



# MISSION RIEV

Ruralising India- Empowering Villages

A People Centric Collaborative Initiative of IFSD, IFTI, FGPL, HSS & HDBNL under Umbrella of IIRD Shimla

Ref: IIRD/RIEV/N004/2019/547

Date: 6<sup>th</sup> August 2019

## Notification

### Simplified Version of Mission RIEV- V 2

Consequent upon getting field feedback to make the processes of field operation simpler, the management is pleased to notify the following arrangement on trial basis till 31.10.2019 with immediate effect in supersession of all previous communications to this effect:

1. **Incentivisation:** The compensation plan defined in the appointment letters for different level of positions belonging to all service divisions, shall be fixed as well as variable as below subject to fulfilment of the conditions as per annexure 1 with the further clarification that the fixed part shall also be linked to the number of days worked in a month and confirmed leads generated as outlined in annexure 1 otherwise applied proportionally:
  - a. Service Associate: Fixed Rs. 5000 per month and rest variable not exceeding Rs. 18,000
  - b. Assist. Prog. Officer: Fixed Rs. 7000 per month and rest variable not exceeding Rs. 20,000
  - c. Addnl. Prog. Officer: Fixed Rs. 8000 per month and rest variable not exceeding Rs. 23,000
  - d. Programme Officer: Fixed Rs. 10000 per month and rest variable not exceeding Rs. 28,000
  - e. Assist. Prog. Manager: Fixed Rs. 12000 per month and rest variable not exceeding Rs. 30,000
  - f. Addnl. Prog. Manager: Fixed Rs. 13000 per month and rest variable not exceeding Rs. 33,000
  - g. Programme Manager: Fixed Rs. 15000 per month and rest variable not exceeding Rs. 38,000

Further the provisions for incentivization on over and above / achievements shall remain same as conveyed vide respective appointment letters. The last date of disbursement shall be 10<sup>th</sup> of the following month.

2. **Trainings:** The trainings aligned with NSDC shall stand restructured as per details below:
  - a. There shall henceforth be the On Job Training (OJT) for all level positions i.e. On issuing the offer letter, the job will start alongwith trainings without spending separate time for training.
  - b. The trainings shall be online as per earlier practice for 1-2 hours every day in auto-learning mode.
  - c. The auto-learning provision shall be enabled even with mobile phone both in audio and video formats for Service Associate level trainees exempting them from laptops' essentiality, however, the candidate above Service Associate would need the laptop essentially.
  - d. The Training Fee for one month auto-learning and assessment under NSDC aligned course shall be Rs. 10,000/- only for Community Service Associates and shall be subject to recovery from the incentives within three months from the date of OJT in three equal instalments per month. Only a single page undertaking from the candidate on simple paper would be sufficient for authorizing Mission RIEV for recovering the training fee from the incentives earned by the candidate.
  - e. Training module shall be customized as per revised roles i.e. Application Based Technical Part for the Prog. Officers and Prog. Managers level and Needs Identification manually and IT based for the Service Associates through online mode.
  - f. The functionaries above Community Service Associates shall have the option to take paperless online Vidya Kaushal loan facility of Rs. 25,000/- through IIRD on account of training fee and new laptops (from iBall and others). In this case only an undertaking alongwith 3 post-dated cheques of applicant's personal account duly signed by the applicant will be required.





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3. **Roles, Responsibilities and Accountability:** The roles, responsibility and accountability of the filed functionaries in addition to the same as conveyed in the appointment letters of the functionaries shall be as per details below:

S.N.	Position	Roles	Responsible For	Accountable For
1	Service Associate (Gram Panchayat Level)	<ul style="list-style-type: none"> <li>-Will meet people and enroll as members through mobile phone</li> <li>-Identify various needs and the worries of the people through discussion</li> <li>-Share the information to the respective Prog Officer at Block level</li> <li>-Facilitate in delivering the services to the families</li> </ul>	<ul style="list-style-type: none"> <li>-For enrolling more families as members through mobile phone</li> <li>- Identifying different worries of people</li> <li>-Rightly and timely communicating the worries to the Prog. Officer of the respective division as block level</li> <li>- Follow up and Dynamic coordination with the Prog Officer concerned</li> </ul>	<ul style="list-style-type: none"> <li>- Sharing correct information to the members and others</li> <li>-Generating leads from the villages / villagers on various needs, priorities and problems</li> <li>-Maintaining data base of the leads and timely and accurately sharing to the respective Prog. Officer either through IT or manually</li> <li>-Frequent and weekly follow up with the Prog Officer concerned for Service Delivery</li> <li>- Coordinating with the Prog Officer concerned for delivering the services to the members</li> <li>-Collection and deposit of the service fee from the members timely</li> </ul>
2	Prog Officer APOs (Block Level)	<ul style="list-style-type: none"> <li>-Will collect the leads from the CSAs and generate contracts in favour of the members concerned from Block Office after tele call with the member concerned</li> <li>-Will process the cases for service delivery</li> </ul>	<ul style="list-style-type: none"> <li>- Gaining knowledge to process and deliver services</li> <li>-Timely processing and delivery of services</li> <li>-Guiding the affairs of the CSAs and dynamic</li> </ul>	<ul style="list-style-type: none"> <li>- Ensuring delivery of the services within stipulated timeline and desired quality</li> <li>-Ensuring the collection and deposit of service fee on real time basis</li> <li>-Economically sustain block level affairs with</li> </ul>







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		-General day to day coordination with CSAs	coordination for creating Block level service volume	required service delivery volume
3	Prog Manage APM (District Level)	-Will take actions for closure of the tasks  -Will establish linkages with different authorities at district level  -Will plan and extend supports to Pos in logistics  -General day to day coordination with POs / APOs	-Timely closure of the tasks for service delivery  -Monitor service delivery system and take remedial measures  -Testing and fine tuning processes of service delivery system and procurement of services, material & allied supports	-Ensure closure of the service tasks within time  -Ensure better level of satisfaction of the members within district  - Economically sustain district level affairs with required service delivery volume
4	Sr. Prog Manager (State Level)	-Devising, validating, fine tuning the related service products  -Facilitating PMs in service delivery processes  -Innovating new service products, creating partnerships and linkages for service delivery  -General day to day coordination with PMs / APMs	-Gaining expertise on the service products in terms of contents, delivery model, time line and costing  -Planning for sustainability of the service division  -Fine tuning and updating the contents in hrmsv2 application	- Clearly defined and meticulously designed contents for the portal hrmsv2  -Giving solutions on all the services to the field teams  -Sustaining the division specific affairs of the Mission

4. **Recruitment:** The recruitment process shall continue throughout the year until optimum number with representation of all GPs, Blocks and Districts is achieved. No candidate shall have to wait for the outcome of the selection process more than 7 working days of application. Either the offer letter or the communication on the selection panel's outcome shall be conveyed to the candidate within 7 working days.





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5. **Contract Generation:** The mandatory provision of paying minimum of Rs. 1500/- for contract generation shall stand relaxed to any amount as calculated as 20%, 50% or 100% without the ceiling of minimum contract value of Rs. 1500/.
6. **Review of these Provisions:** Apart from fortnightly performance review of the field functionaries as a standard practice, these provisions coming into force on trial basis time being shall also be reviewed by end of October 2019 to take further final decision.

For "Mission RIEV"

*Mehreen Iqbal*  
**Mehreen Iqbal**  
Chief Executive Officer



- CC:
1. The Sr. Management Team for necessary information please.
  2. Admin IIRD for bringing necessary modifications in the format of Offer Letter and Appointment Letter for all new appointees.
  3. IFTI for bringing necessary modifications in the recruitment application.
  4. Sr. Prog Managers, Mission Secretariat to define the service delivery processes in light of the provisions laid down hereabove.
  5. Finance IIRD for necessary information.
  6. All the field functionaries at different level.
  7. Notice Board.
  8. Team IT for uploading the notification on Mission RIEV Website.



## Annexure 1

Service Segments/ Roles	Service Associate	CSA - Unit Price approx	PO - Monthly Plan	PM - Monthly Plan
Provisioned	Rs. 10000 - 18,000	Minimum any	No. of CSA x 12	No. of CSA x 12 within District or minimum 500
Fixed	Rs. 5,000	12 leads to be generated	within Block or minimum 100	tasks whichever is higher
Incentivisation	Total Upto 18000 (Including Fixed)			tasks whichever is higher
Education -Crash Course - E -Tutions	Mobilising Students-E-Tutions 10th / 8th / Maths / Science	400	tasks whichever is higher either	either generated through CSAs / POs or self. Closing all services
Competitive Exams	Mobilising candidate for Comprehensive foundation course	1000	generated	tasks and ensuring
Foreign Studies	Mobilising 1 candidate for Foreign Univ Admission	500	through CSAs or self. Processing	timely delivery with
Health -Comprehensive Health Care	Mobilising Patients / Non- Patients	2000	all needs and	dynamic coordination
Hepatitis B Vaccination	Mobilising candidates	400	ensuring delivery of services.	and logistic support. The
Health Counseling & Guidance	Mobilising candidates	300	Revenue	incentivisation formula shall be applied as per the total revenue generated less product and logistic cost
Banking - EDP - Setting up Business	Mobilising candidates for business set up with loan @5%- Say 10L	10000		
Loan Cases	Mobilising candidates for loan cases @3% - Say 10 L	5000		
Investments	Mobilising candidates for investment worth Rs. 5 L @0.5%	1000		
Social Security - Life Insurance	Mobilising Policies - Average Premium 5000 @ 30% in 1st Year	800		
Health Insurance	Mobilising Policies - Average Premium 10000 @ 30% in 1st Year	800		
General Insurance	Mobilising Policies - Average Premium 5000 @ 30% in 1st Year	800		
Agri & Rural Produce-- Manure Supply	Mobilising manure Sale per 40 Kg @ Rs. 600 -incentive @3/ Kg	200		
Soil Test,	Mobilising Soil Samples @Rs. 700 per sample	200		
Agri Seeds	Need Based Need Based	0		
Online & Utility Services -Passport	Mobilising cases @Rs. 1000	300		
Driving & Other Licenses	Mobilising cases @Rs. 1000	300		
Others PAN, Voter IDs, Aadhar, etc.	Mobilising cases @Rs. 200 (Excluding third Party payment)	150		
Property Management -Demarcation	Mobilising cases @Rs. 10,000	2000		
Property Division	Mobilising cases @Rs. 30000	6000		
Others, Correction, Registry, Mutation	Mobilising cases @Rs. 5000	1200		

