

BENAZIR INCOME SUPPORT PROGRAMME
TERMS OF REFERENCE (TORs)
NSER COORDINATOR
CRISIS-RESILIENT SOCIAL PROTECTION (CRISP) PROGRAM

1. Background:

Initiated in July 2008 by the Government of Pakistan (GoP), Benazir Income Support Programme (BISP) is the first ever comprehensive and countrywide Social Safety Net (SSN) Programme. BISP's primary aim is to eradicate poverty through provision of unconditional and conditional SSNs. Unconditional SSNs through cash injection enhance purchasing capacity of the disadvantaged families. Through conditional SSNs, schooling of the children aged 4-18 is supported. Between 2010 and 2011, BISP carried out a National Socio-Economic Survey (NSES), to take stock of the socio-economic status of entire population of the country by applying a comprehensive Proxy Mean Test (PMT) based Poverty Scorecard. This led to the establishment of the National Socio-Economic Registry (NSER) that included data of 27 million households (87% of all households in the country).

It is widely acknowledged that household demographics change to a considerable extent over a duration of five years, and often social registries have errors at three levels i.e. (i) design, (ii) Implementation and (iii) time/aging factor, which in turn affect the measure of accuracy. In consideration of these, BISP completed an update of the NSER in 2021, covering over 35 million households.

The World Bank is actively supporting the GoP and BISP since 2009 to strengthen the national social protection system. The World Bank's initial support to BISP came through sectorial Development Policy Credit (US\$ 150) in 2009, accompanied by Social Safety Net Technical Assistance (TA) Project (US\$60 million). In 2012, the TA Project was restructured with additional financing of US\$ 150 million to support expansion of the programme and strengthening administration & performance by introducing disbursement linked indicators (DLIs).

World Bank further extended its support through National Social Protection Programme (NSPP), a US\$ 100 million credit from IDA. It supported the GoP through a Programme for Results (PforR) in an amount of US\$ 90 million by making disbursement against the key results as part of the Government's Programme; and an Investment Project Financing (IPF) TA component in the amount of US\$ 10 million to finance critical areas to achieve the quality of results. The project closed in June 2022, with a "Highly Satisfactory" rating by the Bank.

Currently, World Bank is extending its support through the Crisis-Resilient Social Protection (CRISP) Program, in an amount of US\$ 600 million (including US\$ 5 million for TA). The program aims to support the development of a more adaptive social protection system that will contribute to future crisis-resilience among poor and vulnerable households. The program has three (3) result areas focusing on; (a) Building a crisis resilient delivery system; (b) Establishing a Hybrid Social Protection system for resilience of poor against future crisis; and (c) Protecting human capital through demand-side education and health initiatives for children.

Recently an Additional Financing (AF) of \$400 million was added to the CRISP P4R which became effective on June 25, 2024. The AF is built around the same components as are in the parent Program, but with more ambitious targets for Result Areas 1 and 3. Under Result Area 1, the AF would support: (a) adoption of recertification protocols to ensure predictability in program exit/entry for various BISP programs during any future recertification; (b) putting in place an indexation mechanism for the base unconditional cash transfer program (Kafaalat) benefits to prevent erosion in purchasing power and to protect against the impacts of impending economic reforms under the ongoing IMF program; (c) extension/expansion of MELA mechanism and program touchpoints from Tehsil down to Union Council level; (d) adoption of NSER as the agreed targeting mechanism nation-wide, and development of a technology-supported mechanism to facilitate its use by other programs. Under Result Area 3, the AF aims to support measures to correct the current overlap of federal and provincial CCT programs and to prevent future overlap, including gradual takeover by the provinces of Punjab and Sindh of the federal Health and Nutrition focused CCT.

For timely and effective development/maintenance and roll out of the BISP programs, BISP is in the process of putting in place the required technical staff for the NSER Wing. To this end, BISP requires the services of an individual consultant for the position of **NSER Coordinator**, to be hired under the TA component of CRISP.

2. Objectives of the Assignment:

The consultant will be responsible for providing technical input against the scope of work, as elaborated below. Based on the deliverables and targets, this position will be instrumental in achieving CRISP project DLIs. The consultant's reporting line will be DG (NSER).

3. Scope and Responsibilities:

The consultant would be required to undertake the following tasks under this assignment:

- Serve as bridge between BISP MIS and NSER operations team.
- Manage operations related to Dynamic Registry Application front end and backend.
- Ensure application and stored data is consistent with Dynamic Registry Manual.
- Conduct in-house review of the applications and database and document preliminary findings and share findings with MIS through concerned reporting officer.
- Responsible for making change request for changes/modifications to be made in application/dashboard/web-based tools
- Perform data cleaning with the help of NSER data team.
- Updated Dynamic Registry Address Library on a periodic basis bi-annually.
- Keep record of all the changes proposed and made in the application during project implementation.
- Review MELA and Dashboard on regular basis to identify any bugs/suggest improvements.

- Coordinate with partners (NADRA etc.) for training and deployment of staff under MELA Dynamic Registry.
- Quality assurance of Dynamic Registry data collection applications and monitoring & reporting dashboards.
- Design training manuals, flow charts for MELA staff, tools development, application testing.
- Address field level issues related to software updates, app installation, internet/VPN connectivity as well as other communication to take place between devices, if needed.
- Develop, maintain and update a list of issues/solution in the form of Frequently Asked Questions (FAQs) relevant to functioning of the apps/web-portal.
- Conduct random field visits to different districts and provide necessary facilitation/support to BISP field staff.
- Impart training to field staff on MIS and related apps.
- Interpret and process internal/external data sharing requests through MIS and ensure the desired information is made available as per the requirement and well in time.
- Any other task assigned by the management in relation to implementation of NSER/MELA Dynamic Registry

4. Timeframe and Supervision:

The initial contract will be for one year subject to further extension based on satisfactory performance. The professional will work with BISP NSER Wing to perform the assigned tasks and report to the DG NSER.

5. Qualifications & Experience:

- Minimum 16 years of education in Computer Science, Management Sciences, or any relevant field, from an HEC-recognized university.
- At least 7 years of experience of working in similar domains.
- Having expertise in statistics, data sciences and data management will be essential.
- Strong comprehension, analytical reasoning and report writing skills are essential to the job requirements.
- Ability to compile, organize, interpret and analyse data from databases/various data sources, and present findings to stakeholders.
- Experience of working with large-scale Government projects and International Development Partners will be an asset.

6. Selection Method:

A consultant shall be selected in accordance with the method contained in Section VII, paragraphs, 7.36 and 7.37 of the “World Bank’s Procurement Regulations for IPF Borrowers”, July 2016 [Revised November 2017 and August 2018] (“WB Procurement Regulations”), which can be perused at the website: <https://projects.worldbank.org/en/projects-operations/products-and-services/brief/procurement-new-framework>.