Government of Haryana

Terms of Reference for Recruitment

06.01.2024

Haryana Parivar Pehchan Authority (HPPA)

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I. TERMS OF REFERENCE FOR RECRUITMENT

1. **Contract Period**: 3 Years (extendable as per requirement of HPPA).

2. **Remuneration**: The lump sum monthly remuneration payable is provided in Section III of this document. An increment shall be allowed after completion of each year on the basis of competitiveness/ performance of the resource as per the applicable Haryana Parivar Pehchan Authority Regulation.

3. **Vacancy Position name, Skill Set, Qualification and experience:**

#	Position Name	Number of positions	Requirements
1	Software Engineer	6	**Skill Set:** Full stack development, MVC framework / JAVA/ JS/ Angular, MS SQL Server/ PHP/ Mongo DB/ Dot Net (C#)/Architecture Designing/ SDLC etc. **Minimum Qualification:** 4-year (Full-time) Bachelor's Degree in IT/CSE/Electronics & Communication / Computer Applications or equivalent OR MCA from any university/ Professional Institution recognized by Government with 60% marks. • At least 1 years of experience in data analysis and data management. • Experience with State/ Central Govt. shall be preferred. **Total Experience:** 5 Years
2	Sr. Software Developer	2	**Skill Set**: Full stack development, MVC framework/ JAVA/JS/ Angular, MS SQL Server /PHP/Mongo DB/Dot Net (C#)/ Architecture Designing/ SDLC etc. **Minimum Qualification:** 4-year (Full-time) Bachelor's Degree in IT/CSE/Electronics & Communication / Computer Applications or equivalent OR MCA from any university/ Professional Institution recognized by Government. • At least 3 years of experience as a software developer in JAVA/ .NET/PHP. **Total Experience:** 6 years.
3	Database Administrator	1	**Skill Set**: MS-SQL Server 2017/2019, Big Data, Data Backup and Data Management ,MongoDB Expertise , Database Installation and Configuration, Data Modeling, Performance Tuning, Backup and Recovery, Security Management, Monitoring and Alerting, Replication and High Availability, Sharding, Automation and Scripting, Version Control, Disaster

#	Position Name	Number of positions	Requirements
			Recovery, Database Upgrades and Patching, Troubleshooting and Debugging **Minimum Qualification:** 4-year (Full-time) Bachelor's Degree in IT/CSE/Electronics & Communication / Computer Applications or equivalent OR MCA from any university/ Professional Institution recognized by Government with 60% marks. • At least 2 years of experience in SQL Server/Mongodb database programming, configuration & management • Experience with State/Central Govt. shall be preferred **Total Experience:** 6 years
4	Network & Security Administrator	1	**Skill Set:** Deployment of networking components (routers / switches / Hubs etc.) for LAN / WAN along with Network Management Network Monitoring, Firewall Management, Security Policies, System (NMS) for smooth monitoring of network operations, Security Audits and Compliance **Minimum Qualification:** 4-year (Full-time) Bachelor's Degree in IT/CSE/Electronics & Communication / Computer Applications or equivalent OR MCA from any university/ Professional Institution recognized by Government. • At least 3 years of experience in network administration • Any industry recognised certification related to network administration like CCNA shall be preferred. • Experience with State/Central Govt. shall be preferred. **Total Experience**: 8 years
5	FMS Data Centre	1	**Skill Set**: CI/CD pipeline & related tools, Scaling, deployment & Orchestration , Cloud deployment / migration , Virtualization, IAC (Infrastructure as code), Resource /data management, Storage & Backups , Version control system, performance monitoring. **Minimum Qualification:** 4-year (Full-time) Bachelor's Degree in IT/ CSE/ Electronics & Communication / Computer Applications or equivalent OR MCA from any university/ Professional Institution recognized by Government with 60% marks. • At least 1 years of experience in server administration and troubleshooting. • Experience with State / Central Govt. Shall be preferred.

#	Position Name	Number of positions	Requirements
			Total Experience: 5 years.
6	System Administrator	1	**Skill Set**: MS-SQL Server 2017/2019, Switches, Routers, LAN/WAN, Firewall, VPN, Troubleshooting, Problem-Solving and Administration, VPN, Networking , Cloud, Automation and Scripting. **Minimum Qualification:** 4-year (Full-time) Bachelor's Degree in IT/ CSE/ Electronics & Communication / Computer Applications or equivalent OR MCA from any university/ Professional Institution recognized by Government. • At least 3 years of experience in server administration and troubleshooting. • Experience with State/ Central Govt. Shall be preferred. **Total Experience:** 8 years.
7	Security Analyst	1	**Skill Set**: Security management Cybersecurity frameworks (NIST/ ISO/CIS), SIEM (Security information and event management) , IDS & IPS (intrusion detection & prevention systems), OS Vulnerabilities, Switches, Routers, Firewall, Antivirus s/w, Data encryption, RCA-Critical incidents (reporting & handling), VPN , VMware, Data privacy & regulations. **Minimum Qualification:** 4-year (Full-time) Bachelor's Degree in IT/ CSE/ Electronics & Communication / Computer Applications or equivalent OR MCA from any university/ Professional Institution recognized by Government with 60% marks. • At least 1 years of experience in network administration and troubleshooting. • Any industry recognized certification related to network administration like CCNA shall be preferred. • Experience with State/ Central Govt. Shall be preferred. **Total experience**: 5 years.
8	Helpdesk Manager	1	**Skill Set:** Team management, Ticketing system, Troubleshooting, Help desk management, Call metrics, Call Management software , Call throttling , Grievance handling, Report generation, Enquiry management, Service desk, coordination, Data validation, Excel report preparation.

#	Position Name	Number of positions	Requirements
			Minimum Qualification: Bachelor's Degree (full time) from any university/ Professional Institution recognized by Government • At least 5 years of experience in Service Desk Management especially catering to Indian clients. • Experience with State/Central Govt. shall be preferred **Total Experience**: 8 years
9	Manager Complaints & Grievances	1	**Skill Set:** Regulatory Compliance, Conflict management, Problem solving, Communication, Investigative & Analytical skills, Documentation, Reporting, Legal awareness, Adaptability, Data Analysis, Enquiry management, Service desk, coordination, Team management. **Minimum Qualification:** Bachelor's Degree (full time) from any university/ Professional Institution recognized by Government With minimum 50% of marks. • At least 3 years of experience of working in customer support/ Escalation management /Dispute management/ Complaints units • Experience with State/Central Govt. shall be preferred. **Total Experience**: 8 years
10	HR Manager	1	**Skill Set:** Manpower contracting & deployment, performance assessment, leave management and other HR related issues. **Minimum Qualification:** Master's Degree (Full-time) in Human Resources or Business Management from any university/ Professional Institution recognized by Government • Minimum 3 years of experience in a human resources supervisory position. • Experience with State/Central Govt. shall be preferred. **Total Experience**: 8 years
11	Software Developer	1	**Skill Set**: Full stack development, MVC framework/ JAVA/JS/ Angular, MS SQL Server /Mongo DB/PHP/Dot Net (C#)/ Architecture Designing/ SDLC etc. **Minimum Qualification:**

#	Position Name	Number of positions	Requirements
			4-year (Full-time) Bachelor's Degree in IT/CSE/Electronics & Communication / Computer Applications or equivalent OR MCA from any university/ Professional Institution recognized by Government with 60% marks. • Experience in development of web-based application/ software. **Total Experience:** 1 year.
12	Mobile Application Developer	2	**Skill Set**: Program mobile applications in Android/ iOS/ Flutter/ JAVA etc. **Minimum Qualification:** 4-year (Full-time) Bachelor's Degree in IT/ CSE/ Electronics & Communication / Computer Applications or equivalent OR MCA from any university/ Professional Institution recognized by Government with 60% marks. • At least one project related to mobile application development. **Total Experience: 1 Year**
13	Help Desk-Executive	2	**Skill Set:** Grievance handling, Report generation, Enquiry management, Service desk, coordination, Data validation, Excel report preparation **Minimum Qualification**: 3/4-year (full time) Bachelor's Degree from any university/ Professional Institution recognized by Government with 50% marks. • Good communication skills • Language: English & Hindi • Sound with MS Excel • At least 2 years of relevant experience in Service help desk • Experience with State/Central Govt. shall be preferred. • Ready to work in 24*7 type of work environment. • Ready to work with various tools & technologies related to help desk. • At least 1 year experience in call centre/client facing role **Total Experience**: 3 years.
14	Business Analyst	1	**Skill Set:** Business Domain Knowledge , Requirements Elicitation and Analysis, Communication , Problem-Solving, Process Modeling

#	Position Name	Number of positions	Requirements
			and Analysis such as BPMN (Business Process Model and Notation), Analyze business processes for optimization and improvement, Data Analysis, Documentation, Agile Methodology, Technical Understanding, User Experience (UX) Design , Data Modeling, Quality Assurance, Change Management, Risk Management (identify potential risks and issues related to requirements and propose risk mitigation strategies), Collaboration & Presentation Skills. **Minimum Qualification:** • 4-year (Full-time) Bachelor's Degree in IT/ CSE/ Electronics & Communication / Computer Applications or equivalent OR MCA from any university/ Professional Institution recognized by Government • MBA or Master's in public policy (full time) from any university/ Professional Institution recognized by Government. • Any industry recognized certification in process management shall be preferred. **Total experience: 3 Year**
Total		**22**	

II.   GENERAL INFORMATION

1. Incomplete applications will be summarily rejected.
2. Applications link will be disabled after the last date. No request for extension of date shall be entertained.
3. Applications shall be accepted only through HPPA's Online Recruitment portal. No other mode of application will be entertained.
4. Modification/Addition to the application is not admissible after submission of online form. Hence, candidates should be very careful while filing the application.
5. Candidates shall apply for only one post for which he/ she is most suitable and meeting qualitative requirement and experience in the particular field. If it is found that applicant has applied for more than one post, candidature of such applicant is liable to be rejected.
6. Candidates who had applied in last 3 months/last advertisement of HPPA against above posts are not eligible to apply for the respective post again.
7. Persons already working (Regular/contractual) with Government / Semi Government Organizations / Autonomous Bodies, PSUs etc. are require to submit NOC from the concerned organisation on HPPA portal while filing online application, failing which their application shall not be considered.
8. The rules and instructions of the State Government on reservation for special categories of persons shall apply to the appointment of temporary staff.
9. All educational qualifications should have been obtained from a University/Institute recognized by UGC/AICTE/Central Govt. /State Govt. only.

10. Canvassing in any manner would entail disqualification of the candidate.
11. HPPA reserves its right to restrict the number of candidates for skill assessment test & Personal Interaction to a reasonable limit, on the basis of qualification and/or experience higher than those prescribed in this advertisement.
12. Number of vacancies are purely provisional which may be increased/decreased at the sole discretion of the HPPA.
13. HPPA reserves its right not to fill any or all the posts advertised and to reject any or all the applications without assigning any reason.
14. Skill assessment test, if any, will be conducted through online/offline mode. Mode of skill assessment test will be conveyed to all eligible candidates separately by HPPA or its authorised agency.
15. The following Travelling allowance/Daily Allowance will be paid for appearing in the skill assessment test (offline mode only):-

    a) Train fare of AC III Tier / AC Chair car (Shatabadi Express) for to and fro journey performed by them between the normal place of residence and the place of interview subject to production of tickets/documentary evidence for performing journey plus Rs. 250/- as daily allowance.
    b) AC Bus/Volvo bus fare for to and fro journey performed by them between the normal place of residence and the place of interview subject to production of tickets/documentary evidence for performing journey plus Rs. 250/- as daily allowance
    c) Candidates not covering in (a) & (b) above, will be paid lump sum payment of Rs. 500/-.

16. The location, date and time, mode of skill assessment test and interview will be notified to all candidate through e-mail. Candidates are advised to check their respective e-mails periodically.
17. All further information regarding the recruitment will be provided through the HPPA's recruitment portal/e-mail only. HPPA will not be responsible in any manner, if a candidate fails to visit/access the website/e-mail in time. Candidates are requested to regularly visit the HPPA's recruitment portal i.e. **https://hppa.haryana.gov.in/advertisement.aspx** and check their e-mail for updated information regarding the recruitment.
18. The decision of the HPPA in all matters will be final. No correspondence /interim inquiries will be entertained from the candidates in connection with the process of selection. Any dispute with regard to the recruitment process will be subject to Courts/Tribunals having jurisdiction over Chandigarh only.
19. Candidates selected for engagement will have to produce original documents in support of all the particulars mentioned in their application form regarding their date of birth, reservation category, educational qualification, experience and other claims.
20. Selected candidates will be engaged for a contractual tenure of 3 years which may be extended or curtailed as the circumstance so require.
21. Joining location for all the above posts shall be at Gurugram/Chandigarh/ Panchkula or anywhere in Haryana as decided by the Authority.
22. Candidates may be posted and/or transferred to any department at any time during service career at the discretion of HPPA.
23. Work Experience, wherever required shall be recognized only if the experience is in the areas of relevance for the post.
24. Decision of HPPA shall be final in the matter of recognizing work experience.

25. Screening of candidates shall be based on skill assessment test. Minimum cut-off to qualify for personal interview shall be finalized by HPPA.
26. All other terms and conditions not specifically mentioned in the advertisement shall be governed in accordance with the relevant applicable regulations of Authority for the respective position.

III. KEY TERMS OF APPOINTMENT

a. Validity of offer of Engagement

The offer of engagement to any candidate shall be valid only for one month from the date of communication of the offer of engagement. Any selected candidate would need to join within two months of the offer of engagement.

b. Age Limit and Tenure of engagement

The tenure of engagement on contractual basis shall be three years initially which will be further extendable in the interest of work as per applicable Regulation(s) of Haryana Parivar Pehchan Authority.

c. Remuneration payable

The indicative remuneration to be paid to different categories of staff shall be as follows. However, the actual remuneration shall be fixed based on the skill set possessed by the individual:

Sr. No.	Position Name	Total Experience	No. of Posts	Remuneration / month*
1	Software Engineer	5 year	6	65000
2	Sr. Software Developer	6 year	2	95000
3	Database Administrator	6 year	1	95000
4	Network & Security Administrator	8 year	1	90000
5	FMS Data Centre	5 year	1	80000
6	System Administrator	8 year	1	90000
7	Security Analyst	5 year	1	40000
8	Helpdesk Manager	8 year	1	45000
9	Manager Complaints & Grievances	8 year	1	45000
10	HR Manager	8 year	1	56000
11	Software Developer	1 year	1	40000
12	Mobile Application Developer	1 year	2	40000
13	Helpdesk Executive	3 year	2	25000
14	Business Analyst	3 year	1	63000
	Total		**22**	

Higher remuneration may be offered to the deserving candidates.

d. Eligibility for leave

Persons engaged on contractual basis shall, in addition to the public holidays, will be entitled to avail 12 days casual leave and 10 days medical leave during

a calendar year. In case of engagement of resource during the mid of a calendar year, casual leave and medical leave shall be prorated.

e. Travelling Allowance

Travelling Allowance/ Daily Allowance payable to the selected candidates shall be as such as notified by the Authority from time to time.

IV.   PROCEDURE TO APPLY FOR A POST ONLINE

How to apply

Before applying online, a candidate is required to have: -

1. Valid Mobile Number.
2. Valid E-Mail Id.
3. Recent passport size photograph (JPG / JPEG file format less than equal to 100kb).
4. Curriculum Vitae of the candidate (PDF format (**duly signed**) less than equal to 100kb).
5. NOC form Govt. Organization in case working with State Government with Government / Semi Government Organizations / Autonomous Bodies, PSUs etc. (applicable for both regular/contractual employee)

Candidate Selection Procedure

1. **Long Listing of Eligible Candidates –** Long listing of candidates based on the information submitted by the candidates on the portal.
2. **Skill Assessment Test –** The eligible candidates shall be notified for a skill assessment test. Medium of skill assessment test shall be English only. Skill assessment test will be conducted through online/offline mode. Mode of skill assessment test will be conveyed to all eligible candidates separately by HPPA or its authorised agency.
3. **Personal Interview** – The candidates who are shortlisted through the skill assessment test shall be called for a personal interview with a panel which shall be constituted by HPPA for this purpose.
4. The successful candidates shall be notified individually, or a list of such candidates shall also be displayed on the **https://hppa.haryana.gov.in/advertisement.aspx**

Important Date

Last date for filing On-Line Application Form –   21.01.2024 (23:59 hours).

1. Candidates are advised to follow **https://hppa.haryana.gov.in/advertisement.aspx** and check their e-mail regularly for updates.