

TERMS AND REFERENCE

For Management of Ward Offices by Mission Shakti SHG during the Year 2023-24

As a part of the 5T governance framework of Government of Odisha, the ward offices are operationalised since August 2019. Taking forward this transformative agenda to a next level and making it more people centric, the Government in Housing and Urban Development Department has decided to transform all Ward Offices across Urban Local Bodies (ULBs) and the same will be managed by the Mission Shakti SHGs. In this connection, "Expression of Interest" is invited from interested Mission Shakti Groups as per the following terms.

1. The last date for submission of the Expression of Interest (EOI) is on 20.12.2022 at 5.30 P.M. and the technical bid will be opened on 21.12.2022 at 12.00 P.M. in the conference hall office of Karanjia N.A.C.
2. The interested Mission Shakti SHGs may download the EOI documents including formats of Technical Bid from the Karanjia N.A.C. website <http://www.karanjianac.in>
3. The EOI will be valid up to the end of the 20.12.2022.
4. The authorized representative of the bidding Mission Shakti SHG will be present at the time of opening of the EOI. In case of absence of the bidders or their representative, the Committee has the right to open the EOI.
5. The bids will be evaluated on the basis of criteria such as year of Group Formation, Group Management, PAN Number, Involvement in IGA, Financial Behaviour, Group Integrity and Qualification of members by a committee constituted for the purpose and the findings of committee will be final and binding. The same cannot be challenged at any forum thereafter. Intending bidder will have to submit under taking in this regard.
6. The ULB with its representative the Executive Officer reserves the right to reject the bid quoted by Mission Shakti SHG, if not satisfied with concerned Mission Shakti SHGs' credibility and past performance record.
7. No communication shall be entertained over telephone, Fax, email or in person questioning the decision of the committee.
8. Any dispute arises over the quality of the service will be verified by the designated officials of ULB.
9. There should not be any precondition of advance payment or time limit, what so ever. The bid submitted will be taken as absolute without any precondition
10. The Mission Shakti SHG will be empaneled for one subsequent year for management of the ward office. The contract extension may be happening on the basis of satisfactory services and an evaluation report by the ULB

11. An undertaking in a Rs.10/- non-judicial stamp paper stating the following must be attached with the bid.

- I (name designation and group name) will be responsible for managing the ward office No....
- Our Mission Shakti SHG (name of the Mission Shakti SHG) belongs to the ward No. -----.
- All the members of our Mission Shakti SHG are following the Panchasutra.
- (the name of the Mission Shakti SHG or member) is not in default on a loan obtained from a bank or a non-bank financial institution (NBFI).
- If we (name of the Mission Shakti SHG fail to deliver our responsibility or deliverables during the contract period after selection, we will not be considered for government programmes for the next two years.
- We (the name and address of the Mission Shakti SHG have not been blacklisted in any previous assignment.
- We will abide by the terms of the Memorandum of Understanding (MOU) between the ULB and the group.

12. Only the qualifying Mission Shakti SHGs will be considered for the said assignment.

13. Eligibility criteria for Mission Shakti SHGs

SL No	Parameter	Criteria
1.	Group Formation	On or before 01. 04. 2019
2.	Group Management	Strictly adhering to Panchasutra (Regular Meetings, Regular Savings, Regular Internal Lending, Regular Repayment, Regular Record Keeping)
3.	PAN Number	Must have Permanent Account Number (PAN)
4.	Involvement in IGA	Most Have been previously engaged in Income Generating Activities.
5.	Financial Behaviour	No financial irregularities (such as Loan declared as NPA, write off, one time Settlement of loan etc.
6.	Group Integrity	No record of involvement in any anti-social or criminal activities.
7.	Qualification	The minimum qualification of any member of the group should be matriculation or above.

14. Terms of Engagement

- a) The engagement of Mission Shakti SHG is purely on voluntary basis with incentive to encourage community participation in urban governance for transformation of functioning of ward office.
- b) The ULB will sign anMoU with the selected Mission Shakti SHG with detailed terms of reference.
- c) The period of engagements of Mission Shakti SHG is particularly for the period mentioned in the MOU.
- d) Mission Shakti SHG members cannot claim to be an employee or permanent staff of the Ward Office.
- e) The selected Mission Shakti SHGs will be thoroughly trained on the functioning of ward office and their duties and responsibilities.

15. Role and responsibility of Mission Shakti SHG assigned to manage ward office

The Mission Shakti SHG will be responsible for the day-to-day functioning of ward office.

- a) One of its member will be engaged as the Ward Coordinator, who will manage the ward office mainly for information dissemination about various schemes and programmes, record the queries and grievances of citizens and forward those to the respective officers.
- b) Facilitate collection of various user charges namely Water/Property/Holding Tax and other Municipal dues i.e. stall fees, trade license, etc. from the resident of in the ward area.
- c) Facilitate hosting events on the dates of National and State significance falling on January 01, January 26, March 05, April 01, August 15, August 31, and October 02 every year.
- d) Facilitate organising periodical ward level meetings like monthly and special meetings and when convened.
- e) Mobilise the community for their awareness and active participation in urban governance.
- f) Facilitate activities of ward office as “Emergency Office” in the time of emergency.

16. Eligibility criteria for Ward Coordinator

- The Ward Coordinator (WC) must have an educational qualification of graduation in any subject. Qualification can be relaxed upto matriculation in case of non-availability of graduate or higher secondary passed candidates.
- Proficiency in computer operation.
- Must be an active member of a Mission Shakti SHG.
- Must have active bank account, PAN card and Aadhaar number.
- Must not have defaulted repayment to any loan taken from Group or personally
- Must not have any criminal case against the member.

17. Duties and Responsibilities of Ward Coordinator

- a) Be the care taker of the Ward Office with responsibility of being the custodian of keys of such offices.
- b) Assist the Ward Officer in discharging his/her official responsibilities.
- c) Assist the Ward Officer in supervising the sanitation activities within their respective wards.
- d) Facilitate collection of Municipal revenues such as holding tax, trade license, SWM user fees, water sewerage charges, and other such revenues.
- e) Facilitate assessment and reassessment drives for property tax.
- f) Ensure proper house-keeping and facility management of the Ward Office, which involves payment of utility bills and similar other activities.
- g) Assist in maintenance of cash book for recording financial transactions with respect to ward office and municipal services extended at such offices
- h) Any other duty assigned by the Government from time to time

18. Incentives and payments

- a) A monthly incentive of Rs. 12,000/- will be paid Mission Shakti SHG which includes the honorarium of WCRs. 10,000/- and Rs. 2,000/- as service fee to the Mission Shakti SHG.
- b) For any additional work, no additional payment is to be made.

Which MSGs are not eligible to submit Expression of Interest (EOI)

- Mission Shakti Groups already engaged in activities such as Aahaar, SeTP, Chhatua Production, etc. are not eligible to apply.