



Government of Odisha
Housing & Urban Development Department
3rd floor, Kharavel Bhavan, Unit-V, Bhubaneswar, PIN:751001

File No.: HUD-FUND-SCH-0004-2022 Letter No.: 20414 Date 03/12/2022

From

Sri Pravat Kumar Mohapatra, OASS
Additional Secretary to Government

To

The Municipal Commissioners (All Municipal Corporations)
The Executive Officers (All Municipalities & N.A.Cs)

Sub: Strengthening of Ward Office across all Urban Local Bodies of the State

Ref: Letter No.19356, dated 19.11.2022

Madam/ Sir,

With reference to the letter cited above on the captioned subject, I am directed to say that activities & timeline for commissioning of Ward Offices 2.0 have been assigned to different stakeholders. Accordingly, the sample Expression of Interest (EOI) for Engagement of Suitable community bases organisation for Management of Ward Office and contract agreement between MSG & ULB for management of Ward Office are sent herewith for kind reference.

You are requested to customise the above sample documents as per the requirement of your ULB and ensure execution of the same in scheduled time for commissioning of the Ward Office in your ULB unflinchingly.

Yours faithfully,

Additional Secretary to Government

Memo No. 20415 /HUD, Date 03/12/2022

Copy forwarded to all collectors & DM / all PD, DUDAs for information and necessary action.

Additional Secretary to Government

< NAMEAND ADDRESS OF THE URBAN LOCAL BODY>

Expression of Interest (EOI)
for Management of Ward Offices by Mission Shakti SHG During the Year 2023-24

No _____

Date _____

<Insert the name of ULB>, invites Expression of Interest in sealed cover from interested Mission Shakti SHGs to be engaged for managing Ward Offices of Urban Local Bodies (ULBs) during the Year 2023-24. The sealed Expression of Interest should be submitted to the address of respective ULBs on or before date-----, Time----- by registered/speed post only.

The Technical Bid will be opened on date----- at -----(time) in the conference hall of ULB. The sealed envelope should be superscripted with “**EOI for Management of Ward Offices by Mission Shakti SHGs, 2023-24**”. The detailed terms and conditions of the Expression of Interest is available in website.

<http://www.<insert the web site of ULB>>

Sd/-

Municipal Commissioner/ Executive Officer

<Insert the name of ULB>

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 -----(date) at----- (time) and the technical bid will be opened on -----(date) at----- (time) in the conference office of -----(ULB name).
2. The interested Mission Shakti SHGs may download the EOI documents including formats of Technical Bid from the <ULB> website <http://www.<insert the website of ULB>>
3. The EOI will be valid up to the end of the -----
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 SHG s' 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 an MoU 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 SHG s 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 WC Rs. 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.

< Insert Name and address of ULB >

Expression of Interest (EOI)
for Management of Ward Offices by Mission Shakti Groups During the Year 2023-24

Last Date: _____

Technical Bid

SL No	Item	Details
1.	Name of the Mission Shakti SHG	
	MISSION SHAKTI SHG Registration Number	
	MISSION SHAKTI SHG PAN Number	
	Communication Address	
	Contact Phone number	
2.	Documents to be furnished	
	i. Group Profile (Annex as Form-B)	
	ii. MISSION SHAKTI SHG Registration Sheet (downloaded from portal)	
	iii. Bank Passbook front page photocopy	
	iv. Bank account statement for last 3 months	
	v. PAN Card photocopy (attested)	
vi. Resolution copies of group meeting for last 6 months.		
3.	An undertaking in a Rs.10/- Non-Judicial stamp paper stating the following has to be attached with the technical bid: <ul style="list-style-type: none">➤ I (name designation and group name) will be responsible for managing the ward office.➤ 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	

	<p>obtained from a bank or a non-bank financial institution (NBFI).</p> <ul style="list-style-type: none"> ➤ 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. 	
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DETAIL OF WARD COORDINATOR PROPOSED

Name	Education Qualification	Computer Knowledge	Account/PAN Details	Default If Any in Loan	Remark on Black listing Status

Annexure-B : Group Profile

<p>Name of the MSG registration number</p>

Group detail:

 Month – Year of Registration <input style="width: 100%; height: 20px;" type="text"/>	 No of members <input style="width: 100%; height: 20px;" type="text"/>	 Are they enrolled with ALF? <input type="radio"/> <input checked="" type="radio"/>
 Type of Group <input style="width: 100%; height: 20px;" type="text"/>	 Ward <input style="width: 100%; height: 20px;" type="text"/>	 Are they registered at CLC? <input type="radio"/> <input checked="" type="radio"/>
 Bank Account Opened <input style="width: 100%; height: 20px;" type="text"/>	 Name of Bank <input style="width: 100%; height: 20px;" type="text"/>	 RF Received <input type="radio"/> <input checked="" type="radio"/>
 Does SHG member have Business/ Enterprise? <input style="width: 100%; height: 20px;" type="text"/>	 What is the enterprise of the SHG member? <input style="width: 100%; height: 20px;" type="text"/>	 Has SHG member taken Loan for business enterprise under SEP? <input type="radio"/> <input checked="" type="radio"/>
 Have they signed any MOU/contract with ULB? <input style="width: 100%; height: 20px;" type="text"/>	 Have they received Skill Training? <input style="width: 100%; height: 20px;" type="text"/>	

Member detail

SL No	Name of Member	Existing livelihood	No of family member	Area of Residence	Contact No
1	2	3	4	5	6



ପୌର ସଂସ୍ଥାର ନାମ ଓ ଠିକଣା

୨୦୨୩-୨୪ ବର୍ଷ ନିମନ୍ତେ ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀ ଦ୍ୱାରା ଖର୍ଚ୍ଚ ଅର୍ପିତ୍ ପରିଚାଳନା ନିମନ୍ତେ
ଅଭିବ୍ୟକ୍ତି ପ୍ରକାଶନ (ଏକ୍ସପ୍ରେସନ୍ ଅଫ୍ ଇଣ୍ଟେରେଷ୍ଟ୍)

ସଂଖ୍ୟା _____

ତାରିଖ _____

ପୌର ସଂସ୍ଥାର ନାମ ୨୦୨୩-୨୪ ବର୍ଷ ନିମନ୍ତେ ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀ ଦ୍ୱାରା ପୌର ସଂସ୍ଥା ମାନଙ୍କର ଖର୍ଚ୍ଚ ଅର୍ପିତ୍ ପରିଚାଳନା ନିମନ୍ତେ ମୁଦା ଲଫାଫାରେ ଅଭିବ୍ୟକ୍ତି ପ୍ରକାଶନ (ଏକ୍ସପ୍ରେସନ୍ ଅଫ୍ ଇଣ୍ଟେରେଷ୍ଟ୍) ଆହ୍ୱାନ କରୁଛନ୍ତି। ଏହି ମୁଦା ଲଫାଫାରେ ଅଭିବ୍ୟକ୍ତି ପ୍ରକାଶନ (ଏକ୍ସପ୍ରେସନ୍ ଅଫ୍ ଇଣ୍ଟେରେଷ୍ଟ୍) ସମ୍ପୂର୍ଣ୍ଣ ପୌର ସଂସ୍ଥା ଠିକଣାରେ ରେଜିଷ୍ଟର୍ଡ୍/ସ୍ୱୀଡ୍ ପୋଷ୍ଟ୍ ଜରିଆରେ ତା ----
-----ସମୟ-----ସୁଦ୍ଧା ପହଞ୍ଚିବା ଆବଶ୍ୟକ।

ଚେକ୍ କିମ୍ବା ବିଡ୍ ସମ୍ପୂର୍ଣ୍ଣ ପୌର ସଂସ୍ଥା ସଭାଗୃହରେ ତା -----ସମୟ-----ରେ ଖୋଲାଯିବ। ମୁଦା ଲଫାଫା ଉପରେ “୨୦୨୩-୨୪ ବର୍ଷ ନିମନ୍ତେ ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀ ଦ୍ୱାରା ଖର୍ଚ୍ଚ ଅର୍ପିତ୍ ପରିଚାଳନା ନିମନ୍ତେ ଅଭିବ୍ୟକ୍ତି ପ୍ରକାଶନ (ଏକ୍ସପ୍ରେସନ୍ ଅଫ୍ ଇଣ୍ଟେରେଷ୍ଟ୍)” ଶିରୋନାମା ସ୍ୱୟଂ ରୂପେ ଲେଖାଯିବା ଆବଶ୍ୟକ। ଏହି ଅଭିବ୍ୟକ୍ତି ପ୍ରକାଶନ ର ବିଷ୍ଣୁତ ସୁଚନା ନିମ୍ନୋକ୍ତ ୱେବ୍ ସାଇଟ୍ ରେ ମିଳିପାରିବ।

ପୌର ସଂସ୍ଥାର ୱେବ୍ ସାଇଟ୍

ସ୍ୱା/-

ମୁ୍ୟନିସିପାଲ୍ କମିଶନର୍ / ନିର୍ବାହୀ ଅଧିକାରୀ

**୨୦୨୩-୨୪ ବର୍ଷ ନିମନ୍ତେ ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀ ଦ୍ୱାରା ଖର୍ଚ୍ଚ ଅର୍ପିତ ପରିଚାଳନା ନିମନ୍ତେ
ସମର୍ଥ ଓ ସର୍ତ୍ତାବଳୀ (ଚର୍ଚ୍ଚା ଆଣ୍ଡ ରେଫରେନ୍ସ)**

ଓଡ଼ିଶା ସରକାରଙ୍କର 5T ସୁଶାସନ ବ୍ୟବସ୍ଥାର ଅଂଶ ସ୍ୱରୂପ 2019 ମସିହା ଅଗଷ୍ଟ ମାସ ୦୧ରୁ ଖର୍ଚ୍ଚ ଅର୍ପିତ ସମୂହକୁ କ୍ରିୟାଶୀଳ କରାଯାଇଛି। ଏହି ଅଭିଯୁକ୍ତଙ୍କୁ ଆହୁରି ଆଗକୁ ନେଇ , ଗୃହ ନିର୍ମାଣ ଓ ନଗର ଉନ୍ନୟନ ବିଭାଗ ପକ୍ଷରୁ ରାଜ୍ୟବ୍ୟାପୀ ପୌର ସଂସ୍ଥା ମାନଙ୍କର ଖର୍ଚ୍ଚ ଅର୍ପିତ ସମୂହର ରୂପାନ୍ତରଣ ନିମନ୍ତେ ନିଷ୍ପତ୍ତି ଗ୍ରହଣ କରାଯାଇଛି, ଏବଂ ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀ ଦ୍ୱାରା ଖର୍ଚ୍ଚ ଅର୍ପିତ ପରିଚାଳନା ନିମନ୍ତେ ବିଧିବଦ୍ଧ ସ୍ଥିର କରାଯାଇ ନିମ୍ନ ସର୍ତ୍ତାବଳୀ ଅନୁଯାୟୀ ଅଭିବ୍ୟକ୍ତି ପ୍ରକାଶନ (ଏକ୍ସପ୍ରେସନ୍ ଅଫ୍ ଇଣ୍ଟେରେଷ୍ଟ୍) ଆହ୍ୱାନ କରାଯାଇଛି।

୧. ଏହି ଅଭିବ୍ୟକ୍ତି ପ୍ରକାଶନ (ଏକ୍ସପ୍ରେସନ୍ ଅଫ୍ ଇଣ୍ଟେରେଷ୍ଟ୍)ର ଶେଷ ତାରିଖ -----ଓ ସମୟ-----ଧାର୍ଯ୍ୟ ହୋଇଛି ଓ ଟେକ୍ନିକାଲ୍ ବିତ୍ତୁ ----- ପୌର ସଂସ୍ଥା ସଭାଗୃହରେ ତା -----ସମୟ-----ରେ ଖୋଲାଯିବ ବୋଲି ସ୍ଥିର କରାଯାଇଛି।

୨. ଏଥି ନିମନ୍ତେ ଆଗ୍ରହୀ ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀ ସମୂହ ଏହି ଅଭିବ୍ୟକ୍ତି ପ୍ରକାଶନ (ଏକ୍ସପ୍ରେସନ୍ ଅଫ୍ ଇଣ୍ଟେରେଷ୍ଟ୍)ର ସମସ୍ତ ଦସ୍ତାବିଜ୍ ପୌର ସଂସ୍ଥାର ଷ୍ଟେଟ୍ ସାଇଟ୍ ରୁ ଡାଉନଲୋଡ୍ କରିପାରିବେ।

୩. ଏହି ଅଭିବ୍ୟକ୍ତି ପ୍ରକାଶନ (ଏକ୍ସପ୍ରେସନ୍ ଅଫ୍ ଇଣ୍ଟେରେଷ୍ଟ୍)ର ଅବଧି -----ଶେଷ ସୁଦ୍ଧା ବୈଧ ରହିବ।

୪. ଏହି ଅଭିବ୍ୟକ୍ତି ପ୍ରକାଶନ (ଏକ୍ସପ୍ରେସନ୍ ଅଫ୍ ଇଣ୍ଟେରେଷ୍ଟ୍) ଖୋଲାଯିବା ସମୟରେ ବିତ୍ତୁ ରେ ଅଂଶଗ୍ରହଣ କରିଥିବା ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀର ପ୍ରତିନିଧି ଉପସ୍ଥିତ ରହିବେ। ସମ୍ପୃକ୍ତ ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀର ପ୍ରତିନିଧିଙ୍କ ଅନୁପସ୍ଥିତିରେ କମିଟି ଇ.ଓ.ଆଇ କୁ ଖୋଲି ପାରିବେ।

୫. ଏହି ଉଦ୍ଦେଶ୍ୟରେ ଗଠିତ ଏକ କମିଟି ଦ୍ୱାରା ବିଭିନ୍ନ ପରିମାପକ ଯଥା ଗୋଷ୍ଠୀ ଗଠନର ବର୍ଷ, ଗୋଷ୍ଠୀର ପରିଚାଳନା, ପ୍ୟାନ, ଆୟକାରୀ କାର୍ଯ୍ୟବିଧିରେ ଅଂଶଗ୍ରହଣ, ଆର୍ଥିକ ବ୍ୟବହାର, ଦଳଗତ ନିଷ୍ପା ଓ ସାଧୁତା ଏବଂ ଯୋଗ୍ୟତା ଭିତ୍ତିରେ ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀର ମୂଲ୍ୟାୟନ କରାଯିବ ଏବଂ ଏ ସମ୍ପର୍କରେ କମିଟିର ନିଷ୍ପତ୍ତି ଚୂଡ଼ାନ୍ତ ବୋଲି ଗ୍ରହଣ କରାଯିବ। ଅନ୍ୟ କୌଣସି ବି କ୍ଷେତ୍ରରେ ଏହି ନିଷ୍ପତ୍ତିରେ ପରିବର୍ତ୍ତନ ହେବ ନାହିଁ ଓ ଏ ସମ୍ପର୍କରେ ଆବେଦନକାରୀ ଅଣ୍ଟରଚେକିଙ୍ଗ୍ ଲେଖୁ କରି ଦେବେ।

୬. ବିତ୍ତୁ ରେ ଅଂଶଗ୍ରହଣ କରିଥିବା ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀର ପୂର୍ବ ରେକର୍ଡ୍ ତଥା ବିଶ୍ୱାସନୀୟତା ରେ ଅସନ୍ତୋଷ କ୍ଷେତ୍ରରେ ପୌର ସଂସ୍ଥାର ପ୍ରତିନିଧି ରୂପେ ନିର୍ବାହୀ ଅଧିକାରୀ ସମ୍ପୃକ୍ତ ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀର ବିତ୍ତୁ ଆବେଦନ ଖାରଜ କରି ପାରିବେ।

୭. କମିଟିର ନିଷ୍ପତ୍ତି ସମ୍ପର୍କରେ କୌଣସି ଅଭିଯୋଗ ଟେଲିଫୋନ୍ , ଫ୍ୟାକ୍ସ, ଇ ମେଲ୍ ଅଥବା ବ୍ୟକ୍ତିଗତ ସାକ୍ଷାତରେ ଗ୍ରହଣୀୟ ହେବନାହିଁ।

୮. ସେବାର ଗୁଣବତ୍ତା ସଂକ୍ରାନ୍ତ ରେ କୌଣସି ବିବାଦ ଉପୁଜିଲେ ସମ୍ପୃକ୍ତ ପୌର ସଂସ୍ଥାର ପ୍ରାଧିକୃତ କର୍ମକର୍ତ୍ତାଙ୍କ ଦ୍ୱାରା ଯାଞ୍ଚ କରାଯିବ।

୯. ଅଗ୍ରୀମ ଅର୍ଥ ପ୍ରଦାନ ଅଥବା ସମୟ ସୀମା ନେଇ କୌଣସି ପ୍ରାକ୍ ସର୍ତ୍ତାବଳୀ ରହିବନାହିଁ। କୌଣସି ପ୍ରାକ୍ ସର୍ତ୍ତାବଳୀ ବିନା ପ୍ରଦତ୍ତ ବିତ୍ତୁ କୁ ଚୂଡ଼ାନ୍ତ ରୂପେ ଗ୍ରହଣ କରାଯିବ।

୧୦. ଖାର୍ଡ଼ ଅଫିସ୍ ପରିଚାଳନା ନିମନ୍ତେ ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀ ବିତ୍ତ୍ୱ ରେ ପ୍ରଦତ୍ତ ଅବଧି ପରବର୍ତ୍ତୀ ଏକ ବର୍ଷ ନିମନ୍ତେ ତାଲିକାଭୁକ୍ତ (ଏମ୍ପ୍ଲୋୟମେଣ୍ଟ୍) ରହିବେ । ସମ୍ପୃକ୍ତ ପୌର ସଂସ୍ଥା ଦ୍ୱାରା ସମ୍ପୃକ୍ତ ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀର ମୂଲ୍ୟାୟନ ସନ୍ତୋଷଜନକ ହେଲେ ହିଁ ରୁକ୍ତିର ଅବଧି ସମ୍ପ୍ରସାରିତ ହେବ ।

୧୧. ନିମ୍ନୋକ୍ତ ଲେଖା ସହ ୧୦ ଟଙ୍କାର ନନ୍ ଡ୍ରୁଡିସିଆଲ୍ ସ୍ୱାମୀ ପେପର୍ ରେ ଏକ ଅଣ୍ଡରଟେକିଙ୍ଗ୍ ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀ ବିତ୍ତ୍ୱ ରେ ସଂଲଗ୍ନ କରି ଦେବେ ।

- ମୁଁ (ନାମ, ପଦବୀ ଓ ଗୋଷ୍ଠୀର ନାମ) ପୌର ସଂସ୍ଥାର ଖାର୍ଡ଼ ଅଫିସ୍ ପରିଚାଳନା ଦାୟିତ୍ୱ ରେ ରହିବି ।
- ଆମର ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀ (ଗୋଷ୍ଠୀର ନାମ) ଖାର୍ଡ଼ ନଂ -----ରେ କାର୍ଯ୍ୟ କରୁଅଛୁ ।
- (ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀ ଅଥବା ସଦସ୍ୟଙ୍କ ନାମ) କୌଣସି ବ୍ୟାଙ୍କ ଅଥବା ଅଣ ବ୍ୟାଙ୍କିଙ୍ଗ୍ ଆର୍ଥିକ ସଂସ୍ଥା ଦ୍ୱାରା ପ୍ରଦତ୍ତ ରଣ ପରିଶୋଧ କରିବାରେ ଖୁଲାଫ କରିନାହାନ୍ତି ।
- ଯଦି ଆମେ (ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀଙ୍କ ନାମ) ଚୟନ କରାଯିବା ପରେ ରୁକ୍ତିଗତ ଅବଧି ମଧ୍ୟରେ ଦାୟିତ୍ୱ ତୁଲାାଇବାରେ ଅଥବା ସେବା ପ୍ରଦାନରେ ବିଫଳ ହେବୁ ତେବେ ଆଗାମୀ ଦୁଇ ବର୍ଷ ପର୍ଯ୍ୟନ୍ତ କୌଣସି ସରକାରୀ କାର୍ଯ୍ୟକ୍ରମ ପାଇବା ପାଇଁ ଯୋଗ୍ୟ ବିବେଚିତ ହେବୁନାହିଁ ।
- ଆମେ (ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀଙ୍କ ନାମ) କୌଣସି ପୂର୍ବବର୍ତ୍ତୀ ଦାୟିତ୍ୱ ତୁଲାାଇବା ସମୟରେ କଳା ତାଲିକାଭୁକ୍ତ ହୋଇନାହିଁ ।
- ଆମେ (ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀଙ୍କ ନାମ) ପୌର ସଂସ୍ଥା ମଧ୍ୟରେ ସ୍ୱାକ୍ଷରିତ ବୁଝାମଣା ଜ୍ଞାପନ ପତ୍ର (ମେମୋରାଣ୍ଡମ୍ ଅଫ୍ ଅଣ୍ଡରଷ୍ଟାଣ୍ଡିଂ)ର ସର୍ତ୍ତାବଳୀର ଅନୁପାଳନ କରିବୁ ।

୧୨. କେବଳ ଯୋଗ୍ୟ ବିବେଚିତ ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀକୁ ଉପରୋକ୍ତ ଦାୟିତ୍ୱ ତୁଲାାଇବାକୁ ଦିଆଯିବ ।

୧୩ . ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀଙ୍କ ଯୋଗ୍ୟତା ପରିମାପକ

କ୍ରମ.ସଂ	ମାନଦଣ୍ଡ	ଯୋଗ୍ୟତା ପରିମାପକ
୧.	ଗୋଷ୍ଠୀ ଗଠନ	୧. ୪. ୨୦୧୯ ସୁଦ୍ଧା ଗଠିତ ହୋଇଥିବ ।
୨.	ଗୋଷ୍ଠୀ ପରିଚାଳନା	ପଞ୍ଚ ସ୍ୱତନ୍ତ୍ର କଠୋର ଅନୁପାଳନ କରାଯିବ (ନିୟମିତ ବୈଠକ, ନିୟମିତ ସଞ୍ଚୟ, ନିୟମିତ ଗୋଷ୍ଠୀ ମଧ୍ୟରେ ରଣ କାରବାର, ନିୟମିତ ପରିଶୋଧ, ନିୟମିତ ହିସାବ ବା ରେକର୍ଡ଼ ରଖିବା ଇତ୍ୟାଦି)
୩.	ପ୍ୟାନ୍	ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀଙ୍କର ପରମାନେଷ୍ଟ ଆକାଉଣ୍ଟ ନମ୍ବର ଥିବ ।
୪.	ଆୟକାରୀ କାର୍ଯ୍ୟବିଧି	ମିଶନ୍ ଶକ୍ତି ଗୋଷ୍ଠୀ ପୂର୍ବରୁ ଆୟକାରୀ କାର୍ଯ୍ୟବିଧିରେ ଅଂଶଗ୍ରହଣ କରିଥିବେ ।
୫.	ଆର୍ଥିକ ବ୍ୟବହାର	କୌଣସି ଆର୍ଥିକ ଅନିୟମିତତା ଯଥା (ରଣ ଏନ୍.ପି.ଏ, ରାଇଟ୍ ଅଫ୍ କିମ୍ବା ଖାନ୍ ଟାଇମ୍ ସେଚଲମେଣ୍ଟ୍ ଯୋଷିତ ହୋଇନଥିବ ।
୬.	ଦଳଗତ ନିଷ୍ଠା ଓ ସାଧୁତା	କୌଣସି ଅସାମାଜିକ କାର୍ଯ୍ୟ ଅଥବା ଅପରାଧରେ ଜଡ଼ିତ ନଥିବେ ।
୭.	ଯୋଗ୍ୟତା	ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀ ସଦସ୍ୟଙ୍କ ଶିକ୍ଷାଗତ ଯୋଗ୍ୟତା ଅନ୍ତତଃପକ୍ଷେ ମାଟ୍ରିକ୍ୟୁଲେସନ୍ ଅଥବା ତଦୁର୍ଦ୍ଧ୍ୱ ହୋଇଥିବା ଆବଶ୍ୟକ ।

୧୪. କର୍ମ ନିୟୋଜନ ସର୍ତ୍ତାବଳୀ

କ) ଖାର୍ଡ଼ ଅଫିସ୍ ସମୂହର କ୍ରିୟାଶୀଳତା ଉଦ୍ଦେଶ୍ୟରେ ସହରାଞ୍ଚଳ ସୁଶାସନରେ ଗୋଷ୍ଠୀ ସହଭାଗିତା ନିମନ୍ତେ ପ୍ରୋତ୍ସାହନ ପ୍ରଦାନ ପୂର୍ବକ ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀକୁ ସ୍ୱେଚ୍ଛାକୃତ ଭିତ୍ତିରେ ନିୟୋଜିତ କରାଯିବ ।

ଖ) ପୌର ସଂସ୍ଥା ଚୟନ କରାଯାଇଥିବା ମିଶନ୍ ଶକ୍ତି ସ୍ୱୟଂ ସହାୟକ ଗୋଷ୍ଠୀ ସହ ବୁଝାମଣା ପତ୍ର (ଏମ୍.ଓ.ୟୁ) ସ୍ୱାକ୍ଷର କରିବେ ।

- ଗ) ସ୍ଵାକ୍ଷରିତ ବୁଝାମଣା ଜ୍ଞାପନ ପତ୍ର (ମେମୋରାଣ୍ଡମ୍ ଅଫ୍ ଅଣ୍ଡରଷ୍ଟାଣ୍ଡିଂ)ର ସର୍ତ୍ତାବଳୀ ରେ ନିର୍ଦ୍ଦିଷ୍ଟ ଅବଧି ନିମନ୍ତେ ମିଶନ୍ ଶକ୍ତି ସ୍ଵୟଂ ସହାୟକ ଗୋଷ୍ଠୀକୁ ନିୟୋଜିତ କରାଯିବ
- ଘ) ମିଶନ୍ ଶକ୍ତି ସ୍ଵୟଂ ସହାୟକ ଗୋଷ୍ଠୀର ସଦସ୍ୟ ନିଜକୁ ଖର୍ଚ୍ଚ ଅଫିସ୍ ର ସ୍ଥାୟୀ କର୍ମଚାରୀ ରୂପେ ଦାବୀ ଉପସ୍ଥାପନ କରି ପାରିବେ ନାହିଁ ।
- ଙ) ଚୟନ କରାଯାଇଥିବା ମିଶନ୍ ଶକ୍ତି ସ୍ଵୟଂ ସହାୟକ ଗୋଷ୍ଠୀର ସଦସ୍ୟ ମାନଙ୍କୁ ପୌର ସଂସ୍ଥା ମାନଙ୍କର ଖର୍ଚ୍ଚ ଅଫିସ୍ ସମୂହର ପରିଚାଳନା ସମ୍ପର୍କରେ ସମ୍ପୂର୍ଣ୍ଣ ପ୍ରଶିକ୍ଷଣ ଦିଆଯିବ ।

୧୫. ଖର୍ଚ୍ଚ ଅଫିସ୍ ପରିଚାଳନା ନିମନ୍ତେ ମିଶନ୍ ଶକ୍ତି ସ୍ଵୟଂ ସହାୟକ ଗୋଷ୍ଠୀ ସମୂହର ଦାୟିତ୍ଵ ଓ ଭୂମିକା

- ଖର୍ଚ୍ଚ ଅଫିସ୍ ପରିଚାଳନା ଦାୟିତ୍ଵ ମିଶନ୍ ଶକ୍ତି ସ୍ଵୟଂ ସହାୟକ ଗୋଷ୍ଠୀ ସମୂହଙ୍କ ଉପରେ ନ୍ୟସ୍ତ କରାଯାଇଛି ।
- କ) ମିଶନ୍ ଶକ୍ତି ସ୍ଵୟଂ ସହାୟକ ଗୋଷ୍ଠୀର ଜଣେ ସଦସ୍ୟ ଖର୍ଚ୍ଚ କୋଅର୍ଡିନେଟର୍ ରୂପେ ଖର୍ଚ୍ଚ ଅଫିସ୍ ପରିଚାଳନା ଦାୟିତ୍ଵ ଅନ୍ତର୍ଗତ ବିଭିନ୍ନ ଯୋଜନା ଓ କାର୍ଯ୍ୟକ୍ରମ ସମ୍ପର୍କରେ ତଥ୍ୟ ପ୍ରଦାନ କରିବା ସହ ନାଗରିକ ମାନଙ୍କ ପ୍ରଶ୍ନ ଓ ଅଭିଯୋଗ ସମୂହ ଲେଖି ସେଗୁଡ଼ିକୁ ସମ୍ପୂର୍ଣ୍ଣ ଅଧିକାରୀଙ୍କ ନିକଟକୁ ପଠାଇବେ ।
- ଖ) ଖର୍ଚ୍ଚ ବାସିନ୍ଦାଙ୍କ ଠାରୁ ବିଭିନ୍ନ ଯୁକ୍ତର ଚାର୍ଜ ଯଥା ଜଳ/ପ୍ରପର୍ଚ୍ଚି/ହୋଲ୍ଡିଂ ଟ୍ୟାକ୍ସ ଓ ଅନ୍ୟ ପୌର ଦେୟ ଯଥା ଷ୍ଟଲ୍ ଫି , ଟ୍ରେଡ୍ ଲାଇସେନ୍ସ ଆଦି ଦେୟ ସଂଗ୍ରହ କରିବେ ।
- ଗ) ପ୍ରତିବର୍ଷ ଦେଶ ତଥା ରାଜ୍ୟ ନିମନ୍ତେ ଗୁରୁତ୍ଵପୂର୍ଣ୍ଣ ଦିବସ ଯଥା ୧ ଜାନୁଆରୀ, ୨୬ ଜାନୁଆରୀ, ୫ ମାର୍ଚ୍ଚ, ୧ ଏପ୍ରିଲ , ୧୫ ଅଗଷ୍ଟ, ୩୧ ଅଗଷ୍ଟ, ଓ ୨ ଅକ୍ଟୋବର ଆଦି ପାଳନ କରିବେ ।
- ଘ) ନିୟମିତ ରୂପେ ଖର୍ଚ୍ଚ ଅଫିସ୍ ସମୂହର ମାସିକ ତଥା ସ୍ଵତନ୍ତ୍ର ବୈଠକ ପରିଚାଳନା କରିବେ ।
- ଙ) ସହରାଞ୍ଚଳ ସୁଶାସନରେ ସହଭାଗିତା ଓ ସଚେତନତାର ପ୍ରୋତ୍ସାହନ ନିମନ୍ତେ ଗୋଷ୍ଠୀକୁ ସଂଚାଳିତ କରିବେ ।
- ଚ) ଆପଦ କାଳୀନ ସ୍ଥିତିରେ ଖର୍ଚ୍ଚ ଅଫିସ୍ ସମୂହକୁ 'ଜରୁରୀକାଳୀନ ଅଫିସ୍' ରୂପେ ସଂଚାଳନ କରିବେ ।

୧୬. ଖର୍ଚ୍ଚ କୋଅର୍ଡିନେଟର୍ ହେବା ନିମନ୍ତେ ଯୋଗ୍ୟତା ପରିମାପକ

- ସର୍ବନିମ୍ନ ଯୋଗ୍ୟତା ରୂପେ ଖର୍ଚ୍ଚ କୋଅର୍ଡିନେଟର୍ ଯେ କୌଣସି ବିଷୟରେ ସ୍ନାତକ ବା ଗ୍ରାଜୁଏଟ୍ ହୋଇଥିବା ଆବଶ୍ୟକ । ତେବେ ସ୍ନାତକ ବା ଗ୍ରାଜୁଏଟ୍ ପ୍ରାର୍ଥୀଙ୍କ ଅଭାବ କ୍ଷେତ୍ରରେ ଉଚ୍ଚ ମାଧ୍ୟମିକ କିମ୍ବା ଅନ୍ତତଃପକ୍ଷେ ମାଟ୍ରିକୁଲେସନ୍ ଗ୍ରହଣଯୋଗ୍ୟ ବିବେଚିତ ହେବ ।
- କମ୍ପ୍ୟୁଟର୍ ଚଳାଇବାରେ ତାଙ୍କର ଦକ୍ଷତା ଥିବା ଆବଶ୍ୟକ ।
- ସେ ମିଶନ୍ ଶକ୍ତି ସ୍ଵୟଂ ସହାୟକ ଗୋଷ୍ଠୀର ଜଣେ ସକ୍ରିୟ ସଦସ୍ୟ ହୋଇଥିବା ଆବଶ୍ୟକ ।
- ତାଙ୍କର ସକ୍ରିୟ ବ୍ୟାଙ୍କ ଆକାଉଣ୍ଟ , ପ୍ୟାନ୍ ଏବଂ ଆଧାର ଆଦି ଥିବା ଆବଶ୍ୟକ ।
- ସ୍ଵୟଂ ସହାୟକ ଗୋଷ୍ଠୀ ଅଥବା କୌଣସି ବ୍ୟକ୍ତିଙ୍କ ଦ୍ଵାରା ପ୍ରଦତ୍ତ ରଣ ପରିଶୋଧରେ ଖୁଲାଫ୍ କରିନଥିବେ ।
- ତାଙ୍କ ବିରୁଦ୍ଧରେ କୌଣସି ଅପରାଧ ମାମଲା ଦାୟର ହୋଇନଥିବ ।

୧୭. ଖର୍ଚ୍ଚ କୋଅର୍ଡିନେଟର୍ ତୁଲାଇବାକୁ ଥିବା ଭୂମିକା ଓ ଦାୟିତ୍ଵ

- କ) ଅଫିସ୍ ଚାରି ସମେତ ଖର୍ଚ୍ଚ ଅଫିସ୍ ର ଦେଖାରେଖା ଦାୟିତ୍ଵ ନେବେ ।
- ଖ) ଖର୍ଚ୍ଚ ଅଫିସ୍ ପରିଚାଳନା ଦାୟିତ୍ଵ ତୁଲାଇବାରେ ଖର୍ଚ୍ଚ ଅଫିସ୍ କୁ ସହାୟତା କରିବେ ।
- ଗ) ପୌର ସଂସ୍ଥାର ରାଜସ୍ଵ ଯଥା ହୋଲ୍ଡିଂ ଟ୍ୟାକ୍ସ , କଠିନ ବର୍ଜ୍ୟ ପରିଚାଳନା ଟିକସ, ବର୍ଜ୍ୟ ଜଳ ନିର୍ଗମନ ଶୁଳ୍କ, ଟ୍ରେଡ୍ ଲାଇସେନ୍ସ ଆଦି ଦେୟ ସଂଗ୍ରହ କରିବେ ।
- ଘ) ସମ୍ପତ୍ତି କର ବା ପ୍ରପର୍ଚ୍ଚି ଟ୍ୟାକ୍ସ ଆକଳନ ଓ ପୁନଃ ଆକଳନ ନିମନ୍ତେ ପଦକ୍ଷେପ ଉଚ୍ଚାଳିତ କରିବେ ।
- ଙ) ଖର୍ଚ୍ଚ ଅଫିସ୍ ସମୂହର ରକ୍ଷଣାବେକ୍ଷଣ ସହ ଏହାର ପରିସର ମଧ୍ୟରେ ଥିବା ସମସ୍ତ ଉପଯୋଗୀ ଉପକରଣର ଯଥାର୍ଥ ରୂପେ ତଦାରଖ କରିବେ ଓ ବିଦ୍ୟୁତ ପରି ବିଭିନ୍ନ ଉପଯୋଗୀତାର ବିଲ୍ ଠିକ୍ ସମୟରେ ପଇଠ କରିବେ ।

- ଚ) ଖାଡ଼ି ଅଫିସ୍ ସମୂହର ତଥା ସେସବୁ ଦ୍ଵାରା ପ୍ରଦତ୍ତ ପୌର ସେବା ଆଦି କ୍ଷେତ୍ରରେ ସମ୍ପୃକ୍ତ ଆର୍ଥିକ ଲେଣଦେଣ ରେକର୍ଡ଼ କରିବା ପାଇଁ ସଠିକ୍ କ୍ୟାଣ୍ଟ୍ରୋଲ୍ ପରିଚାଳନାରେ ସହାୟତା କରିବେ ।
- ଛ) ସରକାରଙ୍କ ଦ୍ଵାରା ନ୍ୟସ୍ତ ଅନ୍ୟ ଯେକୌଣସି ଦାୟିତ୍ଵ ନିର୍ବାହ କରିବେ ।

୧୮. ପ୍ରୋସାହନ ଅର୍ଥ ରାଶି ଓ ଦେୟ ପ୍ରଦାନ

- କ) ମିଶନ୍ ଶକ୍ତି ସ୍ଵୟଂ ସହାୟକ ଗୋଷ୍ଠୀକୁ ପ୍ରତି ମାସରେ ଖାଡ଼ି କୋଅର୍ଡିନେଟର୍ କ୍ ଅଫିସ୍ ପାରିଶ୍ରମିକ ବାବଦରେ ୧୦,୦୦୦ ଟଙ୍କା ଓ ସ୍ଵୟଂ ସହାୟକ ଗୋଷ୍ଠୀର ସେବା ଶୁଳ୍କ ବାବଦରେ ୨୦୦୦ ଟଙ୍କା ପ୍ରଦାନ କରାଯିବ ।
- ଖ) ଏହା ବ୍ୟତୀତ କୌଣସି ଅତିରିକ୍ତ କାର୍ଯ୍ୟ ନିମନ୍ତେ କୌଣସି ଅତିରିକ୍ତ ଅର୍ଥ ପ୍ରଦାନ କରାଯିବ ନାହିଁ ।

କେଉଁ ମିଶନ୍ ଶକ୍ତି ଗୋଷ୍ଠୀ ଏକ୍ସପ୍ରେସନ୍ ଅଫ୍ ଇଣ୍ଟେରେଷ୍ଟ ପ୍ରଦାନ କରି ପାରିବେ ନାହିଁ ?

- ଆହାର, ଛତୁଆ ପ୍ରସ୍ତୁତି ତଥା ମଳ ଉପଚାର କେନ୍ଦ୍ର ଆଦି ପରିଚାଳନା କରୁଥିବା ମିଶନ୍ ଶକ୍ତି ସ୍ଵୟଂ ସହାୟକ ଗୋଷ୍ଠୀ ଏ କ୍ଷେତ୍ରରେ ଅଭିବ୍ୟକ୍ତି ପ୍ରକାଶନ ବା ଏକ୍ସପ୍ରେସନ୍ ଅଫ୍ ଇଣ୍ଟେରେଷ୍ଟ ନିମନ୍ତେ ଯୋଗ୍ୟ ବିବେଚିତ ହେବେ ନାହିଁ ।

Contract Between Mission Shakti SHG and ULB for the Management of Ward Office

This Memorandum of Understanding (hereinafter referred to as MOU) made and entered at <insert name of city>, Odisha, on the <insert date> by and between <insert name of ULB>, under the Government of Odisha, having its office at <insert name of city>, herein after referred to as <insert name of ULB>, which term includes its successors, administrators and assigns and <insert name of Mission Shakti SHG > hereinafter referred to as Mission Shakti SHG, which term includes its successors, administrators and assigns. <insert name of ULB> and Mission Shakti SHG shall be hereinafter collectively referred to as “the

WHEREAS

The Housing and Urban Development Department, government of Odisha is the nodal department to oversee the matters of cities. The “wards” are the lowest constitute of the cities and as a part of 5T Governance Framework, the state is prioritising to strengthen the operation and management of the Ward Offices. Taking forward this transformative initiative to a next level and making it more people centric, the Government in Housing and Urban Development Department has decided to transform all the ward offices across Urban Local Bodies (ULBs) and management of the ward offices shall be vested with the Mission Shakti SHG.

Also whereas, the transformed Ward Offices will be touch points where citizens can contact the designated officials of the ward for any information or grievance. The ward office will educate people about the various schemes and programmes, and try to address people’s grievances and if necessary, it will escalate the issues to draw the attention of higher authority, in case it is not sorted out locally.

Also whereas in line with its efforts to provide smart and sustainable people centric local self-governance, <insert name of ULB> implementing the innovative “Community Partnership Model” to manage the Ward Office. For this The ULB had invited EOI dated----- and has identified Mission Shakti SHG who had expressed their willingness for the above by applying under the EOI. The ULB is signing a Memorandum of Understanding (MOU) with identified eligible Mission Shakti SHG for effective and efficient Management of Ward Office with the defined terms of reference.

And whereas <insert name of ULB> and the Mission Shakti SHG desires to explore possibilities and opportunities to work together with mutual co-operation for managing Ward Office in <insert name of city>.

NOW THEREFORE <insert name of ULB> AND MISSION SHAKTI SHG IN PRINCIPLE RECORD THEIR UNDERSTANDING AS FOLLOWS:

- 1.1 All the costs and expenses incurred by the parties in relation to the MOU shall be borne by the parties incurring the same without charge to or reimbursement from the other party to this MOU.
- 1.2 Communications between parties shall be done in writing and to be delivered or sent by registered post or by hand at its address set forth herein below.

Contact Information:

<insert name of ULB>

Office of Chief Officer,

<insert name of city>, Odisha.

Contact information of Mission**Shakti SHG:**

Name of Mission Shakti SHG: <insert name of city>

Address

- 1.3 Amendments, additions or variances to this MOU shall be made only in writing and with the consent of both the Parties.
- 1.4 The ownership of the assets shall remain with <insert name of ULB>. However, the Management of the assets and infrastructure shall remain with the Mission Shakti SHG s during the agreed period, subject to the satisfactory performance and as per the terms and conditions of this MOU.

2 Duration of MOU

- 2.1 The MOU will remain in effect for a period of **12** months from the date of signing of this MOU (hereinafter referred to as the "Agreed Period") or till the date of termination by <insert name of ULB> or the Mission Shakti SHG. The Period can be extended further by writing with consent of both parties.

3 Responsibilities of Ward Officer <insert name of ULB>

- 3.1 Will issue a standard operating procedure (SOP) for management of Ward Office by Mission Shakti SHG.
- 3.2 Display and update various information about the schemes and programmes.
- 3.3 Facilitate grievance redressal at the local level and create provision for escalating to the next level if required with online record of grievances.
- 3.4 Facilitate digital collection of Revenue including Holding Tax, Trade License, Sanitation User Fees Water Charges etc.
- 3.5 Ensure Sanitation as per the guidelines issued by the State and ULB and in conformity with the state' SOP on solid waste management.
- 3.6 Facilitate citizen services such as receiving applications for Old Age Pension, Disability Pension, and all other welfare schemes.
- 3.7 Facilitate receipt of application for the issue of Marriage Certificates.
- 3.8 Act as emergency Office in the time of any emergency situation.
- 3.9 Perform any other activities under the instruction and guidance of the State, District and ULB as and when required.
- 3.10 Celebration of Public Events: Ward Office will host 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.
- 3.11 Ensure that <insert name of ULB> pays the charges for all the utilities consumed at office during the regular course such as water, electricity etc.
- 3.12 Ensure that <insert name of ULB>takes care of repair related to the electrical or infrastructure facility.

4 Responsibilities of the Mission Shakti SHG <insert name of SHG>

- 4.1 The Mission Shakti SHG will be responsible for the day-to-day functioning of ward office.
- 4.2 One of its member whose name was proposed and approved by ULB" 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.
- 4.3 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.
- 4.4 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.
- 4.5 Facilitate organising periodical ward level meetings like monthly and special meetings and when convened.
- 4.6 Mobilise the community for their awareness and active participation in urban governance.
- 4.7 Facilitate activities of ward office as "Emergency Office" in the time of emergency.

5. Duties and Responsibilities of Ward Coordinator from Mission Shakti SHG

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

6. Incentives and payments

- 6.1 A monthly incentive of Rs. 12,000/- will be paid Mission Shakti SHG which includes the honorarium of WC Rs. 10,000/- and Rs. 2,000/- as service fee to the Mission Shakti SHG.
- 6.2 For any additional work, no additional payment is to be made.
- 6.3 An amount of Rs 1000per month shall be provided for office expenses such as office stationary, consumables, and similar such expenses.

7. Force majeure

- 7.1 This means earthquakes, floods, fires, explosions, acts of God, acts of State, war, terrorism, action of any government including change in governmental policy, or any other situation, which is beyond the reasonable control of a Party claiming occurrence of the Force Majeure event. For the avoidance of doubt, it is being clarified that wilful and intentional acts and omissions or acts or omissions of affiliates in relation to any Party shall not be considered as a Force Majeure event.
- 7.2 Neither of the Parties shall be entitled to claim benefit of a Force Majeure event unless it has

intimated the other Party of occurrence of such event within 48 hours from the occurrence thereof, indicating therein the steps it is taking or intending to take to mitigate the effect of such Force Majeure event on performance of its obligations under this MoU.

- 7.3 In the event of force majeure, the respective obligations and responsibilities shall remain suspended. If the Force Majeure continues for a period of more than 15 days, the Parties can re-negotiate this MoU in good faith and if the Parties do not reach any consensus within the 30 days from the end of such 15 days' period referred to above, this Agreement shall automatically stand terminated on such 30th day.
- 7.4 Notwithstanding the foregoing, each party shall use all reasonable endeavours to continue to perform, or resume performance of, such obligations hereunder for the duration of such Force Majeure event.

8. Termination of contract

- 8.1 The termination of the contract can be undertaken by any of the party in following situations and manner:
- 8.2 By <insert name of ULB>: Based on assessment if Mission Shakti SHG is found to be violating the MoU, during inspection by <insert name of ULB>, <insert name of ULB> shall have the right to terminate the MoU at any time by giving a written notice of not less than 30 days. During this period, the Mission Shakti SHG shall be provided due opportunity to take corrective actions. If ULB still not satisfied with corrective action the MOU can be terminated with no further notice.
- 8.3 By Mission Shakti SHG: In case Mission Shakti SHG is unwilling/unable to continue with the MoU due to below reasons:
- 8.4 Dissolution of the Mission Shakti SHG: In case of dissolution of Mission Shakti SHG, Mission Shakti SHG shall have right to terminate the MoU.
- 8.5 BY ULB --In case the Mission Shakti SHG is unable carryout their role for more than 7 days due to any reason other than force majeure.

9. Dispute Resolution

- 9.1 Any dispute arising out of the MOU and award of management of ward office as mentioned herein above shall be discussed with concerned Executive Officer/ Deputy commissioner.
- 9.2 In case, either party is not satisfied with the decision of Executive Officer/ Deputy commissioner., either party can approach the Project Director, District Urban Development Agency (DUDA) or the concerned Municipal Commissioner for a discussion and resolution of the dispute.

This MoU is executed in duplicate with one original to be retained one each by the parties.

In WITNESS WHEREOF, the parties have executed this MoU on the date place set forth above.

For and on behalf ULB of

For and on behalf of

<insert name of ULB>

Self Help Group

Shri. _____

Shri/Smt. _____

Executive Officer

President, <insert name of Mission Shakti SHG >

<insert name of ULB>.

(Mission Shakti SHG)

Witness

Witness