

TERMS OF REFERENCE

Assignment/Project Title: Preparation of a State Rural Drinking Water Supply Policy for Assam

A. BACKGROUND AND OBJECTIVES

The Public Health Engineering Department (PHED) in Assam has been implementing two major Government of India sponsored programmes in Rural Water Supply and Sanitation (RWSS) sector. These are (i) Minimum Need Programme (MNP), and (ii) National Rural Drinking Water Programme, Assam PHED has also been implementing sanitation programmes. This includes the Centrally Sponsored Swachh Bharat Mission under which over 18 lakh individual toilets have been built.

There are approx. 9000 small and medium piped water supply schemes functioning in Assam as in 2017. PHED is presently implementing seven large multi village rural water schemes under World Bank Funded Rural Water Supply and Sanitation Project for Low Income States (RWSSP-LIS). Over the last few decades the Government of India has invested a vast pool of fund and resources on rural water supply of Assam as well. However, how effective this investment has been in providing safe and assured water supply to rural households has not been investigated comprehensively. Also a comprehensive policy framework for the overall Water Supply and Sanitation (WSS) sector is missing at present which should guide in achieving the sector goals.

B. NEED FOR A COMPREHENSIVE POLICY FRAMEWORK FOR THE WSS SECTOR

The present rural water supply scenario in Assam is facing issues like water quality, lack of proper Operation & Maintenance (O&M) including poor user cost recovery and poor service delivery. Most of the schemes depend highly on the O&M share of National Rural Drinking Water Programme (NRDWP) fund which has been discontinued recently. Major maintenance including asset replacement is still under the jurisdiction of Public Health Engineering Department. The user committees formed for the O&M of the Public Water Supply Scheme (PWSS) are not even able to recover their establishment expenditure. Some of the key challenges being faced by the rural water supply sector in Assam is presented below -

- Need for a strong institutional set up for the O&M and service delivery
- Most of the schemes are suffering due to poor O&M and user cost recovery
- Absence of private sector participation in O&M of schemes
- Absence of legal frameworks for user cost recovery
- Lack of maintenance of quality standards
- Water tariffs are not linked to actual O&M cost
- Revision of water tariffs not done on timely manner
- Lack of benchmarking (performance monitoring) exercise
- Lack of involvement and empowerment of PRIs as well as lack of technical capability for O&M of the schemes
- Poor service delivery, water quality issues, Lack of institutional capacity etc.

In view of the above, there is a need for strong policy interventions including strategy to revamp the rural WSS sector to achieve sector goals and sustainability.

C. OBJECTIVE OF THE ASSIGNMENT

The objective of this assignment is to prepare a State Rural Drinking Water Supply Policy and strategy for Assam to ensure sustainable drinking water supply to rural communities.

D. SCOPE OF WORK

The consulting firm will study in detail the existing rural drinking water supply sector including the RWSS-LIS Project and will find issues and constraints in the service delivery mechanism and O&M including execution of the projects. Overall the State Rural Drinking Water Supply Policy should be based on the lessons learnt from the field and the overall comprehensive sector assessment in the state. The Scope of the policy may include the following broad issues. However, Consulting firms are expected to incorporate the best practices in the policy from national and international experiences –

1. **Setting up sector goals and policy objectives:** The consultant will carry out extensive stakeholder consultation and will set up the sector goals and the policy objectives.
2. **Sources of Water Supply:** Different sources for providing water supply to the rural people have to be identified along with the issues related to the source sustainability.
3. **Institutional Structure for the Water Supply sector:** The consultant will study the existing institutional structure for water supply service delivery including RWSS-LIS Project, O&M and service delivery functions and critically evaluate the problem areas. The policy should suggest the institutions responsible for the overall WSS sector, scope of setting up a state water regulatory authority for approving service delivery, tariff setting, dispute resolution etc., bulk water supply, GP/village level distribution etc. along with specific responsibilities. The consultant will review the existing institutional structure and suggest its adequacy in terms of the overall Water Supply Sector sustainability. The consultant will also suggest the roles and responsibilities of the Panchayati Raj Institutions in the planning, implementation and O&M of the rural water supply schemes. The consultant should also explore various operational models for defining the institutional structure of Multi Village Water Supply Committee (MVWSC) in view of large Multi Village Water Supply Projects.
4. **Technology selection Criteria for providing rural drinking water supply:** The policy should address the technology selection criteria for providing sustainable drinking water solution for the rural population of the state. Application of GIS in service delivery and planning for WSS may be explored for putting forward in the Policy.
5. **Drinking Water Supply service standard:** The policy should address the service levels to be maintained along with the water quality standards. The policy should define the water quality monitoring requirement for PWSS and also the monitoring framework
6. **Non-Revenue Water (NRW) management:** The policy should also focus on the NRW management strategy. Different NRW management techniques for the rural water supply sector especially applicable in the context of Assam may be identified and put forward in the policy
7. **Operation & Maintenance Delivery:** The consultant will assess the existing O&M delivery function for rural water supply sector in the state and suggest measures for better O&M planning and management for Single Village Scheme (SVS) as well as

for Large Multi Village Scheme (LMVS). The policy should identify critical issues in existing O&M delivery and suggest measures to resolve those issues.

8. **Tariffs and User Cost Recovery:** The Policy should address the tariff methodology to be proposed for the rural Water supply schemes including the RWSS-LIS Project schemes. The methodology for determining tariff should be clearly spelt out in the policy. In the cost recovery model, the type of cost to be recovered from the user cost and its feasibility in the context of Assam has to be explored. The policy will also address the billing collection mechanism to be followed including book keeping and accounting system & standard to be followed in the water supply functionaries.
9. **Benchmarking of service delivery:** The policy should address the requirement of benchmarking exercise for the WSS sector. The benchmarking parameters for the rural water supply sector needs to be defined by the policy along with the monitoring framework
10. **Grievance Redressal:** The Grievance redressal mechanism for the overall Water Supply sector and the dispute resolution mechanism have to be discussed and guided by the policy. The institutional framework for the dispute resolution and the grievance redressal has to be a part of the policy
11. **Financing for Infrastructure:** The consultant will analyses the current and past investments and gap in funding and Source of financing for Water Supply infrastructure for achieving the sector goals has to be addressed within the policy framework
12. **Private sector participation:** Private sector participation in planning, Execution, O&M and service delivery function has to be explored and brought under the provision of the policy. The policy should clearly define the modalities for enhancing modalities for private participation in managing SVS or bulk water supply for LMVS.
13. **Capacity building of the stakeholders:** The policy should address the need & strategy for stakeholder capacity building at various levels of the service delivery chain.
14. **Stakeholder Consultation:** The consultant will carry out extensive stakeholder consultation while finalizing the policy. Stakeholder consultation has to be carried out at various stages of the assignment especially at the beginning of the assignment and after the submission of the draft policy document. The outcome of the situation assessment report is also need to be shared with the stakeholder.

The consultant will also bring the best practices from national and international experience and incorporate in the policy for longer sustainability of the sector.

E. TEAM COMPOSITION

S. No.	Position	Nos	Duration (months)
Key Professionals (CVs to be evaluated during technical evaluation)			
1	Team Leader Cum Policy Support Specialist	1	4
2	Institutional Development Specialist	1	3
3	Water Supply cum NRW Specialist	1	3

S. No.	Position	Nos	Duration (months)
4	Financial Management & Tariff Specialist	1	2
5	PPP Specialist	1	2

Personnel Qualifications

Complete CV with details of education, experience and language skills must be shared for the following personnel. The agency may propose additional positions and/or deploy additional staff in the proposed positions. The key positions are as follows:

Position	Number	Qualifications and Experience
Team Leader cum Policy Support Specialist	1	<ul style="list-style-type: none"> Degree in Engineering/social sciences with MBA, M. Plan etc. Atleast 15 years of experience in with demonstrated ability to understand development program management, policy advocacy and client management. Experience of working in rural/urban Water /waste water sector in policy advocacy domain Proficiency in Hindi and English
Institutional Development Specialist	1	<ul style="list-style-type: none"> Degree in Engineering/social sciences with MBA, M. Plan etc. At least 10 years of experience with demonstrated ability to understand development program management, advocacy and client management. Experience with institutional development, legal and regulatory framework in water supply/waste water sector, program planning and management. Understanding of management information systems Experience of working in water supply, waste water sector is desired Proficiency in Hindi and English
Water Supply cum NRW Specialist		<ul style="list-style-type: none"> Graduate degree in Civil or environmental engineering (Post graduate preferred) Over 10 years of experience in planning, designing, managing rural /urban water supply projects Strong focus on policy advocacy in water supply/waste water sector Experience in NRW management techniques is preferred and desirable Experience in rural water supply sector preferred Proficiency in Hindi and English
Financial Management and Tariff Specialist	1	<ul style="list-style-type: none"> Post Graduate Degree in Finance/Economics or related field 10 years of experience in preparing financial and economic analysis of water supply projects,

Position	Number	Qualifications and Experience
		<ul style="list-style-type: none"> undertaking financial performance assessment, designing tariff system Proficiency in Hindi and English
PPP Specialist	1	<ul style="list-style-type: none"> Post graduate degree in management/CA 10 years of experience in managing or advising PPP projects Experience in designing PPP projects/drafting concession agreement in water supply/waste water sector etc. are preferable Proficiency in Hindi and English

F. REPORTING REQUIREMENT

S. No.	Deliverables	Timeline	No of copies
1	Inception report	15 Days	Soft copy and 5 hard copies
2	Situation Assessment Report	At the end of 3 Months	Soft copy and 5 hard copies
3	Draft State Rural drinking water supply policy	AT the end of 4 months	Soft copy and 5 hard copies
3	Final State Rural drinking water supply policy	At the end of 5 Month	Soft copy and 5 hard copies

G. INPUTS TO BE PROVIDED BY THE CLIENT

The State Project Management Unit (SPMU) will provide necessary support in successful completion of the project. SPMU will support the consultant in coordinating with PHED and other stakeholders.

H. DURATION

5 months from date of signing of contract

I. FIRM QUALIFICATIONS

1. Demonstrable track record of at least 10 years in policy advocacy in water supply, waste water, urban development, rural development sector.
2. Average annual turnover of INR 10 Crores over the last three financial years from consultancy service (FY-2014-15, 2015-16, 2016-17)
3. Experience of preparing at least 2 policy framework in water supply, waste water, urban development, rural development etc. in the last five years
4. Demonstrate in-depth understanding of the overall water supply sector in Indian context