

TERMS OF REFERENCE FOR THE POST OF DATA ENTRY OPERATOR AT STATE
EMERGENCY OPERATION CENTRE FOR
EMERGENCY RESPONSE SUPPORT SYSTEM (Dial-112)

1.	Objective	<u>Objective</u> <ul style="list-style-type: none"> • Should have working knowledge of computer • Fluent in local vernacular language (Konkani), Hindi & English • Should be compassionate and pay attention to details. • Good listener.
2.	Qualification Eligibility and experience	<u>Qualification</u> <ul style="list-style-type: none"> • Should be a Higher Secondary Education (10+2) with Basic Computer Knowledge. <u>Experience:</u> <ul style="list-style-type: none"> • Minimum 1 years of work experience preferably in a Government setting. • Work experience in call center, telephonic help line will be preferred.
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 receive 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 CDA (computer aided dispatch) system using correct grammar, spelling and punctuation and refer and classify calls according to the level of response required.
4.	Age limit	The maximum age limit will be 35 years
5.	Remuneration	Consolidated fee of Rs. 18000/- (Inclusive of all taxes, EPF etc.)
6.	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 months' notice or the incumbent can also resign from the assignment by giving one month's notice to SDMA.

TERMS OF REFERENCE FOR THE POST OF SUPERVISOR AT STATE EMERGENCY
OPERATION CENTRE FOR
EMERGENCY RESPONSE SUPPORT SYSTEM (Dial-112)

1.	Objective	<u>Objective</u> <ul style="list-style-type: none"> • Should have working knowledge of computer • Fluent in local vernacular language (Konkani) Hindi and English • Should be compassionate and pay attention to details. • Good listener.
2.	Qualification Eligibility and experience	<u>Qualification</u> <ul style="list-style-type: none"> • Should be a graduate preferably from a technical background. <u>Experience:</u> <ul style="list-style-type: none"> • Minimum 2 years of work experience preferably in a Government setting. • Work experience in call center, telephonic help line will be preferred.
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 112 staff by identifying training needs selection 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 problems 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 calls for assistance evaluates and prioritizes the calls received and takes necessary action. • Process complaints and make appropriate referrals on a board 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 caller, the nature of the problem summarize the critical information for public safe 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.	Age limit	The maximum age limit will be 35 years
5.	Remuneration	Consolidated fee of Rs. 21000/- (Inclusive of all taxes, EPF etc.)
6.	Contract Period	<ul style="list-style-type: none"> • Initially for one (1) year extended up to 03 years

		<ul style="list-style-type: none">• State/UTs Disaster Management Authority (SDMA) can terminate the contract at any time by giving one months’ notice or the incumbent can also resign from the assignment by giving one month’s notice to SDMA.
--	--	---