

## **Terms of Reference**

**for**

### **Impact evaluation of Single Window Service Centres for Unorganised Workers**

#### **1. Background**

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is an enterprise owned by the German Government. GIZ implements sustainable development through international cooperation, on behalf of Germany and other partners. With a global footprint in over 130 countries, GIZ leverages its regional and technical expertise for local innovation. GIZ India has a team of over 300 staff. To address India's need for sustainable and inclusive growth, in partnership with stakeholders, GIZ's key focal areas are:

- Energy (renewable energy and energy efficiency), Mitigation of greenhouse gas emissions
- Environment (sustainable urban and industrial development, natural resource management, climate change adaptation, biodiversity)
- Sustainable economic development (rural finance, social security systems, small and medium enterprises)
- Skill development

One of the components of social security systems is to strengthen the delivery system of social security for unorganised workers in Karnataka through Single Window Service Centres (SWSCs) within the framework of the Unorganised Workers Social Security Act, 2008, passed by the Central Government. The Act provides for minimum social security towards ill health, old age and death. Subsequently, the government formulated three schemes (RSBY, NPS Lite and JBY/AABY) to deliver these benefits. The schemes for providing benefits like provident fund, employment injury benefits, housing, education schemes, provident fund, old age homes, and skill up gradation can be designed by the State Government. The delivery of the social security to the unorganised workers is contemplated through Worker Facilitation Centres (WFCs) set it up by the State government for the identification of informal workers and delivery of social security benefits. There is also a provision to set up Social Security Board at the State level.

The State government has already set up the Karnataka Unorganised Workers Social Security Board ((KUWSSB) and is involved in handling NPS Lite and Accidental Insurance Scheme for the Commercial Drivers. RSBY is being implemented by the society. Now, the Karnataka Government (GoK) through its cabinet decision has decided to set up 900 Single Window Service Centres (SWSCs) covering one taluk in all the districts of the state until March 2017. At present there is no SWSCs functioning in Karnataka State.

#### **2. Function of SWSCs**

- a) Disseminate information on social security schemes for the unorganised workers
- b) Facilitate the filling, processing and forwarding of applications forms

- c) Assist unorganised workers to obtain registration
- d) Facilitate enrolment of the registered unorganised workers in social security schemes

The project will take the services of secretaries of Gram Panchayats (GPs) and community organisers for the urban wards to run the SWSCs. To perform the task of facilitating access to social security schemes GP Secretaries and the Community organisers will receive performance based financial incentives. GIZ will be supporting this initiative as a capacity building partner.

### **3. Objective of the SWSCs**

The objective of the SWSCs is to create awareness and facilitate access to social security schemes. Therefore the following questions are proposed for examination.

#### **4. Research questions:**

- a) Examine the impact of SWSCs on project objectives, i.e., creating awareness on and facilitating access to social security schemes
- b) Assess the impact of incentives to GP secretaries and community organisers on improving awareness of and access to government social security schemes.

#### **4. Methodology**

The above questions will be researched by adopting the Randomised Controlled Trial design methodology.

#### **5. Time frame for setting up SWSCs**

It is expected that SWSCs will be set up in a phased manner. 180 SWSCs will be set up in the first phase until March 2015, 270 in the second until March 2016 and 450 in the last phase until March 2017.

#### **6. Tasks of the Research Agency**

- **Research Design:** Propose the research design (keeping in mind the research questions) and Indicate appropriate sample frame and size for the study.
- **Selection of the field workers:** The selected research agency shall select fieldworkers with appropriate research experience.
- **Training of the field workers:** The selected research agency will be responsible for adequately training all fieldworkers prior to fieldwork by providing a complete

background of the project and topic areas, briefings on coding and protocols, and role-plays etc., to ensure that all research activities are conducted appropriately.

- **Preparation and testing of instrument of enquiry:** The research agency will develop appropriate instruments of enquiry (checklist, structured questionnaire etc.,) to conduct the field work.
- **Data Collection:** The selected research agency will conduct fieldwork and undertake data collection. It will be also responsible for quality assurance of the data collected and compiled during the field work.
- **Data Management:** The selected research agency will prepare the appropriate formats to enter the data. The agency will be responsible for data cleaning and data entry as well.
- **Data Analysis and report writing:** The selected research agency will be responsible for data analysis and report writing as well.

## 7. Deliverables with time lines

- Draft report and PPT version of the same are to be presented to State Steering Committee of the Project for their comments and suggestions latest by November 2016
- Final report by including the comments/suggestions of the committee by the end of December 2016.

**Note : In case of delay in the setup of SWSCs by the government, the start-up dates will be adjusted accordingly. However the timeline for deliverable will remain unchanged.**

## 8. Evaluation of the Proposals & Selection of Research Agency

### a) Eligibility of Application

Research proposal is invited from organisations with proven research expertise on social security for unorganised workers, proven capacity in undertaking evaluation studies by adopting randomised controlled trial and proficiency in the local language Kannada.

### b) Process for Application:

- 1) The technical component should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:
  - Proposed Research Design, Approach, Methodology, Timings and Outputs

- Proposed Team Structure
  - Proposed Team Members with CVs
- 2) The separate financial component must contain an overall quotation in an INR currency. Break-up of the budgets should be into:
- Personnel
  - Field Work including training to the field staff
  - Others (communication, printing etc.)
  - Institutional Charges (if any)
  - Service Tax (if applicable)

The technical proposal should be sealed in an INNER envelope titled “Technical Proposal for, “Impact evaluation of Single Window Service Centres for Unorganised Workers in Karnataka”.

The financial proposal should be sealed in an INNER envelope (1) titled: “Financial Proposal for, “Impact evaluation of Single Window Service Centres for Unorganised Workers in Karnataka”.

## **9. Requirements:**

- Background experience in both quantitative and qualitative research in social policy issues especially by using Randomised Control Trial methodology
- Experience in coordinating group of researchers and leading the large team.
- Profound understanding of Social policy- Social Security and Decentralisation.
- Excellent oral (English and Kannada) and written communication skills (English).