

**Government of West Bengal  
Urban Development Department  
'NAGARAYAN'  
DF-8, Sector-I, Salt Lake,  
Kolkata-700 064**

**NOTICE**

The Urban Development Department, Government of West Bengal invites Expression of Interest (EoI) for setting up a Project Management Unit for land matters in Salt Lake, Kolkata.

The details are available at [www.wburbandev.gov.in](http://www.wburbandev.gov.in).

A pre-bid meeting will be held at 11.30 A.M. on **24-04-2015** at Urban Development Department, Government of West Bengal.

The last date of submission of bid Application is **3 P.M. on 13.5.2015**.

*snob*  
12/3/15  
**(Ms. Mira Ray)**  
**Additional Secretary**

**Notice inviting Expression of Interest (EoI) for setting up a Project Management Unit (PMU) under Urban Development Department for land matters in Salt Lake, Kolkata**

**Introduction:**

In Bidhannagar/Salt Lake, Kolkata there are approximately 16 thousand residential plots and 3 thousand commercial/industrial plots. These plots are given on lease hold basis usually for 999 years by the Urban Development Department, Government of West Bengal. The different type of works related to these plots are as follows:-

- Works related to Allotment of Plot
- Execution of Lease Deed
- Handing over Possession of Plots
- Realisation of salami with interest
- Transfer of Lease hold rights of plots in terms of Notification 2709
- Permission of Gift Deed
- Mutation [both testate and intestate]
- Transfer Mutation
- Gift Deed Mutation
- NOC for Non-Residential Use of Residential Buildings
- NOC for creation of Mortgage for obtaining Loan
- Realisation of Annual Lease Rent of Residential Plots
- Permission for Mela Ground
- Permission for Transfer of Flats of Co-operative Societies
- NOC for Change of Membership of Flats on the basis of Nomination
- Court Matters
- RTI Matters
- Miscellaneous Application/Matters
- Change of use

The usual office procedures like receiving of all kinds of letters/applications, Despatch and issue, Typing, Maintenance of Record/Record Room etc. are also done in addition to above works.

Under the provisions of the West Bengal Right to Public Services Act, 2013 some services are required to be provided within a specified time frame as shown below:

Sl.No.	Name of Service	Time Limit
1.	Transfer	30 days
2.	Mutation	60 days
3.	NOC for Non-Residential Use	30 days
4.	Transfer Mutation	30 days

A large number of visitors come to enquire about the fate of their applications. On the other hand, established procedures are long drawn primarily with a view to define responsibility and to avoid possibilities of fraud or impersonation. In fact, in a number of cases, criminal proceedings have been started by the police. Without compromising the need for observing rules and procedures, it is necessary to monitor applications and cases in a systematic manner so as to provide efficient public services in accordance with the provisions in the Right to Public Services Act. Within time frame for this, it is proposed to engage a Project Management Unit (PMU) to assist the existing officials or staff of Urban Development department, Government of West Bengal. This engagement of PMU would be initially for one year however may be extended for another 2 years depending on performance and requirement.

**The Scope of Work to be done by the Project Management Unit (PMU) is as follows:**

1. Guide applicants on the procedure to be followed: Organise/create forms and supply the forms to the visitors required free of costs. Make the procedures and forms available on website with easy-to-follow instructions.
2. Organise receipt of letters and documents and dovetail with a tracking software existing in the department. Letters are sorted plot-wise, and efficiently collated with the relevant file kept in the record room.
3. Prepare Check memos for each file as soon as all documents are received and placed to the concerned officials with recommendation for taking forward the file. In case any document is missing, to telephone and send SMS to the contact person for giving the same.
4. As soon as file is recommended to the appropriate authority for sanction, file tracking to be done and periodical SMS to be sent to the applicant.
5. Once the approval has been received, copy of the sanction order to be put up on the website or to be despatched through e-mail and finally despatched through registered post. At each stage SMS alert to be given.
6. In case, confirmation of relationship certificate is not available. The issuing authority will be contacted over telephone/e-mail and confirmation receipt.
7. In the reports from other authorities including Bidhannagar Municipality, Commissionate of Police, Bidhannagar etc. regular follow up shall be made.
8. Token based Front Desk Management for handling visitors will be made. Any other work or streamlining the method of working so as to give better public services.
9. Manage and coordinate data entry operators already working in the department.
10. Improve workflow and move towards web-based solution in phases.
11. Other works related with above as and when felt necessary.

The Expression of Interest (Eoi) is invited from reputed concerns having good track records and expertise in area of such activities with a view to cope the work as indicated above.

**THE APPLICATION AGENCIES SHOULD FULFIL THE FOLLOWING CRITERIA:-**

1. **Team Leader:**

**Age :** 40 to 45 years.

**Qualifications:** Degree or diploma in Business Management with 10 years experience.



2. **Lead Receptionist-cum-Help Desk Manager:**

**Age :** 35 to 40 years.

**Qualifications:** Diploma or Degree in Hospitality Management with 5 years experience in reception related work is essential. Female candidate preferred.

**Experience:** 5 years.

3. **Assistant Help Desk Facilitators (3)**

**Age:** Below 35 years.

**Qualifications:** Must be Graduate with pleasing personality and ability to work under stress; must be fluent in English, Bengali and Hindi with knowledge of IT. Female candidates preferred.

**Experience:** 3 years

4. **Assistant System Manager (IT) :**

Age : 35 to 40 years.

**Qualifications:** Must have Post-Graduate Degree/Diploma in Computer Science/Computer Technology/Computer Application with 5 years experience with ability to create data programmes, SMS alerts and Mobile applications.

**Experience :** 5 years

5. **Facilitators (4)**

**Age:** Below 30 years

**Qualifications:** School Final passed with knowledge of IT.

**Experience:** 2 years

**Eligibility for applications**

The Project Management Unit (PMU) must be a registered firm with a turnover of more than Rs.1 crore per annum with a track record of handling projects of similar nature.

2. The intending PMU should have a prior experience of working as PMU for at least three years for which necessary documentary evidence shall have to be furnished.

3. An average annual turnover of the PMU may be to the tune of Rs 1 crore during last three previous years ending 31.03.2015 and should furnish all the documentary evidence along with Income Tax Clearance Certificate, PAN of the agency and copy of registration of the agency.

4. The applicant agencies in case of a consortium, should have to designate one of them as the Lead Management for all purposes.

5. Indicative Terms of Reference (ToR) for PMU and the broad Scope of Work (SoW) would be finalised through in a pre-bid meeting to be held on 24-04-2015 at 11.30 a.m. at the Conference Room of Department of Urban Development, Government of West Bengal, 'NAGARAYAN', DF-8, Sector-I, Salt Lake, Kolkata-700 064. Proceedings of the Pre-Bid meeting will be uploaded on the website of UD Deptt. at [www.urbandev.gov.in](http://www.urbandev.gov.in) and will form part of this EoI.

6. The undersigned reserves the right to reject any or part or all the offers without assigning any reasons whatsoever.

7. The last date of submission of bid is upto 3 P.M. on 08-05-2015 at the office of the undersigned. Bids will have to be given in two sealed envelopes: Part A : Technical Bid, and Part B : Financial Bid.

**DURATION :**

The tenure of the assignment will be initially for one year, which may be extended up to three years on mutual consent based on performance.

**POSITIONS:**

- i. During the period of the assignment, the selected consultant will provide a team of professionals as mutually agreed, for whole office hours, for all working days at the office space provided by Urban Development Department, Government of West Bengal. For any temporary absence, proportional deduction of payment will be made monthly.
- ii. The consultants will have to arrange for their own computers and printers at their own cost. Stationery items and computer consumables including internet usage charges will be paid by the consultants.
- iii. The department will facilitate the process for telephone connection to the office of the Project Management Unit.
- iv. The Department will provide office furniture.

**General:**

The working of the PMU and its relation with Urban Development Department, Government of West Bengal will be governed by the contract entered between the PMU and Urban Development Department, Government of West Bengal after finalisation of the selection process. As such, the mutually agreed contract will be final governing document for the PMU to UD Department, Government of West Bengal.