

**TERMS OF REFERENCE**  
**JOB TITLE: CONSULTANT (SOCIAL SAFEGUARDS AND CITIZEN'S**  
**ENGAGEMENT)**

**Location/ Affiliation: Uttarakhand Health and Family Welfare Society (UKHSDP) under Department Medical Health & Family Welfare, Dehradun, Uttarakhand**

**1. BACKGROUND**

One of the key components of the Uttarakhand Health Systems Development Project (UKHSDP), supported by the World Bank, plans to improve equitable access to quality health services for the predominantly remote population of the state, through various forms of private sector engagement including public-private partnerships in service delivery. The project also aims at promoting greater stewardship, strengthening technical and managerial capacity in the state directorate for private sector engagement, improving information systems for better monitoring and administrative support to private sector engagement. In addition, the project would extend coverage of Mukhya Mantri Swasthya Bima Yojana (MSBY) beyond hospitalization to include primary healthcare services as well.

While the project implementation has to be in compliance with World Bank's social safeguard principles and policies as in accordance with Environmental and Social Management Plan (ESMP) and Tribal Action Plan prepared for the project, the citizen engagement aims to connect with citizens during the entire project cycle with identification, planning, implementation, monitoring and evaluation of the project interventions, using the overall engagement spectra<sup>1</sup>, i.e. Inform, Consult, Involve, Collaborate, and Empower.

The Uttarakhand Health and Family Welfare Society (UKHFWS), as the implementing agency of the UKHSDP, plans to recruit a Consultant (Social Safeguards and Citizen Engagement) who would be reporting to the Project Director, UKHSDP, at the Department of Medical Health & Family Welfare, Uttarakhand, Dehradun through Joint Director Health systems Strengthening and Additional Project Director.

**2. OVERALL OBJECTIVES: THE CONSULTANT SHALL SUPPORT AND COORDINATE THE FOLLOWING ACTIVITIES:**

- The social safeguard and citizens engagement specialist will serve as the main focal person responsible for ensuring that project implementation is in compliance with World Bank's social safeguard principles and policies and provide support to PIT in planning and implementation of the Citizen Engagement plan.

**3. DUTIES AND RESPONSIBILITIES**

Social Safeguard and Citizen Engagement

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<sup>1</sup> Strategic Framework for Mainstreaming Citizen Engagement in World Bank Group Operations  
<http://documents.worldbank.org/curated/en/266371468124780089/pdf/929570WP0Box380ategicFrameworkforCE.pdf>

- Ensure that project implementation is in compliance with World Bank's social safeguard principles and that the project activities are in compliance with the social safeguard policies and ESMP prepared for the project.
- Provide conceptual and operational support on the core social development themes pursued in the project.
- Advise UKHSDP-PIT on issues relating to social development and contribute to discussions on social analysis.
- Support project's efforts at reaching the targeted communities which, however, are quite diverse in many ways – social, economic, ethnic, gender and geographical setting including remote areas.
- Act as primary support person for Public Information Officer (PIO) of UKHSDP under Right to Information (RTI) and render all possible assistance to PIO in performing his/her duties per provisions of RTI act.
- Will assist PIO in providing reasonable assistance to persons seeking such information as per provisions of RTI act.
- Will facilitate collection of information required from appropriate unit/cell of the project and also ensure disposal all RTI requests within prescribed time limit.

#### *Citizen Engagement*

- Prepare detailed citizen engagement and feedback strategy and plan around PPP and MSBY interventions of UKHSDP. Based on this, prepare annual action plans and detailed quarter-wise plans.
- Prepare specific mechanisms and tools of engagement as appropriate such as communication campaigns, report cards/ score cards, satisfaction surveys, system of community monitoring, and instruments needed to carry out the information and awareness campaigns etc.
- Support in designing and implementing of communication plan for UKHSDP in accordance with citizens engagement plan.
- Carry out consultations with various stakeholders especially the community to identify issues and impacts if any and mitigation measures and community's feedback on the project interventions.

#### *Support for Outreach and Implementation*

- Support UKHSDP's Health Systems Strengthening unit in communication with government and other partners in sharing project progress, and seeking feedback to improve social development related issues
- Assist PIT in responding to complaint/ grievances
- Identify and address the concerns of stakeholders, and provide a forum of continued interaction and feedback response to all stakeholders
- Facilitate conducting training and workshops as needed (for different stakeholders)

#### *Monitoring and Reporting*

- Assist the PIT in continuous assessment of project implementation to take stock of project outreach and its influence/impact on target community.

- Developments of appropriate tools required for Social Impact Assessment Plan and also coordinate and supervise Social Impact Assessment Study as and when commissioned.
- Identify social parameters under Project Development Objectives (PDOs) and Results Framework (RF) under the project will monitor project's performance for these parameters
- Develop specific indicators to monitor implementation progress of Citizen Engagement and safeguard plan, and associated activities, and, assist PIT in monitoring the plan implementation.
- Prepare reports on social safeguards and citizen engagement aspects of the project taking into account inter alia social outreach, impacts, constraints and risk and share them with PIT.
- Any other task as may be assigned by appropriate authority.

#### **4. CONTRACT PERIOD**

The appointment is contractual in nature. The total contract period is for 5 years, subject to a comprehensive review of performance after every 11 months. Renewal of contract shall be solely on the basis of satisfactory annual performance review report, after each year. The contract may be extended thereafter based on the project need. The contract may be terminated at any point due to non-performance, indiscipline or other reasons, after giving one month's notice.

#### **5. AGE LIMIT:**

Age should be < 45 yrs;  
(Should be in good physical condition and willing to travel extensively in different parts of the state).

#### **6. QUALIFICATION**

##### **Education**

- **Essential:** Fulltime postgraduate degree in Social Development/ Sociology/ Anthropology/ Social Sciences/ Social Work / Public Health/ Extension and Communication/ Management Studies/ Mass Communication from Govt. recognized university.

##### **Experience**

- **Essential:** Minimum of 5 years of post qualification demonstrated experience in carrying out Citizen engagement activities/ social intermediation activities and outreach activities for social/ health sector. The consultant should have working experience of handling consultations with multiple stakeholders and coordinating social intermediation and communication efforts.
  - Demonstrated experience of at least 3 years in health sector in designing, implementing and / or managing citizen engagement health sector or handling social aspects of government health programmes or government health interventions

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- **Desirable:**
  - o Knowledge of local language/ dialect will be preferred.
  - o Preferably having experience in similar projects funded by multilateral/ bilateral agencies in Uttarakhand

**Competencies:**

- Language proficiency (Read, Write and Speak) in English and Hindi
- Excellent writing, communication and interpersonal skills, and an ability to coordinate and work in team
- Excellent analytical, organization, presentation and documentation skills along with time management and attention to detail.
- Extremely proficient in (MS Word, Excel and Power Point etc.) and other relevant computer applications.
- Excellent organizational skills

**7. EXPECTED DELIVERABLES FROM THE CONSULTANT**

- Detailed Citizen Engagement Strategy and plan around PPP and MSBY interventions of UKHSDP
- Readiness of the UKHSDP-PIT to implement the Citizens engagement plan and undertake a meaningful engagement with target community over the project period.
- Action plans for each year and detailed plan for first quarter of each year. This action plans shall incorporate all the activities to be carried out as per the strategy/ scope outlines under the Citizens engagement plan.
- Prepare specific mechanisms and tools of engagement including communication campaigns, report cards/ score cards, satisfaction surveys, system of community monitoring, and instruments needed to carry out the information and awareness campaigns etc.
- Conduct training and workshops as needed (for different stakeholders)
- Progress and monitoring reports on monthly/ quarterly basis.

**8. REVIEW OF EXPERT'S WORK**

The Consultant (Social Safeguard and Citizens Engagement) will report to the Project Director/APD through JD/Asst Director – Health Systems Strengthening.

The consultant's work and performance will be reviewed periodically by Review Committee.

**9. REMUNERATION**

INR 50,000 – 70,000 per month

Remuneration will commensurate with qualification, knowledge, experience and salary history of selected candidate. This position will provide excellent, market competitive reward for the right person.

## **10. HOW TO APPLY**

Interested candidates are requested to apply by sending a copy of recent CV along with a covering application in the prescribed format through email to [ukhsdp.hr@gmail.com](mailto:ukhsdp.hr@gmail.com) or send by post to Additional Project Director, UKHSDP, First Floor Homeopathy Directorate, Directorate of Medical Health and Family Welfare, Danda Lakhond, Sahastradhara Road (Near IT Park), Dehradun-248001, Uttarakhand, India. **Clearly specifying post applied** for in subject line of the email (if applied by email) and on top of envelope (if applied by post).

Kindly note that CVs without Cover Application in the prescribed format or without clearly mentioning post applied for will not be entertained.

No applications will be entertained after last date under any circumstances. Only short listed candidates will be contacted through email. This activity may be cancelled at any time without prior notice.