

Government of the People's Republic of Bangladesh
Ministry of Food
Modern Food Storage Facilities Project (MFSP)

Terms of Reference
for a Non-Government Organization (NGO)

for

**Preparation and Implementation of Social
Management Plans (SMP) and Resettlement Action
Plans (RAP) of MFSP**

Assignment Title	Preparation and Implementation of Social Management Plans (SMP) and Resettlement Action Plans (RAP) of MFSP
Assignment duration	9 Months
Contract period	January 01, 2016 to September 30, 2016
Assignment location	Dhaka and Silo Sites
Funding source(s)	IDA Project Cr. Number: 52650- BD for Modern Food Storage Facilities Project – MFSP
Contracting entity	Project Director Directorate General of Food

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1. Background

1. Ministry of Food (MoFood) under the Government of the People's Republic of Bangladesh is responsible for managing food grain operations in Bangladesh and maintaining food grain stocks. The food grains are stored in traditional brick and concrete godowns that were built many years ago. At present, the total capacity of these godowns is over 1.6 million tons and they are located all over the country. Most of these godowns are in poor physical condition and the storage is very ineffective; on average, food grain losses from these godowns exceed 15% of the stored grain. In addition, many of these buildings are expected to further deteriorate over the next 5-7 years, diminishing the available effective food storage capacity to about 1.2 million tons by 2020.

2. Having studied all these the Government has decided to construct steel Silos in 8 different sites in Bangladesh to store more than half a million tons of food grain. The selected silo sites are Chittattagong, Ashuganj, Narayanganj, Madhupur, Mymensingh, Dhaka, Barisal and Maheswarpasha

3. Government of the People's Republic of Bangladesh has received a IDA credit toward the costs of the Modern Food Storage Facilities Project (MFSP), being implemented by the Directorate General of Food, Ministry of Food, and intends to apply part for NGO Services for design and conduct baseline survey, information disseminations, identification of social and involuntary resettlement impacts, preparation and subsequent implementation of Social Management Plans (SMP) and Resettlement Action Plans (RAP) for the MFSP.

4. The silo facilities will be constructed on the available land owned by the DG-Food or other public agencies. No private land will be acquired for any of the silo sites but public land may need to be cleared from private uses. The number of project affected households and persons is not known at this stage. As per initial estimate during the feasibility study and recent site visits, tentative number of Project Affected Households (PAHs) and Project Affected Labours (PAL) is shown in Table-1.

Table 1: PAHs and PALs by Silo Site

Sl. No.	Silo Sites	No. of Project Affected Households (PAHs)	No. of Project Affected Labours (PALs)	Remarks
01.	Chittagong	26	-	
02.	Dhaka	-	120	
03.	Maheswarpasha, Khulna	17		





5. In this respect Project Director, Modern Food Storage Facilities Project will engage an experienced Non-Government Organization (NGO) for consulting services to the Directorate General of Food (DG-Food) for inventory of losses and social concerns due to project interventions, baseline survey of the project affected households and persons, information dissemination among affected persons and stakeholders meetings, preparation and subsequent implementation of Social Management Plans (SMP) and Resettlement Action Plans (RAP) on behalf of the DG-Food.

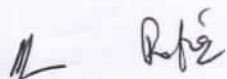
2. The Objectives

6. The overall objectives of the NGO Services are to assess social impacts, mitigate and/or compensate the losses and restore socio-economic status of the Project Affected Persons/Households. The NGO will conduct social assessment of all project sites and baseline socio-economic survey of the Project Affected Households especially in Chittagong, Dhaka and Khulna silo sites. The NGO will prepare SMPs and RAPs for the MFSP as per guideline of the MFSP Environmental and Social Assessment & Management Framework (ESAMF) in compliance of the World Bank Involuntary Resettlement Policy (OP 4.12).

7. The components of SMP will assess social issues, provide mitigation measures and implementation of the plan in the project sites. The components of RAP will provide institutional and financial assistance to project affected persons to replace their lost resources such as structures, employment opportunity, access to their destinations, etc. For the purpose, the project has adopted a policy to identify the social issues and mitigate it and compensate the persons and communities affected by the construction of silo facilities under the Modern Food Storage Facilities Project. The specific objectives of the TOR for planning and implementation of SMPs & RAPs are:

- outlining the selection process of an NGO for planning the SMP & RAP;
- activities to be done by the NGO assess the social issues and process of mitigation measures; the NGO will be done process of paying compensation and address the involuntary resettlement issues;
- suggestions for performing the SMP related activities and implementation of RAP related activities smoothly.

8. The NGO will be selected by the Project Director, Modern Food Storage Facilities Project, DG-Food. In the selection process, the NGOs with previous experience of working in similar activities and situation will be given priority. The NGO will be responsible to the Project Director for preparation and effective, timely, and efficient





implementation of SMPs and RAPs. The NGO must ensure the highest standard and accuracy in all aspects of planning and implementation of the SMPs and RAPs.

3. The Selection Criteria of NGO

9. The selected NGO must be a non-profit social development organization and registered with the Department of Social welfare / Registrar of Joint Stock Companies or with the NGO Affairs Bureau. The NGO must fulfill the following eligibility criteria:

- i. Have a proven track record in the field of socio-economic development activities for at least fifteen years in externally financed infrastructure projects.
- ii. Have working experience in at least 10 infrastructure projects for planning and/or implementation of involuntary resettlement.
- iii. Have proven ability of preparation and implementation of social and/or resettlement plans preferably for IDA funded projects.
- iv. Have extensive involvement in poverty alleviation through income generation program and empowerment of poor and women.
- v. Have proven ability to design and implement income restoration program for involuntarily displaced of persons due to infrastructure projects.
- vi. Have proven experience of working in social and land based resettlement and rehabilitation programs and capacity to reconcile information from different sources and develop software package for automated data management.
- vii. The NGO should be willing to implement income restoration program for the Project Affected Persons, if needed.

4. Scope of Work

10. The selected NGO will assist DG-Food in preparation and implementation of Social Management Plans (SMPs) and Resettlement Action Plan (RAPs) for silo sites designed for construction in the first phase. The main purpose of engaging NGO is to assist the address of social issues in the project sites and also assist in eligible affected persons (EP - Entitled Person) to claim the compensation for lost assets and assistance for relocation and livelihood restoration to the DG-Food. The NGO will also identify impact on livelihoods of project affected persons and the restrictions caused by the project in community movement and accessing their destinations. Based on results, the

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NGO will design and implement measures for livelihood restoration and re-establish infrastructure for community movement.

Surveys and Preparation of SMPs and RAPs :

11. The selected NGO will conduct social screening and socioeconomic survey of project affected persons and assess the adverse social impacts including physical displacement, loss of assets and loss of livelihoods. Necessary information and data will be collected from different sources for preparation of a detailed SMP and RAP following the ESAMP. The NGO will carry out its services, using the latest tools for data collection, and will assume overall responsibility for social development and safeguard compliance in the 8 (Eight) Steel Silo sites across Bangladesh. The NGO will also design and carry out current market price assessment for determining replacement cost of physical assets and the loss of income due to displacement.

Consultation and Participation:

12. The consultation and participation process at project identification, design and implementation process reduce tension among the PAPs and enable sustainable project implementation. The selected NGO will organize community consultation at the project sites for disclosing project objectives, design and social issues, and obtaining feedback from the communities and project affected persons to facilitate their participation in identification of social issues and mitigation and compensation measures. The PAPs and communities will get enough information as they inquire on the potential impacts of the project interventions at the project sites, and policy framework on management of social impacts under the project in the process.

During the SMPs and RAPs implementation stage, the project affected persons will be given opportunity for ventilating their opinions / grievances through their representatives included in various committees, especially through the Grievance Redress Committees (GRC) at the site level. The project affected persons will understand the SMP and RAP thoroughly when the Information Brochures (in local language-Bangla) is circulated among them. The NGO will always encourage project affected persons participate in SMPs and RAPs implementation.

Information Campaign:

13. The selected NGO will design, plan and implement information campaign in silo areas primarily to inform the project affected households and persons about the project, World Bank Policy on social development and safeguards, entitlement policy of the



project and how to receive their respective entitlements. The campaign would include measures such as distribution of information brochures, leaflets and other materials among the project affected persons, community meetings, focused group discussions, and any other measures necessary to provide information to all the affected persons and their communities.

RAP information brochure will be the tool for dissemination information among the project affected persons and their communities. The brochure will contain the compensation package, procedures and places of payment and all other relevant information. This significantly helps in reducing tension among the Project Affected Persons and leads to better working environment and relationship between the INGO and Project Affected Persons. The NGO will prepare the Information Brochure following the RAP and circulate among the project affected persons and communities.

Computerization of Database:

14. Computerization of social screening data for preparation Social Management Plan and implementation;

Computerization of data of loss assets and income, and socioeconomic profile of the project affected persons collection through socioeconomic survey will be computerized for automated data processing.

The computerized data will be processed for identification of eligible affected persons (EP), and determining their loss and entitlements. The EP files will be prepared accumulating all loss of an EP and EC (Entitlement Card) will be prepared for accumulating entitlements against the recognized losses for making payment to them.

Identification of EPs and Issuance of ID Card:

15. The INGO will assist MFSP field personnel in identifying and issuing ID cards to the EPs identified as per the RAP duly certified by the Ward Commissioners or U/P members. This ID card will be used by all the project affected persons for receiving all types of compensation under RAP.



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Assistance to EPs to Relocate and Resettle:

16. The INGO will assist the DG-Food in design and implementation of relocation and resettlement of the displaced persons. They will help the project affected persons immediately before relocation and at post-relocation situations with all feasible assistance as provisioned in the RAP approved by the Government and cleared by the Bank.

Participation in GRCs :

17. The NGO will participate in the grievance redress process commissioned by the Project and organize GRC meetings and assist in settling disputes in the resettlement process. The NGO staff may require to carryout field verifications for resolution of critical complaints within the social management framework of the Project.

Opening of Bank Accounts :

18. The compensations are always given through cross cheques which requires bank account in the name of incumbent. Most of the poor EPs do not have any bank account. The INGO will have to certify and help them in opening bank accounts.

Livelihood Development Measures:

19. The NGO will identify vulnerable project affected persons and those affected with their livelihoods during social screening and social impact assessment. The RAP will identify assistance measures for these households and persons for their physical and economic rehabilitation through integration with the government and non-governmental development agencies working in the respective areas. The NGO will specifically advocate the vulnerable affected persons in accessing employment in silo construction works suitable to them.

20. The NGO will identify the extent of impact on the livelihoods of the project affected vulnerable persons and labourers and the need for external help in livelihood restoration. The labours temporarily losing their job due to demolishing of existing CSDs may need assistance for skill training and alternative employment at the changed circumstances during construction and operation of silos. The skill training for meeting the requirements of income restoration will be facilitated by the NGO, preferably linking with existing vocational training organizations. The NGO will also establish linkage with small and micro finance organizations working in the silo areas for covering the project affected persons in their financing program.



Payment of Compensation:

21. The whole theme of RAP will be to compensate the displaced persons at full replacement cost determined at the time of dispossession of land and restore the income stream as was before the project interventions were undertaken on site. The NGO will prepare a Compensation and Resettlement Budget based the inventory of losses and the current market price rates for replacement cost. The Project authority will approve the budget and place fund for payment of compensation and provide any other material assistance.

Restoration of Community Infrastructure:

22. The NGO will also assess alternative access infrastructure at situation where existing access will be disrupted or blocked due to project activities. They will take assistance from the project design and supervision consultant for design of the alternative infrastructure to restore community access to their destinations. DG Food will implementation the construction of the alternative infrastructure under the project before such existing infrastructure are demolished.

Reporting System of INGO:

23. The NGO will be directly responsible to the Project Director, Modern Food Storage Facilities Project for all types of activities. The work inception report (5 copies) will be submitted to the Project Director within one month of mobilization. The monthly progress reports (five copies) will be submitted in fifteen days of after the reporting month. The NGO will complete the preparation of RAPs within three months and SMPs within six months and submitted to the project authority. The Project Director, MFSP may also call meetings as and when necessary for reviewing the progress or any other issues felt necessary time to time. After the completion of SMPs and RAPs implementation, the NGO will have to submit the project completion report in 10 (ten) copies to the Project Director, Modern Food Storage Facilities Project.

5. Indicative Staffing

24. The NGO must be able to present evidence of having sufficient qualified and experienced manpower to be mobilized under this TOR. Tentative inputs and designation of the staff can be as shown in Tables 2 and 3.

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Table 2: Staff Positions and Inputs

Sl. No.	Position	Nos.	Estimated Input (man-month)
A. Key Professional staff			
1.	Team Leader (Social Development Specialist)	1	5
2.	Participation Specialist	1	4
3.	Database Manager	1	6
4.	Field Coordinator	1	9
	Sub-total		24
B. Office and Field Support Staff			
1.	Supervisor	1	9
2.	Data Entry / Computer Operator	1	8
3.	Accountant	1	9
4.	Field Investigators	3	24
5.	Community Organizer	1	5
6.	Administrative Support / Messenger	1	9
	Sub-total		64
	Total		88

B. Required profile of the Consultant Team

Table 3: The Professional staff members shall desirably meet the following criteria:

Sl. No.	Expertise	Description of assignment	Minimum Qualification
1.	Team Leader (Social Development Specialist)	Overall experiences of SMP and RAP planning, implementation, supervising progress, maintaining service qualities of them.	Masters in Social Science or equivalent with 15 years work experience in preparation of social development and safeguard plans and implementation of the plans. Experience in IDA supported projects will be preferred.
2.	Participation Specialist	Design and conduct community consultation and	Masters in development science with 15 years

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		participation exercise, identify solid feedback from the communities and propose inputs for the social development and resettlement measures.	experience in social survey, community consultation and social mobilization.
4	Database Manager	Design computerized database, design and development of software for data backing up, retrieval for processing, design forms, supervise data computerization, data reconciliation and development of output tables as per requirement of data analysis.	Bachelor in statistics, mathematics, physics, computer science with 5 years experience in resettlement related data management, preparation of resettlement MIS and tools for compensation payment preferably in IDA funded projects.
4.	Field Coordinator	Participate and supervise the field activities in the designated area.	Masters in any discipline with 8 years working experience in social sector, of which 5 years in social survey for preparation of resettlement plan and implementation preferably in IDA funded projects.

6. Duration of NGO Services

25. The NGO would be hired for a period of 9 months. The work is scheduled to start from January 01, 2016 and will continue till the end of September 30, 2016. The project period may be staggered as per requirement of the project authority. The Project Director, MFSP will allocate manpower and provide time schedule as per the requirement of the Silo Construction. However, the contract will be extended subject to review on the basis of needs of the project and the performance the NGO.

7. Monitoring and Evaluation

26. For monitoring progress of NGO services in SMPs and RAPs planning and implementation, and appropriate monitoring format should be prepared with score / weight against each activities and sub-activities.

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8. **Co-ordination**

27. The NGO will sit with the MFSP on a regular basis, where discussion on progress and constraints of the previous month will be held. During implementation if any items are not covered by the SMPs and RAPs, the co-ordination meeting should come up with recommendations, which should be approved and implemented through executive order of the MFSP.

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