

GOVERNMENT OF MEGHALAYA
MEGHALAYA STATE DISASTER MANAGEMENT AUTHORITY
LOWER LACHAUMHERE, MEGHALAYA::: SHILLONG

No. SDMA.252/2025/214

Dated Shillong, the 21st July, 2026.

ADVERTISEMENT

The office of State Disaster Management Authority (SDMA) invites application from eligible candidates who are Indian Citizens for recruitment for the post of 1 (one) Supervisor and 1 (one) Operator on Contractual Basis for a period of 1 (one) year (may be extended on the basis of performance). Qualification, Desired Experience and Term of Reference (ToR) along with application form are available in the website www.msDMA.gov.in.

Applications should be submitted to this office on or before **14th August 2026 at 5.00**

PM.


Executive Director
State Disaster Management Authority
Meghalaya, Shillong

GOVERNMENT OF MEGHALAYA
MEGHALAYA STATE DISASTER MANAGEMENT AUTHORITY

ADVERTISEMENT

No.SDMA.252/2025/213

Dated Shillong, the 21st July, 2026.

The Meghalaya State Disaster Management Authority (MSDMA), under the Revenue and Disaster Management Department, Government of Meghalaya, invites applications from eligible candidates for engagement on a **purely contractual basis** under the Project **"Emergency Response Support System (ERSS) for Disaster Emergencies"** for an initial period of **one (1) year**, which may be extended based on satisfactory performance and project requirements, for the following position(s):

Sl No.	Name of Post	Qualification and Experience	Number of Post	Salary (fixed)
1.	Supervisor	• Graduate in any discipline from a Recognized University, preferably with technical background. • Diploma in Computer Applications. • Minimum 2 years of Work experience preferably in Government setting. • Work Experience in Disaster Management. • Supervision in Call Centre/ Telephonic will be preferred.	1(one)	35000/- per month
2.	Operator	• Minimum educational qualification should be 10+2. • Certificate Course in Computer Applications. • Minimum 1 year of the work experience preferably in Government setting. • Work experience in call management system, Call Centre, Telephonic Helpline.	1(one)	30000/- per month

General Instructions:

1. 18 – 32 years. Upper age limit is relaxable by 5 years for SC/ST candidates of Meghalaya.
2. The duly filled-in Application Form, along with a Resume/Curriculum Vitae (CV) along with all relevant & supporting documents, must reach the office of the undersigned on or before **14th August 2026 by 5:00 PM** at the following address:

The Executive Director
State Disaster Management Authority
Lower Lachumiere, Shillong – 793001
Meghalaya

3. Applications received after the prescribed last date and time shall be summarily rejected.
4. All applications will be scrutinized, and only eligible candidates meeting the prescribed criteria will be shortlisted.
5. Shortlisted candidates will be required to appear for a Personal Interview.
6. Candidates shortlisted for the Personal Interview shall produce all original certificates, testimonials, and other relevant documents for verification at the time of the interview.
7. The undersigned reserves the right to reject any or all applications without assigning any reason thereof.
8. The **date, time, and venue** of the Personal Interview will be communicated separately to the shortlisted candidates only.
9. No TA/DA shall be admissible for attending the Personal Interview.
10. The **Terms of Reference (ToR) at Annexure-I** and the prescribed **Application Form at Annexure-II** may be downloaded from the MSDMA website: www.msdma.gov.in.
11. For any queries or further information, candidates may contact: 60099-24512.


Executive Director
State Disaster Management Authority
Meghalaya, Shillong
Dated Shillong, the 21st July, 2026.

Memo.No.SDMA.252/2025/213-A

Copy to:

1. The Joint Secretary to the Government of Meghalaya, Revenue and Disaster Management Department.
2. The State Informatics Officer, NIC, Shillong for information with a request to upload the same & Application Form for the post in the SDMA website @ www.msdma.gov.in
3. Office Notice Board.


Executive Director
State Disaster Management Authority
Meghalaya, Shillong

Terms of Reference (TOR)

Project Background	The Emergency Response Support System (ERSS-112) is a flagship initiative of the Government of India that provides a single emergency number (112) for citizens to seek assistance relating to Police, Fire, Ambulance, Women and Child Safety, and other emergencies. Under the extension of ERSS-112, Disaster Emergencies have also been integrated into the platform, enabling citizens to report disaster-related incidents through the same helpline. In Meghalaya, the Government of Meghalaya has taken over the operation and management of the ERSS-112 Disaster Emergency component from April 2026, integrating it with the State Emergency Operations Centre (SEOC) to ensure timely coordination and response during disaster situations.
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Table-I

Sl. No.	Name of Post	Roles & Responsibilities	Knowledge, Skills and Abilities
1	Supervisor	• Overall implementation, management of the programme and monitoring of project. • Supervision and management of project personnel (ERSS) • Collection, analysis and interpretation of quantitative and qualitative data. • Ensure timely updating and maintenance of project data through the Management Information System (MIS). • Supervise the functioning in the State Emergency Operations Centre (SEOC) in day to day routine. • Monitor, disseminate and coordinate Early Warnings and Alerts received from various agencies. • Prepare situation reports (SITREPs), disaster event reports and other emergency response reports. • Maintain and update disaster databases, records and documentation.	• Coordinate and liaise with State and Central agencies, including NDMA, other SDMA's, IMD, NESAC, CWC, DEOCs/DDMA's and other stakeholder departments, for effective disaster management and emergency response. • Possess strong interpersonal, communication, presentation and organizational skills, with sound judgment and a commitment to maintaining high standards of professionalism and service delivery. • Proficiency in computer applications, including MS Word, MS Excel, MS PowerPoint, internet applications, Management Information Systems (MIS), and AI-based productivity tools.

		• Coordinate with Government Departments, District Disaster Management Authorities (DDMAs) and other stakeholders for information sharing and emergency response. • Perform any other duties assigned by the Office from time to time.	• Ability to design, organize and deliver training, orientation and capacity-building programmes for Government officials and other stakeholders. • Ability to prepare training materials, presentations, reports and documentation related to disaster management and emergency response. • Ability to work effectively in a 24x7 operational environment, including during emergencies and disaster situations. • Data verification, compilation, analysis & report writing
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Table- II

Sl. No.	Name of Post	Roles & Responsibilities	Knowledge, Skills and Abilities
1	Operator	• Operate the ERSS-112/State Emergency Operations Centre (SEOC) on a 24x7 shift basis. • Receive, record and process disaster-related emergency calls and information received through various communication channels. • Disseminate Early Warnings and Alerts received from authorized agencies to the concerned authorities and stakeholders. • Maintain a real-time log of incidents, response actions and communication records. • Prepare and update situation reports (SITREPs), disaster event reports and daily incident summaries. • Maintain and update disaster databases, MIS and other records in a timely manner. • Coordinate with District Emergency Operations Centres (DEOCs), District Disaster Management Authorities (DDMAs), line departments and	• Knowledge of telephone etiquette and professional call-handling techniques. • Ability to communicate courteously and effectively with callers, including those who are distressed, emotional or discourteous. • Skill in questioning callers tactfully to obtain accurate and essential information for appropriate routing and response. • Knowledge of emergency call-routing procedures and alternative communication methods to ensure continuity of operations during system failures or high-priority emergencies. • Basic knowledge of disaster management, emergency response protocols and the functioning of the ERSS-

		emergency response agencies for information sharing and follow-up. • Monitor emergency situations and promptly escalate critical incidents to the Supervisor. • Ensure proper functioning of communication equipment and promptly report any technical issues. • Assist in data compilation, documentation and preparation of reports related to disaster management activities. • Perform any other duties assigned by the office from time to time.	112/State Emergency Operations Centre (SEOC). • Proficiency in computer applications, including MS Word, MS Excel, MS PowerPoint, internet applications, Management Information Systems (MIS), and AI-based productivity tools. • Good interpersonal, communication and coordination skills. • Ability to maintain accurate records, and prepare reports in a timely manner. Data entry, compilation & verification of information. • Ability to remain calm, exercise sound judgment and work efficiently under pressure during emergencies. • Willingness and ability to work on a 24×7 shift basis, including nights, weekends and public holidays.
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 Executive Director
 State Disaster Management Authority
 Meghalaya, Shillong

**Application Form for Supervisor/Operator in the Meghalaya State Disaster
Management Authority (MSDMA)**

Recent Passport Size
Photograph

Post applied for: _____

1. Name: _____
(Capital Letters)

2. Father's/Mother's Name/Spouse's Name: _____

3. Sex (Male/Female): _____

4. Date of Birth: _____ Age _____ years

5. Category: SC/ST/OBC/General/Any Other (pls. specify) _____

6. Contact Address: _____

7. Permanent Address: _____

8. E-mail: _____

9. Mobile No: _____

10. Present Occupation: _____

11. Education (in reverse chronological order) (pls add rows if required):

Sl. No.	Year	Degree/Diploma	University/Institution	Division/ GPA	Subjects

12. Experience (in reverse chronological order) (pls add rows if required)

Sl. No.	Period			Organization /Institution	Post	Nature of work	Accomplishments
	From	To	Total				

13. Trainings: _____

14. Publications (if any): _____

15. Awards/recognitions: _____

16. Any other information: _____

17. References (Name, Designation, Institution, Address, E-mail and Phone Number):

i. _____

ii. _____

I have carefully gone through the advertisement and I am well aware that the information furnished above is duly supported by the documents in respect of Essential Qualification/Work Experience submitted by me will also be assessed by the Selection Committee at the time of selection for the position. The information/details provided by me are correct and true to the best of my knowledge and no facts having a bearing on my selection has been suppressed or withheld.

Date: _____

Signature: _____