

## Terms of Reference for Evaluation of Santwana Scheme

- 1. Title of the study:** 'Impact Assessment of Santwana Scheme' of women and child Welfare Dept.
- 2. Department/Agency implementing the scheme/programme:** Women and Child Welfare Dept, Govt of Karnataka.
- 3. Background information:** Government of Karnataka launched Santwana Scheme in the year 2001-02 through Women and Child Welfare Department to assist women who are victims of different form of atrocities such as dowry, rape, domestic violence, sexual abuse etc. The scheme provides for the physical safety of the victim, temporary shelter in the Santwana Centers, personal counseling, legal assistance, entrepreneurial training for self reliance, financial relief for dependents in case of death of the victim etc. Santwana Centers are run 24X7 by experienced Non-Governmental Organizations with the aid and assistance of the State Government. As of today 173 Santwana Centres are functioning in different parts of the State. They are expected to have basic infrastructure for comfortable stay of the inmates. Each center is staffed by three trained and paid social workers and one family counselor. The centers are also equipped with telephones. The victims recover are encouraged to pursue education or self employment whichever may be appropriate. There is a district level committee under the Chairmanship of the Deputy Commissioner to oversee the functioning of the Santwana Centers. Once the victims recover, they have to be suitably rehabilitated by the NGO. Otherwise they have to be sent to State run Destitute Homes.
- 4. Evaluation scope, purpose and objectives:** The scheme is applicable for the entire state. It is funded by Govt of Karnataka. Santwana Centers are managed by selected NGOs. The expenditure on the scheme in the last 5 years is as under:

Year	Expenditure (Rs. Lakh)
2008 - 09	126.28
2009 - 10	144.74
2010 - 11	592.44
2011 - 12	442.18
2012 - 13	468.85

The scheme been has been going on for more than 12 years. There are wide fluctuations in the use of Santwana Scheme funds. The State Government intends to evaluate the effectiveness of the scheme and bring in further reforms so that all women victims can benefit.

**5. Evaluation questions:** Following are the evaluation questions:

- i. Are the Santwana Centers functioning as per the guidelines? Are they working 24x7?
- ii. Are the promised support and facilities actually provided by Santwana Centers?
- iii. How many people have benefitted from the scheme so far?
- iv. What proportion and how well are the victims finally rehabilitated by the NGOs?
- v. What is the per person cost for successful rehabilitation?
- vi. How satisfied are the inmates of Santwana Centers with the quality of the services?
- vii. In case the affected woman is not able to lead a satisfactorily life, what other alternative interventions are taken up by the Santwana Centres?
- viii. After family counseling, how many follow up revisits are paid to the affected women?
- ix. What is the performance rating of different NGOs in implementing Santwana effectively?
- x. Are the staffs employed at the Santwana Centres aware of different schemes being implemented by the other departments which can benefit the deserving women?
- xi. Are the other Departments providing sufficient co-operation to the NGOs?
- xii. Is there any overlap of Santwana Scheme benefits with any other scheme/ Department?
- xiii. Whether there is sufficient awareness about Santwana Scheme in the general public?
- xiv. What proportionate of the victims are denied admission and for what reasons?
- xv. How Santwana Scheme could be implemented better in the future?

**6. Evaluation methodology:** At least 2 Santwana Centers should be selected randomly in each district and their functioning in the last 5 years has to be assessed thoroughly using the objectives set out in the scheme guidelines. Short term and long term relief provided to the victims should be evaluated for at least 20% of the cases using case tracking method. Interviews should be conducted with the past and present inmates of Santwana Centers, NGOs support staff, social workers, counselors, legal counsels and officers of the various Departments concerned. At least 10% of the cases which have been rehabilitated should be evaluated for self reliance of the victims. About 5 - 6 similar rehabilitation centers run independently by other NGOs in various districts without any Government support or aid should be used as the benchmark for judging the service quality.

**7. Deliverables and time schedule:** The Women and Child Welfare Department will provide the required information and data to the prospective applicants. Successful Consultant is expected to adhere to the following timelines and deliverables:

- a. Work Plan for the proposed study should be submitted within 30 days after the release of first installment of the contract sum.
- b. Primary data collection should be completed within 3 months after the work plan is approved by KEA.

- c. Draft evaluation report should be submitted within one month after completing field data collection for approval by a joint team of KEA and Line Department/Agency officers.
- d. Final evaluation report should be submitted within one month after the draft report is approved.

Thus excluding the time taken for approval, the evaluation study should be completed in 6 months' time.

**8. Cost and schedule of budget releases:** Cost will be determined through open competitive bidding process based on the sample size, followed by negotiations if necessary.

Output based budget release schedule is as follows:

- a. 30% of the contract cost will be released on signing of the MoU/contract agreement.
- b. 30% will be released after the Work Plan is approved.
- c. 20 % will be released after the draft evaluation report is approved.
- d. 20% will be released after the final report is submitted.

Income tax @10% will be deducted from each payment. In addition, the consultant is expected to pay service tax @12.36% at their end.

**9. Qualifications of the consultants and method of selection:** Consultant organization for the study will be selected through a competitive bidding process using two stage system. In the first stage applications will be scrutinized for technical competence. In the second stage price bids of only those who are technically qualified will be considered. Academic/research/consulting/social service related organizations who have 5 years of prior experience in evaluating destitute homes for women may apply for the consultancy. They should have one Sociologist, one psychologist and one gender specialist in the investigators team.

**10. Ensuring quality:** The evaluation report and its findings must demonstrate highest professional standards on par with national and international studies.

**11. Providing oversight:** Karnataka Evaluation Authority will provide the oversight for the study. All technical aspects of the study are subject to their approval.

**12. Contact person for further details:** Any further information on the proposed study can be obtained from Sri Ibrahim Goonadkas, Assistant Director, Women and Child Welfare Department, M S Building, Bangalore – 560001, Ph: 080 22353833.

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Approved  
27/08/2013  
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