

## **JOB PROFILE OF OPERATIONAL STAFF**

1. The operational staff will be posted in each of the functional District Consumer Forum to support the Consumer forum staff for the smooth functioning of the Confonet Scheme Phase III. They will work under the overall guidance of Nodal Officer of concerned District Consumer Forum in close coordination with the NIC. The Nodal Officer will maintain their attendance register and assign and monitor their day-to-day works related to the Confonet Project.
2. The Operational Staff will assist the consumer forum staff w.r.t. data preparation/entry in the Confonet online CMS application. They should know entire workflow of the Confonet Online CMS Application. After hiring of operational staff, trainings through e-learning sessions would be organized for them by the NIC on confonet application software. The uploading of Cause Lists, Judgments etc. and use of email accounts will also be explained in the e-learning sessions. They may attend subsequent e-learning sessions also for further clarifications, if required.
3. They will assist the consumer forum staff in maintaining inventory, up keeping of ICT infrastructure such as Desktops, Software, UPS, Printers, LAN, etc. including new installations. They will also interact with the vendor if any hardware problem/ defect are reported and help the staff to keep its record.
4. For Local technical guidance if required, they may seek guidance of the NIC District Informatics Officers (DIO) in their District. For any problem related to Online application workflow, they may contact either Technical Support Persons (TSPs) posted in their State Commission or directly to the Technical support team at NIC Hqrs. New Delhi.
5. At the end of month, attendance sheet mentioning name of the Operator, posting Location, number of leaves taken during the month and their performance (Satisfactory/not satisfactory) need to be prepared by them and get it signed by the nodal officer. After getting it signed and affixing office stamp, they will send it to the vendor. They will also send a copy of his

attendance sheet to the Technical Support Person (TSPs) of their State who in turn will prepare consolidated list of all Operational Staffs in their state and send the consolidated list to the State NIC Coordinator and also at NIC Hqrs. New Delhi.