



ARIAS SOCIETY

Assam Rural Infrastructure and Agricultural Services Society
(An Autonomous Body under Govt. of Assam)

Project Management Unit (PMU) of the World Bank financed
Assam Citizen-Centric Service Delivery Project (ACCSDP)

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Draft Indicative Terms of Reference (ToR) **for hiring of an Individual Consultant (Tribal Development) for Conducting Study on Institutions, Actors and Processes for Service Delivery in Autonomous Councils.**

Background and Objective of the Project:

1. The Govt. of Assam has created the Assam Rural Infrastructure and Agricultural Services (ARIAS) Society in November 1998, as an autonomous body headed by the Chief Secretary, Assam as its President (Project Guidance Council) and the Agriculture Production Commissioner, Assam as the Chairman (Governing Body). The Project Management Unit (PMU) is headed by a State Project Director. The key mandate of the Society is to function as an apex autonomous body of the Govt. of Assam for monitoring, coordination and/or implementation of World Bank or any other externally financed/aided Projects or other Projects of any department as may be authorized by Govt. of Assam from time to time.
2. The Society has successfully completed two World Bank aided projects (ARIASP: 1995-2004 and AACP: 2005-2011 including AACP-AF: 2012-2015) and the World Bank has rated performance of these projects as 'Satisfactory'. The Society contributed in mainstreaming many of the good practices that emerged from the projects into various schemes of the State Government. ARIAS Society has proved to be a path finder and innovator in the areas of targeting the intended beneficiaries, employment generation, reaching out to the vulnerable and the disabled and overall good governance and social accountability.
3. The Government of Assam (GoA) is committed to improve governance in the state and public sector performance. It has already embarked upon a number of specific initiatives to support this objective. They include: the Right to Public Service Act (RTPS), RTI, a public grievance redress system, e-District, Common Service Centers and establishment of State e-Governance infrastructure.
4. Affordable access to public services, especially for the poor people, is one of the key imperatives for inclusive growth. The Government of Assam (GoA) is committed to improve governance in the state and public sector performance and has recognized the need to strengthen the delivery of citizen-centric service, and had therefore enacted the Assam Right to Public Services Act, 2012 (ARTPS) to ensure citizens' access to public services in timely, efficient and accountable manner. The Act enables the citizens of Assam to get notified public services within a stipulated timeframe and also fixes responsibilities on public servants to provide these services in a time-bound manner. GoA has also embarked upon a number of specific initiatives to support this objective, a public grievance redress system, e-District, Common Service Centers and establishment of State e-Governance infrastructure.
5. To strengthen and deepen these initiatives, GoA has received a \$39.20 million loan from the World Bank financed towards the 'Assam Citizen-Centric Service Delivery Project' (ACCSDP) *Project ID: P150308, IBRD Loan No. 8754-IN]. The ACCSDP aims to improve citizen access to targeted services under the ARTPS, particularly in remote areas. Citizens, especially the rural communities who are heavily dependent on government services, will be the principal beneficiary group of the project. The project will place citizens at the center of the service delivery process by strengthening feedback mechanisms and grievance redress.

6. ACCSDP will facilitate implementation of the ARTPS Act with efficiency and accountability for better delivery of citizen-centric services under ARTPS Act and will support the line Deptts. A high-level delivery unit will be established to monitor the implementation of the ARTPS Act. A blend of technological interventions and administrative reforms for 18 key services will be taken-up initially under the project in four Govt. agencies, viz. Transport, Revenue & Disaster Management, and Welfare of Plain tribes & Backward Classes (WPT&BC Deptts) and the Guwahati Municipal Corporation. The project will assist implementing line departments/agencies in restructuring business processes so that citizens can access services digitally within the given timeline of ARTPS Act.
7. The Project Development Objective is to improve access in the delivery of selected public services in Assam. ACCSDP also aims to strengthen institutional operations and improve citizen awareness and participation in order to expand access to services to benefit the rural poor. This inclusive approach will contribute to access improvements in four key ways: (i) by expanding the number of Right to Public Services Act (RTPS) services which are digitized and available on-line; (ii) by improving connectivity infrastructure to the Public Facilitation Centers especially in underserved areas to enhance citizen access to services; (iii) by engaging local populations in service delivery (through both participatory and digital approaches) so that targeted priority services for the rural communities are accessible; and (iv) by rationalizing and strengthening service delivery by front-line institutions. This project design is pivoted around four interrelated components: (i) strengthening RTPS implementation; (ii) improving service delivery processes in targeted departments; (iii) setting up Public Facilitation Centers (PFC) to receive requests for RTPS services and electronically deliver select services to the citizens closer to their homes; and (iv) promoting citizen engagement.
8. The major emphasis of the project is to make sure that the tribal people are provided with special assistance as per prevailing laws and policies, so that project benefits are equally accessible to the tribal communities. The project has developed Tribal Development Plan (TDP) to ensure that the tribal populations impacted by the project are adequately and fully consulted and included in the entire process of preparation, implementation and monitoring of project.
9. The project will be supporting extension of RTPS Act in the districts under Autonomous Council in an accountable manner. In this regard, special efforts will be made to reach out to tribal people of the districts under the jurisdiction of Autonomous Councils. Out of 428 Public Facilitation Centers (PFCs), at least 66 PFCs will be located in the Sixth Scheduled Districts to ensure that project benefits are equally accessible to the tribal communities. Specific locations of the PFCs will be decided by the Autonomous Councils.
10. For proper implementation of RTPS Act in the districts under Autonomous Councils the PMU of ACCSDP will provide technical support staff as well as consultancy support to the Councils. The Consultant so engaged will study the institutions, actors and procedures involved in service delivery in the Council Areas. For this, an interested and qualified professional will be hired as **Consultant (Tribal Development)** hereinafter referred as '**C(TD)**' for a period of 180 days. The technical support staff will have the departments and Councils in providing technical assistance required for IT driven system.
11. **Job Responsibilities:** The Consultant is to support the PMU in implementing the Tribal Development Plan (TDP). Key tasks would include:
 - a. Provide external expertise support to assist the Autonomous Councils to assess how customary laws and practices affect the manner of service delivery and how these processes can be adjusted to improve RTPS implementation.
 - b. Identify the existing services under RTPS services, [out of the eighteen (18) key services initially taken up under the project], provided in the districts under Autonomous Council.
 - c. Identify challenges (in terms of infrastructure, capacity building, administration, processes, etc.) in citizen's access to existing RTPS services in the districts under concerned Autonomous Councils.
 - d. Identify those services out of the fifty five (55) already notified by AR&T department but not yet notified for the Council areas and detail out the operational processes for getting these services notified in concerned districts.

- e. Study the administrative processes for providing existing services under RTPS in the districts under concerned Autonomous Council.
 - f. Assess the status of existing infrastructure at the blocks and circles of the concerned districts and feasibility of setting up PFCs in terms of availability of room and electricity.
 - g. Identify the expectations of the citizens in the districts under the concerned Autonomous Councils in terms of status and standard of service delivery under RTPS.
 - h. Identify the services that are not a part of the list of fifty five (55) services under RTPS and outline the provisions for providing those services online/electronically.
 - i. To assess the existing service charges for availing each of the RTPS services in the districts under concerned Autonomous Councils.
 - j. Providing inputs to development of feedback mechanisms (e.g., social media, SMSs, call centers) for Citizen Engagement in the districts under the concerned Autonomous Councils.
 - k. Identify the change management requirement for providing RTPS services in the concerned districts under the Autonomous Councils.
 - l. Impress upon the Council Authorities for notification of more services under RTPS services in Autonomous Council.
12. The **C(TD)** will work in close co-ordination with Autonomous Councils, key stakeholders, concerned line departments and PMU officials.
13. **Key Tasks:** Following are the illustrative tasks expected from the **C(TD)**:
- a. Conduct Stakeholder Consultations with the concerned Autonomous Councils and other key stakeholders.
 - b. Conduct field visits in the districts under Autonomous Council for collection of primary data and conducting Focussed Group Discussion with the citizens of the districts under Autonomous Council.
 - c. Preparation and timely submission of the reports as required.
 - d. Submission of all the related documents collected during the study.
14. **Key Deliverables:** Following are the expected key deliverables of the **C(TD)**:
- a) **Inception Report:** The Inception report shall include the followings, supported by a table of contents in the final report:
 - i. Detailed methodology proposed for the study.
 - ii. The Work plan.
 - iii. Tentative schedule for stakeholders' consultation, field visit and engagement with the functionaries of Autonomous Councils.
 - b) **Submission of Interim report** (in both hardcopies and soft copies) within 120 days from the date of signing of the contract agreement. The Interim report should tentatively include the existing services provided under RTPS, services not provided under RTPS, services which are crucial but not a part of the RTPS, gaps and challenges found, etc. in the districts under the Dima Hasao and Karbi-Anglong Autonomous Council; with recommendations of addressing these challenges.
 - c) **Submission of final report** (in both hard copies and soft copies):
 - i. To be submitted within 180 days from the date of signing of the contract agreement.
 - ii. Final report will include the action plan for extension of RTPS Services in the Autonomous Councils including the identified gaps, challenges and corrective measures to be taken.
 - iii. The report should also lay down change management strategy, communication strategy, capacity building strategy and strategy for Citizen Engagement in the districts under Autonomous Councils.

iv. The final report should be prepared in compliance with the Project Implementation Plan, Project Appraisal Documents and Tribal Development Plan of the project.

d) **Payment:**

i. **Interim payment:** After submission of interim report as mentioned in para 14 b) and its acceptance by the PMU, 15% of the agreed amount will be paid.

ii. **Final Payment:** Final payment will be made on submission of the final report along with related documents, data collected during the study, photographs, etc., for the purpose of the study to the PMU.

15. **Duration of Assignment:** The duration of the assignment will be for 180days from the date of signing of the Agreement.

16. **Essential Qualification & Experience:**

a) Post-Graduate in Social Work/Social Science/Sociology/History or a closely related field. However this requirement may be relaxed in case of candidates with exceptional credentials and demonstrated body of professional work with regard to application of customary tribal laws and practices in the functioning of Autonomous Councils.

b) Having significant experience of 10 years on issues related to tribal development in Assam or North Eastern States of India. This will include publications of books journals, etc., on tribal related issues.

c) Reasonable understanding on provisions under the Sixth Schedule of the Constitution.

d) Must have knowledge of local languages.

e) Strong writing skills in English.

f) Ability to work with minimal daily supervision and exercise sound judgment in organizing activities and meeting deadlines.

g) Must have experience in working with civil society.

17. **Remuneration and payment terms:** The consolidated fixed consultancy fee (to be paid in two installments)- one after submission of inception report and the rest after submission of the final report to the ARIAS Society upon satisfactory receipt of expected deliverables and accepted by ARIAS Society which could be in the range of **Rs. 8 lakh to Rs. 10 lakh**. This rate shall be inclusive of all taxes, health/service related insurance, cost of accommodation, food, etc., while undertaking the studies in Karbi Anglong and Dima Hasao districts, attending ARIAS Society Office in Guwahati and any other such places required to be visited by the **C(TD)** as part of the study. Taxes as applicable shall be dealt with as per applicable laws.
