and to ensure a stronger safety ecosystem for women, Government set up the Women Safety Division in the Ministry of Home Affairs on 28th May 2018. The new Division is responsible for policy formulation, planning, coordinating, resourcing and implementing projects/ schemes to assist States/ Union Territories to deter crime against women through timely investigations, building institutional capacity of all agencies through increased use of technology in delivery of justice, development of critical on-ground assets and efficient and effective administrative response to crimes against vulnerable groups.

3. The subject domain of the Women Safety Division includes the following:
- (i) IT enabling of law enforcement agencies to support timely investigations:
 - a. Crime & Criminal Tracking Network and System (CCTNS)
 - b. Investigation Tracking System for Sexual Offences (ITSSO)
 - c. Inter-operable Criminal Justice System (ICJS)
 - d. National Database on Sexual Offenders (NDSO)
 - e. Cyber Crime Prevention against Women & Children (CCPWC)
 - f. ePrisons suite of applications
 - g. National Automated Fingerprint Identification System (NAFIS)
 - (ii) Capacity building of law enforcement institutions to strengthen investigations and ensure unimpeachable convictions
 - a. Directorate of Forensic Science Services (DFSS) and its constituent CFSLs
 - b. Central Forensic Sciences Laboratory, CBI
 - c. Strengthening of Forensic Sciences Labs (FSLs)
 - d. LokNayakJayaprakash Narayan National Institute of Criminology & Forensic Sciences (LNJNNIC&FS)
 - (iii) Development of critical on-ground assets to provide timely & adequate response
 - a. Emergency Response Support System (ERSS)
 - b. Safe City Projects
 - c. Delhi Police programs for safety of women
 - d. Special Unit for Women & Children (SPUWAC) and Special Unit for North East Region (SPUNER)
 - (iv) Develop effective and efficient administrative response to prevent crimes against women & children of vulnerable groups
 - a. Anti-Trafficking Cell (ATC)
 - b. Prison Reform and the Institute for Correctional Action
 - c. SC/ ST Cell
 - (v) Crime Statistics to Inform policy and facilitate integrated strategies to address violent crimes
 - a. National Crime Records Bureau (NCRB)

4. Timely and adequate response in emergencies and on-ground assets like CCTV cameras or All Women Police Patrol or Police Posts are critical to safety of women in public places. These are the subject matter of the Emergency Response Support System (ERSS) and Safe City Projects respectively.

5. Under ERSS, a single pan-India emergency number (112), covering police, ambulance and fire tending services has been activated in 20 States/ UTs. The outcome of the project is to provide timely and adequate assistance to citizens in distress through the set-up of a call centre called the Emergency Response Centre (ERC) with computer aided dispatch of field resources to the location of the caller. Another key product is the '112 India' safety App with several advantages for women & children users, especially a 'Shout' feature to registered Volunteers for quicker assistance in emergencies. To facilitate the implementation of the ERSS project, MHA identified C-DAC as Total Service Provider, notified guidelines for the establishment & operations of ERCs, supported the development of a complete suite of software applications for the ERC operations, specified Mobile Device Terminals (MDTs) to be installed in emergency vehicles and SOPs for registration of volunteers. Currently, the MHA is investing in a communications and social awareness program to promote the use of 112 as the emergency number and 112 India mobile App as a critical safety ingredient for women & children. It is expected that ERSS project will be commenced in the remaining 16 States/ UTs by December 2019.

6. Safe City Projects are integrated and comprehensive projects for installation of technology assets like Automatic Number Plate Recognition CCTV cameras, drone based cameras; resources like All Women Patrols, Police Stations, Pink Toilets, first response vehicles etc.; and social awareness & outreach programs like self-defence training for women & children etc., being piloted in 8 cities of Ahmedabad, Bengaluru, Chennai, Delhi, Hyderabad, Kolkata, Lucknow & Mumbai. These projects have been proposed Police Commissioners & Municipal bodies of respective cities, after consultations with social stakeholder (women interest groups), Ministry of Women & Child Development (MWCD), Ministry of Urban Development (MoUD) and NGOs working in the space. They aim to fill gaps in existing assets as well as meet with the expectations and aspirations of the local communities. A total of Rs. 2,919.55 Crore has been committed for the projects in the 8 cities, over a 3-year time period, of which the first year's commitment of over Rs. 700 Crore has already been released to respective States. The outcomes of the projects are to deter crime & violence against women as well as support law enforcement agencies in timely investigations through evidences.

TERMS OF REFERENCE

1. JOB DESCRIPTION:

The job description of the following posts is given in Annexure I – V. Individuals willing to work as Consultants in the MHA may submit their detailed application form as per Annexure VI. A brief background of the Women Safety Projects is given in the Annexure VII.

S.No	Name of the post	No of Vacancies	Job profile
1	Consultant (Operational Delivery Manager)	1	Annexure I
2	Consultant (Quality Control & Audit Manager)	1	Annexure II
3	Consultant (Training & Development Manager)	1	Annexure III
4	Consultant (Product Manager)	1	Annexure IV
5	Consultant (Technology Services Manager)	1	Annexure V

2. PERIOD OF ENGAGEMENT

This is a contract based position, for a period of 3 years from the date of appointment, renewed annually, based on performance and on the needs of the projects at the time.

3. GENERAL REQUIREMENTS FOR CONSULTANTS:

- a. The candidate should have 10-15 years of experience in their respective field of expertise
- b. Age below 52 years on the date of application (in case of ret'd. person from Govts / PSUs applying for Consultant – Operational Delivery Manager maximum age limit is 62 years)

4. FEE PAYABLE TO CONSULTANTS:

The consolidated remuneration will be Rs. 2,25,000/- per month (max) with an annual increase of 10% subject to performance of the consultant. No other allowances would be reimbursed except reimbursement of TA/DA claims on outstation official duty.

5. PROCEDURE OF SELECTION OF CONSULTANTS:

Following procedure will be followed by the committee for selecting candidates for engagement as consultant:

- a. Scrutiny of applications
- b. Past experience
- c. Face to face interview

6. WORKING FACILITIES TO BE PROVIDED:

Only the basic working facilities/infrastructure will be provided to the Consultants. No Transport or Telephone/Internet facility at residence etc. shall be provided.

7. OTHER ENTITLEMENTS OF CONSULTANTS:

a. LEAVE:

Consultants shall be eligible for 8 days leave in a year on pro-rata basis. No other leave shall be allowed.

b. TA/DA:

No TA/DA shall be admissible for joining the assignment or on its completion. The Consultants would be entitled to draw TA/DA for work-related travel be at par with Under Secretary in the ministry.

c. ACCOMMODATION:

No accommodation or HRA will be provided by MHA.

d. POWERS:

The consultants shall not exercise any statutory, legal or financial powers.

8. CONFIDENTIALITY OF DATA AND DOCUMENTS:

The consultants shall not utilize or publish or disclose or part to third party any data or statistics or proceedings or information gathered during the course of this assignment without the written consent of MHA.

9. WORKING HOURS:

The consultants shall have to work as per the working hours of MHA and maintain attendance in Adhaar Enabled Biometric Attendance System. However, depending on the exigency of work, one may be required to come early or sit late to complete the time bound work. No extra remuneration or fee would be payable if work requires late sitting.

10. JOB LOCATION:

Ministry of Home Affairs (North Block / Major Dhyan Chand Stadium / Jaisalmer House / NDCC-II)

11. TAX DEDUCTION AT SOURCE:

The income tax or any other tax liable to be deducted, as per the prevailing rules will be deducted at source before effecting the payment, for which MHA will issue TDS certificates.

12. RIGHTS OF MHA

MHA reserves the right to cancel and not to proceed in the matter for engagement of consultants at any stage without giving any reason, whatsoever.

13. TERMINATION OF ENGAGEMENT:

MHA may terminate the contract if:

- The consultant is unable to accomplish the assigned works.
- Quality of the accomplished work is not to the satisfaction of MHA.
- The consultant fails in timely achievement of the milestones as decided by MHA.
- The consultant is found lacking honesty and integrity.
- Posting of a government official who could do the consultant's job.
- The contract can be terminated by giving fifteen days' notice in writing from either side.
- The termination will be without prejudice to either party's rights accrued before termination