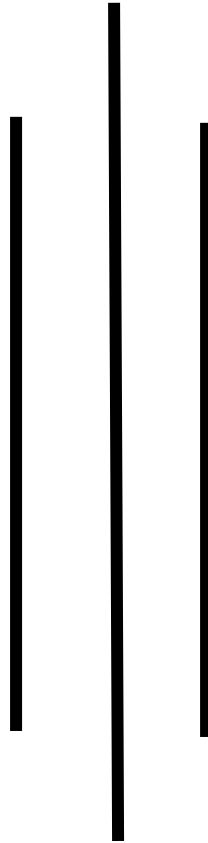


# **Vulnerable Community Development Plan (VCDP)**

**Strengthening Systems for Social Protection and Civil Registration Project  
(P154548)**

**Department of Civil Registration**



**Prepared by:**

**Department of Civil Registration**

**Ministry of Federal Affairs and Local Development**

**Government of Nepal**

**Babarmahal, Kathmandu**

**September 26, 2016**

## प्रस्तावित सामाजिक सुरक्षा तथा पञ्जिकरण प्रणाली सुदृढीकरण परियोजना

### जोखिममा रहेका समुदाय विकास योजना

#### कार्यकारी सारांश

सामाजिक सुरक्षा तथा पञ्जिकरण प्रणाली सुदृढीकरण परियोजना (यसपछि परियोजना भनिनेछ) को लक्ष्य घटना दर्ताको दर तथा सामाजिक सुरक्षामा लक्षित वर्गको पहुँच बढाउनु, र सामाजिक सुरक्षा भत्ता वितरण प्रक्रियालाई सुधार गर्नु हो। यस परियोजनाका चार खण्डहरू छन् :

खण्ड १ : राष्ट्रव्यापी सूचना संकलन मार्फत पारिवारिक तथा जनसांख्यिक लगत तयार गरी, व्यापक सूचना तथा जनचेतना अभिवृद्धि कार्यक्रमहरूद्वारा व्यक्तिगत घटना दर्ताको दर तथा सामाजिक सुरक्षामा लक्षित वर्गको पहुँच बढाउने।

खण्ड २ : सामाजिक सुरक्षा भत्ता वितरण प्रणालीलाई आधुनिकीकरण गर्न विद्युतीय भुक्तानी (ई पेमेन्ट) प्रविधि चरणबद्ध रूपमा अपनाउने तथा वितरण प्रक्रियामा नागरिक सहभागिता वृद्धि गर्दै सार्वजनिक जवाफदेहितामा सुधार गर्ने।

खण्ड ३ : सामाजिक सुरक्षा तथा पञ्जिकरण प्रणालीको प्रभावकारी व्यवस्थापन गर्न केन्द्रीय तथा स्थानीय दुवै तहमा सङ्गठनात्मक तथा संस्थागत क्षमता अभिवृद्धि गर्ने।

खण्ड ४ : परियोजना व्यवस्थापन, अनुगमन तथा मूल्याङ्कन।

#### जोखिममा रहेका समुदाय विकास योजनाको उद्देश्य

जोखिममा रहेका समुदाय विकास योजनाको उद्देश्य परियोजना कार्यान्वयनमा जोखिममा रहेका समुदायको पहुँच, समता, तथा परियोजनाको गुणात्मक पक्ष र सामाजिक सुरक्षा भत्ता कार्यक्रमको दिगोपना जस्ता सवालहरूलाई सम्बोधन गर्नु; खुला परामर्शद्वारा जोखिममा रहेका समूहहरूको परियोजनाप्रतिको अवधारणा बुझी समर्थन सुनिश्चित गर्नु; परियोजनाको कारणबाट जोखिममा रहेका समुदायहरूमा नकारात्मक प्रभाव नपर्ने कुरालाई सुनिश्चित गर्नु हुनेछ।

यो योजनाको प्रयोजनका लागि जोखिममा रहेका समूह भन्नाले सामाजिक सुरक्षा भत्ता कार्यक्रम कार्यान्वयन निर्देशिका, २०७२ को परिच्छेद ३ मा सूचीकृत भएका समुदाय लगायत नेपालका अन्य कार्यक्रमले समेटेका जोखिममा रहेका अथवा सिमान्तकृत भनिएका समुदायहरू बुझिने छ। यी अन्तर्गत जेष्ठ नागरिक, दलित, आदिवासी/जनजाति मध्ये जोखिममा रहेका समुदाय, एकल महिला, अपाङ्गता भएका व्यक्ति, ५ वर्ष मुनिका बालबालिका र व्यक्तिगत घटना दर्ता सेवामा सहज पहुँच नभएका समुदाय पर्दछन्।

#### प्रमुख सामाजिक लाभ तथा जोखिम तत्वहरू

यस परियोजनाका प्रत्यक्ष लाभग्राहीहरू सामाजिक सुरक्षा भत्ता प्राप्त गर्ने व्यक्तिहरूका साथै सुदृढीकृत घटना दर्ता सेवाबाट लाभान्वित हुने व्यक्तिहरू हुन्। जोखिममा रहेका समूहहरूको परियोजना सम्बन्धी परामर्शमा उचित संलग्नता नहुने तथा परियोजनाको लाभबाट बञ्चित हुन सक्ने सम्भावना भएकाले, यस परियोजनामा विश्व बैंकको आदिवासी/जनजाती सम्बन्धी नीति OP/BP ४.१० लागू हुन्छ।

जोखिममा रहेका समूहहरूमा परियोजनाको केही सकारात्मक असरहरू मध्येमा कानुनी पहिचान स्थापना गरी मौलिक अधिकार तथा सार्वजनिक सेवाहरूमा पहुँच बढ्नु ; सुदृढ व्यक्तिगत घटना दर्ता प्रणालीद्वारा सेवामा, विशेषगरी सामाजिक सुरक्षा भत्ता पहुँच बढ्नु ; व्यक्तिगत पहिचान सम्बन्धी कागजात नहुनाले आइपर्ने जोखिम न्यूनीकरण गर्नु; केन्द्रीय पञ्जिकरण विभाग तथा स्थानीय निकायहरूबाट उपलब्ध सेवामा उनीहरूको पहुँच बृद्धि गर्नु पर्दछन् ।

### नीतिगत/कानुनी प्रावधान

यो योजना देहायका नीति तथा कानुनी प्रावधानबाट निर्देशित छ : नेपालको संविधान, व्यक्तिगत घटना दर्ता ऐन २०३४ तथा नियमावली, राष्ट्रिय जनजाति/आदिवासी उत्थान ऐन २०५८, स्थानीय स्वायत्त शासन ऐन २०५५, सुचनाको हक सम्बन्धी ऐन २०६४, आदिवासी जनजातिसँग सम्बन्धित आईएलओ कन्भेन्सन १६९, सामाजिक सुरक्षा भत्ता कार्यक्रम कार्यान्वयन निर्देशिका २०७२ ।

यसका अतिरिक्त आदिवासी/जनजाती समूहले प्राप्त गर्ने सामाजिक तथा आर्थिक लाभ सांस्कृतिक रूपले उचित तथा लैङ्गिक तथा अन्तर पुस्ता समावेशी बनाउन विश्व बैंकको आदिवासी/जनजाति सम्बन्धी नीति (OP/BP ४.१०) लागू गरिएको छ ।

### जोखिममा रहेका समुदाय विकास योजनाका प्रमुख क्रियाकलापहरू

- जोखिममा रहेका समुदायको जनघनत्व बढी भएको वस्ती पहिचान तथा नक्शाङ्कन गरी आवश्यक चेतनामुलक अभियानहरू सञ्चालनका निमित्त योजना बनाउने
- जनचेतना र सूचना सम्बन्धी योजनाले जोखिममा रहेका समुदायका आवश्यकतालाई पर्याप्त रूपमा सम्बोधन गरेको सुनिश्चित गर्ने;
- जनचेतना र सूचना सम्बन्धी सामग्रीहरू तयार गर्दा नेपाली लगायत प्रमुख स्थानीय भाषामा पनि गर्ने तथा यी सामग्री तयार गर्दा जोखिममा रहेका समुदायका प्रतिनिधिहरूसँग परामर्श गर्ने
- स्थानीय तहमा रहेका विभिन्न सरकारी निकायहरू, लैङ्गिक हिंसा निवारण समन्वय समितिहरू, सहकारी तथा सेवा केन्द्रहरू, स्थानीय सञ्चार माध्यमहरू, सामुदायिक संघ संस्था जस्ता विभिन्न सञ्जालहरू परिचालन गरी चेतनामुलक कार्यक्रम तथा अभियानहरू सञ्चालन गर्ने तथा सामग्रीहरूको वितरण गर्ने ।
- केन्द्रीय तथा स्थानीय दुवै तहमा घटना दर्ता सेवा र सामाजिक सुरक्षा भत्ता व्यवस्थापन गर्न संस्थागत तथा क्षमता विकास कार्यक्रम गर्दा तालिम सामग्री लैङ्गिक संवेदनशील बनाउने, केन्द्रिय तथा स्थानीय कर्मचारीहरूलाई समावेशीकरण, जोखिममा रहेका समुदायको लैङ्गिक समानता लगायतका विषयहरूमा तालिमहरू प्रदान गर्ने, तथा केन्द्रीय पञ्जिकरण विभागमा GESI विशेषज्ञ नियुक्त गर्ने ।

### परामर्श, सार्वजनिकीकरण तथा गुनासो व्यवस्थापन संयन्त्र

जोखिममा रहेका समुदाय विकास योजना को तयारीको क्रममा साउन १६, २०७३ मा राष्ट्रिय परामर्श गोष्ठीको आयोजना गरिएको थियो । राष्ट्रिय दलित आयोग, महिला बालबालिका तथा समाज कल्याण मन्त्रालय, स्वास्थ्य मन्त्रालय, दलित गैर सरकारी संस्था संघ, राष्ट्रिय अपागं महासंघ नेपाल लगायतका प्रतिनिधिहरू रहेको यस गोष्ठीमा यो योजनाको मस्यौदामाथि छलफल गरिएको थियो । यस परियोजना अवधिभरि, खासगरी यस परियोजनाको खण्ड २ अन्तर्गतका नागरिक सहभागिता वृद्धि सम्बन्धी क्रियाकलापमा, अतिरिक्त परामर्शहरू गरिनेछ ।

यस परियोजनामा गुनासो व्यवस्थापनका निमित्त सङ्घीय मामिला तथा स्थानीय विकास मन्त्रालय तथा केन्द्रीय पञ्जिकरण विभागको विद्यमान संयन्त्र लगायत आवश्यकता अनुसार विश्व बैंकको गुनासो व्यवस्थापन सेवा अथवा राष्ट्रिय अदालत समेतको प्रयोग गर्न सकिनेछ ।

## संस्थागत व्यवस्था, अनुगमन तथा रिपोर्टिङ, क्षमता अभिवृद्धि

यो योजना कार्यान्वयनको जिम्मेवारी, अनुगमन तथा मुल्याङ्कन विशेषज्ञ तथा GESI विशेषज्ञको सहयोगमा, परियोजना व्यवस्थापन इकाइको हुनेछ । परियोजना मार्फत लाभान्वित हुने व्यक्तिहरूको तथ्याङ्क संकलन गर्दा जोखिममा रहेका समुदायको पहिचान हुने गरी गरिनेछ । यस तथ्याङ्कको आधारमा जोखिममा रहेका समूहका व्यक्ति लाभान्वित भए नभएको यकिन गरी परियोजनामा आवश्यक सुधार गरिनेछ । परियोजनाको प्रगति र वार्षिक प्रतिवेदनहरू तयार गर्दा यो योजनाको कार्यान्वयन सम्बन्धी छुट्टै परिच्छेद राखिनेछ ।

यस परियोजना कार्यान्वयनका निमित्त क्षमता अभिवृद्धि गर्न केन्द्रीय पञ्जकरण विभाग, परियोजना कार्यान्वयन ईकाइ, स्थानीय निकायका कर्मचारीहरू, तथा सामुदायिक परिचालक, सामुदायिक स्वास्थ्य स्वयंसेविका, स्थानीय सामाजिक सुरक्षा समन्वय समिति तथा जिल्ला सामाजिक सुरक्षा समन्वय समितिका सदस्यहरूलाई तालिम तथा अभिमूखीकरण कार्यक्रम सञ्चालन गर्ने व्यवस्था मिलाईने छ ।

जोखिममा रहेका समुदाय विकास योजनाको कार्यान्वयनको लागि रु. १६,५०,००० बजेट अनुमान गरिएको छ ।

## **Executive Summary**

The project *Strengthening Systems for Social Protection and Civil Registration Project (hereinafter Project)* aims to improve the coverage of social security allowances and civil registration, and the delivery of social security allowances. The project has four important components:

Component 1: Improving Coverage of Civil Registration (CR) and Social Security Allowances (SSA) by establishing a national population register through data collection (door-to-door household visits and ward-level registration camps), and information and outreach campaigns.

Component 2: Modernizing Social Security Delivery Systems through phased roll-out of electronic payments and by improving accountability and citizen engagement in the social security delivery process

Component 3: Institutional Strengthening to build the government's organizational and institutional capacities for managing CR and SSA functions at both the central and local levels.

Component 4: Project Management, Monitoring and Evaluation (M&E)

### **Objectives of the Vulnerable Community Development Plan**

The Department of Civil Registration (DoCR) has prepared *Vulnerable Community Development Plan (VCDP)* to ensure that the Project is implemented in a manner that addresses issues related to access, equity, quality and sustainability of social protection schemes for the vulnerable groups; that vulnerable groups are engaged in a process of free, and informed consultation to identify their views and ascertain their broad community support for the project; and to ensure that the vulnerable groups are not adversely affected by the project interventions.

For the purposes of the VCDP, the vulnerable groups will broadly include those that are considered target groups under Section 3 of the Social Protection Program Operational Procedure, 2016, and others that are considered vulnerable or marginalized by other relevant programs of Nepal. These groups include: elderly, endangered janajatis/ethnic groups, Dalits, single women, people with disability, children below 5 years of age, and people without easy access to vital registration.

### **Key Social Benefits and Risk Factors**

The direct project beneficiaries are the current and future beneficiaries of the SSA and the general population who will benefit from improved CR services. The project triggers World Bank's OP/BP 4.10 on Indigenous People.

Some of the positive benefits of the project on vulnerable groups include: establishment of their legal identity through vital registration that will accord them

with fundamental rights and access to public services; strengthened civil registration system that entitles them to rights and services, especially to SSA; reduced associated risks of non-possession of identity and other relevant documents; and improved access to services from DOCR and local bodies.

### **Policy/Legal Framework**

This VCDP has been guided by the following policy and legal framework: Constitution of Nepal, 2015; Vital Events Registration Act, 2034 and Rules; National Foundation for Upliftment of Adivasi/Janjati Act, 2058; Local Self-Governance Act, 2055; Right to Information Act, 2064; ILO Convention on Indigenous and Tribal Peoples, 1989 (No.169); and Social Protection Program Operational Procedure, 2016.

Additionally, the World Bank's Indigenous People Policy (OP/BP 4.10) has been triggered to ensure that the indigenous people receive social and economic benefits that are culturally appropriate and gender and inter-generationally inclusive.

### **Specific Activities under the Vulnerable Community Development Plan**

- Settlement Level Mapping/Identification to identify areas where there is concentration of vulnerable groups and accordingly develop plans for targeted campaigns and outreach,
- Review of outreach and communication plan to ensure that it reflects the needs of vulnerable groups, and can adequately include them,
- Preparation of IEC Materials, Awareness Packages, etc., in Nepali as well as major local languages; and consultation with representatives of vulnerable groups prior to the finalization of the IEC materials, information packages, etc.;
- Dissemination, Outreach and Awareness Raising Activities by mobilizing various networks, including government offices at local levels, GBV coordination committees, cooperative and service centers, local media both print and radio, community based organizations, etc.
- Institutional Strengthening and Capacity Building Activities including, preparation of training materials on GESI sensitive civil registration and social security, trainings for DOCR staff, VDC officials, registrars, service center staff, on issues relating to vulnerable groups, gender equality and social inclusion; and appointment of GESI advisor/specialist within the organizational structure of DOCR.

### **Consultation, Disclosure and Grievance Redress Mechanism**

During the preparation of this VCDP, a national level consultation was organized on 31st July 2016 with representatives from National Dalit Commission, Ministry of Women, Children and Social Welfare, Ministry of Health and Populations, Dalit NGO Federation, National Federation of the Disabled Network as well as other civil society organizations to discuss the draft of the VCDP. Additional consultations will be held throughout the project period, especially under the citizen's engagement component of the project.

The project will adopt the existing MOFALD/DOCR's grievance redress mechanisms with recourse to the World Bank's Grievance Redress Service (GRS) and national courts, if required.

### **Institutional Arrangement, Monitoring and Reporting, Capacity Building**

The PMU with support from the M&E expert and GESI expert/focal person, will be responsible for the overall implementation of the VCDP. The disaggregated data on CR and SSA beneficiaries will help establish the extent to which vulnerable groups are able to benefit from the project, and take corrective actions, if required. The progress reports and annual plans prepared by the PMU will include section on the implementation of VCDP which will be used as the basis for the project implementation review. To enhance DoCR's capacity to implement the VCDP, trainings and orientations will be provided to PMU staff, DoCR officials and also local government officials, social mobilizers, community health workers, civil society members, representatives of the Local Social Security Coordination Committee (LSSCC) and the District Social Security Coordination Committee (DSSCC).

The tentative budget for the implementation of the VCDP is NPR 1,650,000.

## Table of Contents

Section One: About the Project .....	9
<b>1.1 Project Description .....</b>	<b>9</b>
<b>2.2 Objectives of the Vulnerable Community Development Plan .....</b>	<b>12</b>
Section Two: Working Definition of the Vulnerable Groups .....	13
Section Three: Key Social Benefits and Risks Factors .....	15
<b>3.1 Project Location and Key Safeguards Issues.....</b>	<b>15</b>
<b>3.2 Positive Impacts Relating to the Project .....</b>	<b>15</b>
<b>3.3 Potential Negative Impacts or Risks of the Project on the Vulnerable     Groups.....</b>	<b>16</b>
<b>3.4 Issues/Concerns Relating to Vulnerable Groups and Possible Mitigation     Measures.....</b>	<b>16</b>
Section Four: Policy Framework Supporting Vulnerable Groups.....	22
<b>4.1 Relevant World Bank Policy .....</b>	<b>24</b>
<b>4.2 Policy Framework for the Project .....</b>	<b>24</b>
Section Five: Vulnerable Community Development Plan.....	25
<b>5.1 Approaches to Implement the VCDP .....</b>	<b>25</b>
<b>5.2 Vulnerable Community Development Plan.....</b>	<b>25</b>
Section Six: Consultation, Disclosure, and Grievance Redress Mechanism .....	28
<b>6.1 Consultation and Disclosure.....</b>	<b>28</b>
<b>6.2 Grievance Redress Mechanism (GRM).....</b>	<b>28</b>
Section Seven: Institutional Arrangement and Budget .....	29
<b>7.1 Institutional Arrangement .....</b>	<b>29</b>
<b>7.2 Monitoring and Reporting.....</b>	<b>29</b>
<b>7.3 Capacity Building .....</b>	<b>29</b>
<b>7.4 Budget for Implementation of the VCDPVCDP Estimated Budget for     project period.....</b>	<b>30</b>
<b>Note: Activities under the VCDP with no additional budget implications/which are included in project regular are not reflected in this budget .....</b>	<b>30</b>



## Section One: About the Project

### 1.1 Project Description

The project development objective (PDO) is to improve the coverage of social security allowances and civil registration, and the delivery of social security allowances.

The project supports the DOCR's Civil Registration and Social Security Strengthening Program and consists of four components. Over a five-year period, the project is expected to support (a) the establishment of a comprehensive National Population Register and expanded coverage of CR and SSA and (b) improved delivery of SSA via transition to e-payments in selected districts and improvements in related processes. These will be supplemented with institutional strengthening at both central and local levels.

#### **Component 1: Improving Coverage of Civil Registration and Social Security Allowances**

Component 1 will support the expansion of coverage of CR and SSA by establishing a National Population Register of individuals and household/family folders. The register will be updated through regular CRs and targeted outreach and communications campaigns. The population register will be housed in the DOCR's existing MIS, which will be enhanced to accommodate the additional functionalities required (to be supported under Component 3). The goal is to establish a CR system that will allow all individuals/residents easy access to CR, enable regular monitoring of registrations, generate timely vital statistics from a central database, and establish linkage with programs such as SSA.

The component consists of the following:

- Subcomponent 1.1: Data collection to establish a population register -Data collection through a combination of door-to-door household visits and ward-level registration camps in selected locations nationwide, except in areas where such data are already available in an appropriate digital format, to establish a National Population Register with household/family folders
- Subcomponent 1.2: Communication and outreach campaign - Information and outreach campaigns to support the data collection, promotion of regular registration of vital events, and enrollment of the eligible into SSA, including annual camps

The population register will serve as a basis for identifying the eligible population for SSA, except the disability benefit, and those excluded from accessing CR services. The identification of the excluded individuals will enable tailored communications and outreach programs to encourage them to register vital events and/or enroll in applicable social security schemes. Local-level registration camps will be organized once, immediately after the data collection, and annually thereafter during the project period to improve access to CR services. Given that disability is a non-demographic scheme, the project will have additional outreach activities to reach potential beneficiaries for the

disability grant. The expected outcome of the component is expanded coverage of CR and SSA through the following outputs:

- The establishment of a population register with household/family folders where each member has a unique ID.
- Increased outreach for CR and SSA among the target population

## **Component 2: Modernizing Social Security Delivery Systems**

The current system of SSA delivery suffers from ineffective control and accountability, low operational efficiency, and poor services. Specific sources of the weaknesses include the absence of a reliable, modern information technology (IT) system to record and manage beneficiary enrollments and payment transactions and the lack of sufficiently trained personnel to manage these processes at the local level. These weaknesses have resulted in leakages and delayed payments. Building on recent pilot projects, MOFALD plans to transition to electronic payments (e-payments)<sup>1</sup> for the delivery of SSA. The component will support the rollout of e-payments to improve operational efficiency and accountability of the SSA program in 25 of Nepal's 75 districts using performance targets defined as disbursement-linked indicators (DLIs) (Subcomponent 2.1). The subcomponent will also finance the SSA benefit payments in 6 of these 25 districts as the Eligible Expenditure Program (EEP). The World Bank's financial support for this subcomponent will be limited to the financing of the EEP as detailed in the following paragraphs. It will also support strengthening of other facets of the SSA benefit delivery largely through increased and improved citizen engagement and use of IT in all 75 districts (Subcomponent 2.2). This component consists of the following subcomponents:

- Subcomponent 2.1: Rolling out electronic payments - Payment of SSA benefits in 6 selected districts and phased rollout of e-payments via contracted PSPs using a results-based financing (RBF) approach with DLIs in 25 selected districts
- Subcomponent 2.2: Improving accountability and citizen engagement in the social security delivery process - Improving accountability and citizen engagement in the social security delivery process particularly enrollment and payment verification, monitoring and grievance redress, and applicable improvements in manual payment delivery in all 75 districts, following the traditional investment lending modality

The specific outputs of the component are the following:

- Functioning e-payment system with the deployment of e-payments in 25 districts
- Improvements in SSA benefit delivery, monitoring, and grievance redress mechanisms

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<sup>1</sup> E-payments is defined as a method of cash delivery that could include electronic bank transfers, smart/debit cards, mobile terminals, ATMs, point-of-sale machines, and biometric verification. The specifics of e-payments will be further defined through the SSA Payment Strategy being developed by the DOCR.

The DLIs used in the Subcomponent 2.1 are as follows. The detailed matrix is in annex 2.

(a) DLI 1: SSA Payment Strategy

(b) DLI 2: Number of districts where SSA entitlements are delivered via e-payments

Under Subcomponent 2.2, to improve accountability and citizen engagement in the social security delivery process, the project will finance activities including (a) review of the current institutional setup for citizen monitoring and oversight; (b) orientation to the District Social Security Coordination Committees (DSSCCs), Local Social Security Coordination Committees (LSSCCs), and other local stakeholders; and (c) local-level stakeholder meeting and documentation costs.

### **Component 3: Institutional Strengthening**

To achieve the project objectives of increased coverage of social security beneficiaries and CR and improved delivery of SSA, the institutional framework regulating these two functions as well as the organizational capacity of the implementing bodies need to be enhanced. Component 3 is designed to support a range of crosscutting activities for sustainable institutionalization of the improvements supported under Components 1 and 2 by building the Government's organizational and institutional capacities for managing CR and SSA functions at both the central and local levels. The activities supported under this component will be divided into the following subcomponents:

- Subcomponent 3.1: Strengthening Systems at the Central Level - Support strengthening of the DOCR as the central oversight agency of CR and SSA by defining improved business processes for CR and SSA, developing the organizational capacity of the DOCR, and enhancing the DOCR's existing management information system to align its functionalities to the requirements of the new IT-based CR and SSA business processes
- Subcomponent 3.2, Strengthening Systems at the Local Level - Support the setting up of approximately 1,000 service units, including through the financing of equipment and remuneration of contracted staff in the service units, to provide IT-based back-end support and provision of associated staff training at the local level and provision of capacity-building activities for staff assigned to service units, as well as relevant to local Government staff (in DDC, VDC, and municipalities)

Expected outputs of the subcomponent are the following:

- Operation Manuals for the MIS-based CR and SSA services
- Fully -equipped and functional DOCR with proper organizational structure and capacity
- Enhanced MIS platform
- Functional and fully staffed and equipped service units (SUs)

- SU personnel and relevant staff at the local level trained on improved business processes and the use of MIS to manage the CR and SSA database

#### **Component 4: Project Management, Monitoring and Evaluation**

The component will support project implementation and monitoring and evaluation (M&E) by establishing and maintaining an effective Project Management Unit (PMU) and district-level project implementation units (DL-PIUs), building capacity of the project management staff, and financing specific project evaluation studies (for example, spot checks, base/mid/end-line surveys).

##### **2.2 Objectives of the Vulnerable Community Development Plan**

Against this background, the Department of Civil Registration (DoCR) has prepared *Vulnerable Community Development Plan* (VCDP) to ensure that the Project is implemented in a manner that addresses issues related to access, equity, quality and sustainability of social protection schemes for the vulnerable groups; that vulnerable groups are engaged in a process of free, and informed consultation to identify their views and ascertain their broad community support for the project; and to ensure that the vulnerable groups are not adversely affected by the project interventions. The specific objectives of the plan are as follows:

- To provide a working definition of the vulnerable groups for ensuring their proper coverage
- To identify the risk factors of the project
- To develop an action plan to address the risk factors that might affect coverage for civil registration and the SSA.
- Ensure that the project benefits are accessible to the vulnerable community living in the project area
- Avoid any kind of adverse impact on the vulnerable community

With the list of eligible individuals, the Department of Civil Registration (DoCR) can identify and target the uncovered population for enrollment into the SSA program.

## Section Two: Working Definition of the Vulnerable Groups

For the purposes of the VCDP, the vulnerable groups will broadly include those that are considered target groups under Section 3 of the Social Protection Program Operational Procedure, 2016, and others that are considered vulnerable or marginalized by other relevant laws in Nepal. These groups, and their specific vulnerabilities, including the risks associated with them include:

	<b>Vulnerable Group/Category</b>	<b>Vulnerability/Risks</b>
1	<p><b>Elderly</b> (special focus on citizens above 70 years, all citizens of Karnali Zone above 60 years; all Dalit citizens above 60 years of age)</p> <p><i>According to the population census of 2011, the number of people aged 65 years and above in Nepal was 843,134 which account for approximately 3.19% of Nepal's population.</i></p>	Limited physical mobility, geographical isolation, discrimination within family, lack of land ownership, caste-based discrimination
2	<p><b>Janajatis/Ethnic groups and people</b> (with focus on groups that have been categorized as being 'endangered')</p> <p><i>According to the 2011 census, the indigenous nationalities (Adivasi Janajati) of Nepal comprise 35.81% of the total population of 26,494,504 persons. Out of this population total of 18,281 (0.069%.%) number of population are considered as 'endangered'. Of the 125 caste and ethnic groups, the census listed 63 as indigenous peoples. Similarly, Social Security Operation Guideline of DoCR has categorized 10 Ethnic groups among them as 'endangered'.</i></p>	Language barriers; specific culture of certain groups; remoteness and geographical isolation; discrimination because of their different culture, traditions and practices, higher rates of poverty
3	<p><b>Dalits</b> (especially, elderly, women and children)</p> <p><i>According to the 2011 census, Dalits constitute 13.6 per cent of the total population (or appr. 3.6 million people)</i></p>	Caste-based discrimination, historic marginalization, lack of land/asset ownership, high levels of poverty
4	<p><b>Single women</b> (including, unmarried or divorcee women above 60 years of age, and widowed)</p> <p><i>The census report has recorded approximately 500,000 single women in Nepal out of which 67 percent of the widowed are aged between 20 to 35 years of age.</i></p>	Discrimination, gender-based violence, including domestic violence, social stigma, poverty and lack of employment and other livelihood opportunities
5	<p><b>People with Disability</b></p> <p><i>The Government of Nepal has classified the state of disabilities into seven categories based on the nature of hardship and problems remained on bodily organs and physical systems. The 2011 census has recorded</i></p>	Lack of support mechanism, social stigma, Geographical remoteness and isolation, discriminatory practices,

	<b>Vulnerable Group/Category</b>	<b>Vulnerability/Risks</b>
	<i>approximately 513, 301 people, approximately 1.94 percent of the total population, having some form of disability</i>	mobility constraints
6	<p><b>Children below 5 years of age</b> (especially, the poor, children from vulnerable groups, children living with single mothers and those born out of wedlock)</p> <p><i>The 2011 census has recorded approximately 2.99 million children or 10 percent of the population being children below 5 years of age.</i></p>	Difficulties in access to legal documents, vulnerable to falling into poverty, social stigma
7	<p><b>People without easy access to Vital Registration</b></p> <p><i>Many poor, marginalized and excluded people have been left out of vital registration because of various constraints.</i></p>	Lack of legal documents, vulnerable to falling into poverty, social stigma, discrimination and marginalization

## **Section Three: Key Social Benefits and Risks Factors**

### **3.1 Project Location and Key Safeguards Issues**

The project is a national project that will cover all 75 districts for most of the components. Component 2.1 will be limited to 25 districts. The geographical contexts of these 75 districts range from the mountainous areas to foothills and flood plains of the Terai region of Nepal. The project does not envisage direct support to activities relating to infrastructure development or civil works, and as such, irreversible negative environmental and social impacts are not anticipated. Hence, the project has classified as Category C.

The direct project beneficiaries are the current and future beneficiaries of the social security allowances as well as those among the general population who have failed to register their vital events and be captured in a population register. While there are significant positive benefits from the project to all groups, including vulnerable groups, the project triggers the World Bank's OP/BP 4.10 on Indigenous People. There are risks of vulnerable communities, including indigenous people being inadequately consulted and/or excluded from receiving project benefits. However, these vulnerable communities, including indigenous people are spread across the country and hence localized; site-specific and large-scale impacts are not expected under this project.

### **3.2 Positive Impacts Relating to the Project**

The following positive impacts on vulnerable groups have been envisioned under this project, including:

1. Legal identity of the vulnerable groups will be ensured. In this project it includes birth certificates marriage certificates and so on. As a result, it will facilitate the recognition of and also guarantee a number of rights and corresponding duties. Primarily, the project will help provide individuals with documentation needed to:
  - Establish legal identity and family relationships,
  - Improve the exercise of civil rights,
  - Increase access to services and social protection schemes,
  - Participate in social, political and economic processes,
  - Increase access to economic activities such as access to banking services, job market within and outside country, land ownership, etc.,
  - Improve the exercise of rights to education,
  - Improve registration of internal migration,
  - Enhance the capacity of individuals enjoy and exercise rights guaranteed by various other domestic and international laws.
2. Strengthen the civil registration system which the government can use to define who is entitled to rights and services, especially to the SSA.
3. Strengthen civil registration, vital statistics, and related documentations.
4. Improve the capacity and efficiency of the DoCR and local bodies.
5. Safeguard basic human rights, including those of the vulnerable groups such as the right to state benefits, and equal rights of the spouse.

6. Support the government of Nepal in developing a realistic development plan from national to local level.

### 3.3 Potential Negative Impacts or Risks of the Project on the Vulnerable Groups

The benefits of the project to vulnerable groups do not mean that existence of some risk factors are fully addressed. For example, unless the working definition of the ‘vulnerable groups’ is legitimized, the risks factors of non-registration of vulnerable groups and limiting the access to social security allowance may continue. At present, the existence of social, cultural and family barriers has limited the coverage and claim of birth registration, inheritance, marriage, and VERS. This may create barriers to effectively implement the project and achieve the targeted goals of the project.

There are weaknesses in the current CRVS system in Nepal too, which are associated with the demand and supply sides (See the chat below). On the demand side, lack of awareness about the need and benefits of registration and the distance of service point has increased the transactions costs. On the supply side, the law does not require the record-keeping agencies to maintain a thorough record of the vulnerable groups. Likewise, there are several bottlenecks both on demand and supply sides as well. There is no obligation on the part of state officials to initiate and collect data to register vital events until the beneficiaries come for services. As a result, large numbers of potential beneficiaries are unregistered and excluded from receiving benefits. The absence of reliable data on births, deaths, cause of death, migration, and other key events renders many vulnerable people as legally invisible.

Demand Side	Supply Side
<ul style="list-style-type: none"> <li>• Lack of proper attention to empower vulnerable groups</li> <li>• Lack of awareness among the vulnerable groups about the need and benefits of vital registration</li> <li>• Limited awareness about the project and its benefits amongst vulnerable groups</li> <li>• Language, geographic and other social barriers</li> </ul>	<ul style="list-style-type: none"> <li>• Systemic problems associated with lack of will amongst administrators and service providers</li> <li>• Problems associated with institutional coordination and untimely service delivery</li> <li>• Lack of sufficient human resources, financial support and capacity, especially at the local level</li> <li>• Insufficient consultations with local community, including vulnerable groups</li> </ul>

### 3.4 Issues/Concerns Relating to Vulnerable Groups and Possible Mitigation Measures

The section below points to specific issues/risks concerning vulnerable groups mentioned above and possible mitigation measures. In order to facilitate risk identification and design mitigation measures accordingly, these issues have been separated for each project component separately.



### **Component 1: Potential Risk**

Component 1 of the project is targeted towards improving of civil registration and social security allowances by developing comprehensive population register, identifying excluded individuals/groups. For that, the component activities emphasize door-to-door data collection and Ward level registration camps, information and outreach campaigns, mobile registration, etc. Despite the project focus on identifying excluded individuals, there are some potential risks of the project as explained below:

<b>Issues/Risks Factors</b>	<b>Possible Mitigation Measures</b>
<p><b>Language barriers</b> (non-Nepali speakers may not fully understand the message imparted during information and outreach campaigns, although most of the field level staffs are appointed from the same/similar language group.)</p>	<ul style="list-style-type: none"> <li>• Understand and identify areas where language diversity might be an issue based on secondary sources such as census and other reports.</li> <li>• Develop information, education and communication (IEC) materials in major local languages.</li> <li>• Produce visual and pictorial materials to overcome language and literacy barriers.</li> <li>• Develop radio jingles in local languages focusing on district wise need and air the program accordingly.</li> <li>• Appoint local enumerators who can communicate effectively in local language.</li> </ul>
<p><b>Social barriers</b> (persistent discrimination and ill practices against Dalits, single women and young girls both in Hill and Tarai)</p>	<ul style="list-style-type: none"> <li>• Adopt and implement the non-discrimination provision enshrined in the Constitution of Nepal 2015 and GoN's inclusive hiring policy for the project staffers, staff and consultants, at the national to local levels (particularly, local enumerators who are responsible for door to door data collection, ward level outreach camps and so on)</li> <li>• Introduce additional module/section on GESI, diversity non-discrimination and other social issues relevant to the project in the project staff orientation package/training from national to local level.</li> <li>• Develop awareness package targeting the vulnerable groups mentioned above for timely registration of all vital events, its</li> </ul>

Issues/Risks Factors	Possible Mitigation Measures
	linkages and benefits.
<p><b>Geographical Isolation</b> (due to the remoteness, lack of transportation, project staff may give less priority to remote areas)</p>	<ul style="list-style-type: none"> <li>• Identify settlements located in remote areas to ensure that they are not excluded from the project.</li> <li>• Organize door to door population registration program and awareness program in remote settlement.</li> <li>• Develop and utilize mechanisms for bulk SMS campaigns</li> </ul>
<p><b>Cultural barriers</b> (Some nomadic groups like Rautes may be left out from the registration process; cultural values in relation to the concept of registering, especially registering marriages, might also be a barrier)</p>	<ul style="list-style-type: none"> <li>• Mapping of such groups and develop targeted Ward level and settlement based registration camps.</li> <li>• Develop targeted awareness program for such communities on the importance of civil registration and benefits out of it.</li> <li>• Mobilize Female Community Health Workers coordination with Ministry of Health and Population at national level and local health post at local level.</li> </ul>
<p><b>Disability</b> (Persistent discrimination against person with disability in general; limited capacity or mobility of who have severe mental and physical disability)</p>	<ul style="list-style-type: none"> <li>• Continue the home services targeting to those populations.</li> <li>• Develop collaborative working modality to work with family head of such families who have disabled family member.</li> </ul>

## Component 2: Modernizing Social Security Delivery System

Component 2 is designed to support activities and actions for improving delivery and accountability of the social security allowance program. Interventions under sub-components 2.1 and 2.2 focus on improving efficiency and accountability of the social security payment system by rolling out electronic payment of the social security benefits, and setting up mechanisms for enrollment and payment verification and monitoring and grievance redress.

Issues/Risk Factors	Possible Mitigations Measures
<p>Limited access of the vulnerable communities to electronic payments system due to: a) limited/no financial literacy among the vulnerable community;</p>	<ul style="list-style-type: none"> <li>• Adopt manual, reference materials, IEC materials on basic financial literacy programs developed by Nepal Rastra Bank and other financial institutions.</li> <li>• Organize series of financial literacy programs</li> </ul>

<p>b) limited or lack of banking/financial institutions services in the remote geographical locations; c) limited capacity of banking and finance institutions to expand the e-banking services due to the limited infrastructure required for accessing the vulnerable communities; and d) vulnerable groups being less familiar with technology related to e-banking and other services.</p>	<ul style="list-style-type: none"> <li>• Promote branchless and other alternative banking services at the VDC level mobilizing all three category of financial institutions (A, B and C; defined by Nepal Rastra Bank) across the country targeting homogeneous settlement of Dalits, endangered indigenous groups in remote areas including single women</li> </ul>
<p>Limited access of vulnerable groups to the SSA grievance redress mechanism; GRM not responsive to the needs/issues raised by vulnerable groups</p>	<ul style="list-style-type: none"> <li>• Partnerships with community organizations to collect grievances and record resolutions in the MIS</li> <li>• Develop mechanism for the DOCR to use the grievance module of the MIS for annual reviews and to improve programming and policies, as relevant</li> <li>• Strengthen capacity of monitoring and coordination committees (e.g., Local Social Security Coordination Committee (LSSCC), District Social Security Coordination Committee (DSSCC) and monitoring committee (consisting of representatives from various district-level bodies such as DAO, DWCO, FNJ, etc.), especially on issues concerning vulnerable communities, their grievances, and measures for enhancing their participation and engagement in the project</li> <li>• Utilize and support existing models of civic participation in both monitoring and grievance redress (e.g., public hearings, public audits, citizen awareness center activities)</li> </ul>

### ***Component 3: Institutional Strengthening***

Component 3 is focused on the institutional strengthening of the DoCR at central level and establishing 1000 service centers at the local level. Interventions related to sub-components 3.1 and 3.2 emphasize sustainable institutionalization of: MIS system to align its functionalities to the requirement of the new IT based CR and SSA business, define new organizational structure, and develop organizational capacity in terms of logistic and infrastructure.

Issues/Risk Factors	Possible Mitigation Measures
<p>Project may emphasize hardware part of institutional development and may give less priority to capacity building on the wide ranges of issues related to diversity, GESI, equality, civic participation, non-discrimination and so on.</p>	<ul style="list-style-type: none"> <li>• Recognize the importance of training on the diversity, GESI, equality, civic participation, non-discrimination and so on.</li> <li>• Develop additional portfolios/modules for the ongoing staff training package or orientation package for capacity building of the project staff and decision makers on: governance issues related to CRVS, legal rights of the individuals and role of the duty bearers for enhancing proactive services and system, GESI sensitivity and diversity issues at the local level and national context, benefits of citizens engagement, etc</li> <li>• Deliver training at both the national and local levels to sensitize as well as build capacity of local level institutions and stakeholders relevant to the project.</li> </ul>

#### ***Component 4: Project Management, Monitoring and Evaluation***

Component 4 will provide an opportunity for strengthening the capacity of project management staff and technical experts to ensure availability of human and financial resources to attend to the concerns of vulnerable groups, preparing manuals and guidelines to support project implementation in beneficiary supportive manner, coordination with other relevant stakeholders, and establishment of an effective and efficient M&E that can inform future programming and planning.

Issues/Risk Factors	Possible Mitigation Measures
<p>In the name of fairness, merit and quality, there is a risk that individuals from vulnerable community, ethnic minority, women and other excluded groups are not represented in the project team and service centers.</p>	<ul style="list-style-type: none"> <li>• Mainstream/adopt GESI sensitive hiring policy of Government of Nepal.</li> <li>• Prioritize local social mobilizers/enumerators who can speak local language and are familiar with local context.</li> </ul>
<p>Project Management team might not have the requisite expertise to address concerns of vulnerable</p>	<ul style="list-style-type: none"> <li>• Assign/Recruit a GESI Focal Person within DoCR to provide support to the project on issues concerning vulnerable groups</li> <li>• ToR for the GESI Focal person should</li> </ul>

<p>groups</p>	<p>include clearly defined roles and responsibilities</p> <ul style="list-style-type: none"> <li>• Create provisions for hiring external experts on gender and social inclusion, if required, especially while developing operational manual, guidelines and for conducting trainings at the local and central levels.</li> </ul>
<p>Due to the remoteness and lack of transportation facilities, M&amp;E team members may not be motivated/encouraged to conduct regular monitoring visit to geographically isolated and remote areas.</p>	<ul style="list-style-type: none"> <li>• M&amp;E plan should mandatory require periodic field visits of M&amp;E team to remote and geographically isolated program areas and settlements;</li> <li>• Checklists/templates for M&amp;E monitoring visits should incorporate issues/indicators regarding vulnerable communities' access, participation, and grievances related to project services.</li> <li>• Ensure that GESI and vulnerable groups disaggregated data system is incorporated into the MIS.</li> </ul>
<p>The disaggregated data and other sources of information concerning vulnerable groups might not be used for planning and programming purposes, including course correction.</p>	<ul style="list-style-type: none"> <li>• Develop a mechanism for ensuring that results from the MIS on vulnerable groups are used effectively for planning and programming purposes</li> </ul>

## Section Four: Policy Framework Supporting Vulnerable Groups

There are a number of laws and policies related to civil registration and social protection measures along with the vulnerable group including Indigenous People.

National Laws and Policies

### *Constitution of Nepal, 2015*

Among the existing laws and policies, the 2015 Constitution provides comprehensive provisions on social protection as the fundamental rights of the people.

The Preamble of the 2015 Constitution aims to ensure social justice and inclusive State. Besides the preamble, the 2015 Constitution provide a huge body rights related to social protection. The 2015 Constitution mentions the term 'vulnerable' in a few contexts. For example, Article 39(9) provides that, "A child who is helpless, orphan, disable, victim of conflict, displaced, or vulnerable shall have the right to special protection and facilities from the State." Similarly, under Article 51(J) of the Directive Principles, policies relating to social justice and inclusion are declared. Article 51.J(2) provides that, "To make self-reliant, women who are vulnerable, victims of violence, and subjected to social and family exclusion will be provided with necessary arrangements for rehabilitation, protection, and empowerment." Beside that The Constitution of Nepal, 2015, ensures the rights of indigenous people of Nepal in several articles of fundamental rights section and State policies.

### *Vital Events Registration Act, 1976 (2034 BS) and Rules*

The Birth, Death, and Other Personal Events Registration Act, 1976 (hereinafter Vital Registration Act) has been amended in November 2006. This Act requires the registration only of FIVE personal events: birth, death, marriage, divorce, and migration. With its second amendment in October 1991, the Act introduced the concept of Local Registrar at the VDCs and Municipalities levels with the authority of registration and issuing certification of the registration of personal events.

The Local Registrar is required to register and issue a certificate of personal events upon receiving the information of personal events. Unless the concerned people report the personal events for registration, the Local Registrars cannot register the personal events on their own. However, neither the Act nor the Rules provide on the registration of or keeping the records of vulnerable groups

### *National Foundation for Upliftment of Adivasi/Janjati Act, 2002 (2058 BS)*

National Foundation for Upliftment of Adivasi/Janjati Act, 2058 (2002) is one of the key legislative frameworks in Nepal relating to indigenous nationalities. The Act has identified and legally recognized 59 indigenous communities. They are officially referred to as **Adivasi Janajati (Indigenous Nationalities)**. According to Nepal Federation of *Adivasi Janajati* (NEFIN) 10 of the 59 *Adivasi janajati* are "endangered", 12 "highly marginalized", 20 "marginalized", 15 "disadvantaged" and 2 are "advanced" or better off

on the basis of a composite index consisting of literacy, housing, landholdings, occupation, language, graduate and above education, and population size.

***Local Self-Governance Act, 1999 (2055 BS)***

Different section of the Local-self Governance Act requires people participation in local governance and designing programs and plan at the local level. In formulating the plans, the Village Development Committee shall have to give priority to the local people, especially targeting benefits to women, children, and marginalized communities. In selecting projects, the local governments should ensure utmost participation of the local people and labor should be selected from the local people. In short, the local governments are required to create conducive environment to the enjoyment of the fruits of democracy through the utmost participation of the sovereign people in the process of governance by way of decentralization.

***Right to Information Act, 2007 (2064 BS)***

Rights to Information Act, 2064 (2007) makes the government agencies accountable to the citizens of Nepal. The main objective of the Act is to make the function and activities of the State open and transparent towards people. It aims to make the access of citizens to the information of public importance held in public bodies in a simple and easy manner. It also authorizes to protect sensitive information that could have an adverse impact on the interest of the nation and citizens. Clauses 3, 4, and 7 ensure the rights to information of the citizens, including by defining the responsibilities of the public body to disseminate information and procedure of acquiring information respectively.

***Caste-based Discrimination and Untouchability (Offense and Punishment) Act, 2011 (2068 BS)***

The Caste- based Discrimination and Untouchability (Offense and Punishment) Act, 2068 protect the right of each person to live in equality, freedom and human dignity by creating an environment where no untouchability and discrimination prevails on the ground of caste, race, descent, community or occupation in the name of custom, tradition, religion, culture, rituals or any other name. Additionally the according to the Act, acts of untouchability, exclusion, restriction expulsion, contempt or any other discriminatory act that is against humanity are considered a crime and punishable under the law.

***ILO Convention on Indigenous and Tribal Peoples, 1989 (No.169)***

Nepal is the State Party of ILO Convention on Indigenous and Tribal Peoples, 1989 (No.169). The convention requires consultation with the peoples concerned through appropriate procedures and, in particular, through their representative institutions, whenever consideration is being given to legislative or administrative measures, which may affect them directly. It further states that indigenous and tribal peoples shall, wherever possible, participate in the benefits of natural resource utilization activities and shall receive fair compensation for any damages, which they may sustain as a result of such activities. The convention also further explains regarding relocation, which has

clearly stated that during this process free and informed consent of indigenous people, must be taken.

### **Social Protection Program Operational Procedure, 2016**

Before introducing the Social Protection Program Operational Procedure, 2016 (hereinafter 2016 Procedure), is introduced to systematically manage the social protection system with a view to give effect to the right of social protection of the weak, marginalized, and indigent people (Preamble). The 2016 Procedure covers six different types of people as the targeted people eligible for allowances. They are:

- Elderly people
- Endangered Indigenous and Ethnic People
- Single Women
- Widow
- Invalid or Disable Persons
- Children below 5 years of age in the Karnali region and from the Dalits families

Further, the 2013 Procedure requires the VDCs and Municipalities to report the record of the targeted people to the District Development Council (DDC). The DDC is required to report to the Ministry of Federal Affairs and Local Development.

#### **4.1 Relevant World Bank Policy**

In this context, World Bank Indigenous People (OP/BP 4.10) is significant to the project since Dalits, endangered indigenous people and other vulnerable groups are the target of this project. The World Bank policy on Indigenous People states that any development projects and program under the World Bank financing should fully obey the dignity, human rights, economies, and cultures of Indigenous Peoples (IPs). It further states that the project should involve in a process of free, prior, and informed consultation with IPs that should result in broad community support to the project by the affected Indigenous Peoples. It also states that project should include measures to avoid potentially adverse effects on the Indigenous People's communities. Its adverse effects cannot be feasible to address, it encourages minimizing, mitigating, or compensating for such effects. The project should ensure that the IPs receive social and economic benefits that are culturally appropriate and gender and inter-generationally inclusive.

#### **4.2 Policy Framework for the Project**

Based on the above analysis of policy framework, the Nepal's legislative framework is compatible and consistent with World Bank's Indigenous People (OP/BP 4.10). Indigenous People (OP/BP 4.10) is significant to the project because of the presence of Janajati in the project area, Dalits and other vulnerable groups do exists in the project intervention area. In particular, the OP/BP 4.10 policy states that any development process that is financed by the World Bank should fully respect the dignity, human rights, economies, and cultures of Indigenous Peoples (IPs) which is supported by Nepal's entire policy and legislative framework.



## Section Five: Vulnerable Community Development Plan

The DoCR with the technical and financial support of the World Bank is interested in national and local level efforts for developing Vulnerable Community Development Plan (VCDP). The objective of the Plan is to address the risk factors that discussed in Section One of this report in order to achieve the set goals of the project. The main objective of the project is to improve the coverage of social security allowances and civil registration, and the delivery of social security allowances.

### 5.1 Approaches to Implement the VCDP

The following cross-cutting approaches and methodologies are integrated and applied in the design of the plan. These approaches and methodologies explain how the program activities will be carried out and implemented during the project intervention period. The approaches/ strategy is based on the theory of change. If vulnerable groups know their rights and are empowered through knowledge, information and accountability mechanism to seek services and encourage for registration of vital events. If service providers are capable and responsive towards vulnerable groups, individuals from vulnerable groups and those at risk will be able to access fair and equitable services from the respective agencies.

### 5.2 Vulnerable Community Development Plan

Activities	Related component	Responsibility	Time Frame
<b>Outreach and communication</b>			
District-level settlement mapping(through consultations and secondary sources) to identify areas where there is concentration of vulnerable groups and hence would require specific targeting	1	PMU, GESI/VCDP expert in consultation with DLPIU	Year one
Integrate district level settlement mapping findings into preparation of plans for door-to-door visits and ward-level registration camps	1	PMU and DLPIU	Year one-four
Review the outreach and communication plan to integrate the needs of vulnerable groups and ensure it includes targeted measures	1, 2	PMU, communication expert, GESI focal person. GESI/VCDP expert	Year one
Consultation with representatives of vulnerable groups prior to the	1,2	PMU, communication	Year one-two

Activities	Related component	Responsibility	Time Frame
finalization of the IEC materials, information packages, etc., so that they are culturally sensitive and accessible to vulnerable groups		expert, GESI focal point, GESI/VCDP expert	
Customization/translation of IEC materials on CRVS, Social Security and their importance (flyers, radio jingles, TV spots, visuals/pictorials, social media, SMS messages etc.) in Nepali as well as into major local languages	1,2	PMU, Communication specialist, GESI/VCDP expert	Year one-two
Adopt manual, reference materials, IEC materials on basic financial literacy programs developed by Nepal Rastra Bank and other financial institutions for the project (for the districts where e-payments are to be rolled out) to be accessible to vulnerable communities	2	PMU, Communication specialist, GESI/VCDP expert	Year one-two
Mobilization of local level networks, including government offices( VDC offices, health post, schools, DWCOs, district level GBV coordination committee, Child protection authorities Village Child Protection Committees) and civil society actors; local media both print and radio; and community based organizations in order to disseminate IEC materials	1,2	DLPIU, SU	Year 2-4
<b>Capacity Building</b>			
Preparation of modules/training materials on GESI and VCDP	3	PMU, GESI focal point, GESI/VCDP expert	By end of year one
VCDP module integrated into Orientations and workshops at the local level for	1,2	PMU, GESI focal point, GESI/VCDP	Year 2-4

Activities	Related component	Responsibility	Time Frame
DDC/VDC/municipality/SU staff, health workers and citizen forums on CRVS and SSAs		expert	
<b>Institutional Strengthening</b>			
Appointment of GESI expert/GESI focal person within the organizational structure of DOCR	4	DoCR/MoFALD	By effectiveness
Hire GESI/VCDP expert	4	DOCR/PMU	Year 1
Prepare a section in operational manual focused on VCDP	4	PMU, GESI focal point	By effectiveness
Revise procurement plan to reflect VCDP activities	4	DOCR	By effectiveness
TOR of locally appointed project staff will reflect preference for individuals who are familiar with local language, context and	3	PMU, GESI focal point	Year 1
<b>Monitoring and Evaluation</b>			
Preparation of M&E plans/checklists that includes indicators/issues for monitoring access, participation, grievances and engagement of vulnerable groups	4	ME, GESI focal person, GESI expert	By end of year one
Preparation of annual review template/reporting format focused on disaggregated data on beneficiaries and grievances redressal.	4	PMU, ME, GESI focal person, GESI expert	By end of year one
Mid term study on impact on vulnerable communities	4	PMU, ME, GESI focal person	As part of mid term review

## **Section Six: Consultation, Disclosure, and Grievance Redress Mechanism**

### **6.1 Consultation and Disclosure**

During the preparation of this VCDP, the draft VCDP was disclosed on the DOCR website on 29 July 2016, and a national level consultation was organized on 31st July 2016 with representatives from various stakeholders to discuss the draft of the VCDP. In total 18 people participated in the consultation. Among them there were representative from National Dalit Commission, Ministry of Women, Children and Social Welfare, Ministry of Health and Populations, Dalit NGO Federation, National Federation of the Disabled Network as well as other civil society organization working on legal identity. For meaningful consultations, the concerned groups were provided with the draft document in a timely manner prior to consultation. The revised VCDP, taking into account feedback received during consultations was re-disclosed at the country level and at public places accessible to project beneficiaries and local institutions.

Further, as discussed in the VCDP, a good communication strategy and outreach campaign will be prepared during implementation to empower the project beneficiaries through participation and enhanced access to civil registration and SSA benefits. Particularly, ongoing communication will involve consultations, communications and information campaigns, public awareness programs, information dissemination through brochure, leaflets in local languages, and FM radios. Further, the communications and outreach campaigns will mobilize local-level actors including the “social mobilizers” who are permanently stationed in each VDC to support MOFALD’s Local Governance and Community Development Program (LGCDP).

### **6.2 Grievance Redress Mechanism (GRM)**

The project will adopt the existing MOFALD/DOCR’s grievance redress mechanisms. During project implementation, the project will also invest in strengthening MOFALD/DOCR’s grievance redress mechanisms so that aggrieved stakeholders can channel their complaints and/or feedback through a properly designed system to elicit responses from the government. A tracking system for GRM will be established and the PMU will be responsible for recording the complaints, reaching a resolution on the complaints, and communicating the decision to the aggrieved stakeholders. Additionally, DOCR will also conduct three rounds of beneficiary feedback surveys throughout project implementation.

Besides the national mechanism, communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms or the WB’s Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB’s independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank’s corporate Grievance Redress Service (GRS), please visit [www.worldbank.org/grs](http://www.worldbank.org/grs). For information on how to submit complaints to the World Bank Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org).

## **Section Seven: Institutional Arrangement and Budget**

### **7.1 Institutional Arrangement**

PMU (led by the GESI focal point of DOCR), with support from the M&E expert will be responsible for the overall implementation of the VCDP. The M&E expert will also be responsible for monitoring of the implementation of the VCDP. Specific activities envisaged under the VCDP which are to be implemented at the local levels will be the responsibility of the District Level Project Implementation Units (DLPIU) within the District Development Committees (DDC) in all 75 districts.

### **7.2 Monitoring and Reporting**

The disaggregated data on CRVS and SSA beneficiaries will help establish the extent to which vulnerable groups are able to benefit from the project, and take corrective actions, if required. Community members/vulnerable groups will also be engaged in monitoring of VCDP through participatory monitoring and citizen engagement developed for the project. The progress reports and annual plans prepared by the PMU will include section on the implementation of VCDP which will be used as the basis for the project implementation review. The World Bank will organize technical missions and regular implementation support missions, as needed, to oversee the implementation of the VCDP.

### **7.3 Capacity Building**

With prior experience with World Bank funded projects, MoFALD/DOCR is aware of World Bank's safeguards requirements. However, refresher trainings, including on gender and social inclusion issues and this VCDP, will be required for PMU and other relevant staff members at DORC. Further, given the decentralized nature of the project, new trainings and orientations will have to be imparted to local government officials, social mobilizers, community health workers, civil society members, representatives of the Local Social Security Coordination Committee (LSSCC) and the District Social Security Coordination Committee. Gender constraints and other exclusionary practices linked to the registration of vital events, will also be addressed through training, awareness raising for registrars as well as the mobilization of community organizations, which could include women's groups.

In order to achieve these objectives, upon project effectiveness, DOCR will prepare a human resource training plan that will include, among other business processes, specific trainings and orientation activities relating to gender and social inclusion issues and the VCDP.

<b>7.4 Budget for Implementation of the VCDPVCDP Estimated Budget for project period</b>			
	<b>Description</b>	<b>Estimated Budget in NPR</b>	<b>Estimated Budget in USD (@106)</b>
<b>A.</b>	<b>Out reach and communication</b>		
	Consultation with VC stakeholders on IEC materials	12000	113
	Translation of IEC material in local languages	500,000	4,717
	Dissemination of targeted/customized IEC materials (local media)	250000	2,358
	Sub-Total	750,000	7,075
<b>B.</b>	<b>Capacity Building</b>		
	GSI/VDCP Resource person for orientations/trainings (two month x 4 years)	200,000	1,887
	Cost of printing of training module	500,000	4,717
	Sub-Total	700,000	6,604
<b>C.</b>	<b>Institutional Strengthening</b>		
	GESI/VCDP expert (9 months)	200,000	1,887
<b>D.</b>	<b>Monitoring and Evaluation</b>		
	Mid term study of impact on vulnerable communities (budgeted within project impact studies)	0	0
	<b>Grand Total</b>	<b>1,650,000</b>	<b>15,566</b>

**Note: Activities under the VCDP with no additional budget implications/which are included in project regular are not reflected in this budget**