

TERMS OF REFERENCE FOR THE EXTERNAL EVALUATION **OF WORKING WOMEN'S HOSTELS FUNDED BY** **DEPARTMENT OF WOMEN & CHILD DEVELOPMENT IN** **KARNATAKA.**

1. Title of the study:

The title of the study is “*Evaluation of Working Women’s Hostels Funded by Department of Women & Child Development in Karnataka*”.

2. Background Information:

The changing economic structure in India compels more and more women to live out of their homes because of being employed in big cities and urban and rural townships away from their homes. One of the main difficulties faced by such women is the lack of safe and suitable accommodation. It was necessary to provide working women, who are compelled to live away from their families for employment, an affordable, safe and suitable accommodation at the place of their employment. Realizing this fact, the Government of Karnataka launched several schemes for economic empowerment of women. One such scheme is that of providing financial support for construction and maintenance of working women’s hostel.

It was announced in the Honorable Chief Minister’s budget speech in 2010-11, that if NGOs come forward for construction of working women’s hostels with accommodation of 25 rooms at the district level, they will be provided 10000 square feet sites in the district at 50% guidance value, and a maximum of Rs.25.00 lakhs of financial support shall be given for construction of the hostels.

The scheme is financially supported by Government of India to the extent of 75% of the estimated cost of the construction and expansion of the hostel run by registered trusts/NGOs working for welfare of the women. The State government provides 12.5% of the estimated cost and the remaining 12.5% is borne by the Trusts/NGOs. So far, 76 working women’s hostels have been sanctioned, of which 66 hostels are functioning. One working women’s hostel has been sanctioned totally funded by the State, and funds have been released to J.S.S. Maha Vidhya Peetha of Chamarajnar District. The construction is completed, and women have availed of the accommodation.

From for the year 2010-11 to 2013-14, Rs. 55.53 lakhs of State share is has been spent on these hostels. The list of hostels is enclosed as **Annexure 1** to this ToR.

3. Evaluation Scope, purpose and objectives:

The scope of the study is 22 districts of the State where there are 66 hostels. There is more concentration of hostels in Bangalore, Belgaum and six other II tier cities. The objective of the study is to evaluate the process of sanctioning, functioning of the hostels and its economic/social/psychological impact on the working women. This is intended to be done by collecting the opinion/suggestions of the inmates, stakeholders and local community. It is expected that they will suggest measures for the better functioning of these hostels so that more and more working women can avail the benefit at reasonable rates and that their stay there be safe. The trust/NGO's adherence to guidelines/condition of the scheme as per government order no. ಮಮಇ 67 ಮಭಾಬ 2010, Bangalore dated: 09.09.2010 and subsequent modifications to this order on 15.05.2012 and 07.10.2013 may also be evaluated.

There does not seem to be any evaluation of working women's hostels done in the past in Karnataka. In case of Andhra Pradesh, Gujarat, Madhya Pradesh and Maharashtra a study has been done by Tirpude College of Social Work, Nagpur, for the Women & Child Development department of Government of India, quite long ago.

4. Evaluation Questions (inclusive not exhaustive):

1. Whether the objectives set by the scheme for working women's hostel have been met? If so, to what extent? And if not, why not?
2. Whether the conditions imposed by government for sectioning the hostels to Trust/NGOs/ as per Government of Karnataka order no. ಮಮಇ 67 ಮಭಾಬ 2010 dated: 09.09.2010 have been fulfilled by the trusts/NGOs? If not, furnish reasons for non-fulfillment.
3. What is the average time taken for completion of the hostels (from the time land is allotted to the arrival of the first inmate)? Has there been any cost overrun? If yes, what was the total cost overrun, hostel wise details to be furnished? If so, whether the extra cost has been borne by the trusts/NGOs?
4. What is the actual extent of land provided by development authorities/Corporations to these hostels at 50% of the guidance value? (Hostel wise details to be furnished).

5. What is the average built area of these hostels? Whether 25 rooms are constructed in each hostel? If not, reasons thereof to be furnished?
6. As per scheme guidelines, the pattern of funding is 12.50%:12.50% & 75% by State, trust/NGOs and Government of India respectively. Have the trust/NGOs contributed more than 12.50% of the estimated cost? If so, how many trust/NGOs have contributed more than 12.50% of the estimated Cost? (Cost wise grading of the hostels to be done for all hostels).
7. Do all the hostels have “*Baby Care Centre*” for children of working women? If not, how many hostels have this facility?
8. Are these hostels in a safe and convenient place for residence and travel of women? If not, why not?
9. Is accommodation made for the warden and watchman in the same premises of the hostel? If not, why not?
10. Whether any medical facility is provided in the premises or not? If yes, of what type and extent is it provided? If no, what are the reasons for it?
11. Is there any parallel fund flow available to these trust/NGOs apart from funds under this scheme for running these hostels? If so, give details hostel wise.
12. Have the hostels been constructed as per approved plan or any deviations are there? If so, what is the percentage deviation? Has government permission been taken for deviations? If not, why not?
13. Have Boards been displayed on all hostels stating that these are being run by funds of Women & Child Development department? If not, why not?
14. What is the process of getting admission in the hostels? Have advertisements been made in the newspaper for soliciting applications or simply notifications put on the notice board?
15. Whether the hostel management committees have been constituted as stipulated in the Government of Karnataka order no. ಮಮಇ 67 ಮಭಾಬ 2010 dated: 09.09.2010? If not, why not? How often the committees have met in a year?
16. Is there need for modification of the constitution of the hostel management committee in the above order, including more number of women members? If yes, what should be the new composition?
17. Whether applications are placed for selection in the committee? If yes, the reservation norm for admission in the hostel followed or not? Is allotment of seats is done on first come first served basis by the committee? If not, why it is not adhered to?
18. What is the average intake capacity of these hostels? What is the occupancy as on date of evaluation? Is the number of students is equal to or more than the prescribed strength as per directions of the Government?

19. Were there any instances of imposing penalty on the NGOs/Trusts for violating the guidelines such as:
 - a) Non-conducting of meetings by the Hostel Management committee.
 - b) Proper procedure not followed in admission.
 - c) Collecting room rent in excess of amount fixed by government.
20. Have the Trusts/NGOs maintained records of all assets acquired wholly or partly out of government grants? Are there any instances of assets being disposed off, encumbered or utilized for the purpose other than those for which the grant is given?
21. What is the average size of space available to each inmate?
22. What can be said about the cleanliness, hygiene and the safety and security measures of the hostel? What is the condition of the beds/mattresses/bed sheets/pillows and other items of daily use provided to the inmates? (In both the cases, extremes may be photographed and documented in detail in the report).
23. What is the average number of bathrooms and latrines provided per inmate in the hostels? Is uninterrupted water facility provided? If not, why not?
24. When were the hostel and its rooms painted last? Whether well ventilated bath rooms and toilets with non leaking fixtures are provided in the hostels? Are lockable cupboards for each inmate in a room with storage space & kitchen on each floor of the hostel is provided? If not, reasons to be ascertained and furnished?
25. Has there been any incident of eve teasing/molestation/ intrusion by unauthorized persons/law and order incidents/ crimes etc. in the premises in the past? (The incidents may be documents **without mentioning names** of victims.) What measures have been taken by the hostel management to prevent recurrence of these?
26. Have the hostels been provided with facilities for meetings and group activities? If not, why not?
27. What is the provision of furniture and fixtures made in each room of the hostel like beds, mattresses, tables, chairs, fans, tube lights etc?
28. Whether telephone with STD facility, fax, email, TV, canteen is provided in the hostels? If not, why not?
29. What is the grievance resolution mechanism built by the hostels? Does it vest with the warden or with the management committee only, or a separate grievance committee is constituted? Are representatives of the inmates on the hostel management committee?
30. What is the average maintenance grant required for the hostels? Is it sufficient? If not, how is the excess maintenance amount met? Does the

management provides this or is it met from public donations or charging higher fees to the inmates? Give details?

31. What is the monthly income distribution and professional status of the inmates? Classify the status as per their post held in the working place/office.
32. What is the average period of stay of an inmate in the hostel? What are the reasons for their leaving the hostel?
33. Have the trusts/NGOs appointed the administrative and others staff on regular basis for the hostels? If so, give details of appointments made for the posts of warden, superintendent, office clerk, accountant, peons, sweepers and watchmen etc. If not, what is the reason for not appointing them on regular basis?
34. What is the security deposit/advance deposit taken by the management from the inmates?
35. What is the opinion of the inmates about the hostel charges, room rent, food, establishment and any other charges?
36. What is the opinion of hostel management about providing additional facilities and what are their suggestions for providing these facilities?
37. What is the rating about facilities available around/nearly the hostels like transportation, market place of the inmates? What is their opinion about medical and recreational facilities?
38. Are the inmates satisfied with various aspects of hostels like allotment of rooms, rules and regulations, timings, discipline, administrative staff behavior and competence, wardens, security etc?
39. What is the inmate's opinion about future plan of stay in the hostel like end of the period, end of the training, availability of better accommodation, transfer, till marriage, etc?
40. What is the opinion of staff and local community leaders about the functioning, infrastructure, administration and other facilities in working women's hostels?
41. What are the problems faced by the staff (mainly cleaners, caretakers watchmen etc.)?
42. What suggestions emerge to make the hostels better?

5. Sampling and Evaluation Methodology:

Six hostels from Bangalore and four from Belgaum may be selected at random. Two hostels each from Bellary, Bidar, Mangalore, Dharwad, Mandya, Mysore and Gulbarga may be selected at random. All hostels will be evaluated in districts having hostels up to two in number.

The evaluation questions need to be answered by actual detailed inspection of the hostels, personal interviews of its inmates or focused group discussions with small groups of inmates. The views of stakeholders, NGOs

managing the hostels and local community members may be taken by personal interviews or focused group discussions with small groups of them.

6. Deliverables and time schedule:

The Women and Child Development Department will provide year wise district wise details of the hostels & information on trusts/societies to the Evaluator. The Director Women and Child Development Department will issue necessary instruction to the Deputy Directors of the district and Trusts/NGOs and other concerned to co-operate and facilitate for collection of necessary data during the course of study. The Evaluator is to design formats for collecting information from inmates of the hostels, stake holders & public in the locality where the hostels are functioning. It is expected to complete the study in 6 months time excluding the time taken for approval. The evaluating agency is expected to adhere to the following timelines and deliverables.

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| a. Work plan submission | :One month after signing the agreement. |
| b. Field Data Collection | :Three months from date of work plan approval. |
| c. Draft report Submission | : One month after field data collection. |
| d. Final Report Submission | :One month from draft report submission. |
| e. Total duration | : 6 months. |

7. Qualifications of the consultants and method of selection:

Consultants should have and provide details of evaluation team members having technical qualifications/capability as below-

- i. Social Scientist,
- ii. Executive Engineer/ Asst. Executive Engineer,
- iii. An expert of Gender issues/retired Police officer (retired as at least Deputy Superintendent of Police), and,
- iv. Statistician.
- v. Data collection research assistants.

Since the study involves inspection and conversation with women primarily, **the personnel mentioned at serials ii, iii and v have to be women only, and in such numbers that the evaluation is completed within the scheduled time prescribed by the ToR.**

Consultants not having these number and kind of personnel will not be considered as competent for evaluation.

8. Qualities Expected from the Evaluation Report

The following are the points, only inclusive and not exhaustive, which need to be mandatorily followed in the preparation of evaluation report:-

1. By the very look of the evaluation report it should be evident that the study is that of Women and Child Development Department of the Government of Karnataka, and Karnataka Evaluation Authority (KEA) which has been done by the Consultant. It should not intend to convey that the study was the initiative and work of the Consultant, merely financed by the Karnataka Evaluation Authority (KEA).
2. Evaluation is a serious professional task and its presentation should exhibit it accordingly. Please refrain from using glossy, super smooth paper for the entire volume overloaded with photographs, graphics and data in multicolor fancy fonts and styles.
3. The Terms of Reference (ToR) of the study should form the first Appendix or Addenda of the report.
4. The results should first correspond to the ToR. In the results chapter, each question of the ToR should be answered, and if possible, put up in a match the pair's kind of table, or equivalent. It is only after all questions framed in the ToR that is answered, that results over and above these be detailed.
5. In the matter of recommendations, the number of recommendations is no measure of the quality of evaluation. Evaluation has to be done with a purpose to be practicable to implement the recommendations. The practicable recommendations should not be lost in the population maze of general recommendations. It is desirable to make recommendations in the report as follows:-
 - (A) **Short Term practicable recommendations**
These may not be more than five in number. These should be such that it can be acted upon without major policy changes and expenditure, and within say a year or so.
 - (B) **Long Term practicable recommendations**
There may not be more than ten in number. These should be such that can be implemented in the next four to five financial years, or with sizeable expenditure, or both but does not involve policy changes.
 - (C) **Recommendations requiring change in policy**
There are those which will need lot of time, resources and procedure to implement.

9. Cost and schedule of budget releases:

Output based budget release will be as follows-

- a. The **first installment** of Consultation fee amounting to 30% of the total fee shall be payable as advance to the Consultant after the approval of the inception report, but only on execution of a bank guarantee of a scheduled nationalized bank valid for a period of at least 12 months from the date of issuance of advance.
- b. The **second installment** of Consultation fee amounting to 50% of the total fee shall be payable to the Consultant after the approval of the Draft report.
- c. The **third and final installment** of Consultation fee amounting to 20% of the total fee shall be payable to the Consultant after the receipt of the hard and soft copies of the final report in such format and number as prescribed in the agreement, along with all original documents containing primary and secondary data, processed data outputs, study report and soft copies of all literature used to the final report.

Taxes will be deducted from each payment as per rates in force. In addition, the evaluating agency/consultant is expected to pay services tax at their end.

10. Contact person for further details:

Smt. M.M.Bindu, Joint Director PDM, Telephone No.22353777 & Sri. Krishna, Deputy Director Women & Child Development Department telephone no.22386153 (mobile no. 8197684900) will be the contact persons for giving information and details for this study.

The entire process of evaluation shall be subject to and conform to the letter and spirit of the contents of the government of Karnataka order no. PD/8/EVN(2)/2011 dated 11 th July 2011 and orders made there under.

These Terms of Reference are sanctioned by the Technical Committee of the KEA in its 13th Meeting held on 30th August 2014.

Chief Evaluation Officer
Karnataka Evaluation Authority