

## **Annexure 2**

### **Terms of Reference of Task Groups**

## **Terms of References (ToR)**

### **Task Group – Access to Social Development**

#### **Building Perspectives Creating Capacities**

Economic development, social development and environmental protection are interdependent and mutually reinforcing components of sustainable development and is the framework for our efforts to achieve a higher quality of life for all people. Equitable social development that recognizes empowering the poor to utilize environmental resources sustainably is a necessary foundation for sustainable development. We also recognize that broad-based and sustained economic growth in the context of sustainable development is necessary to sustain social development and social justice. We believe that democracy, transparent and accountable governance and administration in all sectors of society are indispensable foundations for the realization of social and people-centred sustainable development and that social development is central to the needs and aspirations of people and to the responsibilities of Governments and all sectors of civil society. We acknowledge that it is the primary responsibility of States to attain these goals. We also acknowledge that these goals cannot be achieved by States alone. All regional institutions and local authorities, and all actors of civil society need to positively contribute their own share of efforts and resources in order to reduce inequalities among people and narrow the gap between deprived and the well off in a state level effort to reduce social tensions, and to create greater social and economic stability and security.

#### **Why Social Development Task Force and what is (components of) Social Development?**

The formation of the Commission and the task forces is an acknowledgement that there is an urgent need to address profound social problems, inequities in health and education and challenges of social exclusion that affect the State. It is the task of this task force to address both their underlying and structural **causes** and their stressing **consequences** in order to reduce uncertainty and insecurity in the life of people. The task force believes that it is the commitment of the state to foster stable, safe and just societies as the overriding objectives of development.

We are witnessing throughout the Indian states the expansion of prosperity for some, unfortunately accompanied by an expansion of unspeakable poverty for others. There has been progress in some areas of social and economic development: Life expectancy, literacy and primary education, and access to basic health care, including family planning, have increased and average infant mortality has been reduced in many parts of the state. Yet we recognize that far too many people, particularly women and children, are vulnerable to stress and deprivation. Poverty, unemployment and social disintegration too often result in isolation, marginalization and violence. The insecurity that many people, in particular vulnerable people, face about the future - their own and their children's - is

intensifying. The goals and objectives of social development require continuous efforts to reduce and eliminate major sources of social distress and instability for the family and for society.

**Key Concerns**

Do people need state support for social development, is wasteful expenditure or unutilized resources the major ill facing the social sector, how capacity of public actors be enhanced to achieve better outcomes from existing policies, what modifications do we need in existing policies of social development, is support of central government in the social sector a support or an impediment for achieving better outcomes in the social sector; is there a need for new programs and if so what kind and finally what is the interconnection between institutions, suppliers and policy to achieve objectives of social development. To answer these questions the task force will endeavor to do the following.

**State of Social Development Report on Punjab**

The task force will bring out a report on the current state of Social Development in Punjab. The task force will use the available expertise in the state and outside to fulfill this task. The State of Social Development Report on Punjab will provide the basis, in times to come, for any policy making on social development. The report will deal with the methodological challenge of relating the achievements and challenges on the social front with the programs of social development on one hand and the overall direction of development on the other. In specific terms this will involve the following –

- a) The report will identify essential parameters that capture social development and will present a temporal picture of Punjab at the district level. Comparison will be done with other states of what has been achieved in Punjab on the social front and what is missing.
- b) Profile the socially vulnerable and marginalised households in the state in terms of occupation and economic activities, educational level and social background using the NSSO surveys.
- c) Provide a design evaluation of some of the important social programs of the state from the vantage point of social equity and access. The inherent framework of social programs and the implicit assumptions made in the instruments chosen to achieve social development need to be deconstructed so that appropriate lessons can be learnt for future design of social programs.
- d) Provide the details of social sector funding and the role of Central government and State government in contributing towards social development expenditures of the state. A review will be done of social development expenditure looking at both

major and minor heads. The review will look at sources of funds, quantum, time trends, and where they are utilized and draw out appropriate lessons for better utilization of funds.

- e) Provide a perspective on the demand side or of the beneficiaries of the social programs. This will be done by reporting some household studies using qualitative and ethnographic research methods that identify the vulnerable households, find out which social program they have used or not used, their perception and the role of these programs in improving their vulnerable existence. The focus here is on capturing the outcome. This will involve doing a qualitative evaluation of the beneficiaries.
- f) Provide a summary of the quantitative evaluation of various social programs that are available in various state government reviews, university research and reviews by independent researchers. Best practices in India for various dimensions of social development will also be documented here.
- g) Provide a supply side perspective by interviewing key actors like health workers, teachers, social welfare department employees and others.

**Terms of References (ToR)**  
**Task Group - Basic Civic and Regulatory Services**

1. **Civic Services** – delivery issues (access, quality, systems of delivery of various services).
  - (a) **Civic Infrastructure**  
Water and sanitation - billing payment, fault attendance, complaint systems, information systems, charters for standard of services
  - (b) **Regulatory**  
**Restrictive** – permission/approvals for construction, licenses etc.
  - (c) **Economic Service** – licenses for business and informal trade etc.
2. **Need based services** – required by citizens for services not necessarily related to the agency responsible for delivery (Birth & Death Certificate, Domicile etc.).

Priority areas.

Issue of BPL Cards/categorization of BPL families (to enable card holders to avail of concession from different agencies).

Issue of certificate for physically challenged/SC/other such categories.
3. **Sector Specific Services** – Agriculture, Industries, Drugs (licenses and prevention of food adulteration – public goods as well as client oriented.
4. **Commons'/Public Goods**  
There is need to keep in view that delivery of public goods through services such as quality of drugs, pure water – are as important as individually directed services.

**Terms of Reference (ToR)**  
**Task Group - Social Security and Welfare**

1. To rationalise the various educational schemes by grouping them clientelewise so as to maximise their impact on the beneficiary family and enhance qualitative monitoring.
2. To study and analyse various housing and related sanitation and drinking water schemes meant for S/Cs and other BPL families being administered by various Departments and synergize them for effective implementation both in rural and urban areas.
3. To study the system of soft credit line to the Marginalized Communities from the Central, State and other Financial Institutions and ensure creation of sustainable assets and infrastructure for long term employment generation for the marginalized people.
4. To analyse reasons for the non-availment of the hundred percent un-tied grants by the State Government available from Government of India under the Special central Assistance (SCA) for the Welfare Programmes for the SCs.
5. To suggest measures for effective implementation of the Scheduled Caste Sub-Plan (SCSP) with a view to ensuring wider coverage of the target group families. Higher percentage of the SCSP achievement would attract higher allocations from the Government of India.
6. To streamline the mechanisms for ensuring hassle-free disbursement of the social security pensions and other cash based schemes to ensure least pilferage.

**Services covered**

- a) The social security services - pensions and other recurring grants for the old, widows etc.
- b) **Welfare Services**  
Scholarship/financial/assistance in kind. This could be provided individually or through institutions such as old age homes etc.
- c) Economic Services - not generally covered.

**Terms of References (ToR)**  
**Task group - Police Reforms and Access to Police Services**

1. To identify the measures in implementing the various services in a time bound manner.
2. To suggest changes in the procedures, rules and regulations to simplify the service delivery mechanism.
3. To suggest measures for dignified access to various services to be provided to the weaker sections of the society, women, children, SCs/STs, etc.
4. To suggest measures for effective implementation of grievance redressal mechanism and to ensure the accountability of service providers.
5. To suggest the measures to tackle the issues like drug menace, female infanticide, immigration, etc.
6. To suggest changes in the present institutional arrangements to eliminate harassment and to ensure corruption free delivery of services.

**Terms of References (ToR)**

**Task Group - Institutional Framework for Citizen-Centric Governance**

1. To examine the existing modes for citizen-administration interface;
2. To examine the existing procedures followed in citizen-administration interface specifically in terms of complexity, time and cost.
3. To study the mindset of employees towards citizens.
4. To identify inadequacies of existing practices in the field of citizen-administration interface;
5. To document new initiatives/best practices undertaken across the globe for making governance citizen-centric;
6. To suggest strategies for adapting the new initiatives/best practices for making governance citizen-centric in the State.
7. To suggest simple, cost effective and less time consuming administrative procedures.
8. To suggest strategies for changing the mind set of the employees by making them more sensitive to the citizens.
9. To suggest capacity enhancing measures for preparing the human resources in consonance with citizen-centric governance reforms in the State.
10. To recommend vibrant and robust institutional framework including the involvement of civil society, citizenry and other stakeholders for making governance accountable, responsive and citizen-friendly.