

**INDICATIVE TERMS OF REFERENCES (TOR) FOR ENGAGEMENT OF
FACILITATING NON-GOVERNMENTAL ORGANISAITON (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

***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, 2023. 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.

and destitute animals.

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 one year from the date of signing of MoU by Society for the Prevention of Cruelty to Animals (SPCA), and FNGO, subject to satisfactory performance by the FNGO. District

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

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

i) 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/Veterinary council of India

iii. Age not above 65 years

B. AHL Assistant

i. Candidates having Plus two (science) / 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 recognized educational institution.

ii. Age not above 55 years

C. AHL Attendant

Candidate should have passed 10th+ from a recognized educational institution.

Age above Age not above 55 years

Should be physically fit to work in the field.

ADDITIONAL PERSONNEL FOR BHUBANESWAR AND CUTTACK

D. Program Coordinator

Post Graduate in Science/Social work/ Sociology/ Rural Development from a recognized University/Institute.

Age not above 55 years

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 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

Graduate in any discipline from a recognized University/ Institute.

The age should be between 25 to 45 years.

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 mobilize them for successful implementation of ABC Program;

5. Job Description & Responsibilities

A. Job Description of Veterinary Doctor

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.

provide follow up treatment of sick / injured animals being rescued or attended under AHL

- i. Plan and organise vaccination campaign for FMD vaccination in stray animals in Municipal Corporation/Municipalities/ NAC area being covered under AHL
- ii. Supervise receiving and recording of calls in Call register.
- iii. Train the AHL Assistant and other staff attached to Animal help Line in receiving and recording of calls. etc

- iv. Facilitate proper disposal of carcasses in coordination with BMC/ Municipality/ NAC/Etc
- v. He/she will sign the log book of vehicle
- vi. He/ she will report to AHL Nodal Officer for any issue relating to Animal Help Line or ambulance service
- vii. Redressal of complaints if any of the citizen
- viii. Maintenance of Stock and utilization of medicine
- ix. Rescue of sick animals in Municipal Corporation /Municipality/ NAC area being covered under AHL for treatment.
- x. Submit Monthly Report to Nodal Office as identified by CDVO regarding progress of Animal Help Line.
- xi. 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

- a. He/she will work in close coordination with the Veterinary Doctor in the Animal Help Line
- b. He/she will assist in treatment of Animal Helpline cases in field.
- c. He/ She will take up vaccination of stray animals against F.M.D.
- d. Prepare Report return of AHL
- e. He/she will follow up of treatment of AHL cases in field under the direct supervision of veterinary Doctor.
- f. He/she will assist in rescue of sick animals, such as stray Bulls/Cows/Dogs etc. for treatment/ operation at Veterinary Hospital etc.
- g. Receive and maintain data base of all calls entertained under Animal Helpline
- h. He/ she will maintain stock and store at AHL Unit
- i. He/She will keep a track on daily calls made to Animal Help Line services and follow up.
- j. He/She will report to Veterinary Doctor directly and Nodal Officer, Animal Help Line for day to day routine jobs
- k. 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.

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- 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.



- 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

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- 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
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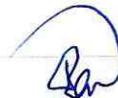
7. REMUNERATION & ADMINISTRATIVE COST:

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, AHL Program. The total payment will be released directly to the Bank Account of the FNGO.

Appendix-A

APPLICATION FORMAT

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	
(1) 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)	

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
2021-22	
2022-23	
2023-24	

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 Authorized Signatory

Appendix-B

DECLARATION BY THE FNGO

1. I have read and understood the terms and conditions relevant to Expression of Interest (Eol) 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/COVO..... will have the right to initiate any action as deemed fit.

Place:

Signature:

Date:

Name:

Designation:

Seal of the Organisation:

Appendix-C

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)

Appendix-D

Tentative Criteria for Selection of FNGOs

Sl. No.	Parameter	Range	Marks	Maximum Marks
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 staff 3 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 5 other Government sponsored Projects	Nil	0	10
		1-2 Projects	2	
		3-5 Projects	5	
		6-10 Projects	10	
		> 10 Projects	15	
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	