

Tamil Nadu Urban Habitat Development Board

Terms of Reference for the Preparation of tools and guidelines for the implementation of the Social Sustainability and Grievance Management Framework

Tamil Nadu Housing and Habitat Development Project

A. Context

1. Tamil Nadu is the leading urbanizing state among the large states in India, and an economic powerhouse supporting economic and spatial transformation. Nearly half (48.4 percent) of Tamil Nadu's population of 72.1 million is urban. Rapid urbanization in the state is expected to raise the urban population to 67 percent by 2030.
2. The Government of Tamil Nadu (GoTN) has identified access to housing as a key priority within the state's Strategic Plan for Infrastructure Development, Vision Tamil Nadu 2023. The Strategic Plan was launched in 2012 with 10 vision themes, including universal access to housing and the provision of good quality infrastructure in the state. In 2014, this plan was translated into projects and budgets.
3. To increase effectiveness and sustainability of its support to the housing sector, the State has issued a Tamil Nadu Affordable Urban Housing and Habitat Policy. Through this Policy, the GoTN envisions a robust market architecture where scarce fiscal resources are prioritized for the most vulnerable and the private sector bring expertise and capital to the sector to increase the housing options to all. Three key principles – inclusion, sustainability and transparency and participation serve as a guide for policies, institutions, programs and decision-making process of the GoTN.
4. Guided by the sustainability principle, TNUHDB's Board has adopted a Sustainability Framework comprising of (i) Environment Management, (ii) Resilient Urban Design, and (iii) Social Sustainability grievance management sub-frameworks, whose application is mandatory for all new TNUHDB EWS/LIG housing units. The Social Sustainability and Grievance Management Framework (SSGMF), which aims to promote social inclusion, safety and security for men and women, and livelihood opportunities in all TNUHDB EWS/LIG housing units.
5. TNUHDB is implementing various housing and infrastructure programmes of which the TNHHD focuses mainly on the following:

a. In-situ :Construction of In-Situ Tenements with Infrastructure

In dense unobjectionable urban poor habitat areas, insitu storeyed tenements are being constructed, utilising the maximum possible *Floor space Index (FSI)* and allotted to the families already living there. These tenements are constructed with basic infrastructures such as water supply, sewage disposal, elevators, roads, street lights, paved pathways, storm water drain, etc. Each tenement has a living room, bed room, kitchen and

toilet facilities and these tenements are allotted to eligible urban poor families

b. Green Field: Construction of tenements in alternate locations with basic and social infrastructures

The urban poor families living on objectionable locations such as river bank, road margin and places required for public purpose cannot be improved insitu as these areas are required for public welfare programmes. TNUHDB constructs tenements on the available vacant lands nearby for the resettlement of these urban poor families living in unhygienic objectionable lands like river banks, road margins and for economically weaker section families in urban areas etc. These schemes are developed as integrated townships with necessary basic infrastructure. In order to facilitate livelihood support at the time of resettlement, one time shifting and subsistence allowance are disbursed to each family. Livelihood skill training and job melas are also conducted to upgrade their skills to facilitate employment in the resettlement areas.

c. Reconstruction: Reconstruction of Dilapidated Storeyed Tenements

Due to efflux of time and exposure to vagaries of nature, wear and tear, some of the tenements constructed decades ago are dilapidated, posing risk to the lives and properties of the families living there. The vulnerability of such tenements is studied by a Technical Committee and tenements that are recommended as unstable buildings are being demolished and are taken up for reconstruction. The sum of Rs. Rs.24,000/- is being disbursed as ex-gratia grant for the families, at the time vacating the tenements to enable them to pay the rent for staying outside the scheme area during the period of reconstruction, payable in one lumpsum. These new tenements are allotted to the earlier occupants of the dilapidated tenements. In many of the areas additional tenements are constructed using higher Floor Space Index and are allotted to the extended families of occupants, encroachers and Economically Weaker Section families living nearby.

B. Objective and Scope of work:

6. **The objective of this consultancy assignment is to develop tools and guidelines/action plan to operationalize the SSGMF**, i.e., to systematically integrate social considerations in all programme and project cycles, including as part of planning, implementation, and monitoring and evaluation.
7. As part of the SSGMF, 'Strategies for Development of Guidelines and Action Plan for Social Sustainability' has been formulated with the following eight key modules namely, stakeholder and community engagement, transitory phase, social cohesion, social inclusion and gender, livelihood, grievance management framework, institutional strengthening and monitoring and evaluation.

8. In essence, social sustainability can be included through conducting social/needs/demand assessment surveys to better understand the diverse needs of the community; engaging with stakeholders and community systematically throughout the project cycle, periodic communication with stakeholders and community; taking measures to reduce the impact of resettlement and to promote social cohesion; addressing gender specific issues; and timely redressal of grievances.

9. Scope of Work.

- a. Identify targeted due diligence needed for operationalization of SSGMF. As part of the SSGMF development stage, substantial due diligence was undertaken, including review of existing policies, programs, and institutional, legal and policy frameworks, as well as roles and responsibilities of relevant institutions. The consultant shall start with reviewing what's been done and identify remaining gaps in due diligence, if any.
- b. Carry out due diligence to fill the gap. Once the gap is identified and agreed upon with TNUHDB, the consultant will conduct the necessary due diligence. One important gap is the review of different entitlement packages provided in the form of grant/subsidy by different state departments/agencies/authorities.
- c. The tools and guidelines that are being developed should be distinct for the different types of resettlement, i.e. Reconstruction and Green Field. The In-situ type will follow the tools and guidelines mentioned in the Reconstruction model
- d. Develop the tools needed to translate the principles adopted in each of the 8 modules into concrete information and analysis needed to inform operations. The consultant should build upon what has been already formulated as part of the SSGMF preparation and focus on enhancing them and focus on those that are still missing, as per the following broad outlines with regard to the 8 modules:

Module	To do
Stakeholder and Community Engagement – Separate tools & guidelines for Reconstruction & Green Field to be developed	<p>This tool should be further strengthened for operations, especially towards stakeholders at the community level.</p> <p>The stakeholder mapping is to be updated and full and comprehensive analysis is to be carried out for a design of an inclusive engagement of different stakeholders. Further proper tools should be devised and strengthened for execution with stakeholders at different community levels.</p> <p>The stakeholder and community engagement shall be ensured at various phases, namely,</p> <ol style="list-style-type: none"> 1. Preparation stage 2. Implementation stage 3. Operation & maintenance stage

Module	To do
Transitory Phase	Provide a detailed action plan with specific timeline to be implemented during the phase that starts prior to shifting upto stage of completing resettlement and preparing for rehabilitation to reasonable restore their income earning capacity, production levels and standards of living.
Social Cohesion	Develop a framework to assess and analyze the entitlement package; and prepare the comparative analysis and recommend a uniform entitlement package as the minimum standards.
Social Inclusion and Gender	<ul style="list-style-type: none"> • Mapping social exclusions and to develop Gender Audit tool (questions and interviews) to capture factors / characteristics for economic, social, cultural, political and educational empowerment of women. • Develop a guiding user-friendly manual that lays down steps and includes tools on how to enhance women's voice during planning of sub-projects and operation and maintenance.
Livelihood	Develop a user-friendly manual that lays down steps required for implementing livelihood activities for the identified target beneficiary, the most vulnerable section of the community, which could be for individuals and/or groups. It will also include list of service providers for skill development and a road map to prepare proposal for business development.
Grievance Management Framework	Develop the manual on GRM
Institutional Strengthening	Recommend an action plan to strengthen the capacity, including a periodical training plan to improve the capacity of the Community Development wing of TNUHDB to implement the Social Sustainability and Grievance Management Framework.
Monitoring and Evaluation – Separate tools & guidelines for Reconstruction & Green Field to be developed	Propose protocol for data collection and tracking system through the TNUHDB Management Information System (the MIS itself is done via a separate contract) for monitoring and evaluation of the SSGMF through performance indicators, thematic evaluations and impact evaluation.

e. Develop guidelines for operationalization of SSGMF accordingly.

C. Methodology.

In addition to desk review, Focus Group Discussion and Key Informant Interviews will be conducted with stakeholders representing (i) geographical variations; (ii) slums to be relocated and re-development programs; (iii) social, economic profile of the target population with special focus on women, minorities and vulnerable; (iv) institutions providing services (infrastructure and social, including livelihoods); and (v) elected representatives of the residence welfare association.

The tools and guidelines should be developed with extensive consultation within GoTN as well as with other key stakeholders.

D. Deliverables

No.	Deliverable	Timeline
1.	Inception Report with work plans to be submitted	One month after the kick off meeting
2.	Various tools (module wise) for all the modules	Within 3 months
3.	Draft Guidelines for Implementation of the Social Sustainability and Grievance Management Framework	Within 6 months
4.	Final Guidelines for Implementation of the Social Sustainability and Grievance Management Framework	Within 9 months

E. Qualification.

1. **Team Leader** – Senior Social Development Specialist with MA in social sciences or allied subject with more than 10 years of relevant experience and on qualitative research and fluent in Tamil and English languages.
2. **Gender Specialist** – Senior Social Development Specialist with specialization on Gender. MA in social sciences or allied subject with more than 8 years of relevant experience and fluent in Tamil and English languages.
3. **Livelihood Expert** – Senior Urban Livelihood expert with specialization in urban poverty. MA in social science with more than 8 years of relevant experience of working with urban poor on skill development and business development and fluent in Tamil and English language.
4. **Institutional Expert** – MA in Social Sciences or allied subject with relevant work experience on organizational support, training assessment and capacity development for more than 8 years and fluent in Tamil and English language.

5. **Stakeholder Engagement Expert** – MA in Social Work and allied subject with relevant work experience of working on community engagement for more than 7 years and fluent in Tamil and English language.
6. **Monitoring & Evaluation expert** – MA in Social development and allied services with relevant work experience of more than 8 years on monitoring and reporting of social development outcomes.