

**GOVERNMENT OF PUDUCHERRY**  
**DEPARTMENT OF WOMEN AND CHILD DEVELOPMENT**  
**HOUSING BOARD COMPLEX (Opp.to LIC)**  
**NEW SARAM, PUDUCHERRY-13**  
**Ph.No.0413-2244785**

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No.1870/DWCD/DD(WD)/A5/WHL/Recruitment/2023/1584

Date. 03.10.2023

**NOTIFICATION**

**RECRUITMENT OF VARIOUS POST UNDER MISSION SAKTHI – SAMBAL – WOMEN HELP LINE SCHEME IN THE U.T. OF PUDUCHERRY**

The Department of Women and Child Development, Puducherry, invites application from the eligible Native/Residents of Union Territory of Puducherry through online for filling up of the following posts under Centrally Sponsored Scheme of **Mission Sakthi – Sambal – Women Help Line** to be engaged on contract basis for a period of one year on consolidated wages for the WCD Control Room in Puducherry District. The details of the post wise vacancies are as follows:

Sl. No	Name of the post	No. of post	Salary per month (approximate)
1	Helpline Administrator (Only Women Candidates)	01	Rs.35,000/-p.m
2	Call Operator (Only Women Candidates)	08	Rs.18,000/-p.m
3	IT supervisor	1	Rs.16,000/-p.m
4	Multi-purpose Staff -Peon	2	Rs.12,000/-p.m
5	Multi-purpose Staff - House Keeping (Only Women Candidates)	1	Rs.12,000/-p.m
6	Security Guard/ Night Guard	3	Rs.12,000/-p.m

The eligibility criteria and other terms and conditions may be referred in the detailed Notification available in the Department Website <https://wcd.puducherry.gov.in> & <https://www.py.gov.in>

**The Online google form can be accessed and submitted:**

<https://presenter.jivrus.com/p/1svY3kvwWO8Z5tDsk12skSp7lfbUu7chOR8EPLAd3til>



Last date for submission of online application is 25.10.2023

*P. Muthu Meena*  
**(P.MUTHU MEENA)**  
**DIRECTOR**

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DEPARTMENT OF WOMEN AND CHILD DEVELOPMENT  
HOUSING BOARD COMPLEX (Opp.to LIC)  
NEW SARAM, PUDUCHERRY-13  
Ph.No.0413-2244785 / 2244964

No.1870/DWCD/DD(WD)/A5/WHL/Recruitment/2023

Date. 03.10.2023

## NOTIFICATION

Applications are invited from the eligible Native/Residents of Union Territory of Puducherry through online for filling up of the following posts on contract basis for a period of one year on consolidated wages under Centrally Sponsored Scheme of Sambal – Women Help Line, a sub Scheme of Mission Shakti, Ministry of Women and Child Development. Government of India.

## DEPARTMENT OF WOMEN AND CHILD DEVELOPMENT

Sl.No	Name of the post	No. of post	Qualifications & Experience prescribed by MWCD	Roles & Responsibilities
1	Helpline Administrator (Only Women Candidates)	1	<p><b>Educational Qualification:</b> Master's degree in Law/ Social Work/ Sociology/Social Science/Psychology</p> <p><b>Experience:</b> at least 5 years' experience of working on women related relevant domains in an administrative set-up with a Government or Non-Government project/programme and preferably with at least 1-year experience of counselling either within or outside the same set-up.</p> <p><b>Preference:</b> Should be a resident of the local community so that local human resource and expertise is utilized for effective functioning of the centre.</p> <p><b>Age:</b> between 30-55 Years.</p>	<p>i. The Helpline Administrator will be in charge for the overall smooth functioning of WHL.</p> <p>ii. She will ensure prompt and meaningful response towards every call received at the Helpline.</p> <p>iii. She will be responsible to monitor and intervene (if required) in any ongoing calls.</p> <p>iv. She will supervise each case, take it to a logical conclusion and later follow up with the aggrieved child.</p> <p>v. She will ensure effective convergence with concerned agencies/ institutions.</p> <p>vi. She will facilitate redressal of issues related to non-responsiveness of State agencies/institutions in collaboration with Director, WCD.</p> <p>vii. She will be responsible for making schedules for the team and managing team in such a way that the Helpline is up and active 24 hours a day seven day a week.</p> <p>ix. She will be responsible for formulating Resource Directory containing information about the relevant State and private authorities/institutions/individuals related to child protection and rights.</p> <p>x. She will be responsible for conducting advocacy meetings to create good working culture between WHL and different service providers.</p> <p>xi. She will conduct awareness generation activities within community to raise awareness around WHL.</p> <p>xii. She will monitor the functioning of WHL, conduct the performance appraisal of the staff, facilitate capacity building, guidance and support for the team.</p> <p>xiii. She will be responsible for day-to-day management of WHL team and reporting to Director, WCD and any other competent authority as and when required.</p> <p><i>She will be available in emergency at any time 24X7</i></p>
2	Call Operator (Only Women Candidates)	8	<p><b>Educational Qualification:</b> Any degree</p> <p><b>Experience:</b> 1 year experience of working on telecom / web based relevant systems.</p> <p><b>Preference:</b> Good communication skills in Hindi, English and / or regional languages i.e Tamil, Telugu, Malayalam and others.</p> <p><b>Age:</b> between 25-40 Years.</p>	<p>i. She will attend the calls, do primary referrals, does data entry and forward serious cases and cases which need first point counselling to Helpline Administrator.</p> <p>ii. She will provide the information about the Government Schemes and programmes related to Women protection and Women Rights.</p> <p>iii. She will provide all the assistance to women applying for any such above mentioned schemes or programmes and guide them through the process to be adopted for accessing the same.</p> <p>iv. She will help the Helpline Administrator in attending missed calls.</p> <p>v. She will be responsible for other work as assigned by the Helpline Administrator.</p> <p>Shift basis 24X7.</p>

Sl.No	Name of the post	No. of post	Qualifications & Experience	Roles & Responsibilities
3	IT supervisor	1	<p><b>Educational Qualification:</b> Any graduate with at least diploma in computers/IT etc.,</p> <p><b>Experience:</b> Minimum of 3 years' experience in data management, process documentation and web-based reporting formats, video conferencing at state or district level with government or Non-Governmental/ IT based organizations.</p> <p><b>Age:</b> between 25-45 Years.</p>	<p>i. The IT staff will look after the technological aspect of WHL and ensure that it remains functional at all times.</p> <p>ii. She/he would follow strict proceedings to maintain privacy with regard to data generated and will ensure that name and other details of aggrieved woman remain confidential in each step of case history documentation.</p> <p>iii. She/he would draft the daily/ monthly/ quarterly report based on the MIS, web based data collection which would be approved at the level of the Helpline Administrator for submission.</p> <p>iv. She/he with the help of Helpline Administrator will formulate the resource directory containing information about the relevant State and private authorities / institutions/ individual related to women protection</p> <p>He/She will be available in emergency at any time 24X7.</p>
4	Multi-purpose Staff (Peon)	2	<p><b>Educational Qualification:</b> 10th Standard.</p> <p><b>Experience:</b> Knowledge / experience of working in the relevant domain.</p> <p><b>Age:</b> 20-45 Years.</p>	<p>i. She/he would be responsible for assisting the Help Line Administrator, Call Operator and other staffs of the Help Line.</p> <p>ii. She/he will be responsible in attending Multi- purpose work assigned to her/him.</p> <p>Shift basis 24X7.</p>
5	Multi-purpose Staff (House Keeping)(Only Women Candidates)	1	<p><b>Educational Qualification:</b> 8th Standard.</p> <p><b>Experience:</b> Knowledge / experience of working in the relevant domain.</p> <p><b>Age:</b> 25-50 Years.</p>	<p>i. She would be responsible for maintaining hygiene and sanitation at Help line.</p> <p>ii. She will be responsible for the house keeping at WHL.</p> <p>iii. She will be responsible in attending Multi- purpose work assigned to her/him.</p> <p>Shift basis 24X7 (if needed)</p>
6	Security Guard/ Night Guard	3	<p><b>Educational Qualification:</b> 10<sup>th</sup> Standard.</p> <p><b>Experience:</b> at least 2 years' experience of working as security personnel in a government or reputed organization at the district/ state level.</p> <p><b>Preference:</b> Retired military / para-military personnel.</p> <p><b>Age:</b> 35-60 Years.</p>	<p>i. She/he will be responsible for the overall security of Helpline Centre</p> <p>ii. She/he would be responsible for safety of all capital assets, furniture and equipment at WHL.</p> <p>Shift basis 24X7.</p>

  
(P.MUTHU MEENA)  
DIRECTOR

**THE GENERAL CONDITIONS AND PROCESS OF RECRUITMENT:**

**A. SUBMISSION OF APPLICATION:**

- a. Native/Resident of Union Territory of Puducherry only need to apply for the posts mentioned in the notification. (Certificate obtained from the competent authority on/after the year 2015 is accepted)
- b. **Age:** As mentioned in Annexure –A.
- c. The candidate having the necessary qualification and experiences only needed to apply for the posts as mentioned in the Notification.
- d. Candidates who wish to apply for any of the above said posts shall access the online google form in the ID/Scan the QR code mentioned and submit the Google Form through online only. **No physical application will be accepted.**
- e. The duly filled in Google Form shall be submitted through online **on or before 25.10.2023 at 17.30hrs.**
- f. The Google Form only need to be submitted and not any certificates.
- g. Candidate can apply for a maximum of 2 posts only. Submission of more than 2 applications/Google forms will lead to rejection of both applications.
- h. The **marks scored at the essential qualification (without arrear/attempt) only be considered for the post and the scored marks need to be entered in percentage only and not as Grade.**
- i. Those who have **completed the course in grade/any other system shall convert the marks in to percentage and then to be entered.**
- j. Preference would be given to women candidate and who are well versed in computer, reporting and documentation.
- k. No copies of the certificate to be enclosed at the time of submitting the application.
- l. The candidate fulfilling the required qualification and experiences will only be called for certificate verification.
- m. The Google Form **will be processed based on the information given by the candidate. Any discrepancy in the information provided will lead to punitive action against the candidate.**
- n. Based on the information provided by the candidate, the merit list will be short listed and short listed candidates for each category of posts only needed to produce the **original certificates** for verification along with a copy of the relevant certificates. (both marks and experiences)
- o. Certificate verification committee constituted for the purpose will verify the certificates and experiences of short listed candidates for each category of posts.

- p. The experience certificates issued by NGOs, Voluntary Organizations (VOs) will be verified with NGO DARPAN portal maintained by NITI Aayog w.e.f 1<sup>st</sup> January.2015. <https://ngodarpan.gov.in>.
- q. The experience certificate issued by the NGOs/VOs registered in the NGO DARPAN portal will only be considered for counting the experiences.
- r. The experience certificate issued by the NGOs/VOs other than those not registered in the NGO DARPAN will not be considered for recruitment.
- s. In order to promote green and clean energy, All communications relating to recruitment (Submission of application, date of certificate verification) will be sent to through SMS on the registered mobile number/Whatsapp/e.mail of the candidate. No paper/written communication will be sent to the candidates.
- t. The **appointment will be subject to verification of original certificates and readiness of the candidate to join the post within a month.**
- u. The selected candidate has to **produce the police verification report/ certificate** before issuing of the contractual appointment order.

#### **B. MERIT LIST:**

The merit list will be arrived based on the percentage of marks (%) secured at the qualification prescribed for the post. In case of tie in percentage the woman or senior in age will be considered as first.

The appointment is **purely on merit** and temporary engagement for a period of one year contract. The contract may be renewed based on the performance up to the financial year 2025-2026 or terminate the contract services at any time by giving one month's notice. Likewise, the selected candidates in turn may also discontinue their engagement after giving one month's notice. However, in case of non – performances, their engagement would be terminated forthwith by the Secretary (Welfare) without any notice.

#### **C. PAYMENT OF MONTHLY REMUNERATION**

Monthly remuneration will be paid as mentioned against each posts and other than that not entitled for any allowances i.e, DA, TA, Bonus etc. (as mentioned at para 8/nf).

#### **D. WAITLIST AND ITS OPERATION**

5 Nos. of Candidates for each post will be waitlisted for a period of one year.

#### **E. OTHER TERMS AND CONDITIONS:**

- a. The positions are purely temporary, time bound and co-terminus with the scheme or earlier depending on the performance.
- b. The appointment will be terminated either with the termination of the scheme or even before at the discretion of the competent authority.
- c. The Department of Women and Child Development, Puducherry will have no liability, whatsoever, for the persons recruited under the scheme.

- d. The Competent Authority reserves the right to fill up or not to fill up the posts as notified in this advertisement.
- e. Canvassing/political pressure in any form will lead to disqualification of the candidature for the contractual position.
- f. For any queries/assistance reach us on 0413-2244964 (Ext-303/304) or write to [deputydirectorwd@gmail.com](mailto:deputydirectorwd@gmail.com).

*P. Muthu Meena*  
**(P.MUTHU MEENA)**  
**DIRECTOR**