

## **TERMS OF REFERENCE**

### **FORENSIC AUDIT OF MONITORING AND EVALUATION DATA OF LRMIS**

#### **INTRODUCTION**

Land Records Management and Information System is an initiative of 'Government of the Punjab' for computerization of land records with the objective to improve and modernize the system of maintenance of land records and provide land record related services to the public in a more efficient way.

143 Arazi Record Centers (ARC) have been established across Punjab for issuance of computerized Fard and attestation of mutations

#### **OBJECTIVE**

To verify the reliability and authenticity of monitoring and evaluation data collected by PMU.

In order to ensure delivery of quality services to public, PMU has been monitoring all ARCs through various tools and has been getting public/beneficiaries feedback through telephonic calls and SMS from following forums:

- i. Calls from PMU to capture feedback
- ii. SMS feedback
- iii. Monitoring cameras
- iv. Complaint Boxes
- v. Robo calls from PITB

PMU during the meeting held under the chairmanship of Chief Minister Punjab on 22.10.2016 presented the following figures:

- 37236 telephone calls made by PMU to the customers for feedback
- 695468 SMS sent to public for feedback
- Installation of monitoring camera at 143 ARCs
- Availability of complaint boxes at 143 ARCs
- Robo calls made by PITB to the customers

PMU now intends to hire the services of reputed firm to conduct forensic audit of the data collected through above mentioned tools of monitoring and evaluation.

## **SCOPE OF WORK**

Following is the scope of work:

- Verification/Analysis of 37236 telephone calls made by PMU to the customers
- Verification/Analysis of 695468 SMS feedback sent to public
- Verification of monitoring camera installed at 143 Arazi Record Centers
- Verification of complaint boxes placed at 143 Arazi Record Centers
- Verification/Analysis of Robo calls made by PITB to the customers

## **Deliverable**

The findings shall be presented in form of report duly supported by data within 10 days after signing of contract.

## **LIST OF DOCUMENTS REQUIRED IN EOI**

- Certificate of registration with latest renewal
- NTN/STRN
- Affidavit that firm is not black listed by any Government or autonomous body.
- CV of Professional staff with core experience
- Details of similar projects completed in last five years