

## TERMS OF REFERENCE FOR CONSULTANCY SERVICES

### ***Beneficiary Satisfaction Survey for Community Led Landscape Management Project*** **(A joint Project of World Bank & Government of Meghalaya)**

<b>1. Title of the Assignment:</b>	Beneficiary Satisfaction Survey
Location:	12 Blocks of 11 Districts of Meghalaya
Duration of Assignment:	3 months beginning from the date of awarding the bid
Key Working Contact:	Deputy Project Director- CLLMP

#### **2.1. Background**

Meghalaya Basin Management Agency (MBMA) is implementing a 'Community Led Landscape Management Project (CLLMP)' - a World Bank Supported project in critical landscape villages across 11 Districts of Meghalaya. The project aims to strengthen community- led natural resource management based on a landscape approach in Meghalaya. It is an integrated approach to Natural Resource Management (NRM) wherein major challenges of climate change, water scarcity, deforestation, loss of bio-diversity, food security, loss of income and resultant poverty etc. are addressed at the local level by multiple stakeholders collaborating to integrate their multiple land use objectives.

The Project is being implemented in 400 project target villages using a decentralized and participatory approach with financial autonomy to the Village Council (Dorbar, Nokma, Doloi) and a Village Natural Resources Management Committee (VNRMC) that are being constituted to support the planning and implementation of NRM interventions. With strong focus on institution-building at the village-level, ensuring systematic capacity-building on technical, managerial and social development skills, including resource mapping and data collection, land use planning, project design and monitoring. The Project also extend such training to communities beyond the targeted project villages and support efforts made by them to access funding from various rural and natural resource initiatives and schemes. Through these processes, the project attempt to ensure convergence of various centrally and state sponsored programs to improve the efficiency of public spending on environmental protection.

The project has 3 components

1. Strengthening Knowledge and Capacity of Communities for Natural Resources Management
2. Community-Led Landscape Planning and Implementation

### 3. Project Management and Governance

The intended outcome for CLLMP is reduce poverty, increase food production, protect ecosystems and increase resilience to climate change through improved management of their Natural Resources with the active participation of more than 100000 Village Natural Resource Management Committee members over a period of 5 years. More information on the Project activities can be found on [www.cllmp.com](http://www.cllmp.com)

#### 2.2. Meghalaya

Meghalaya is a state located in the northeastern part of India, bounded by Assam in the north, northwest and the east, and by Bangladesh in the south and southwest. The state is divided into three divisions, namely, Jaintia Hills (with two districts), Khasi Hills (with four districts) and Garo Hills (with five districts). About 76% of the state is under forest area, about ninety five percent of which is under community or private management.

Meghalaya has a population of 29.64lakhs of which 14.92 lakhs are male and 14.71 are female. Meghalaya is predominantly a tribal state. Nearly 86 percent of the state's total population constitute Scheduled tribes. Khasi, Garo and Pnar are the predominant indigenous tribes of the Khasi Hills, Garo Hills and Jaintia Hills respectively. Other tribes include Hajong, Rabha, Koch, Mikir, Kuki, Lushai, Naga, Boro and Hmar that inhabit the state. Meghalaya is predominantly rural with 79.92 percent of the population residing in the rural area and 20.07 percent in the urban area. Largely agrarian economy, important crops are potato, rice, maize, pineapple, banana, papaya, spices, etc.

Population by Language		
Language	Population	Percentage to Total population
Khasi	10,91,087	47.05
Garo	7,28,424	31.41
Assamese	36,576	1.58
Bengalee	1,85,692	8
Gorkhali/ Nepali	52,155	2.25
Hindi	50,055	2.16
Koch	20,834	0.9
Rabha	22,395	0.97
Other languages	1,31,604	5.68
Total	23,18,822	100

Source: Meghalaya Statistical Handbook 2017

The Southern region of the state is one of the wettest regions in the world, recording an average of 12,000 mm (470 in) of rain in a year. Yet, at the same time, it is challenged by degradation of water bodies, soil erosion and water scarcity in the dry season. While forest cover is high, unscientific coal mining and limestone quarrying and logging are contributing to degradation of the natural resource base. Though there is abundant rainfall, there is very little management for storage. Excessive oil runoff in the upper catchments is also a major concern. Rural communities in the state depend heavily on forests and community lands for livelihoods, food and medicine. A significant proportion of the population depends on jhum or shifting cultivation. However, due to conversion of jhum lands to other land uses such as for raising of plantation crops, the net area available for jhum cultivation has reduced which has forced jhum cultivators to reduce the fallow period, which is the time between the end of previous plantation and beginning of next plantation, to meet their production requirements. Jhum cycles in most parts of Northeastern India have reduced to as little as 3-4 years from 10 years or longer, which has in turn led to drastic reduction in productivity, increase in soil erosion, forest degradation and loss of biodiversity.

Because of the land tenure system and the private/community ownership, the forests do not receive support from state institutions. This has resulted in the traditional tribal institutions having limited resources to deploy on the natural resources. Their task is made even more difficult due to the communities being driven by a preference for immediate gains resulting in over-extraction of minerals and timber resources.

The indigenous Khasi, Garo and Jaintia tribes have a long history of sophisticated management of natural ecosystems. Spiritual connection with land and its biodiversity manifest in their traditions and customs. Traditional practices such as sacred groves and community forests, demonstrate community-based natural resource preservation. Traditionally, community land and forests are classified and named depending on their uses, which is based on administration and religious perceptions. Governance is facilitated through customary laws. This legacy of community management of natural resources is recognized in the Sixth Schedule of the Constitution, which vests the rights over forests and water resources with the Autonomous District Councils (ADCs) established under the schedule.

### **3. Objective:**

To ascertain project beneficiaries' perception of the effectiveness of the project and assess their level of satisfaction of the interventions and performance of service delivery institution to strengthen community-led landscapes management in selected landscapes in the state of Meghalaya. This will entail assessing community perception towards the project activities; the processes involve in the implementation of different Community Natural Resource

Management Plan (CNRMP) in their respective villages through VNRMC; importance attributed to the services/information provided by the project; and recommend for necessary corrective measures/actions to increase the satisfaction level.

#### 4. Approach:

It is important to examine how far satisfaction has been achieved from the beneficiaries' perspective which will cover the processes followed and the intervention in terms of activities undertaken during pre-planning, planning and implementation of the investment plan; the social audit for monitoring; formation and strengthening of local institutions and supporting traditional and community knowledge.

#### 5. Coverage:

The assignment will cover 12 Blocks spreading in 11 Districts of Meghalaya with 75 project villages and 1500 HH

District	Total Project village in the district	Sn	Block	No of Project Villages		No of HH (20 per Village)
				Block	Survey	
East Garo Hills	30	1	Songsak	10	6	120
East Jaintia Hills	30	2	Saipung	22	7	140
East Khasi Hills	93	3	Mawphlang	29	6	120
East Khasi Hills		4	Mawkynrew	17	6	120
North Garo Hills	20	5	Resubelpara	10	6	120
Ri Bhoi District	30	6	Jirang	10	6	120
South Garo Hills	23	7	Gasuapara	10	6	120
South-West Garo Hills	49	8	Betasing	24	6	120
South West Khasi Hills	40	9	Mawkyrwat	36	7	140
West Garo Hills	40	10	Dalu	17	7	140
West Jaintia Hills	20	11	Thadlaskein	11	6	120
West Khasi Hills	25	12	Mawthadraishan	9	6	120
<b>Total</b>	<b>400</b>			<b>205</b>	<b>75</b>	<b>1500</b>

#### 6. Methodology:

Data and information will be collected using both qualitative and quantitative methods through Interviews, Focus Group Discussions (FGD) and Key Informant Interviews (KII). Semi structured Questionnaire will be used for collecting Qualitative data. The quantitative data will be triangulated with qualitative generated through FGDs as well as in-depth interviews with Key informants. Discussions with beneficiaries will be facilitated through semi-structured interview

guides to foster active participation and in-depth discussion. The semi-structured nature of the discussions intends to probe specific, predetermined topics while allowing flexibility, and stimulating participants to share and discuss among each other. This will gain in depth insights into beneficiaries' motivations, to utilize project interventions, as well as how they view or perceive their experiences at different levels of project planning and implementation.

## **7. Scope**

The Agency will be expected to undertake tasks including the following:

1. Develop a survey proposal that clearly defines the methodologies for sampling, data collection procedure, entry, cleaning, compilation, analysis and report writing with cost.
2. Develop appropriate survey instruments that will collect both qualitative and quantitative data. Prior to implementation of the survey, MBMA/SPMU will review and approve the tools and methodologies.
3. Recruit and train the enumerators, supervise and manage data collectors. Officials from the Agency will participate in the survey as supervisors during field data collection.
4. Organize and implement the survey.
5. Compile and collate the data collected, both qualitative and quantitative.
6. Develop draft survey report and submit to MBMA/SPMU for feedback.
7. Produce final reports incorporating feedbacks.
8. In addition, the consultant(s) is expected to provide a weekly progress report.

## **8. Report:**

The contracting agency will process the data and develop a final report in the following format

- Title page
- Acronym list
- Executive Summary
- Introduction/context
- Objectives
- Methods
- Constraints
- Findings
- Conclusions
- Recommendations
- Annexes (may include data collection tools, list of people consulted and photos)

The report may include quotes, photos, graphs, case studies etc. The report will be sent to the Assistant Project Director 3 weeks after the completion of the field work/data collection exercise. They will provide the feedback into the report which the agency will be expected to respond to.

## **9. Logistics**

MBMA will **not** provide office space, computer, copying and printing services, telephone service or facilities for workshops., travelling cost etc. It is hence advisable to include all these costs with prices in the financial proposal.

## **10. Technical & Financial Proposal (as per the Annexure 1)**

### **11. Deliverables**

- a) Inception report – detailed methodology, survey tools, workplan, secondary literature review of the satisfaction survey on natural resource management.
- b) Detailed Final Beneficiary Satisfaction Survey Protocol and Tools.
- c) Pilot testing of the protocols and tools.
- d) Final protocols and tools.
- e) Report on preliminary findings.
- f) Draft Report.
- g) Final survey reports (Hard & soft copies).
- h) All Primary data and database used for analysis of the data collected property of MCLLMP.

### **12. Core Team for the Assignment**

The core team will have 3 well experience staffs for the three regions.

- A. Team leader – With 7 years of experience in Citizen Feedback mechanisms with Masters in Sociology and allied subjects.
- B. Research Specialist – 5 Year of experience in qualitative research with specialization in natural resource management and Masters in sociology/anthropology/ and allied subjects.

- C. Stakeholder Engagement Specialist and trainer– 5 years’ experience in Community managed natural resources with Masters in Social Work/Sociologist Support team – data operator, filed enumerators

**13. Terms of Payment**

The consultant fees shall be made in three phases according to the following schedule:

<b>Payment Schedule</b>	<b>Contrate Amount</b>
1) Inception Report	10%
2) Finalized Questionnaire, Sampling, Work Plan & submission of list of Enumerators	30%
3) Submission and approval of Preliminary Draft Report	10%
4) Submission and approval of Draft Report	30%
5) Submission of Final Report	20%

Late submission of the final report and survey documents will attract penalties

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