

Bihar Integrated Social Protection Strengthening (BISPS) project

Terms of Reference (ToR) for Social Assessment (SA) for Engagement of Consultant

1. Background

The Government of Bihar (GoB) intends to strengthen social protection (SP) administration in the State through improvements in the institutions and systems for program delivery. Towards this, the GoB is preparing the “Bihar Integrated Social Protection Strengthening” (BISPS) project with support from the World Bank. The proposed interventions are designed to strengthen systems for delivery across selected SP programs: the Mahatma Gandhi National Rural Employment Guarantee Scheme (MNREGS), Indira Awaas Yojana (IAY) and social pensions, as well as services for older persons and persons with disabilities. The project will be administered by the Department of Rural Development and the Department of Social Welfare through the Bihar Rural Development Society (BRDS) and the State Society for the Ultra Poor and Social Welfare (SSUPSW), respectively.

An important requirement of the project preparation process is a Social Assessment (SA) study to analyze social issues, solicit stakeholder views and develop social management framework. Social Assessment (SA) shall seek to enhance benefits for poor and vulnerable people while minimizing or mitigating risk and adverse impacts of the project. It analyzes distributional impacts of intended project benefits on different stakeholder groups, and identifies differences in assets and capabilities to access the project benefits. The GoB desires to commission a suitable social consultant to accomplish the task of undertaking the SA of the proposed BISPS.

These Terms of Reference specifies the services required from the consultant in respect of assessing the key social issues, and in designing a management framework for addressing the relevant social issues and potential impacts to meet World Bank’s social safeguards policy requirements and country’s regulations.

2. Description of the Proposed Project

The development objective of the project is to strengthen systems and capacity for enhanced social protection implementation in Bihar.

The key interventions proposed in the project are the following:

- I. Building an integrated IT-enabled platform for SP service delivery: An integrated information management and decision support system will be established in order to enable the tracking of beneficiaries and identification of bottlenecks at each stage of delivery, thereby increasing the accountability of key players. The project would build on the base of Aadhar/ EShakti and BPL and establish a database management unit that would be a repository for all citizen data as well as data on program beneficiaries. This includes the following:
 - a. Design and develop Management Information Systems for BRDS and SSUPSW (integrated with Aadhar/ EShakti and BPL and incorporating centralized funds management systems)
 - b. Create a citizen data repository and management unit (BRDS)

- c. Pilot IT-enabled payment models for last-mile delivery to beneficiaries (BRDS). It is also proposed to link the above platform to various service delivery channels (front offices, Common Service Centres, call centers, internet portals as well as departmental offices) to provide easy accessibility of information and feedback to the citizens and other key stakeholders.
- II. Piloting integrated service delivery at the district and block level: The objective of this activity is to increase the reach and coverage of programs by providing a direct interface with actual and potential beneficiaries. The project would finance pilot service centers to provide a single interface to citizens at modernized, integrated district and block-level facilities in 4 districts viz. Buxar, Katihar Madhubani and Nalanda. List of blocks would be provided during the time of task allocation. These pilot service centers would be supported by the integrated IT-enabled platform described above, back-office administration offices and a state-level facility for back-office processing operations. These centers would offer a package of services, including application and enrolment in Aadhar/EShakti, BPL list and SP programs. In addition, social care and rehabilitation services for older persons and persons with disabilities would also be offered. The project would also finance pilots on village-level outreach for SP programs and provision of community-based rehabilitation for older persons and persons with disabilities. All pilots would be executed in 4 districts (assuming approximately 15 blocks per district, 15 GPs per block), depending on resource availability. These pilots would take into account already existing facilities in the districts like Gram Panchayat Bhawan & Anganwadi Centres (AWC) would be considered as point of meeting and service delivery for elderly persons and people with disabilities.
- III. Strengthening capacity and systems for SP service delivery in BRDS and SSUPSW: This would include training of staff and partners engaged in SP delivery, increasing the capacity to partner with non-government agencies for SP service delivery, and strengthening systems for monitoring and evaluation including field-based monitoring. This would also support management (including the required human resources) of this project in the two implementing agencies BRDS and SSUPSW.

3. Scope of Work

The principal objective of the Social Assessment is to develop a social development strategy and Management Framework (SDSMF) to increase the benefits to the poor and vulnerable as well as reduce social safeguards risks with regard to involuntary resettlement that could undermine the gains of development, thereby increasing the equity and social sustainability of project. The SDSMF will specifically provide for a set of procedures, institutional set up, monitoring systems and budget for ensuring that the legal and regulatory requirements on involuntary resettlement are met (including the laws and regulations of the Governments of India and Bihar and the safeguard policies of the World Bank.

4. Tasks and Methodology

Task 1: Rapid Overview of Potential Social Impacts of the Proposed Project

Provide a description of the project to the extent known when the social assessment is undertaken. Include the following information: location, size, schedule and planned sequence

of activities, resources available including land, expected implementation arrangements and life span. Describe each component of the project as it relates to social situation (parameters¹). Conduct a rapid review of available sources of information to describe what constraints and opportunities the context poses to the project. Describe the most significant social and cultural features that differentiate social groups in the project area. Describe their different interests in the project, and their levels of influence. In particular, explain any particular effects the project may have on the poor and excluded. Does the project offer any opportunities to influence the behaviour of and outcomes for such groups? Are there any known conflicts among groups that may affect project implementation? The review needs to be specific to the identified project districts. The districts are: Buxar, Katihar, Madhubani and Nalanda. Since these four districts are diverse in nature in terms of geographic, political and socio-economic profiles, samples from all four districts shall be collected.

Methodology for Task 1: Discussion with project officials and Secondary research²

Output for Task 1: Overview of project activities in the relevant socio-cultural context and need for additional land.

Task 2: Potential Social Impacts of Project Activities

A detailed analysis of the potential positive and negative impacts of the project activities outlined in section 2 needs to be undertaken with respect to involuntary displacement and other key social issues of equitable access, participation,. This will include:

- Is encumbrance free land available for construction of buildings and associated facilities under the project? If no, then quantum and significance of potential loss of assets and livelihood caused by taking of land for the construction works under the project including pilot service centres [KBKBS Centres (Kabhi Bhi Kahi Bhi Sevayein Centres) and ISCOPPDs (Integrated Service Centres for Older Persons and Persons with Disabilities). Assess the applicability of i) World Bank's Operational Policy on Involuntary Resettlement (OP 4.12)
- Does the project offer opportunities and conditions for participation by stakeholders – particularly the poor and vulnerable in design of service centers, communication strategy and monitoring.
- Are the project benefits equitably accessible to target beneficiaries? Implications project activities have for questions of access, capabilities and opportunities in context of social diversity and gender.

Methodology for Task 2: Field study covering at least 20% potential sites/block offices in pilot districts. Selection of field study sites shall be based on representative sampling. Within

¹ The socioeconomic parameters/indicators will cover, among others, socially differentiated baseline data, demography, rural poverty incidence, human development attainment, landholding/land tenure, primary occupation, migration, access to social and economic services/infrastructure, status of women, scheduled castes, status/issues of poor and disabled, scheduled tribes and other vulnerable groups etc.

² Collect information on proposed project design and land requirement from Department of Rural Development and Social Welfare. Collect current land availability information with Rural Development Department from each block/district and its occupancy status. Information on the socio-cultural context is available studies and baseline data collected as part of the Bihar capacity building and technical assistance program of World Bank and other project documentation in Bihar. This needs to be reviewed and updated, if required.

each district/block, site visits will be made to the Block Development Office complex, the District Disability Rehabilitation Centre (DDRC). Discussions will be held with the staff of the Block Development Office, the DDRC, Revenue and District Magistrate. Interactions with visitors (including women and old) to BDO Office Complex and DRDC for social protection programs. Desk review of existing literature on program provisions, guidelines and manuals.

Output for Task 2: Detailed analysis of the potential positive and negative impacts of the project activities and establish need for a resettlement Framework.

Task 3: Overview of Legal and Regulatory Requirements

A review of the relevant legal and regulatory requirements will be undertaken. This task will include an examination of the existing laws regulations and policies of Government of India, Government of Bihar and the World Bank on land acquisition and protection of poor, vulnerable and disabled.

Methodology for Task 3: Secondary Research³

Output for Task 3: Overview of legal and regulatory requirements pertaining to social safeguards, and relevant to the project activities.

Task 4: Review of Existing Capacity for Social Safeguard Management

A review of existing capacity in the Department of Social Welfare and Department of Rural Development for implementation of Social Development Strategy and Resettlement Framework implementation, as applicable will be undertaken. This will include: awareness in the department staff of social risks associated with the infrastructure and service delivery activities taken up; integration of social considerations into activity planning process (Do's and Don'ts); existing systems of monitoring during construction/work execution and completion; etc.

Methodology for Task 4: Discussions will be held with the State, district and block level staff (as relevant) of the Department of Social Welfare and Department of Rural Development including staff of the Block Development Office and the DDRC.

Output for Task 4: Capacity building needs of the Social Welfare Department and Rural Development Department at various levels for Social Development Strategy and Resettlement Framework implementation.

Task 5: Social Development Strategy and Resettlement Framework (SDS & RF)

Based on the outputs of Tasks 1-4, a SDS & RF (if required) should be prepared containing the components as described below:

- Design interventions to improve access and participation particularly by diverse social groups and gender. The SDS should provide recommendations as inputs to overall

³ Information on the legal and regulatory context in Bihar for social safeguards is available in the Resettlement Framework of the Bihar Panchayat Strengthening Project and ESMF of the Bihar Kosi Flood Recovery Project; and in the SA section of the State Perspective and Implementation Plan of the Bihar State Rural Livelihood Mission – this needs to be reviewed and updated, if required.

project design on the basis of the identified potential positive and negative social impacts (Task 2) – and must seek to reduce/remove likely negative impacts as well as enhance the positive impacts. Further describe the efforts made to minimize the adverse impacts.

- If applicable, Resettlement Impact Assessment Procedures and Tools for the Pilot Service Centres: The SDSRF has to describe a clear process by which it is possible to ensure the following for each of the Pilot Service Centers constructed under the Project: (a) all relevant legal and regulatory requirements for social safeguards are met (b) the potential resettlement impacts are identified (c) the required entitlements are calculated (d) the due entitlements are disbursed prior initiation of civil works. The formats and tools to enable these will need to be developed.
- *Institutional roles and responsibilities*: The SDS & RF must contain a detailed description of the roles and responsibilities within the BRDS, SSUPSW, the district level Project Implementation Units, and the district/block level staff of the Social Welfare Department and Rural Development Department for implementation.
- *Capacity Building Plan*: The SDS & RF must specify details of the training and communications required to enable the relevant staff (State, District and Block levels as relevant) of the BRDS, SSUPSW, and the line departments [Department of Social Welfare, Rural Development Department] to understand and apply the procedures, tools and guidelines.
- *Monitoring*: This section needs to have details of (i) the verification requirements for social safeguards compliance, specifying roles and responsibilities, to ensure that the procedures defined for detailed impact assessment are effectively applied, and (ii) the reporting requirements on the SDS and RF implementation including specification of the performance indicators, data sources, and reporting frequencies. This section will also include details of an external social audit.
- *Budget*: The detailed budget required for implementation of the SDS & RF throughout the project duration needs to be specified.

Key methodology for Task 5: Consultations with the BRDS, SSUPSW, and the line departments [Department of Social Welfare, Rural Development Department]; Consultations with the World Bank team; Consulting Social safeguard documents of other similar Bank supported projects.

Key output for Task 5: A detailed description of a robust, simple, Social Development strategy and Resettlement Framework (if required).

5. Consultations

As mentioned in section 4, consultation with key stakeholders is an integral part of the study methodology (see key methodology under Tasks 3, 5 and 6). In addition, using the draft SDS & RF report as discussion material, at least one consultation workshop will be held at the State level to elicit comments and inputs. The consultation will target key project stakeholders (representatives of Departments of Social Welfare and Rural Development at State and District level), block level ICDS officials (CDPO), Anganwadi workers, elderly persons, people with disability and representatives from NGOs etc. While the Department of Rural Development will organize the consultation workshop, the consultant is expected to make a detailed presentation on the draft outputs, facilitate discussion to elicit feedback and integrate this into the final output document.

6. Time Frame and Deliverables

The total duration of the assignment from the signing of the agreement between the Government of Bihar and the identified Consultant to the submission of the final report will be two months from the date of issue of work order. It is estimated that the work will require **60 person days**. The Consultant will submit the deliverables or outputs as electronic copies (in Microsoft Word) and paper copies as per the following schedule.

<i>Deliverables</i>	<i>Timeframe</i>
Submit Inception Report (containing detailed approach, methodology and outline of the draft report)	Week 1
Submit Draft Report (complete in all respects)	End of month 1
Submit Final Report (incorporating the comments and suggestions from the reviewers as well as concerns raised in the stakeholder consultation workshop)	End of month 2

7. Eligibility Criteria

- A person with at least Masters Degree in Social sciences or related discipline with a minimum experience of 5 years in the rural context.
- The person must have experience in the following areas: Land records, gender, caste dynamics and exclusion etc.
- Prior experience of working in socio-cultural context of Bihar is desirable.
- The person should be familiar with social safeguard policies and procedures of the World Bank.
- The person should be fluent in both English and Hindi.

8. Coordination

The consultant will report to **Mr. Animesh Pandey**, Project Officer in the Department of Rural Development, Govt. of Bihar during the course of the study and make himself/herself available in person during the entire duration of the study. In order to ensure that the task is completed effectively and in time, it is necessary that the consultant works in close coordination with the GoB and Bank team. In addition to the draft and final reports indicated in the timeframe, if necessary, the consultant firm will share early drafts with the Bank team and ensure that the feedback given by the Bank team is acted upon.

9. Payment Terms & Schedule

The Consultancy fee, TA and Per-diem allowance shall be paid as per BRDS guidelines. The decision of the Committee constituted by the Chairman, BRDS shall be final and binding.

The payment schedule for the assignment is as follows:

- Inception Report Submission – 40%
- Submission of Draft SA – 30%
- Submission of Final SA (incorporating all comments and Hindi translation of the Final Executive Summary) - 30 %

Appendix A:

Curriculum Vitae (CV) for Proposed Professional Staff

1. Proposed Position: _____
2. Name of Firm [*Insert name of firm proposing the staff*]: _____

3. Name of Staff [*Insert full name*]: _____
4. Date of Birth: _____ Nationality: _____
5. Education (*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment*): _____

6. Membership of Professional Associations (as relevant to the current assignment)

7. Other Training and Certification (*Indicate significant training and certification as relevant to the current assignment*)

8. Languages [*For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing*]: _____

9. Employment Record [*Starting with present position, list in reverse order every employment held by staff member for last 10 years in descending order giving for each employment (see format here below): dates of employment, name of employing organization, positions held.*]:

Period of employment	Employer name	Level of Responsibility	Brief description of responsibilities

11. Detailed Tasks Assigned	12. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned <i>[Among the assignments in which the staff has been</i>
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<p><i>[List all tasks to be performed under this assignment]</i></p>	<p><i>involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 11.]</i></p> <p>Name of assignment or project: _____</p> <p>Year: _____</p> <p>Location: _____</p> <p>Client: _____</p> <p>Main project features: _____</p> <p>Level of Responsibility: _____</p> <p>Activities performed: _____</p>
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13. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

_____ Date: _____
[Signature of staff member or authorized representative of the staff] Day/Month/Year

Full name of authorized representative: _____

Appendix B:

Remuneration as per BRDS Guidelines

Short Term Consultants for providing various technical/ thematic inputs to BRDS would be remunerated as follows:

Category	Experience/ Institute	Remuneration Per Day (in INR)	Per Diem (for Hotel Stay etc. in INR)	Remarks
B	10 to 15 years (Education from Best/ Good Institutions)	5,000 to 7,499	3000	B Category Consultant can be hired for maximum period of 6 months. He/ She can render his/ her service for not more than 60 days at a time.
C	5 to 10 years (Education from Best/ Good Institutions)	3,000 to 4,999	2000	C Category Consultant can be hired for maximum period of 9 months. He/ She can render his/ her service for not more than 90 days at a time.
D	2 to 3 years (Education from Best/ Good Institutions)	1,000 to 1,500	1000 for the first month and 500 thereafter	D Category Consultant can be hired for maximum period of 10 months. He/ She can render his/ her service for not more than 90 days at a time.

Note: Economy Class Air Fare may be provided to consultants from outside the State.