

West Bengal State Rural Development Agency

(An Agency of the Panchayats & Rural Development Department, Government of West Bengal:
Registered under the West Bengal Societies Registration Act, 1961, Registration No.S/IL/17726 of 2003-2004)
Institutional Strengthening of Gram Panchayats (ISGP) Project Cell
Jessop Building, 63 Netaji Subhas Road, Mezzanine Floor, Kolkata-700001
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India: Institutional Strengthening of Gram Panchayats Project (ISGPP) (P105990)

Hiring of services for conducting System Development Study and design preparation on Grievance Redress Mechanism and Social Audit at Gram Panchayat Level [Package

**No. WB/ISGP/C/001 (R-4)]
Credit No. (4758-IN)**

Expression of Interest

No: 88 /ISGPP/20E-2(Proc)/50

Dated: Kolkata, the 29th January, 2013

1. This request for expressions of interest follows the General Procurement Notice that appeared in Development Business for this project Dated February 10, 2010.
2. The Panchayats and Rural Development Department, Govt. of West Bengal, has received a credit of US\$ 200 million equivalent from the International Development Association (IDA) towards the cost of the Institutional Strengthening of Gram Panchayats Project (ISGPP) in West Bengal, and it intends to apply part of the proceeds of this credit to payments under the contract for "**Hiring of services for conducting System Development Study and design preparation on Grievance Redress Mechanism and Social Audit at Gram Panchayat Level**". The consultancy consists of two assignments namely, a) to review the existing grievance redress mechanism (GRM) at Gram Panchayat level and design an appropriate strategy for strengthening and implementation of GRM at that level; and b) to review existing social audit system and design a Gram Panchayat level social audit mechanism. This is a single consultancy but the report is to be submitted separately for (a) Grievance Redress Mechanism and (b) Social Audit. The Consultant will be responsible for development and testing of the review instruments, engagement and training of required staff, develop guidelines and design for GRM & Social Audit and documentation. The Consultant shall be expected to complete the full assignment, including the study and design preparation within 16 weeks from the date of award of contract.
3. The ISGPP Cell of WBSRDA, now invites eligible consultants to indicate their interest in providing the Consultancy Services. Interested consultants must provide information indicating that they are qualified to perform the Services (brochures, description of similar assignments, experience in similar conditions, availability of

appropriate skills among staff, etc.). The Consultant/agency must have experience of working in local self government set up particularly Gram Panchayats. Consultants may associate to enhance their qualifications. The “Association” may take the form of a joint venture (with joint and several liability) or of a sub-consultancy.

4. A consultant will be selected in accordance with the procedures set out in the World Bank's *Guidelines: Selection and Employment of Consultants by Bank Borrower, January 2011* available at www.worldbank.org/procure.
5. Interested Consultants may obtain further information at the address given below from 10.00 – 17.00 hours on all working days from Monday to Friday.
6. Expression Of Interest superscribed “**Hiring of services for conducting System Development Study and design preparation on Grievance Redress Mechanism and Social Audit at Gram Panchayat Level**” must be delivered to the following address not later than **13.00 hrs on February 15, 2013**. The proposals are to be submitted in Hard copy only. Electronic submission of the proposal is not acceptable.

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