

## **TERMS OF REFERENCE**

### **END OF PROJECT SURVEY**

#### **1. BACKGROUND**

Land Records Management and Information Systems is a World Bank financed project and is being executed by Government of Punjab through Project Management Unit - Board of Revenue. The project involves computerization of land records with the objective to improve and modernize the system of maintenance of land revenue records and provide land record related services to the public in a more efficient way than these were previously provided. Land owners will be able to verify the ownership of lands, alienate and acquire the rights of land in transparent, easy and secure manner. The outcomes, expected from the project, are:

- I. Increased access to land records at lower transaction cost for the beneficiary, through client-responsive services.
- II. Increased level of tenure security of land-right holders.

The program consists of two main thematic components and their sub components as given below:

**Institutional Development** – including robust software, policy and legal frameworks, change management, infrastructure, operations and maintenance, and human resource development

**Service Delivery** - covering business process reengineering, land records management information system (data validation, entry, automation, software-hardware-connectivity, information maintenance, and spatial data capabilities), centers (Arazi Record Centers), public awareness, and quality assurance.

Consequently, Arazi Record Centers have been established in all 143 tehsils of 36 districts in several phases of the project duration through which computerized land record services including issuance of fard, agriculture pass book and attestation of mutations are provided to the public. This revolutionary initiative is aimed at mitigating the sufferings of general people and making the land related transactions authentic/genuine and bringing about a qualitative change in the lives of people. Project has substantially been completed in all 36 districts of Punjab. The project is now having substantial impacts on ground.

**Baseline Survey:** Baseline survey was the initial part of a broader Socioeconomic Assessment of the project, objective of which was to determine and assess the effectiveness of the project to respond to the requirements and expectations of different stakeholders. In order to assess the effectiveness, outcomes and impact of the LRMIS Project services on different stakeholders, particularly the direct beneficiaries, the bench marks have been established through a base line survey conducted in 2009 which has collected information and identified critical social issues with regard to access to services, problems, usage, outcomes, and impact on the population of the Punjab. LRMIS key stakeholders include:

1. Internal stakeholders including;
  - i. District level Management Cadres of the Revenue Department
  - ii. Tehsil and lower level revenue functionaries (Revenue Officers, Girdawars Patwaris,)
2. External stakeholders including;
  - i. Male and female beneficiaries (Land right-holders including owners, mortgagors and tenants)
  - ii. Land related business groups (Property Agents, land developers, financial institutes)
  - iii. Legislators, Lawyers, Civil Servants
  - iv. Civil Society Organizations
  - v. Media/journalist

## **2. OBJECTIVES**

Project success will be assessed by end of project survey through stakeholders satisfaction particularly the direct beneficiaries including male and female, with the new system vis-à-vis access to records, increased level of tenure security, improved services and governance (reduced time and expenses for issuance of fard and complete mutations etc.). These assessments will provide independent and objective feedback on outcomes of the project in the context of Efficient, Responsive and Accountable system of service delivery, impacts and Project Development Objectives. The assessment will make a comparison between baseline measures, prior to the initiation of automated system and then tracking these indicators with End of Project Survey to draw the inferences.

The main objectives of the end of project survey are:

- i. To collect information against the baseline indicators e.g. removal of hindrances and ease in access to land records, reduction of time and expenses, perceptions, expectations, from different stakeholders and male and female direct beneficiaries
- ii. Compare the baseline and end of project indicators to measure improvements
- iii. To collect information for assessment of effectiveness, outcomes and impacts of project services on population of Punjab in general, project stakeholders, in particular direct male and female beneficiaries.
- iv. To identify correlations (cause and effect relationship) among variables and draw inferences

### **3. SCOPE**

The consultant is expected to devise the methodology, prepare the participatory quantitative and qualitative survey tools. The consultant will share the detailed methodology such as quantitative and qualitative survey tools along with questionnaires, formats, checklists etc. for each type of stakeholders and share with PMU for review and comments. The end of project survey should be designed not only to capture the project output, outcome and impact on different stakeholders but also focus on development and governance objectives as well. The consultant will select a survey team having both male and female surveyors with relevant qualification and experience, and provide them with training. The consultant will first conduct a small scale pilot survey and prepare a sample report, after review and comments of PMU, the consultant will finalize survey tools and conduct full scale survey and prepare the report.

Taking Results Framework of the project and baseline measures as the starting point, the End of Project Surveys will further expand and elaborate on the range of objectively verifiable indicators and their means of verification. This may include the effectiveness of new initiatives in LRMIS like GIS, Registration of Deeds and Centralized Data Center, their effectiveness in project and perceived benefits.

Variables given below but not limited to, will be taken up in the survey:

***Social Diversity and Gender:*** The assessment questionnaires/tool should systematically record information on the age, gender, location, education, land ownership, occupation, income, socio-economic status and rural/urban attributes of respondents. The consultant will ensure that a substantial number of respondents consist of vulnerable and marginalized sects of beneficiaries

including women. The survey team will have both male and female surveyors. Female surveyors will be trained to access and interview women. The survey will have a set of specific questions to be asked from women. These categories may be used for comparison and analysis among baseline measure and current status among various groups.

***Institutional arrangements, rules and behaviors:*** End-of-project surveys will study the functions and interaction of, and among, Revenue Administration, courts, banks, other financial institutions, lawyers, and real estate agents, etc. as they relate to the LRMIS project. Specifically, involvement and support of these groups in the LRMIS implementation will be reviewed. The assessment should look at the informal and formal mechanisms adopted by these institutions affecting efficiency of services, effectiveness of the outcomes, customer orientation, service orientation, efficiency, transparency and accountability of staff and equity of benefits/service provision. The surveys should also look at the effect of and potential impacts of legal and institutional changes brought about by the project.

***Stakeholders and participation:*** End-of-project surveys will monitor the role of and effect on various stakeholders of project interventions. This would include male and female landholders particularly underprivileged and the vulnerable, all the institutions mentioned above, and businesses and civic society in general.

End of Project survey will collect information, compare and make inferences on the all relevant yardsticks including but not limited to access and use of pre-project and post-project land records services, awareness about procedures to modify or obtain copies of land records, responsiveness of system to the expectations about a computerized and modernized land records system.

***Social and economic risks:*** The assessment will identify any risks that might make any groups of stakeholders vulnerable in terms of access to project services or its benefits. The risks may also be caused by factors outside the control of the project. As such, the assessment should scan the broad social, cultural, economic and political dimensions in the emerging context to identify potential threats and constraints to the stakeholders.

#### **4. OUTLINE OF THE END OF PROJECT SURVEY REPORT**

The survey report should include at least the following chapters:

1. Introduction of the project
2. Methodology for the survey

3. Socioeconomic, cultural and geographical characteristics of the population of Punjab and of respondents/survey population
4. Key Findings:
  - 4.1 Comparative analysis of the output, outcomes and impacts variables/yardsticks with regard to base line results e.g. access to services, quality of services, constraints faced, transactional cost.
  - 4.2 Effectiveness, socio-economic and cultural impacts of institutional and legal procedures
  - 4.3 Access to existing grievance redressal mechanism and effectiveness of resolution mechanism
5. Social, economic risks, political economy, reputational and other risks
6. Recommendations

## **5. INDICATIVE LIST OF INDICATORS TO BE COVERED BY SURVEY**

The survey questionnaire may include, but will not be limited to, the following broad indicators:

1. Status of ownership rights in urban and rural settings
2. Status of frequently used services, i.e., access, access to information, awareness and understanding of LRMIS and its procedures, quality of facilitation at ARCs, acquisition of fards, mutations, fard badars, girdawari, time spent, expenses made, transparency, complaint redressal with regard to any hindrances faced and the quantifiable direct and indirect cost of assessing the services, usefulness, ease of use, reliability and trust /confidence in new system, and improved governance. The survey questionnaire will have a set of questions to assess the impacts of all these services on vulnerable and marginalized beneficiaries including women
3. Status of perceived existing security of tenure
4. Nature and quantum of output, outcome and impacts of project on various stakeholders particularly on direct male and female beneficiaries

The above indicators should be compared with the baseline indicators to measure Project Development Objectives and Results Framework such as:

1. Reduced time and cost for issuance of fard and completion of mutation
2. Possible decrease in quantum of litigation as well as nature of disputes related to land record.
3. Improvement in customer satisfaction level
4. Feedback from customers for improvement of the project services
5. Increase in use of land as collateral with banks and financial institutions; and
6. Increase in value of land parcels
7. Empowerment of vulnerable and marginalized with emphasis on access of women to land revenue records and recording of their titles particularly at the time of inheritance.
8. Security of titles particularly for vulnerable groups e.g. subsistence and illiterate farmers, tenants, low caste groups, disabled, women etc.
9. Willingness to pay for improved services and economic capacity of vulnerable and marginalized to make such payments.

Difference between computerized and manual system will be analyzed for each result and statistical significance of difference will be evaluated.

## **6. METHODOLOGY AND TOOLS**

The survey methodology will include collection of qualitative/quantitative data and its analysis. The consultant will devise participatory methodology and identify qualitative and quantitative survey tools to be used for collection of information (mostly quantifiable) from each type of stakeholders, in consultation with client and will suggest an appropriate mix of qualitative and quantitative tools. The survey tools will include guidelines, Dos and Don'ts, list of questions, questionnaires/formats, checklists, and guidelines for inclusion vulnerable and marginalized beneficiaries particularly women in survey respondents, possibly in all types of stakeholders' sample.

Assessment may combine desk review of secondary data and publications including reports of monitoring staff, aide memoirs of World Bank missions, directions/decisions by Project Steering Committee, and various progress reports prepared by the project. One-on-one interviews should be conducted with stakeholders. Focus group discussions, in-depth interviews of male and female beneficiaries and other stakeholders should cover broader and open-ended questions. Specific and detailed information will be collected from various stakeholders through

appropriate methods. After designing of survey tools, the consultant will select a survey team including female surveyors having relevant qualification and experience, and provide appropriate training to them in survey tools and techniques. It may include persons with specific qualification, experience and skills to interview each type of stakeholders. After this, the consultant will conduct a small scale pilot survey and prepare a sample report to be reviewed by the PMU. The pilot survey will evaluate feasibility, time, cost, adverse events, and effect size (statistical variability) in an attempt to predict an appropriate sample size and improve upon the survey design prior to performance of a full-scale survey. It will also provide valuable insights and identify any missing aspects which will be added to the full-scale survey, to improve survey outcomes. In the light of pilot test learning and comments of the PMU, the consultant will adjust and finalize the survey design, methodology and tools and conduct full scale survey. If needed, the team will be provided with supplementary training to strengthen the survey skills. After finalization of methodology, the Consultant will, in consultation with the client, develop a tabulation plan before the enumeration of data starts. The respondents of pilot survey will not be surveyed in the full scale survey.

The consultant will propose appropriate means and methodology for entering, validating and analyzing data using appropriate tools. Complete data will be handed over to the client for further analysis.

The resultant data should be amenable to statistical modeling for testing various hypotheses to establish confidence in the results and to evaluate cause and affect relationships among various variables. Consultant's report on the results of the survey will include statistical comparisons over cross-sections of various classes of stakeholders and over time.

## **7. SAMPLING AND PHASING**

Socioeconomic assessment rounds includes as i) baseline (at the start of the project) and ii) end-of-project. Following comparisons are suggested to meet the objectives of the assessment:

1. Temporal changes "within" a district with regard to pre project and post project district
2. Temporal changes "between" districts

Consultant will prepare detailed sampling design and survey plan using appropriate/multiple sampling techniques to ensure the participation/feedback from vulnerable and marginal sect including female beneficiaries, in consultation with Project Management Unit,

Board of Revenue. The sample may comprise of at least 2000 respondents from each category of stakeholders spread over geographically representative sample. Respondents who have used both the computerized and manual system will be targeted.

The Consultant will propose criteria for selection and list of districts to be used as post project data collection to undertake above-mentioned comparisons, keeping in view the socio-economic, cultural and geographical diversity. The plan should be incorporated in the Inception Report as mentioned in the paragraphs below. Sufficient number of respondents will be sampled from each district to make statistical inter-district comparisons possible. The survey will be conducted for comparison with the situation and environment prior to the project roll out, as identified in baseline with post project situation and its comparison that how the project is addressing the issues.

## 8. OUTPUTS

***Inception Report:*** will include detailed scope, sampling, methodology, time bound plan and anticipated outputs. This should also include theoretical framework which will give an overview and discussion of the impact of project. The framework should layout the causal chain leading from inputs to impact.

***Tools (Questionnaire(s), Statistical tools and Tabulation Plan:*** To be submitted before the start of the actual enumeration of data. The report will contain a list of questions, questionnaire(s) and checklists for interviews of the target male and female beneficiaries, a detailed tabulation plan based on the questionnaires and requirements given in the methodology.

***Draft Survey Report:*** This report will cover findings and recommendations for End of Project Survey Report and the overall socio economic assessments according to the outline given above.

***Final Survey Report:*** This report will be improved/revised version of the Draft Survey Report incorporating the comments of the client on the above draft report along with complete data.

## 9. DELIVERABLES AND TIMELINES

S. No.	Deliverable	Timelines
1	Inception Report	15 days after signing of contract

2	Tools, Statistical Tools and Tabulation Plan	15 days after approval of Inception Report
3	Pilot Survey Report (in form of presentation at 100 interviews)	15 days after approval of 2 <sup>nd</sup> deliverable
4	Certificate of Field Survey Completion	30 days after approval of Pilot Survey Report
5	Draft Survey Report	15 days after Field Survey Completion
6	Final Survey Report	10 days after approval of Draft Survey Report

## 10. TEAM

Consultant must have experience of qualitative and quantitative participatory surveys in formal and informal settings, socioeconomic assessments/analysis, socio-economic surveys, addressing social inclusion and gender issues in surveys, conducting customers feedback surveys, working with primary and secondary data/analysis, a good understanding of monitoring and evaluation and World Bank's Social Safeguards. Team members should have degrees and experience in the relevant fields.