

Government of Jammu & Kashmir
Department of Disaster Management, Relief, Rehabilitation & Reconstruction (DMRR)
Civil Secretariat-J&K, Jammu

Notification No. 01 of 2022

Dated: 27 -12-2022

Applications on prescribed format are invited for hiring of the eligible candidates for the following posts initially for a period of 01 year extendable upto 03 years for Centrally Sponsored Scheme for Emergency Response Support System mentioned against each as below.

S.No	Name of the Scheme	Name of the Post	No. of Posts	Remuneration	Qualification & Experience
1	Emergency Response Support System	Supervisor	01	21000/pm	Should be a Graduate (with minimum 60% marks in Graduation) Experience: Minimum 2 years of work experience preferably in a Government Sector or work experience in call center, telephonic help line will be preferred.

S.No	Name of the Scheme	Name of the Post	No. of Posts	Remuneration	Qualification
1	Emergency Response Support System	Operator	06	18000/pm	Should be a Graduate (with minimum 50% marks in Graduation)

Terms and Conditions:

1. Candidate should must have the requisite qualification and experience for the post applied.
2. Candidate for the above mentioned post(s) should not be more than 40 years as on the last date of submission of application.
3. Candidate should have a good moral character.
4. Candidate shall have to fill separate form(s) for each post.
5. Last date of receipt of application form for each category of post is 20.01.2023 by or before 5:00 pm.
6. Terms of contractual appointment shall be for a period of 12 months which can be extended upto 36 months from the date of start or completion of the project whichever is earlier.

7. Self attested photocopies of the following documents must be attached with the application form: -
 - I. Date of Birth Certificate (Matriculation Certificate).
 - II. Marks Certificate of all qualifying examinations.
 - III. Experience Certificate.
 - IV. Domicile Certificate.
8. Application forms complete in all respect should be submitted in the office of Special Secretary to the Government, D/o DMRRR, room no.1/23 main building, civil secretariat, Jammu, Department of Disaster Management, Relief, Rehabilitation & Reconstruction in person or through registered post.
9. Incomplete application forms shall be rejected without informing the reasons of rejection to the candidates.
10. The candidate should come with the original documents at the time of interview.
11. The Department of Disaster Management, Relief, Rehabilitation & Reconstruction have the sole right of cancellation the advertisement, rejection of any application, cancellation of candidature of any applicant without any notice.
12. The selection will be made on the basis of interview. However, in case the number of applicants is large for a particular post, short listing will be done in the ratio of 1:5 on the basis of academic qualification.
13. The selected candidates have to give an affidavit to the effect that they will not claim for continuation, regularization absorption in the Department of Disaster Management, Relief, and Rehabilitation & Reconstruction beyond the engagement time period.
14. **Outline of the task to be carried out for the post of Supervisor**
 - I. Coordinate with the training (if any) of 112 staff by identifying training needs and acts as departmental bridge in the area of public safety communications, making regular contact with user agencies to identify and solve problems. Investigates external and internal complaints through oral and written report.
 - II. Ensures proper maintenance of records relating to 112 calls. Answer a multi-line phone system, providing information, referral of response as required to the public by applying extensive procedures and using sound judgment.
 - III. Receive, prioritize, and handle multiple, simultaneous emergency and administrative phone calls for assistance, evaluates and prioritizes the calls received and takes necessary action.
 - IV. Process complaints and make appropriate referrals on a broad variety of public safety matters that often require referring of memorizing detailed reference materials and standard operating procedures, including databases, maps, telephone listings and others resources.
 - V. 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.
 - VI. Any other task assigned by SDMA.

15. Outline of the task to be carried out for the post of Operator

- i. Answer a multi-line phone system, providing information, referral of response as required to the public by applying extensive procedures and using sound judgment.
- ii. Receive, prioritize, and handle multiple, simultaneous emergency and administrative phone calls for assistance, evaluates and prioritizes the calls received and takes necessary action.
- iii. 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.
- iv. Any other task assigned by SDMA.

16. Selection process:

- i. The candidates will be selected on the basis performance in Interview and fulfilling the eligibility criteria as per the advertisement.
- ii. The list of the selected candidates will be published on the website www.dmrrr.jk.gov.in and intimated by email.
- iii. The selected candidates will be engaged by SDMA purely on temporary and contractual basis, initially for a period of one year, and may be extended further, subject to satisfactory performance.
- iv. Original certificates/marks sheet/documents/other testimonials will be verified during the interview.
- v. Selection criteria is as under:

S. No.	Post	Criteria	Weightage
1.	Supervisor	Qualification Graduation	70 points.
		Experience	10 points
		Interview	20 points
		Total	100 points

S. No.	Post	Criteria	Weightage
1.	Operator	Qualification Graduation	80 points.
		Interview	20 points
		Total	100 points

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17. Note: -* The specimen of the application form is enclosed with the notification.

For any enquiry and clarification please contact (Ms. Anjali Gandotra, Department of Disaster Management Relief, Rehabilitation & Reconstruction. Contact No. 8825092497 or Office of the Special Secretary to the Government, Department of Disaster Management Relief, Rehabilitation & Reconstruction. Contact No. 0191-2565080).

No.DMRRR-ER/35/2021/ CC: 15558.

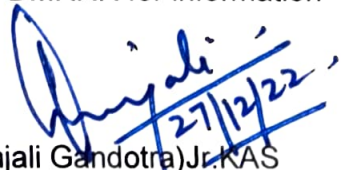
Dated: 27.12.2022

Sd/

Secretary to the Government
Department of DMRRR

Copy to the:-

1. Financial Commissioner (Revenue) J&K, Jammu.
2. Divisional Commissioner, Kashmir/Jammu for information
3. Director Information, J&K, Jammu with the request to kindly give wide publicity to the notification through print and electronic media.
4. Special Secretary to the Government, Department of DMRRR.
5. Director Finance, Department of DMRRR.
6. In-charge website, General Administration Department/Do DMRRR with the request to kindly upload the notification and application form on the website of GAD and D/o DMRRR.
7. Pvt. Secretary to Secretary to the Government, Department of DMRRR for information of Secretary to the Government, Department of DMRRR.
8. Office file.


(Anjali Gandotra) Jr. KAS
Under Secretary to the Government

Application form for the post of Supervisor and Operator in the Department of Disaster Management, Relief, Rehabilitation and Reconstruction under the scheme ERSS.

- Application for the post of : _____
 Advertisement Notice No.: _____ Dated: _____
 1. Post applied for _____ District: _____
 2. Name of the applicant (in capital letters) _____
 3. Father/Mothers/Spouse name: _____
 4. Gender: Male/Female _____
 5. Permanent Residential Address: _____
 6. Present Address: _____
 7. Contact/Mobile Number: _____ Email: _____
 8. Date of Birth (as per Matriculation Certificate) _____
 9. Age as on last date of submission of application _____ Years _____ Months _____ Days
 10. (a) Educational Qualification

Paste recent
passport size duly
attested photo

Exam	Year	Board/Institution	Total marks	Marks obtained	Percentage (%) of marks	Remarks

(b) Experience, If any

S.No.	Name of the Organization	Work assigned

11 Documents attached

1. _____ 2. _____ 3. _____
 4. _____ 5. _____ 6. _____

Signature of the Applicant

Date: _____

Place: _____

DECLARATION:

I, _____ S/O, _____
R/O _____ Tehsil _____ District _____

_____ do hereby solemnly affirm and declare that the entries made herein above in the application form are true and correct to the best of my knowledge and belief and nothing has been concealed therein. I undertake that if any misrepresentation of facts or concealment of any information in the above application is found at any stage, my candidature/selection shall be liable to be cancelled without giving any notice to me.

I, further declare that I have carefully read the description of the post, qualification and other terms and conditions and have no objection/ reservations in this regard.

Signature of the Applicant