

**KINGDOM OF CAMBODIA
NATION RELIGION KING**

Solid Waste and Plastic Management Improvement Project
IDA Credit No. 7292-KH

TERMS OF REFERENCE

SWM Social Development /Grievance and Citizen Engagement Specialist

Institution: Ministry of Interior
Recruitment type: Local Based Recruitment
Hire/Procurement type: National Individual Consultant (NIC)
Term Duration: Two years of full-time contract services with possible extension and based on performance evaluation
Closing date: December X, 2023
Starting date: January X, 2024

I. Introduction

1. The objective of the solid waste and plastic management improvement project (the Project) is to improve solid waste and plastic management in selected areas. The project will be implemented over a period of 6 years (2023-2029), and budget of US\$67.3 million will be allocated for the following four components: Component 1 – Institutional Strengthening for Solid Waste and Plastic Management (US\$ 4.32 million, implemented by Ministry of Environment), Component 2 – Integrated Solid Waste and Plastic Management, Planning, Monitoring, and Capacity Building for Participating Provinces, Municipalities and Districts (US\$8.42 million, implemented by Ministry of Interior). Component 3 – Solid Waste and Plastic Management Infrastructure (US\$54.56, implemented by Ministry of Public Works and Transport) and Component 4 –emergency response with zero allocation has been provisioned for the Bank to provide emergency support in the event of a natural disaster, emergency and/or catastrophic event.

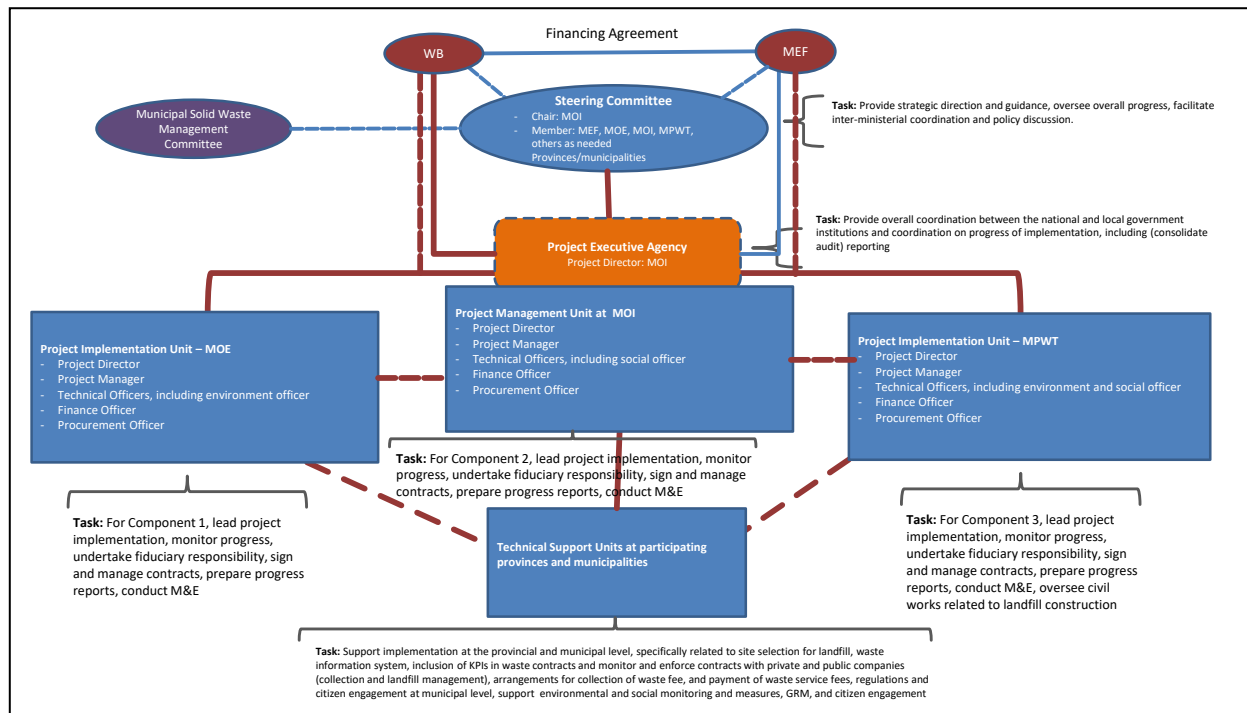
2. Components 1 and 2 are divided into sub-components for which component A is financed from the PROBLUE Trust Fund and Component B from IDA. There are separate legal agreements for the two financing sources. Specifically, sub-component 1A: Strengthening of institutions, legislation, policies, and regulations for solid waste and plastic management (PROBLUE TF US\$2.1 million) and sub-component 1B: Strengthening of waste information, cost calculations of solid waste services, and reporting systems (IDA US\$1.42 million).

3. Component 2 will finance activities in eligible provinces, municipalities and districts including Siem Reap, Kampong Speu, Kandal, Battambang and Sihanoukville. Specifically: sub-component 2A: Strengthening the capacity of participating provinces, municipalities and districts in managing and monitoring waste services and improving solid waste and cleanliness conditions (PROBLUE TF US\$0.9 million); and sub-component 2B: Providing transaction advisory services and developing geospatial waste information systems to enable improved waste collection and disposal services (IDA US\$5.52 million).

4. Component 3 supports reducing waste (including plastic) leakage to the environment, improving resource efficiency and reducing environmental pollution in participating provinces, municipalities and districts. It focuses on: (a) increasing landfill disposal capacities; (b) reducing environment and social impacts of waste disposal and disposal sites; (c) reducing the volume of greenhouse gas emissions from the solid waste sector due to staged introduction of segregated collection, material recovery and recycling, as well as disposal with landfill gas collection and abatement; and (d) increasing the quantity of waste and plastic recovered, recycled, and composted.

5. Provinces that are envisaged to receive investment financing under component 3 are: (a) Siem Reap, (b) Kampong Speu, and (c) Kandal. Battambang and Sihanoukville have existing constructed sanitary landfills, but the project could support other infrastructure including transfer stations and materials recovery facilities (MRFs) in these two provinces.

6. The implementation arrangements are presented in the figure below



II. The Project Development Objective (PDO) and Key Results Indicators

7. The PDO is to improve solid waste and plastic management in selected areas, and in case of an Eligible Crisis or Emergency, respond promptly and effectively to it. There are three PDO level indicators that will be measured through the following indicators: (i) Proportion of population in selected areas with regular household waste collection, to be measured by the percentage of population that will have regular waste collection; (ii) the landfill disposal capacity operational per defined criteria, to be measured by the amount of landfill disposal capacity that will be realized under the project in Cubic Meter (m³); (iii) plastics policies, guidelines, or standards developed, to be measured by the number of policies, guidelines or standards developed; and (iv) the percentage of municipal solid waste recovered, recycled, composted and/or treated with other techniques.

8. There are also the following intermediate indicators that will measure the progress of implementation under the Project: (i) Solid Waste Information System from the Ministry of Environment expanded with regular information from the participating municipalities; (ii) Participating municipalities with improved waste collection and landfill management contracts, including performance indicators; (iii) Participating municipalities with waste fee payment established and functioning; (iv) Grievances responded to within stipulated service standards for response; (v) Voluntary integration of informal workers in the solid waste sector in selected areas with increased economic opportunities¹, plus a sub-indicator of which percentage of female waste pickers are to transition from informal sector to informal sector; (vi) Beneficiaries' satisfaction with improved waste collection and cleanliness in participating

¹ Percentage of persons voluntarily integrating from informal work into solid waste sector. This does not imply that solid waste sector employment has to occur through an employment contract with the landfill management company. It does mean an integration of the informal workers, that are eligible as per the census and interested, will be voluntarily integrated in the material recovery facility through registration, provision of protective materials, provisions of skill training, widening of recycling opportunities through the composting facility etc.

municipalities², (vii) Collected waste in selected areas that is properly treated or disposed; and (viii) Greenhouse gas emissions reduced.

9. The World Bank's Environmental and Social Framework (ESF) applies to the project, including the following nine Environmental and Social Standards (ESSs), which the standards specifically relevant to this assignment highlighted in **bold**:

- **ESS1: Assessment and Management of Environmental and Social Risks and Impacts;**
- **ESS2: Labour and Working Conditions;**
- ESS3: Resource Efficiency and Pollution Prevention and Management;
- **ESS4: Community Health and Safety;**
- **ESS5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement;**
- ESS6: Biodiversity Conservation and Sustainable Management of Living Natural Resources;
- **ESS7: Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities;**
- ESS8: Cultural Heritage; and
- **ESS10: Stakeholder Engagement and Information Disclosure**

10. Key documents to address environmental and social (E&S) risks include an Environmental and Social Management Framework (ESMF) and Preliminary Environmental and Social Impact Assessment (P-ESIA) for Siem Reap, Labor Management Procedures (LMP), Indigenous People Planning Framework (IPPF), Resettlement Policy Framework (RPF), Stakeholder Engagement Plan (SEP). There is also the Environmental and Social Commitment Plan (ESCP) that provides the specific environmental and social commitments that were agreed to be followed by RGC. All documents will be made available to the consultant. During implementation, Detailed Resettlement Plans will be developed by the General Department of Resettlement under the Ministry of Economy and Finance in close coordination with the MPWT and the MOI and Site-Specific Environmental and Social Impact Assessments and Management Plans for the waste infrastructure will be prepared by the MPWT.

III. The Project Components

11. The project has four components as follows:

- (a) Component 1: Institutional Strengthening for Solid Waste and Plastic Management
- (b) Component 2: Integrated Solid Waste and Plastic Management, Planning, Monitoring, and Capacity Building for Participating Provinces, Municipalities, and Districts
- (c) Component 3: Solid Waste and Plastic Management Infrastructure
- (d) Component 4: Contingent Emergency Response

12. **Social Assessment background and measures included in the Project related to waste pickers.** The Preliminary Environmental and Social Impact Assessment (P-ESIA) for Siem Reap identified presence of children, including children under the age of 14 years. Children between 14 and 18 years old are only allowed to engage in non-hazardous work that will not affect their education and will not be harmful to their physical, mental or social development. Children under 14 at the landfill are not allowed to work in the project³. While children may be present accompanying their parents at the current open dumpsites, support measures are included in the ESMF to assist them and their parents.

13. These measures include assisting poor waste pickers (those who are solely dependent on waste picking for their livelihoods) to obtain ID-Poor cards⁴, provided that the eligibility criteria for the ID-Poor program are met, and measures to support children to stay in school are implemented as well as after school and day-care opportunities for children that currently accompany parents to the dumpsite operations. For children under 14 that are present at the dumpsite operations, support will be provided to

² The indicator measures the satisfaction of the beneficiaries with the improved waste collection services and cleanliness of the streets following the integration of key performance indicators into the waste collection contracts in the participating municipalities.

³ The minimum age for work is per the applicable LMP for the project.

⁴ Access to this ID-Poor cards will enable them to access the government's social programs. Referral services will be made also made available to them to access other existing social programs provided by the Government/NGOs operating in the respective provinces.

them and their families to access government social support programs, skill and vocational training as well as existing NGO programs.

14. There could also be other social risks related to child labor, forced labor, and Gender Based Violence, for which special interventions may be required and which will also be investigated as part of the needs assessment. The project could bring risks to community health and safety (both real and perceived) because of increased traffic volumes and inappropriate handling of hazardous wastes.

15. Adverse impacts on livelihoods of existing waste pickers will be avoided as the project will allow for continued access to recyclable materials in the community Material Recovery Facilities that will be included with the landfill investments and where waste pickers will have continued access to sort waste and collect recyclables. The project will improve the occupation, health and safety circumstances of waste recovery. Waste pickers who will be registered as eligible waste pickers⁵ (and as such will have access to the new community material recovery facility and composting facility), will benefit from skills training programs.

16. The project will take actions to improve the integration of women in the solid waste sector, improve safety, and reduce health vulnerabilities. Through the general applicable measures, female waste pickers, like the male waste pickers, will benefit from: (a) entry registration, (b) provision of personal protection equipment, (c) training on health and safety risks and measures and (d) provision of health checks. These will disproportionately benefit women who are overrepresented in the informal waste-picking business. At the stakeholder consultations and engagement workshops, female waste pickers frequently reported dirty and odorous conditions, as well as health problems, such as headaches⁶. Specific measures to consider the safety and security of women will also be included in the detailed design under component 3 of the project⁷ and management and operation contracts to be concluded for the landfill and material recovery facilities and composting facilities.

17. Targeted trainings will be developed accordingly, helping women acquire new knowledge and skills within the waste recovery and management sector⁸, and other sectors. Skills acquisition on new technologies and equipment will also increase their opportunities for formal employment in the waste management sector. Other targeted trainings can for example benefit self-employed women, through the acquisition of skills and knowledge that could help women to obtain better prices for the sorted recyclables or by generating additional sources of income from compost production at the new composting facility. Lastly, skills and vocational training, relevant to other sectors (such as tourism), will be provided, based on the results of the needs assessment, and may include for example English language training, basic health and safety training, and basic business skills to allow women to transition into formal employment or self-employment in a different sector.

18. A needs assessment for the waste pickers will be undertaken by MOI which will analyze the needs and specify the support measures in detail. This is further elaborated under the section IV below.

IV. Objective of the Assignment, Tasks and Deliverables

19. The consultant will assist the Ministry of Interior to undertake component 2 of SWM project in particular: (i) the procurement and supervision of the needs assessment that will be undertaken and subsequently support MOI and provinces/municipalities with the implementation of these recommended support measures, (ii) adherence to the Social and Environmental standards, the Environmental and Social Commitment Plan and environmental and Social Framework Documents; (iii) implementation of the Grievance Redress Mechanism and Citizen Engagement activities.

⁵ Eligibility will be determined as part of the census and the site-specific Environmental and Social Impact Assessment once project sites have been selected.

⁶ The stakeholder consultations with female waste pickers in Kandal, Kampong Speu and Siem Reap revealed that smell and headaches are common among female waste pickers.

⁷ including dedicated and gender-specific showers, washing basins, clean toilets, and changing rooms.

⁸ Such as value of materials, marketable skills, and access to information.

20. The Ministry of Interior requires the services of a qualified and experienced national **social development consultant** to assume responsibility for supporting MOI in the management of social risks associated with the Solid Waste and Plastic Management Improvement Project.

21. **Needs assessment for existing waste pickers.** Specifically, a detailed needs assessment for existing waste pickers will be undertaken by consultants hired by MOI during the first year of implementation and that the national social development consultant to be hired under this assignment will help to procure and supervise its development and subsequent support MOI and provinces/municipalities with implementation of recommended support measures.

22. The needs assessment will include: (i) undertaking socio-economic surveys, needs assessment and risk analysis for the waste pickers at the existing waste dumping operations; (ii) establishing a list of eligible existing waste pickers that will be allowed continued access to the Material Recovery Facility to sort and collect recyclables, organizing consultations and establishing a cut-off date for the determination of eligibility (iii) recommendation of measures based on the categories of support envisioned to be provided under project as mentioned in paragraph 13-17.

23. Based on the needs assessment, specific measures will be developed to support children's school attendance and after-school classes, including activities for children to learn skills, arts, or sports. The provision of care activities for young children, and after-school activities for older children of registered waste pickers will disproportionately benefit women, who to a large extent shoulder the burden of unpaid care work. On one hand, this will allow them to attend the skills trainings provided by the project, and on the other hand it will allow them to pursue better economic opportunities, including formal employment and spend more time on income-generating activities. The needs assessment performed and the registration process, will help to provide a baseline that will be monitored and updated annually.

24. **Citizen engagement and Grievance Redress.** The project is designed to maximize the participation of stakeholders, citizens, and beneficiaries at all levels to ensure better governance and accountability and to improve the quality of implementation. The current community engagement approach is only undertaken by private solid waste companies and selectively by local governments. As such, strengthening local government capacity, as part of component 2, includes attention to enhancing processes for public consultations and discussions, information disclosure, civil society participation, and waste collection companies by engaging beneficiaries benefiting from the waste collection services to: (a) understand the minimum performance indicators for waste collection services; (b) monitor and provide feedback on the performance of waste collection and cleanliness services; and (c) establish of a grievance mechanism whereby the public can submit their waste collection grievances. Specifically, beneficiaries' feedback on the performance of waste collection and cleanliness services will be sought as part of annual surveys and results will be reviewed by the participating municipalities that have a contract with the service providers and with support of MOI and MOE. The Grievance Redress Mechanism is detailed in the Stakeholder Engagement Plan and will be expanded as detailed during project implementation.

25. **Main Tasks.** The SWM Social Development/Grievance and Citizen Engagement Specialist needs to coordinate the work closely with the MOI team to achieve the above objectives of the assignment **and to work closely with the participating provinces/municipalities, the General Department of Resettlement and the Ministry of Environment and Ministry of Public Works and Transport.** The main tasks of the consultant are included as follows:

(a) Social Development Tasks

- Assist and support PMU in ensuring the project's compliance with the requirements set forth in the project's Environmental and Social instruments, as well as relevant social standards applicable to the project. These Environmental and Social instruments include: **Environmental and Social Management Framework (ESMF) and Preliminary Environmental and Social Impact Assessment (P-ESIA) for Siem Reap, the Resettlement Policy Framework (RPF), Indigenous People Planning Framework (IPPF), the Labor Management Procedures (LMP) and the Stakeholder Engagement Plan (SEP), as well as the requirements as specified in the Environmental and Social Commitment Plan (ESCP) with the future further ESF documents applicable to the Project, specifically the site-specific**

Environmental and Social Impact Assessments with MPWT and the Detailed Resettlement Plans with GDR.

- Assist PMU in the procurement and supervision of the needs assessment and subsequently support MOI and participating provinces/municipalities with the implementation of the recommended support measures. The need assessment will include (i) undertaking socio-economic surveys, needs assessment and risk analysis for the waste pickers at the existing waste dumping operations; (ii) establishing a list of eligible existing waste pickers that will be allowed continued access to the Material Recovery Facility to sort and collect recyclables, organizing consultations and establishing a cut-off date for the determination of eligibility (iii) recommendation of measures based on the categories of support envisioned to be provided under project as mentioned in paragraph 13-17
- Assist the design of training manual and materials to train the project staff on implementing and monitoring the ESMF, LMP; RPF, Stakeholder Engagement Plans.
- Support the project team to review and implement the necessary social support measures as required by the ESMF, LMP; Detailed Resettlement Plans, SEPs etc.
- Support Stakeholder Engagement and Information Disclosure.

(b) Grievance Mechanism Tasks

- Assist the PMU in maintaining and operating a functional Grievance Redress Mechanism (GRM) that allows stakeholders to raise their concerns and complaints related to the SWM project;
- Support the project team in organizing training on the implementation of GRM arrangements;
- Assist with sharing/disseminating information about the GRM to stakeholders, including how to access it and what types of grievances can be raised;
- Assist in recording and tracking all grievances received, including the date of receipt, the nature of the grievance, and the status of the resolution process;
- Conduct site visits on monitoring activities to ensure complaints are addressed in a timely manner.

(d) Citizen Engagement Tasks

- Assist in developing guidance on the issues related to public engagement of SWM project;
- Work closely with project team to ensure the citizen engagement plan is well implemented
- Assist in preparation for citizen engagement surveys that waste collection companies and participating municipalities will undertake for accessing people participation and satisfaction;
- Provide technical support in conducting assessments in accordance with the procedures of WB;

(c) Other Tasks

- Assist the reporting on result framework for SWM project, specifically for the social and citizen engagement indicators;
- Assist the preparation of M&E tools and data collection for project performance and/or completion report
- Assist PMU in the preparation of SWM projects on a regular basis;
- Assist PMU in the preparation of AWPB related to social tasks;
- Assist PMU in the preparation of World Bank missions and/or meeting/workshop as required;
- Assisted PMU in conducting site visits and filed reports.
- Perform ad hoc tasks as requested by Project Manager.

V. Reporting

The consultant will work very closely with the SWM project team and will report to the Project Director and Project Manager. The Consultant will be based in Phnom Penh.

VI. Minimum Qualification Requirement

- At least Bachelor degree in Social Studies, Development Studies, Public Administration, Public Policy, or equivalent in other relevant field;
- At least 5 years of relevant experience in, social-economic studies , needs assessment and monitoring, avoidance of disruption and livelihood support for vulnerable and disadvantaged groups, specifically waste pickers, complaint handling mechanism and land acquisition,, under

bilateral/multilateral funded projects/programmes including WB, ADB, EU and other development donors;

- Experience in capacity building on Decentralization and Deconcentration (D&D) reform with the Royal Government of Cambodia for Externally financed Projects will be an advantage;
- Have ability to work independently and provide trainings to other staffs when needed;
- Demonstrated ability to consult and work cooperatively with others as a team; and
- Fluency in written and spoken English and Khmer and good report writing skill.

VII. Location, Duration and Other Matters

The duty station will be in the project office at the Ministry of Interior.

The Consultant is expected to start the work as soon as conveniently possible.

VIII. How and where to apply. Interested consultants are required to submit a Letter of Expression of Interests, including the firm's qualifications and experience to the address mentioned below:

- The Ministry of Interior.
- Solid Waste and Plastic Improvement Project, Rom No.356, 3rd Floor, Norodom Boulevard, Khan Chamcar Mon, Phnom Penh, Cambodia. Email: dst.samreth@gmail.com;