

**TERMS OF REFERENCES(ToR) FOR ENGAGEMENT OF FACILITATING
NON-GOVERNMENTAL ORGANISATION (FNGO)**

Animal Help Line facility with Ambulance Service is to be implemented in the Balasore District Society for the Prevention of Cruelty to Animals (SPCA) through the Chief District Veterinary Officer (CDVO) cum Member Secretary, in order to provide emergency Veterinary care to stray & destitute animals.

In order to support the implementation of the Animal Help Line Programme involvement of a Civil Society organisation having expertise in animal welfare activities is being engaged. Accordingly, District Society for the Prevention of Cruelty to Animals (SPCA) Balasore District invites Expression of Interest (hereinafter called "EoI") from Non-Government Organisations (NGOs) with prior experience for engagement as Facilitating NGO (FNGO) for supporting the District Society for the Prevention of Cruelty to Animals (SPCA) Balasore District for implementing Animal Help Line activities.

The engagement will be valid for a period of two year from the date of signing of MoU by Society for the Prevention of Cruelty to Animals (SPCA), Balasore District and FNGO, subject to satisfactory performance by the FNGO.

1. SELECTION PROCESS OF FNGO:

The selection of the Facilitating Non-Governmental Organization (FNGO) will follow a two-stage process. Firstly, the applicant NGOs will be shortlisted based on their capacity and experience on undertaking animal welfare activities. The short-listed NGOs will be called for to make a detailed presentation on their past experiences, in implementation of programmes and also on their proposed action plan for supporting the Animal Help Line Activities in Balasore Municipal Corporation/Municipality area.

The qualifying criteria and prioritization criteria for evaluation are as follows: -

QUALIFYING CRITERIA

- i. Registered body under the Societies Registration Act of 1860(20 of 1860) or any other corresponding law for the time being in force and which is recognized by the Animal Welfare Board of India.
- ii. Having minimum 3 years of experience in implementing Animal Welfare Activities along with Social mobilization, awareness programme.
- iii. The Agency should not be blacklisted by the Govt./Govt. Bodies.

1. HUMAN RESOURCES

The FNGO will provide the following personnel for supporting the implementation of the Animal Help Line activities.

Personnel	Number of Personnel
Veterinary Doctors	2
AHL Assistant	2
Project Coordinator	0
Field Assistants	0
Attendant	2

2. TERMS & CONDITIONS FOR PROVIDING MANPOWER BY FNGO.

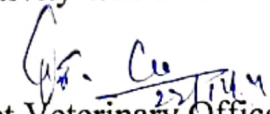
- i) The engagement of FNGO & its continuance of engagement is based on the appraisal of its performance by the Society for the Prevention of Cruelty to Animal (SPCA), Balasore District against deliverables Animal Help Line Programme.
- ii) The personnel engaged by the FNGO cannot claim any right to a regular appointment at any time in the Society for the prevention of cruelty to Animal (SPCA), Balasore District/ F&ARD Department.
- iii) During the tenure of engagement, the manpower provided by FNGO shall abide by the rule, regulations, conditions prescribed by the Member Secretary of the Society for the Prevention of Cruelty to Animals (SPCA), Balasore District.
- iv) During the period of engagement in the project, the personnel provided by the FNGO shall be required to work and attend the duties as may be assigned by the Nodal Officer for AHL programme.
- v) The personnel shall be entitled to a maximum of 10 days of leave in a year with prior approval of the Nodal Officer. Any unauthorized absence shall attract proportionate deduction from the consolidated monthly remuneration.
- vi) In the event of unauthorized absence or any other misconduct by the personnel deployed by the FNGO, such personnel shall immediately be replaced.
- vii) The FNGO shall be held responsible for any loss sustained by the Society for the Prevention of Cruelty to Animals (SPCA), Balasore District/F&ARD Department through fraud or negligence on the part of the Personnel deployed by the FNGO.
- viii) Upon termination of the FNGO engagement, Personnel shall be liable to handover all the assets & records in their possession to the Nodal Officer.
- ix) The personnel deployed by the FNGO shall not take up any assignment during the period of engagement.

The details of guideline of the scheme for setting up of Animal Helpline and Veterinary Ambulance Services in Urban areas (Balasore Municipality) along with other details like engagement of Human Recourses, Budget Outlay, Standard Operating Procedure, Monitoring System, Job Description of Human Resources engaged and Application Format (Appendix A,B,C,D as per the guidelines) is enclosed for reference for EoI by the interested Non- Government Organisation.

The sealed envelope containing application along with the document as per the Appendix A, B, C,D from the interested NGOs are to reach at the office of the undersigned on or before 07.01.2022 in working days within office hours i.e. from 10 A.M to 4 P.M.

The applications received beyond 07.01.2022 will not be taken into consideration and the undersigned has the right to reject/cancel the above EoI without assigning any reason thereof.

All the judicial matter if any relating to the above activity will be dealt within the jurisdiction of Balasore District only.


 Chief District Veterinary Officer,
 Balasore

SCHEME FOR SETTING UP OF ANIMAL HELPLINE & VETERINARY AMBULANCE SERVICE IN URBAN AREAS

1. Objective

The objective of the program is to provide Animal Helpline and Ambulance Service (AHL) to the stray and destitute animals in need.

2. Scope of the Program

i. Coverage of the AHL Program

The AHL program will be implemented in 11 urban locations namely: Bhubaneswar, Cuttack, Puri, Sambalpur, Angul, Jagatsinghpur, Baripada, Berhampur, Balasore, Bhawanipatna and Rourkela.

ii. Infrastructure support for animal healthcare

Infrastructure support will be provided under the scheme for setting up of animal shelters and kennels, veterinary health care facilities, post treatment facilities etc in the AHL unit.

iii. Supporting Animal Welfare Organisations towards Veterinary medicines and consumables for treatment of stray animals

In order to support the Animal Welfare Organisations in undertaking emergency veterinary health care for destitute cases, funds can be provided under the scheme towards medicines and consumables.

3. Implementation

The AHL programme will be implemented by the respective District Society for Prevention of Cruelty to Animals (SPCA). The Chief District Veterinary Officer cum Member Secretary, District SPCA will be responsible for implementation of the AHL program with active involvement of all field functionaries of the F&ARD Department, respective Municipal Corporation/ Municipality/NAC and Animal Welfare Organisations.

3.1 Timings of Animal Help Line

Location	No. of Shifts	Shift- I	Shift- II	Shift- III
Bhubaneswar & Cuttack	3 shifts (24x7)	6 am-2 pm	2 pm-10 pm	10 pm-6 am
Puri, Sambalpur, Angul, Jagatsinghpur, Baripada, Berhampur, Balasore, Bhawanipatna and Rourkela	2 shifts	6 am-2 pm	2 pm-10 pm	-


25.8.21

3.2 Programme Implementation

- The AHL programme will be implemented by the respective CDVO cum Member Secretary District SPCA.
- The day to day management of the program will be under the direct supervision of the concerned SDVO/ADVO/ DD as assigned by the Chief District Veterinary Officer.
- The District Society for Prevention of Cruelty to Animals (SPCA) will engage a Facilitating NGO (FNGO) involved in Animal Welfare Activities for supporting the implementation of AHL programme.
- The FNGO will provide the necessary technical personnel under this scheme, which includes a dedicated team of Veterinary doctors, AHL Assistants, attendants and other support staff.
- In Bhubaneswar and Cuttack the FNGO will provide Project Coordinator and Field Assistants to coordinate with Municipal Corporation authorities, active Animal Welfare Organisations and volunteers in implementation of AHL and Animal Birth Control Programme (ABC).

4. Manpower Support (2021-22)

The following personnel will be deployed by the FNGO to the concerned District Society for Prevention of Cruelty to Animals (SPCA).

District	Veterinary Doctors	AHL Assistant	Project Coordinator	Field Assistant	Attendant
Bhubaneswar	3	3	1	2	3
Cuttack	3	3	1	2	3
Puri, Sambalpur, Angul, Jagatsinghpur, Baripada, Berhampur, Balasore, Bhawanipatna and Rourkela	2 each	2 each	-	-	2 each

One contractual driver may be engaged by each District SPCA through a Service Provider for AHL activities.


25.8.21

4.1 Budget Outlay for Manpower support

Manpower	Cost/ person/ month (In Rs)	No. of personnel	Outlay for 2021-22 (Rs in lakh)
Veterinary Doctor	50,000	24	144.00
AHL Assistant	22,000	24	63.36
Programme Coordinator	30,000	2	7.20
Field Assistants	22,000	4	10.56
Attendant	10,000	24	28.80
Contractual Driver#	13,000	11	17.16
Management and Administrative charge to the FNGO	700	78	6.55
Total cost			277.63

NB: All statutory charges toward engagement of Human resources to the AHL programme by the FNGO like EPF, ESI, etc shall be covered under the cost mentioned against each post.

The contractual driver may be engaged by the SPCA through a Service Provider

5. Infrastructure

- The scheme will support development of infrastructure and procurement of equipment required for effective implementation of the AHL program.
- The construction of the infrastructure and procurement of equipment should be done by the Directorate of AH&VS/ CDVOs by following necessary procurement procedures.
- The infrastructure facilities like Large Animal Shelter, Small animal shelter/ Kennel, Veterinary health care facilities and other supporting infrastructure/ equipment/ facilities can be supported under the scheme.

5.1 Animal Helpline Toll free number

A dedicated Animal Helpline Toll free number will be launched for the State. The Call Centre will be managed by the Directorate of AH&VS, either directly or through the District SPCA Khurdha/ Cuttack.

5.2 Budget Outlay for infrastructure support (2021-22)

Component	Unit Cost / per month	Units	Outlay for 2021-22 (Rs in lakh)
Large Animal Shelter Infrastructure	Lump sum		120
Small animal and Kennel infrastructure	Lump sum		280
Veterinary health care infrastructure	Lump sum		447
Animal Ambulance vehicles on hire (Balasore, Bhawanipatna, Rourkela, Jagatsinghpur, Angul, Baripada)	26,000	6	18.72
Purchase of Animal Lifting Ambulance fitted with Oxygen cylinder and mask with one-time Road tax, VAT & Insurance, stickering etc. (Bhubaneswar and Cuttack)	25,00,000	2	50
POL for animal ambulances			40.20
Maintenance cost of Department animal Ambulance	Lump sum		3.5
Medicine and consumable for AHL at Bhubaneswar and Cuttack	40,000	2	9.6
Medicine and consumable for AHL at 9 other centers	25,000	9	27
Medicines and consumable support to NGOs*	18,000	11	23.76
IEC Cost District	2,00,000	12	22
IEC Cost State	Lump sum	1	5.43
Toll Free Number			
Fixed cost for Installation (one time)	Lump sum		15.00
Recurring cost (to be incurred towards toll free call charges and includes feed, fodder, water cost of animals during treatment at	Lump sum		20.00



VD/VH)			
Total cost			1082.21

NB:

1. Funds mentioned above under infrastructural components (first 3) are lump sum and flexible. Interchange of the amount between the components can be made, if required, as per the need/requirement with approval of the Director.

2. *If the demand for medicines and consumables for animal health care through NGOs is not arising, then the funds can be used for the same component through the AHL units run by the SPCAs.

Total Scheme Budget Outlay (2021-22)	
Components	(Rs in lakh)
Manpower	277.63
Infrastructure	1082.21
Total	1359.84

6. Modalities for engaging the Facilitating NGO

- The Facilitating NGOs shall be engaged by the respective District SPCA.
- The organisation selected to function as Facilitating NGO should be a **Voluntary Non-Government Organisation working in the field of animal welfare**. The indicative Terms of Reference of the FNGO is placed at **Annexure-I**.

7. Standard Operating Procedure for managing AHL Unit

- Each AHL unit should provide veterinary health care services to stray and abandoned animals on receipt of the call.
- Emergency calls for treatment of injured and distress animals will be entertained
 - In Cuttack & Bhubaneswar, AHL services will be available on 24 X 7 basis in 3 shifts
 - In other 9 locations (Puri, Sambalpur, Angul, Jagatsinghpur, Baripada, Berhampur, Balasore, Bhawanipatna and Rourkela) AHL services will be

[Handwritten Signature]
25.8.21

available in two shifts from 6.00 A.M. to 2.00 P.M. & 2.00 PM to 10.00 PM by the Animal Helpline team

Setup of AHL team

- The team will consist of - Veterinary officer, AHL Assistant, driver and Attendant
- In Bhubaneswar and Cuttack additional personnel namely Programme Coordinator and Field Assistants shall be deployed.
- The team will report to the Nodal Officer in charge of AHL (SDVO/ ADVO/DD (DVH)) as decided by the CDVO

Infrastructure/equipment and medicines

- The ambulance will be well equipped with instruments/equipment like basic surgical kit, embryotomy set, portable sterilizer, ice box, saline stands, haemoglobinometer, gloves, syringes, thermometer, chairs, torch light, etc.
- CDVO will take steps for procurement of need based medicines & equipment by following necessary procurement procedures or make it available out of the existing stock in the district.
- The medicines and other consumables shall be used for treatment of stray / abandoned animals. No free medicines/ consumables shall be used for treatment of pets.

State Animal Helpline Call Centre for Reporting sick animals / accidental cases

- A State Level Animal Helpline Call Centre will be set up by the Directorate of AH&VS either directly or through Khurdha/ Cuttack SPCAs
- The Toll-Free telephone number will be given wide publicity through Print, electronic and social media. The Toll-Free number will also be displayed in the Ambulance vehicle.
- The call centre should maintain the essential telephone numbers of all AHL personnel in various districts along with contact details of all CDVOs, SDVOs, BVOs, VAS and MVU.
- Upon receipt of any calls in the State Animal Helpline call centre the information shall be immediately passed on the respective AHL unit or F&ARD Field Units.

Animal treatment



Handwritten signature and date: 25.8.21

- On receiving a call/any communication about a sick/injured animal, the ambulance/ MVU will reach the spot as early as possible.
- The ambulance team will provide necessary First-Aid / treatment to the animal.
- In critical cases, the affected animals wherever required may be shifted to the nearest Veterinary Hospital /Veterinary Dispensary / nearest goshalas / animal shelter homes for necessary treatment/care.
- If dead animals are recovered from the accident site, the same are to be disposed preferably by deep burial method in the nearby Govt. land away from human habitation. This may be done in coordination with the local Deputy Commissioner/Health Officer of concerned municipality/ corporation.
- In case of natural calamities, the Animal helpline will continue to deliver the requisite services as usual subject to its utilization in affected areas as per the instruction of the concerned CDVO/DD (DVH) in exigencies.
- Whenever sick/injured stray animals are shifted to VD/VH for treatment their feed & fodder cost will be made @Rs 45/- per day, maximum for a period of 10 days and it may be arranged out of the funds provisioned under recurring cost.
- Required infrastructure (construction of shed with facility of feeder, waterer etc.) for accommodating the sick/injured stray animals, if not available will be created from the funds available under the component "Large Animal Shelter Infrastructure"
- If more numbers of stray animals particularly cattle are shifted and treated, those can be rehabilitated temporarily in any nearby Goshalas.
- Similarly, infrastructure support towards Veterinary health care, small animal kennel to be made from the funds available under the said components. But priority will be given to 11 nos. of locations where the programme is implemented, then other locations as per need.
- The Animal Helpline team when not in service will assist the DD (DVH) in their day-to-day work in VH/VD
- No user charges will be collected towards providing ambulance service to injured stray animals.

Record keeping

- The Veterinary officer along with animal health assistant engaged in Ambulance should maintain all the requisite registers such as Call receive register, Treatment Register, Stock book of Medicine and Equipment, Contingency Register, Log Book, Attendance Register in prescribed format, Indoor Register, User charge register, Cash Book, money receipt book, under active supervision / guidance of Nodal Officer, AHL.



- The equipment stock is also to be maintained regularly subject to non-functioning of equipment, which is to be brought immediately to the knowledge of the Nodal Officer AHL.
- In addition, any other registers, if required, may also be maintained along with the corresponding files.

Review and monitoring

- Monthly report will be submitted by the Nodal Officer AHL to the CDVO. The CDVO shall submit the monthly report to the Directorate of A.H & V.S by 5th of succeeding month.
- The regular supervision & monitoring to be carried out by the CDVO for smooth implementation of AHL and Animal Ambulance facility.
- A monitoring committee consisting of the following members will guide, monitor and review the programme implementation.

a. Monitoring Committee for Bhubaneswar and Cuttack

1. Municipal Commissioner : Chairperson
2. Chief District Veterinary Officer : Member Convener
3. Representative of Director AH&VS : Member
not below the rank of Joint Director
4. Representative of Animal Welfare : Members
Organisations (Two)
5. Nodal Officer of the AHL program : Member
6. Nodal Officer of the ABC program : Member
of the Municipal Corporation

b. Monitoring Committee other Districts

1. District Collector : Chairperson
2. Chief District Veterinary Officer : Member Convener
3. Representative of Director AH&VS : Member
not below the rank of Joint Director
4. Representative of Animal Welfare : Members
Organisations (Two)
5. Nodal Officer of the AHL program : Member
6. Nodal Officer of the ABC program : Member


25.8.21

INDICATIVE TERMS OF REFERENCES (ToR) FOR ENGAGEMENT OF FACILITATING NON-GOVERNMENTAL ORGANISATION (FNGO)

Animal Help Line facility with ambulance service is implemented in the _____ District Society for the Prevention of Cruelty to Animals (SPCA) through the Chief District Veterinary Officer (CDVO) cum Member Secretary, in order to provide emergency veterinary care to stray and destitute animals.

***To be inserted in the ToR for Bhubaneswar and Cuttack by the respective SPCAs**

Animal Birth Control (ABC) programme is being implemented by Bhubaneswar / Cuttack Municipal Corporation to control stray dog population and reduce the rabies cases as per the provisions of the Animal Birth Control (Dogs) Rules, 2001. Besides, stray animals are prone to road accidents, traffic infiltration and road blockages in and around urban areas and the animals suffer from injuries and disabilities.

In order to support the implementation of the Animal Help Line Programme, (*and coordinate the Animal Birth Control Programme) involvement of a civil society organisation having expertise in animal welfare activities is being engaged. Accordingly, District Society for the Prevention of Cruelty to Animals (SPCA) _____ District invites Expression of Interest (hereinafter called "EoI") from Non-Government Organisations (NGOs) with prior experience for engagement as Facilitating NGO (FNGO) for supporting the District Society for the Prevention of Cruelty to Animals (SPCA) _____ District for implementing Animal Help Line activities.

The engagement will be valid for a period of two year from the date of signing of MoU by Society for the Prevention of Cruelty to Animals (SPCA), _____ District and FNGO, subject to satisfactory performance by the FNGO.

*** Applicable for Bhubaneswar and Cuttack by the respective SPCAs**

1. SELECTION PROCESS OF FNGO:



Handwritten signature and date: 21

The selection of the **Facilitating Non-Governmental Organization (FNGO)** will follow a two-stage process. Firstly, the applicant NGOs will be shortlisted based on their capacity and experience on undertaking animal welfare activities. The short-listed NGOs will be called for to make a detailed presentation on their past experiences, in implementation of programmes and also on their proposed action plan for supporting the Animal Help Line activities in _____ Municipal Corporation/ Municipality area.

The qualifying criteria and prioritization criteria for evaluation are as follows:

1. QUALIFYING CRITERIA

- i. Registered body under the Societies Registration Act of 1860(20 of 1860) or any other corresponding law for the time being in force and which is recognized by the Animal Welfare Board of India.
- ii. Having minimum 3 years of experience in implementing Animal Welfare activities along with social mobilization, awareness program.
- iii. The Agency should not be blacklisted by the Govt. / Govt. Bodies.

2. HUMAN RESOURCES

The FNGO will provide the following personnel for supporting the implementation of the Animal Help Line activities.

Personnel *	Number of personal*
Veterinary Doctors	
AHL Assistant	
Project Coordinator	
Field Assistants	
Attendant	

*Based on the manpower indicated in Sl. 4 of the guidelines

3. TERMS & CONDITIONS FOR PROVIDING MANPOWER BY FNGO

- i) The engagement of FNGO and its continuance of engagement is based on the appraisal of its performance by the Society for the Prevention of Cruelty to

[Handwritten signature]
25.8.21

Animals (SPCA), _____ District against deliverables Animal Help Line Programme.

- ii) The personnel engaged by the FNGO cannot claim any right to a regular appointment at any time in the Society for the Prevention of Cruelty to Animals (SPCA), _____ District/ F&ARD Department.
- iii) During the tenure of engagement, the manpower provided by FNGO shall abide by the rule, regulations, conditions prescribed by the Member Secretary of the Society for the Prevention of Cruelty to Animals (SPCA), _____ District.
- iv) During the period of engagement in the project, the personnel provided by the FNGO shall be required to work and attend the duties as may be assigned by the Nodal Officer for AHL programme.
- v) The Personnel shall be entitled to a maximum of 10 days of leave in a year with prior approval of the Nodal Officer. Any unauthorized absence shall attract proportionate deduction from the consolidated monthly remuneration.
- vi) In the event of unauthorized absence or any other misconduct by the Personnel deployed by the FNGO, such Personnel shall immediately be replaced.
- vii) The FNGO shall be held responsible for any loss sustained by the Society for the Prevention of Cruelty to Animals (SPCA), _____ District/ F&ARD Department through fraud or negligence on the part of the Personnel deployed by the FNGO.
 - a) Upon termination of the FNGO engagement, Personnel shall be liable to handover all the assets and records in their possession to the Nodal officer.
 - b) The Personnel deployed by the FNGO shall not take up any assignment during the period of engagement.



4. Minimum qualifying criteria for deployment of manpower for AHL Programme by the FNGO

A. Veterinary Doctor

- i. Graduate in Veterinary Science and Animal Husbandry from a recognized College/ University.
- ii. Registered and valid Practitioners of Orissa Veterinary Council
- iii. Age not above 65 years

B. AHL Assistant

- i. Candidates having Plus two with 2-year Diploma in Animal Sciences from a recognised educational institution.
- ii. Age not above 55 years

OR

- i. The candidate must have passed Plus two Vocational Courses in field of Animal Husbandry/ Dairy/ Poultry/ Animal Production from a recognised educational institution.
- ii. Age not above 55 years

C. AHL Attendant

- i. Candidate should have passed 10th+ from a recognised educational institution.
- ii. Age above Age not above 55 years
- iii. Should be physically fit to work in the field.

ADDITIONAL PERSONNEL FOR BHUBANESWAR AND CUTTACK

D. Program Coordinator

- i. Post Graduate in Social work/ Sociology/ Rural Development from a recognized University/ Institute.
- ii. Age not above 55 years
- iii. Experience:
 - a. Must have at least one year of working experience in the field of Animal Welfare activities



Handwritten signature and date: 25.8.21

- b. Should have working knowledge in computer applications (MS Office/ MS Word).
- c. Should have adequate knowledge to work in multi-tasking environment having skills in managing & coordinating activities in a project mode.
- d. Should have skills & proficiency in developing suitable contents for posting in social media in English and Odia languages.

E. Field Assistant

- i. Graduate in any discipline from a recognized University/ Institute.
- ii. The age should be between 25 to 45 years.
- iii. Experience:
 - a. Must have at least one year of working experience in the field of Animal Welfare activities
 - b. Should have working knowledge in computer applications (MS Office/ MS Word).
 - c. Should have adequate skill to work with community and mobilise them for successful implementation of ABC Program;

4.1 Monthly Remuneration:

Personnel	Remuneration
Veterinary Doctor	Rs. 50,000/- per month inclusive of Statutory charges
AHL Assistant (with 2-year Diploma in Animal Sciences)	Rs. 22,000/-per month inclusive of Statutory charges
AHL Assistant (with Plus two Vocational Courses)	Rs. 20,000/-per month inclusive of Statutory charges
AHL Attendant	Rs. 10,000/-per month inclusive of Statutory charges

Personnel	Remuneration
Program Coordinator	Rs. 30,000/-per month inclusive of Statutory charges
Field Assistant	Rs. 22,000/-per month inclusive of Statutory charges



5. Job Description & Responsibilities

A. Job Description of Veterinary Doctor

- i. He/ she will attend duty at Veterinary Dispensary/ Veterinary Hospital on a 8 hourly shift basis (24X7) at Bhubaneswar & Cuttack, 8 hourly shift basis in other places for and offer animal health care services to stray and abandoned animals under Animal Help Line.
- ii. provide follow up treatment of sick / injured animals being rescued or attended under AHL
- ii. Plan and organise vaccination campaign for FMD vaccination in stray animals in Municipal Corporation /Municipalities/ NAC area being covered under AHL
- iv. Supervise receiving and recording of calls in Call register.
- v. Train the AHL Assistant and other staff attached to Animal help Line in receiving and recording of calls. etc
- vi. Facilitate proper disposal of carcasses in coordination with BMC/ Municipality/ NAC / Etc
- vii. He/ she will sign the log book of vehicle
- viii. He/ she will report to AHL Nodal Officer for any issue relating to Animal Help Line or ambulance service
- ix. Redressal of complaints if any of the citizen
- x. Maintenance of Stock and utilization of medicine
- xi. Rescue of sick animals in Municipal Corporation /Municipality/ NAC area being covered under AHL for treatment
- xii. Submit Monthly Report to Nodal Office as identified by CDVO regarding progress of Animal Help Line
- xiii. Any other job assigned as and when required by Nodal Officer AHL / CDVO for smooth functioning of Animal Help Line

B. Job description of AHL Assistant

- i. He/ she will work in close coordination with the Veterinary Doctor in the Animal Help Line
- ii. He/ she will assist in treatment of Animal Helpline cases in field


25.8.21

- iii. He/ She will take up vaccination of stray animals against F.M.D.
- iv. Prepare Report return of AHL
- v. He/ she will follow up of treatment of AHL cases in field under the direct supervision of veterinary Doctor.
- vi. He/ she will assist in rescue of sick animals, such as stray Bulls/Cows/Dogs etc. for treatment/ operation at Veterinary Hospital etc.
- vii. Receive and maintain data base of all calls entertained under Animal Helpline
- viii. He/ she will maintain stock and store at AHL Unit
- ix. He / She will keep a track on daily calls made to Animal Help Line services and follow up.
- x. He/She will report to Veterinary Doctor directly and Nodal Officer, Animal Help Line for day to day routine jobs
- xi. Any other job assigned as and when required by Veterinary Doctor / Nodal Officer / CDVO for smooth functioning of Animal Help Line

C. Job description of Attendant engaged under AHL


- i. Work in close coordination with the Veterinary Doctor and AHL Assistant in the Animal Help Line as a team
- ii. Undertake restraining of animals for treatment of Animal Helpline cases
- iii. Take up vaccination of stray animals against F.M.D. in the area of operation of AHL
- iv. Undertake follow up of dressing of wounds of sick and wounded animals ,etc as per the advice of Veterinary doctor
- v. Assist in rescue of sick animals, such as stray Bulls/Cows/Dogs etc. for treatment/ operation at Veterinary Hospital etc.
- vi. Will report to Veterinary Doctor directly and Nodal Officer, Animal Help Line for day to day routine jobs
- vii. Any other job assigned as and when required by Veterinary Doctor / Nodal Officer AHL/ CDVO for smooth functioning of Animal Help Line

D. Job description of Program Coordinator

- i. **Awareness and sensitization**
 - Create an IEC plan to sensitize the general public about the Animal Helpline and Animal Birth Control Programme



- Implement the IEC plan through channels such as - meetings, electronic media, print media, posters and social media
- ii. **Collaboration with other entities**
- Establish a rapport with local communities for effective implementation of AHL services (reporting sick animals, taking care of animals etc.) and ABC programs (support in dog catching, releasing etc.).
 - Maintain partnerships with active Animal Welfare Organisations and general public which can shelter sick/injured/old animals rescued through AHL and ABC programs
 - Ensure adoption of animals through Animal Welfare Organisation and interested general public
 - Maintain rapport with active Animal Welfare Organisations and general public who can take care of recovering animals in AHL and ABC programs
 - Actively play a facilitator role between the government and the public to maximise animal welfare programmes in the operational area.
- iii. **Program Implementation support:**
- Assist the Nodal Officer in data collection, compilation and analysis with respect to animal population, mortality, potential cases for AHL, potential for ABC, status of operations etc.
 - Update AHL and ABC related information to the department in required formats and through appropriate channels (on Department app/portal/Excel/email etc.)
 - Ensure quality of calls management and treatment by ambulance service is up to the mark
 - Ensure dog catching is done in a humane and proper manner
 - Supervise catching and release of stray dogs from and to the specified locations
 - Coordinate with the Municipal Corporation functionaries and ensure ABC operations are done as per the guidelines and animals are well taken care of before and after the operation in the government facilities.
 - Manage field assistants and ensure their responsibilities are met under the AHL and ABC units
 - Maintaining database of activities organized and prepare physical progress and impact reports, better practices/ success stories on AHL and ABC Program as key deliverables


25.8.21

- Undertake any other job assigned as and when required by Nodal Officer / CDVO for smooth functioning of Animal Help Line & ABC program.

E. Responsibilities of Field Assistants

i. On-field support

- Keep track of all calls to the AHL and ensure proper follow up is done on all calls
- Help in identifying dogs to be sterilized by preparing monthly planning advance plans
- Make visits with dog catching vans to oversee catching and releasing of dogs and resolve any public issues
- Ensure dog catching is done in a proper and humane manner
- Ensure dogs are released at the same location from where they are picked
- Ensure kennels and pounds where dogs are kept before and after the ABC operations are clean
- Ensure the sheds where animals are kept to treat AHL cases are clean
- Ensure quality of food, water, medicines provided to animals is good

ii. Program Implementation Support:

They will assist the Programme Coordinator in maintaining database of activities organized and prepare physical progress and impact reports, better practices/ success stories on AHL and ABC Program


7. REMUNERATION & ADMINISTRATIVE COST:

The FNGO will be paid on monthly basis by the Society for the Prevention of Cruelty to Animals (SPCA) towards remuneration of personnel deployed along with management and administrative charges by the Member Secretary District SPCA. The payment will be released on submission of Performance Appraisal Report along with Absentee Statement every month by Nodal officer, ABC/AHL Program. The total payment will be released directly to the Bank Account of the FNGO.


25.8.21

APPLICATION FORMAT

1.	a. Name of the Organisation	
	b. Abbreviation name of Organisation, if any	
	c. Address of Organisation:	
	Mailing and Correspondence Address	
	d. Contact person	
	Name	
	Designation / Title	
	Telephone No. (Land Line/ Mobile)	
	Email	
	(i) Is the organisation registered: Yes/ No	
	(ii) If yes, under which Act: Society Act/ Trust Act Company (Section-25)Act or Any Other (attach a copy)	
	(iii) Year of Registration	
	(iv) Since how long it is operational (No. of Years)	
	(v) Whether organization is registered under FCRA: Yes/ No	
	(vi) Whether it is registered under Income Tax (Yes/ No	


25.8.21

1. Give Details of Board Members (Current Status)

Name	Address	Position/ Designation

2. Annual Turn Over for last 3 Years

Year	Turn over Rs. In Lakh
2017-18	
2018-19	
2019-20	

Copies of Audited Annual Reports, Income-Expenditure statement & Balance Sheet to be enclosed.

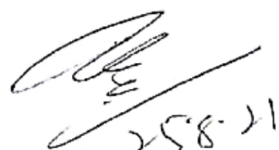
3. Details of professional Experienced Staff

Area of Expertise	Name of staff	Qualification	Yrs. of Experience

4. Details of Experience in implementing Animal Welfare Activities in Odisha

Sl. No.	Name of Scheme/ Program	Area of Implementation	Activities undertaken	Total Fund utilized in Rs.

Signature of the Authorised Signatory


25.8.21

DECLARATION BY THE FNGO

1. I have read and understood the terms and conditions relevant to Expression of Interest (EoI) vide advertisement No.:..... Date:and submitted the proposal in accordance with the terms and condition of the above-mentioned notification.
2. The information furnished in the proposal are true and factual and I clearly understand that our proposal is liable for rejection, if any information furnished is found to be incorrect and not factual at any point of time without assigning any reason thereof and Member Secretary, District SPCA / CDVO,..... will have the right to initiate any action as deemed fit.

Place:

Signature:

Date:

Name:

Designation:

Seal of the Organisation:


25-8-21

List of Documents to be Submitted along with Application Form

Sl. No.	Documents
1	Copy of Registration Certificate of the Agency
2	Copy of the FCRA Registration No. (If Yes)
3	Copies of Audited statement of Accounts, Balance Sheet and Income-Expenditure returns for last three years
4	Bio-data of the Staff members of the existing professional staff and copies of certificates of their qualification
5	Copy of Agreement/ Work order for implementation/ facilitation of schemes on Animal Welfare activities (Relevant Past Achievements- It may include the types of Animal Welfare activities implemented by the FNGO, Coverage area and their Achievements (Physical & Financial), publications, Success Story etc.)
6	Proof of Address of Office (Copies of telephone bills, electricity bills, etc)



25.8.21

Tentative Criteria for Selection of FNGOs

Sl. No	Parameter	Range	Marks	Maximum Marks
1	2	3	4	5
1	Annual average turn-over for last 3 years	<Rs. 2 lakhs per annum	2	10
		Rs. 2-5 lakhs per annum	4	
		Rs. 5-10 lakhs per annum	7	
		> Rs. 10 lakhs per annum	10	
2	Infrastructure (Office premises)	No Office	0	10
	Office establishment	Office with minimum Furniture	5	
		Office with Computer, Internet, Telephone etc	10	
3	Number of existing experienced Professional staff	No experienced staff available	0	20
		Social Development Professional, Graduate	5	
		Support staff for Computer Operation	5	
		Animal Welfare Expert, Graduate	5	
		Other Professional Expert >2	5	
4	Experience of implementing Animal Welfare Activities	0 - 2 years	2	20
		2-4 Years	6	
		4-6 Years	10	
		6-10 Years	14	
		> 10 years	20	
5	Experience of implementing other Government sponsored Projects	Nil	0	10
		1 - 2 Projects	2	
		3 - 5 Projects	5	
		6 - 10 Projects	10	
		> 10 Projects	15	

[Handwritten Signature]
25.8.21

6	Presentation by the Agency Regarding experience in taking up Animal Welfare activities		15	30
	Regarding Plan of Action for facilitating Animal Welfare Activity - ABC Program & Animal Help Line		15	


25.8.21