

**Terms of Reference (ToR) for Hiring of NGO Services For Implementation of Resettlement Action Plan in Phase-II Roads Under the World Bank Assistance Uttar Pradesh Core Road Network Development Project (UPCRNDP)**

**Name of Project :-** U.P. Core Road Network Development Project (UPCRNDP)  
**Loan No. :-** 8940-IN-World Bank

**PROJECT BACKGROUND:**

1. In the last decade, the Government of Uttar Pradesh (GoUP) has made significant investments to enhance its transport infrastructure. Rural road networks have substantially increased in the state and are being supplemented by huge investments planned in state highways and urban transport infrastructure by GoUP. The state highways are increasingly gaining importance in terms serving mobility needs of people both inter-city and rural/Urban. GoUP, through the Department of Economic affairs, Govt. of India has received the assistance of the World Bank for the improvement of State roads comprising a select network of state highways in Uttar Pradesh. The World Bank assistance, delivered through the proposed Uttar Pradesh Core Roads Network Development Project (UPCRNDP).
2. The state has a road network of 299,604 km, out of which 240,854 km is under Uttar Pradesh Public Works Department (UPPWD). The roads under UPPWD comprise 8,448 km of National Highways (NHs), 6,892 km of State Highways (SHs), 7,377 km of Major District Roads (MDRs), 49,405 km of Other District Roads (ODRs) and 168,692 km of Village Roads (VRs) as per performance budget of 2018-19 of UPPWD.
3. With a view to improve the transport network system, UP PWD has identified 24,095 km of Core Road Network (CRN), comprising NH, SH, MDR and ODRs for development. NH is not part of UP PWD, hence remaining roads are being envisaged for up gradation under various schemes. The Core road development works will consist of raising the formation level, widening to full two/four lanes from the existing single, intermediate & two-lane widths, and/or pavement rehabilitation/strengthening. Road sections with high volumes of non-motorized traffic will be widened to 10m with 1.5m full paved shoulders. Road stretches crossing urban areas may also require upgrading to a four-lane cross section, and/or provision for drains, sidewalks and parking where required. In some cases, new alignments (bypasses and/or re-alignments may also be required

**PROJECT ROADS DETAILS:**

1. The list of roads in Phase-I on which construction activity is ongoing are as below:-

S.No.	Road/Works	Category	Length (km)
1.	Hamirpur-Rath	SH-42	76
2.	Garautha-Chirgaon	SH-42	50
3.	Gola-Shahjahanpur Road	SH-93	59
4.	Badaun-Bilsi-Bijnaour	SH-51	79

2. The list of roads identified in Phase-II for upgradation is as below:

S.No.	Road/Works	Category	Length (km)
1.	Rath-Garautha (missing link)	SH-42	37
2.	Moradabad-Haridwar-Dehradun Road	SH-49	36
3.	Garh-Syana-Bulandshahar Road	SH-65	49.50
4.	Baraich-Gonda-Faizabad Road	SH-30	60.10
5.	Hamidpur-Kuchesar Road	SH-100	19.10
6.	Bansi-Mehdawal-Khalilabad Road	SH-88	32

3. NGO services are being procured to implement “Resettlement Action Plan” for Phase II roads.

## **BRIEF DESCRIPTION OF PROJECT ROADS OF PHASE II:**

### **1. Rath Garautha Road / Missing Link (SH 42) :-**

The length of this road is approximate 37 kms. The road consists of two sections, Rath Bypass with the length of 7.409 kms and the rest portion of missing link. The entire project road passes through plains/rolling terrain and has two major settlements/towns namely Rath and Garautha. In this road existing Right of Way varies from 8 to 9 meter. The road comprise of other district road (ODR) and village road (VR).

### **2. Moradabad -Haridwar -Dehradun Road (SH 49) :-**

The project road is located in Moradabad District, the western part of State of UP. It starts from the junction of Bijnor-Moradabad Road (KM 0+000) with Delhi Road near Moradabad Railway Station and ends just before the junction (KM 36+000) where Madarssa Road meets the State Highway. The project stretch from Moradabad to Garhi for which the DPR including RAP has been prepared is part of the Moradabad-Haridwar-Dehradun Road, SH-49. The total existing length of road section is 36.0 KM. The project road mainly passes through the plain terrain. The project road alignment is broadly straight and the existing road condition is good. The existing carriageway width is broadly 7m with earthen shoulder of varying width. The Right of Way is not uniform all along the project road and also is not free from encumbrances. It has been partly occupied by people mainly for petty commercial activities, particularly near built-up locations. The land use along the road is mainly agricultural with built-up sections interspersed in between.

### **3. Garh-Syana -Bulendshahar Road (SH 65) :-**

The project road is located in Bulandshahr & Hapur District, the western part of State of UP. It starts from a T Junction formed with Shikarpur bypass road in Bulandshahr and crosses a busy junction within Bulandshahr urban area. The project road ends at four-armed junctions of SH-65 and NH-9 (on to the slip road of Flyover of NH-9). Total length of section is 49.674 Km and passes through major settlements of Bulandshahr, Aurangabad, Siyana and ending at Garhmuktewar. The project road mainly passes through the plain terrain. Currently, the road is having a 2-lane configuration with good to fair road conditions, even though the traffic on

the project road is substantial.

**4. Bahraich- Gonda -Faizabad Road (SH 30) :-**

The project road starts near Bahraich forming a Y intersection with Bahraich Balrampur Road section of NH-730. The end point of project road lies in Gonda city at a four armed junction named as Police Chowk chauraha where project road meets road connecting Balrampur in one direction and Faizabad in other direction. The total project length will be approx. 60.1 km, the project road is passing through Bahraich and Gonda, district of Uttar Pradesh. The project road mainly passes through the plain terrain. The project road alignment is broadly straight and the existing road condition is good. The existing carriageway width is broadly 7m with earthen shoulder of varying width. The carriageway width near market places is about 10m. The Right of Way is not uniform all along the project road. The RoW is not free from encumbrances. It has been partly occupied by people mainly for petty commercial activities particularly near built-up locations. The land use along the road is mainly agricultural with built-up sections interspersed in between. Agriculture is the main occupation of the residents of this district. A very large majority of main workers are engaged in agriculture as cultivators and agricultural labourers. Most of the farmers come under small and marginal category.

**5. Bansi –Mehdawal- Khalilabad Road (SH 88) :-**

The project road (SH-88) lies in the north-eastern part of the State bordering Nepal on the north side. Total length of the project road from the start point (intersection of SH-88 with NH-28) to the end point (the X-junction at NH-328A at Nandaur) is 28.870 km. The project road starts at the intersection of SH-88 with NH-28 and ends at Nandaur forming X-junction with NH-328A. It traverses through the administrative boundaries of Sant Kabir Nagar and Siddharthnagar districts and are part of the Basti Division. The project road mainly passes through the plain terrain. The project road alignment is broadly straight and the existing road condition is good. The existing carriageway width is broadly 7m with earthen shoulder of varying width. The carriageway width near market places is about 10m. The Right of Way is not uniform all along the project road. Also, the RoW is not free from encumbrances. It has been partly occupied by people mainly for petty commercial activities, particularly near builtup locations. The land use along the road is mainly agricultural with built-up sections interspersed in between.

**6. Hamirpur -Kuchchesar Road (SH 100) :-**

The project road is located in the Western part of UP state passing through districts of UP namely Bulandshahr and Gautam Buddha Nagar. The project road starts at a three-armed T junction with Palwal Road at Hamidpur. The end point of the project road lies at Sikenderabad where project road forms a three armed junction with Old GT Road in the city. Currently, the road is having 2-lane lane configuration. The total length of road is 19.10 Km.

**TENTATIVE IMPACTS OF THE PROJECT (PHASE II ROADS):**

As per the Detailed Project Report/Resettlement Action Plan, tentative impacts of the various roads under Phase II of UPCRNDP are as under:

S.No.	Name of Road/ Work	Category	Length in Km	Extent of land for acquisition in Hectare	No. of Titleholder affected	No. of non- titleholder affected	Affected CPR
1	Rath-Garautha (Missing Link)	SH 42	37	108.683	1422	124	7
2	Moradabad- Haridwar- Dehradun	SH 49	36	11.012	866	65	21
3	Bulendshehar- Garh-Syana	SH 65	49.50	35.754	1183	181	40
4	Bahraich-Gonda- Faizabad	SH 30	60.10	0.511	46	295	65
5	Hamidpur- Kuchesar	SH 100	19	12	98	130	70
6	Bansi-Mehdawal- Khalilabad	SH 88	32	4.799	695	308	86
<b>Total</b>			<b>233.60</b>	<b>172.759</b>	<b>4310</b>	<b>1103</b>	<b>578</b>

### **OBJECTIVES OF THE ASSIGNMENT:**

The main objective of the NGO consultancy services is to facilitate the affected community in their resettlement and rehabilitation processes and help UP PWD in the implementation of RAP. Specifically, the main tasks of the selected NGO would be as follows:

1. Assist UP PWD/Project in undertaking information, education and communication (IEC) campaigns in the project areas.
2. Educate PAPs regarding their likely losses due to the project, their entitlements as per the Resettlement policy of UP PWD and the obligations under the RAP.
3. Ensure that PAPs get the compensation for the loss of their land and other assets as per the rate approved in the R&R Policy. At the same time, it is important to guide to the PAPs that they receive their full entitlements under the RAP and use them productively.
4. Assist the physically displaced PAPs in their relocation including counselling and coordination with the local authorities, particularly on housing and infrastructure in the places where PAPs will be relocated.
5. Assist PAPs in their economic rehabilitation including counselling and coordination with the local authorities, particularly those implementing the government schemes for the socio-economic upliftment of the affected communities.
6. Assist PAPs in the redress of their grievances through the system implemented as part of the RAP. In this regard, inform PAPs about the functional aspects of various committees set up by the project and assist them in benefiting from such institutional mechanisms.

7. Assist PWD in implementation of Gender Action Plan, Action Plan to address issues related to Sexual Exploitation and Abuse / Sexual Harassment and HIV/AIDS awareness.
8. Any other relevant task that would be assigned by the project during the course of the consultancy period subject to mutual consent.

## **SCOPE OF WORK :**

### **1. Undertake Public consultation and IEC Campaigns:-**

Undertake public consultation and public information campaign (through information, education and communication) at the commencement of the project as well as continue through the project implementation period. The task includes the following topics:

- i) The need for land acquisition.
- ii) The reasons and need for eviction of displaced households; and
- iii) The likely consequences of the project on the community's livelihood and its proposed mitigation measures
- iv) Disclosure of project information
- v) Educate PAPs regarding their likely losses due to the project
- vi) Information of respective entitlements to PAPs as provided in the entitlement matrix
- vii) Educate PAPs regarding the Grievance Redress Mechanism of the project
- viii) Disseminate information and generate awareness on Gender issues and prevention of Gender Based Violence.
- ix) Distribute the copy of approved project specific Resettlement & Rehabilitation Policy and the translated version of the policy (into Hindi) to each and every PAF which would help them understand their entitlements and decide on their R&R options
- x) Hold specific discussions with the vulnerable groups and women of the affected community and help them understand their losses and entitlements
- xi) Disseminate information to the PAPs on the possible consequences of the project on the community's livelihood systems and the option available.
- xii) Educate PAPs in making decisions and finalizing their option with regard to relocation and income restoration measures.
- xiii) Educate PAPs regarding the need for land acquisition, the need for road widening, and the provisions of the policy and the entitlements under the RAP etc.
- xiv) Educate people on HIV/AIDS.

The contracted NGO will impart Public Consultations and IEC campaigns as elaborated in below table:

SL No.	Component	No. of Consultations/IEC Campaigns to be imparted during the contract period	Remarks
1.	R&R issues	As and when required	As this component requires continue interactions with the community therefore, the affected people needs to be consulted as per requirement
2.	HIV/AIDS Awareness	6 in each affected Panchayat	IEC Campaign
3.	Gender issues	6 in each affected Panchayat and as and when required as well	Public consultation and IEC campaign
4.	Gender Based Violence	6 in each affected Panchayat	Public consultation and IEC campaign

## 2. VERIFICATION OF LAND ACQUISITION PLAN & RAP AND PREPARATION OF ID CARDS AND MICRO PLAN:

Detailed scope of work under this task is as under:-

- i) Verify the land acquisition plan prepared by DPR Consultant
- ii) Undertake a verification exercise of PAPs identified in the RAP Report to check the validity of the information on the affected and eligible families including the individual losses.
- iii) Facilitate negotiation meetings between empowered authorities and land owners in arriving at land cost through mutual agreement.
- iv) Facilitate in valuation of all types of affected properties which includes mainly Govt/private structures, CPRs, crop, private trees etc. The valuation will be carried out by the concerned PWD divisions. The valuation of religious structures should also include the cost of ritualism if any.
- v) Help PAF to enter in to a written agreement with UPCRNDP/UP PWD as an acceptance to the rate of land R&R entitlements.
- vi) Based on the above verification exercise, the NGO shall prepare a list of eligible PAPs and display the list in prominent public places like Panchayat office or village school or any other public place in the vicinity.
- vii) During the verification of the eligible PAPs, the NGO shall ensure that each of the PAPs is contacted and consulted either in groups or individually. The NGO shall specially ensure consultation with the women headed families and vulnerable families.
- viii) Based on the final list of PAPs, NGOs will prepare Identity Cards for individual PAPs and distribute it to them.
- ix) Prepare the micro plan for each PAP enlisting their entitlements as per the Policy and disclose the same to the PAPs. The NGO will also responsible for approval of the micro plan from competent authority.

**3. DISBURSEMENT OF COMPENSATION AND R&R ASSISTANCE :**

- i) Assist the non-titleholder PAPs in opening a joint bank accounts explaining the implications, the rules and the obligations of a joint account, and how she / he can access the resources she / he is entitled to. The joint bank account should be in name of spouse.
- ii) Identify means and accordingly advise the UP PWD to disburse the entitlements to the eligible persons / families in a manner that is transparent.
- iii) Facilitate signing of conveyance deed and disbursement of compensation in timely manner
- iv) Facilitate in disbursement of R&R assistance.
- v) Ensure that the notice of eviction from property shall be delivered to PAFs as per the Policy
- vi) Assist the project in ensuring a smooth transition during the relocation of the displaced families. In close consultation with the PAPs, the NGO shall inform the UP PWD about the shifting dates agreed with the PAPs in writing and the arrangements (to be made by the Project) desired by the PAPs with respect to their relocation.
- vii) Verify the removal of affected structures and recommend PWD for release of further installment.
- viii) Ensure proper utilization of the R&R support provided to PAPs and help restore their lost income/assets.

**4. ADDRESS GRIEVANCES OF PAPS :**

- i) The NGO shall ensure that a suitable person from its own staff to be a member of the Grievance Redress Committee (GRC). The nominated staff should have a reasonable understanding of nuisance from road construction, and if there are environmental aspects of resettlement facilities (residential or commercial) like water-supply and sanitation facilities.
- ii) The NGO shall make PAPs aware of the availability of GRC and the grievance redress procedures. Organize sensitization program for PAPs on the procedures to file a grievance application and to confirm that a statement of claim from the concerned PAF accompanies each grievance application. In this regard, the NGO shall help PAPs in filing their grievances and also in clearing their doubts about the procedure as well as the context of the GRC award.
- iii) The NGO shall maintain the record of the grievances received and bring the same to the notice of the GRC.
- iv) The NGO shall accompany PAPs to the GRC meeting on the decided date; help them express his / her grievance to GRC members. The NGO will inform the PAPs of the decision taken by the GRC within 3 days of receiving a decision from the GRC.
- v) In case of discrepancies, the NGO shall try to resolve it in consultation with the UP PWD on the basis of policy guidelines and if necessary, pursue the matter through the grievance redress mechanism.
- vi) A Grievance Redress Mechanism has already been developed in the project.

**5. ASSIST DISPLACED FAMILIES IN THEIR RELOCATION AND FACILITATION IN RELOCATION OF CPRS:**

- i) Obtain PAPs choice in terms of (i) site for relocation; (ii) identification of land for alternate housing; (iii) shifting plan and arrangements; (iv) resettlement assistance utilization plan; (v) community asset building plan; and (vi) institutional arrangements for maintenance of the community assets developed by the project for resettlers
- ii) Assist PAPs in accessing government housing program (particularly for vulnerable groups) and in accessing institutional housing construction loans if required.
- iii) Work on establishment of vendor market if required
- iv) Help the community in identification of alternative land for shifting of CPRs. Obtain written consent of community
- v) Prepare a microplan for the affected CPRs

#### **6. ASSIST PAPS IN THEIR ECONOMIC REHABILITATION:**

- i) Define, evolve and implore alternative methods of livelihood using the local skill, resources and opportunities available both in the project and outside. Help the PAPs in realizing and optimizing the indigenous technology knowledge through the use of local resources.
- ii) Assist PAF, interested in land-based economic rehabilitation, in identifying suitable land for continuing with agriculture. This will require a survey of land market in the area, both for identification of land and negotiating price. Land based economic rehabilitation for tribal PAPs is an essential feature of the R&R policy agreed for the project.
- iii) Inform eligible PAPs about various available economic opportunities available with contracting agencies.
- iv) Undertake a training need assessment for PAPs, particularly on the activities opted by PAPs for their economic rehabilitation.
- v) Organize training and capacity building program by involving relevant government and non-government training agencies.
- vi) Develop good rapport with the local financial institutions and facilitate PAPs to access credit if required.
- vii) Identify and work with marketing agencies and ensure forward and backward linkages to the economic activities opted by PAPs.
- viii) The NGO shall maintain a detailed record of such facilitation.

#### **7. ADDRESSING GENDER ISSUES AND SEXUAL EXPLOITATION AND ABUSE / SEXUAL HARASSMENT (SEA/SH) :**

Mainstreaming gender equity and empowerment is already a focus area in the project. In the sub projects, activities related to diversification of livelihood and improvement of basic services will address women's needs. A Gender Development Framework has been designed under the project which will help in addressing gender issues under the UPCRNDP. The project has prepared a report and a handbook on gender issues and gender based violence as well. The scope under the component is as under:

##### **A. GENDER ISSUES:-**



- i) Consult with the women groups and build a very good rapport.
- ii) Consult villagers for finalization of locations for road infrastructures (I.e. Bus shelters, bus lay-byes, solar light etc.) to be constructed under the project and recommendations for the same to the competent authorities. The design and locations should be friendly with elderly, women and child.
- iii) Sensitize the community on gender issues (with focus on women's safety along with other gender needs)
- iv) Engage communities/self-help groups in the process so that awareness generation on gender issues can be sustained for long time even after the completion of the project

#### **B. SEXUAL EXPLOITATION AND ABUSE / SEXUAL HARASSMENT (SEA/SH):-**

The Project will implement and monitor the action plan to address issues related to Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH). The NGO hired by the PWD will create awareness for the affected community in and around project road on GBV.

- i) Raise awareness on prevention of Gender Based Violence in villages /panchayats.
- ii) Raise awareness among the women in affected villages/panchayats on the government key policies and laws pertaining to Gender based violence.
- iii) Develop detailed module and all accompanying background material for the delivery of awareness in prevention of and response to violence against women.
- iv) Involve local Services Providers to raise awareness of the SEA/SH.
- v) A code of conduct has been defined under the project for prevention of GBV risk. The contracted NGO will ensure signing of the same by his all project staff. The NGO will also ensure that all staff working in the project adhere to comply with the code of conduct.
- vi) Aware the community about the working SEA/SH grievance mechanism (GM) is in place so that referral of GBV cases can be made when needed.
- vii) Prepare report outlining the main opportunities, challenges, remaining needs, awareness report and suggested way forward under the component.\

#### **8. AWARENESS GENERATION ON HIV/AIDS:**

The National Aids Control Society (NACO) and Uttar Pradesh State Aids Control Society (UPSACS) estimated that 23.49 and 1.50 lakhs people lived with HIV/AIDS in India and Uttar Pradesh in 2019 respectively. The AIDS prevalence rate in UP is lower than that of many other states of India but Uttar Pradesh is highly vulnerable state. The main factors which have contributed to HIV-infections are extensive labour migration, huge transport sector and low literacy level in rural areas resulting in a lack of awareness and in gender disparities. The Project has decided to address the issue of HIV/AIDS during the implementation of the project. The tasks of NGO under this component would be followings:-

- i) Sensitize community on HIV/AIDS.
- ii) Mapping of hotspots and halt points of drivers on the project road.

- iii) Identify organizations working in the area on HIV/AIDS or organizations on Uttar Pradesh State Aids Control Society panel and involve them to create awareness.
- iv) Display of IEC materials.. Prepare skits; nukkad natak; and other visual aids for awareness generation.
- v) Impart behavior change communications (BCC) services will be provided to workers to change their lifestyle and health seeking behavior.
- vi) Prepare report outlining the main findings and suggested way forward for the HIV/AIDS component.

## **9. MONITORING AND EVALUATION:**

The implementation of tasks as defined earlier requires regular monitoring – both internal and external monitoring. The NGO involved in RAP implementation will provide support for both internal and external monitoring. However, data collection, consultations, and other field activities required for external monitoring and evaluation shall be carried out by the M&E consultant. The NGO will support in identifying the PAP/PAFs, provide monthly progress reports on RAP implementation, and other assistance which will not incur financial implications to NGO. The NGO will provide required information, documents and all other assistance/support to ESDC for internal monitoring. To this end, the contracted NGO shall keep proper documentation of its work and the process followed for the implementation. The NGO on a continuous basis update data/information of RAP implementation. The documents shall include photographs, minutes of consultations, videos, and any other documents relevant to the project at different stages of the project implementation (pre-intervention, intervention and post intervention scenario).

## **10. REPORTING SYSTEM :**

The NGO selected for the assignments shall be responsible to the following:

- i) Prepare and submit an inception report within three weeks on signing up of the contract, detailing the plan of action, manpower deployment, time schedule, detailed methodology and a withdrawal plan at the end of the period of contract.
- ii) Prepare monthly progress reports and Quarterly Progress Report incorporating all components of this ToR to be submitted to the Project/UP PWD.
- iii) Collect data required on monitoring of RAP implementation and on selected impact indicators at monthly frequency.
- iv) Prepare training need assessment report under income restoration activity
- v) Submit a completion report at the end of the contract period summarizing the actions taken during the project, the methods and personnel used to carry out the assignment, a summary of supports / assistance given to the PAPs and lessons drawn.
- vi) Submit all other reports / documentation as described in the terms of reference.\
- vii) All progress reports shall include data on input and output indicators as required by the Project. Documentation should be in writing as well as in photographs, videotapes etc. taken during the assignment which should be submitted to the Project along with the reports. Accounts on expenditure, office administration, training and other heads shall be

submitted in the form of quarterly reports and final report along with the completion report.

- viii) The NGO shall document in full details the consultation / counselling processes, the process of identification of the resettlement sites (if found necessary) and a full description of the training imparted (or facilitated) as part of the assignment. These documents shall be submitted to the UP PWD as annual reports

## **11. CONDITIONS OF SERVICES:**

- i) The NGO shall ensure that the RAP is implemented on an effective and proper manner. The prime responsibility of the NGO shall be to ensure that each and every eligible PAF receive appropriate and due entitlement (within the R&R policy of UP PWD). Additionally, the NGO shall help the UP PWD in all other matters deemed to be required to implement the RAP in its spirit and entirety. All documents created, generated or collected during the period of contract in carrying out the services under this assignment will be the property of the UP PWD. No information gathered or generated during and in carrying out this assignment shall be disclosed by the NGO without the explicit permission of the UP PWD.
- ii) In order to carry out above tasks, NGO staff will have to be stationed in the project area. While the NGO will have its office at Lucknow, its team members will be stationed in project corridors. The NGO should have one site office in each project corridor. Besides contacting PAPs on an individual basis to regularly update the baseline information, group meetings and Gram Panchayat (village level or habitation level in case of urban or peri urban areas) meetings will be conducted by the NGOs on a regular basis. The frequency of such meetings will depend on the requirements of the PAPs but should occur at least once a month to allow the PAPs to remain up to date on project development. NGO will encourage participation of individual PAPs in such meetings by discussing their problems.

## **12. TIME FRAME FOR SERVICES:**

The NGOs will be contracted initially for a period of Thirty-six (36) months from the date of their appointment. This contract can be renewed, on mutual agreement, for further based on the requirement and performance of the selected NGO to the satisfaction of the Project/UP PWD.

## **13. DATA, SERVICES AND FACILITIES TO BE PROVIDED BY THE CLIENT:**

The UP PWD will provide the NGO copies of the social assessment report, RAP, R&R policy, the list of the PAPs, the Land Acquisition Plan, Gender Assessment Report, Gender Based Violation Report, and any other relevant reports/data prepared under the UPCRNDP.

All facilities and support required in the performance of the assignment. shall be extended to the NGO.

## 14. STAFF REQUIREMENT

The NGO team will have the following staff.

Sl. No.	Position	No. Of Positions	Qualification
<b>Key professional</b>			
1.	<b>Team Leader cum R&amp;R Expert</b>	1	The Team Leader should be a post-graduate, preferably in social sciences, and should have experience of working in road sector projects and specifically in state or national highways. S/he should have eight (8) years of experience of which at least 5 years of experience in R&R implementation. S/he should have held management position in previous assignments should possess participatory management skills and must have good knowledge of the local language. Experience of working in conflict situation is preferred.
2.	<b>Gender Specialist</b>	1	Should be a female candidate. Professional technical experience matching the above-mentioned duties and responsibilities. Master's degree in social development and a minimum of 7 years of experience in working with GOI/GoUP and the private sector to address social and gender issues. Demonstrated experience on working on issues of gender-based violence. Knowledge of GOI and WB safeguard policies. Strong oral and written communication skills in Hindi and English, and ability to present and facilitate orientations, trainings and consultations with multiple stakeholders. A proven track-record in communicating difficult or complex issues in a clear and concise manner to different stakeholders and hierarchy levels. Excellent interpersonal, problem-solving, diplomacy and team skills, and the ability to work with a range of stakeholders to effectively negotiate and build consensus to achieve constructive outputs. Demonstrated experience with complaints handling, mediation or conflict resolution. Strong organizational skills, with ability to prioritize, deal with frequent and unexpected changes, and work within tight time-frames.
3.	<b>Livelihood expert</b>	1	Should be at least Post Graduate in Social Sciences and have about 5 years working experiences of which 2 years in either R&R or Rural Development Projects. Should have adequate knowledge of various poverty alleviation schemes of state and central government. Should have knowledge about the local area, its people and socio-political set up.

The organization will deploy a 'technical support' team to work at the site. The number of technical

support staff should be adequate. Knowledge of local language is necessary qualification.