

# TERMS OF REFERENCE

## Welfare Benefits Board (WBB) Ministry of Finance, Economic Stabilization & National Policies (MoF)

### SOCIAL PROTECTION PROJECT (SPP)

#### IT SPECIALIST

## 1. BACKGROUND

**1.1 Context.** Sri Lankans have been hit by a significant economic downturn over the past two years. The spread of the coronavirus pandemic, as well as fiscal and monetary indiscipline have shrunk the economy. Sri Lanka's gross domestic product contracted by 7.8% in 2022, while inflation peaked at 69.8% in September 2022, and the Sri Lankan Rupee (LKR) depreciated close to 80 percent against the US dollar in 2022. As a result, the poverty rate doubled from 13.1% to 25% (\$3.65 per capita, 2017 PPP) between 2021 and 2022. Around 75% of households were estimated to have experienced a reduction in their incomes, and 37% of households were facing acute food insecurity in November 2022. Moreover, women-headed households, which were already 60 percent poorer than male headed households, were pushed deeper into poverty.

**1.2 The Project.** The Social Protection Project (P178973), approved by the World Bank (WB) Executive Board, supports the Government of Sri Lanka (GOSL) in implementing key reforms that will increase efficiency and effectiveness of spending and improving the responsiveness of the social protection system. The Project Development Objective of the Project is to support Sri Lanka in providing better targeted income and livelihoods opportunities to the poor and vulnerable.

**1.3 Project Components and Funding.** The total value of the Project is US\$200 million. The first component of the Project is allocated with \$185 million to streamline and finance the new country welfare benefit payment Aswesuma. The second component is allocated with US\$7 million to pilot an economic inclusion program - which will be Sri Lanka's first comprehensive "Economic Inclusion Pilot" - using global experience, and the third component of US\$8 million is to strengthen the government's capacity to deliver the social protection programs.

**1.4 Implementation Arrangements.** The Project has two implementing agencies: Ministry of Finance (MoF) and Ministry of Women, Child Affairs, Social Empowerment (MoWCASE). The Welfare Benefits Board (WBB), under MoF, will manage the day-to-day operations for strengthening of the social registry and payments to beneficiaries for new cash transfer program Aswesuma, while the Department of Samurdhi Development (DSD), under MoWCASE, will manage the day-to-day operations for the economic inclusion pilot and integrated family support.

The Project Management Team (PMT) in WBB is looking for a qualified Deputy Project Director (DPD) to help WBB manage all the project management activities related to the above Project.

**Essential Job Functions :**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to handle multiple tasks at a time and properly prioritize the order in which they are resolved
- Troubleshoot software and applications, including but not limited to: general PC/workstation support, basic network troubleshooting, and AV support. Able to assist with installations and upgrades of a wide range of software and applications.
- Provide technical support and basic training to Stakeholders.
- The ability to successfully gather all required and relevant information, from users and systems, to troubleshooting to completion.
- Take ownership of all support tickets and effectively escalate when required.
- Manage users (across all systems) and emails.
- Document important information.
- Maintain confidentiality with regards to the information being processed, stored or accessed by the network.
- Bring to the attention of IT management if any documentation is out of date or needs revision.
- Maintain backups of the system.
- The ability to work individually and as part of team.
- The ability to collaborate within the team.
- Strong communication skills.
- Assist with IT infrastructure deployment of WBB

**Other Duties and Responsibilities :**

- Communicate regularly and effectively with all employees, supervisors, managers and directors.
- Perform work in a safe and high quality manner.
- Must be able to work flexible work hours/schedule including evenings, weekends and holidays. Long hours may be required

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**Welfare Benefits Board (WBB)**  
**Ministry of Finance, Economic Stabilization & National Policies (MoF)**

## **SOCIAL PROTECTION PROJECT (SPP)**

### **PROJECT SECRETARY**

#### **1. BACKGROUND**

**1.1 Context.** Sri Lankans have been hit by a significant economic downturn over the past two years. The spread of the coronavirus pandemic, as well as fiscal and monetary indiscipline have shrunk the economy. Sri Lanka's gross domestic product contracted by 7.8% in 2022, while inflation peaked at 69.8% in September 2022, and the Sri Lankan Rupee (LKR) depreciated close to 80 percent against the US dollar in 2022. As a result, the poverty rate doubled from 13.1% to 25% (\$3.65 per capita, 2017 PPP) between 2021 and 2022. Around 75% of households were estimated to have experienced a reduction in their incomes, and 37% of households were facing acute food insecurity in November 2022. Moreover, women-headed households, which were already 60 percent poorer than male headed households, were pushed deeper into poverty.

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**Project Secretary Duties and Responsibilities :**

- They implement filing systems that make it easy to find any document quickly and efficiently. Reply to Correspondence Responding to emails, letters, and telephone calls are key job functions.
- To write an effective project secretary job description, begin by listing detailed duties, responsibilities and expectations. We have included project secretary job description templates that you can modify and

**Sample responsibilities for this position include :**

- Keep the hard copy in a good order including contract, Purchase Order, correspondence
- Maintain contact lists (project, vendor, and client), correspondence log and action log
- Write, proofread, and prepare correspondence and the assigned tasks per Project Manager the Project team requests
- Maintaining calendars, schedules appointments, screen calls and emails & taking appropriate actions, arranges meetings inclusive of venues
- Run overtime reports in Convert reconcile with Overtime sheets
- Prepares documents such as contracts, reports, correspondence, memos
- Schedules appointment, meeting
- Other ad-hoc project, proposal and business unit tasks as necessary
- Assist the project in the organization and logistical preparation of workshops, seminars, visiting missions, field trips
- Inputting data and maintaining various computerized databases for correspondence, statistics, calendars, mail Schedules appointments, meetings

# TERMS OF REFERENCE

## Welfare Benefits Board (WBB) Ministry of Finance, Economic Stabilization & National Policies (MoF)

### SOCIAL PROTECTION PROJECT (SPP)

#### DEPUTY PROJECT DIRECTOR

## 1. BACKGROUND

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The Project Management Team (PMT) in WBB is looking for a qualified Deputy Project Director (DPD) to help WBB manage all the project management activities related to the above Project.

## **2. OBJECTIVE OF THE ASSIGNMENT**

The DPD will function as the head of Project Management Team (PMT). The DPD will be responsible for managing and coordinating the full range of project activities during the project cycle from effectiveness through implementation to completion.

## **3. SCOPE OF WORK**

The selected DPD will:

- Support the management of WBB and Ministry of Finance, Economic Stabilization & National Policies in timely and quality implementation of the project activities, including the following:
  - Preparing a Project Implementation Plan, including disbursement projections for the entire project implementation period, identifying annual targets of project activities and responsibilities of PMT staff;
  - Monitoring financial activities, promoting financial discipline and ensuring proper implementation of the financial management system. Fulfilling audit requirements of the Credit agreement;
  - Ensuring that procurement is carried out according to the applicable WB procedures and guidelines;
  - Reporting on the status of activities implementation, evaluation, and ensuring timely submission of the documentation to confirm achievement of activities;
  - Ensuring management of environmental and social risks of the Project in line with the World Bank Environmental and Social Framework;
  - Reviewing and monitoring disbursement status of project funds;
  - Monitoring progress of activities in WBB and coordinate with Ministry of Women, Child Affairs, and Social Empowerment (MOWCASE), during the project implementation process;
  - Monitoring, with the assistance of the project staff, the progress of the project and its results indicators;
  - Ensure that all procurement activities in the Systematic Tracking of Exchanges in Procurement (STEP) of WB, including preparation of the General Procurement Notice, is done according to WB and government guidance;
  - Overseeing preparation of Withdrawal Approval Forms and obtaining necessary approval for disbursement of funds under the procurements;
  - Liaising with other Government Institutions (ex. Ministry of Finance, Economic Stabilization & National Policies, National Procurement Commission of Sri Lanka, Auditor General's Department
  - Supervising activities and evaluating the performance of project staff in the PMT;
  - Ensuring effective dialogue with MOWCASE and WB team on project implementation matters, including preparation of project implementation reports for the WB on a regular basis and upon request;
  - Identifying problems/impediments promptly as they arise during project implementation and take timely remedial actions;
  - Assisting with preparing the Borrower's contribution to the Implementation Completion Report (ICR);
  - Organize mission with the WB and follow up on actions agreed;
  - Prepare bi-annual report and submit it ahead of mission to the WB;
  - Other project related duties as agreed in the financing agreement, and during WB mission.

#### **4. REPORTING OBLIGATION**

The DPD will report directly to the WBB chairman on a daily basis and to the WBB board.

#### **5. DURATION OF THE ASSIGNMENT**

This is a full-time work assignment at the PMT. The services of the DPD are required for a period of 1 year with possible extension for up to 4 years of the Project duration. The DPD services shall be subject to annual performance evaluation based on performance indicators specified below. Performance evaluation shall be the basis for the extension or termination of the services. Facilities such as office space, intercom telephone facilities, personal computers, printing facilities, Internet access and stationery will be provided.

#### **6. PERFORMANCE INDICATORS**

The following performance indicators shall be used for performance assessment:

- Positive progress and good performance of the entrusted project activities, as per the TOR.
- Timely production of accurate project reports and documentation.
- Positive evaluation of performance by WBB chairman, WBB board, and the WB team.
- Timely monitoring, tracking and follow-up on the project activities, including Interim Unaudited Financial Reports (IUFRs).
- Effective management of other experts engaged by PMT.
- Support in implementing the capacity building agenda related to the Project.

#### **7. CONFIDENTIALITY AND CONFLICT OF INTEREST**

The DPD undertakes to comply with WBB and WB's policies and rules with regard to corrupt and fraudulent practices, conflict of interest and confidentiality. The DPD shall maintain confidentiality on all sensitive information obtained during the assignment and shall not publish wholly or in part the findings or such information, without prior written consent by the WBB. Any draft reports and other documents produced by the consultant will be discussed and cleared with the WBB before their final issue. A non-disclosure agreement (NDA) will be signed between the WBB and the selected candidate to be attached to the contract.

#### **8. QUALIFICATION REQUIREMENTS**

- Read web advertisement to find out Educational / Professional Qualifications.
- Excellent analytical and presentation skills.
- High degree of computer literacy, and intermediate to advanced knowledge of Microsoft Office Package (Excel, Word, and Power Point) and Internet.
- Excellent report writing and good command of both spoken and written English and Sinhala is required.
- Previous experience in project management with WB or other donor-funded projects preferable.

#### **9. METHOD OF PROCUREMENT**

The procurement method is (Individual consultant selection method) in line with the World Bank Procurement procedures.

## TERMS OF REFERENCE

**Welfare Benefits Board (WBB)  
Ministry of Finance, Economic Stabilization & National Policies (MoF)**

**SOCIAL PROTECTION PROJECT (SPP)**

**Individual Consultant- PROCUREMENT**

### **1. BACKGROUND**

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The Project Management Team (PMT) in WBB is looking for a qualified Procurement Specialist (PS) to help WBB manage all the procurement activities related to the above Project.



## **2. OBJECTIVE OF THE ASSIGNMENT**

The objective of the assignment is to provide technical support to PMT in WBB in carrying out procurement of goods/non consulting services and consultant services under the Project in line with WB procurement procedures<sup>1</sup>.

## **3. SCOPE OF WORK**

- Assist WBB at all stages of Project procurement to ensure that the correct procedures are followed;
- Report to the Deputy Project Director of the PMT for all activities /work related to procurements under the PIU;
- Assist WBB to achieve all procurement activities in a timely manner;
- Liaise with other Government Institutions (ex. Ministry of Finance, Economic Stabilization & National Policies, National Procurement Commission of Sri Lanka, Auditor General's Department) if any;
- Attend Procurement Committee Meetings and obtain necessary approval for procurements; Assist in preparing the procurement plan for the Project and update regularly for WBB approval and for submission to the WB for review;
- Assist WBB in maintaining an effective monitoring and recording system on procurement process, information and recording for document keeping; and use the systematic tracking of exchanges in procurement (STEP);
- Support WBB in developing an action plan to strengthen transparency and accountability in the procurement process (including complaint-handling mechanism, integrity pacts and sanctions procedures as per procurement rules of the Government and WB's Procurement Regulations) and also work with relevant divisions, if relevant, to enhance and ensure systematic disclosure of procurement related documents in the WBB website;
- Regularly upload procurement documents into STEP for WB's review and process related documentation on time; solve related problems with WB technical staff; print out procurement documents for the Projects' staff and management;
- Assist in developing and implementing a streamlined Project Procurement Strategy for Development (PPSD);
- Draft all procurement documents, such as Request for Expression of Interest (REOI), Special Procurement Notice (SPN), Request for Proposal (RFP), Request for Bid (RFB), Bid/Proposal Evaluation Reports, Contract Agreements, etc. for goods, consultants and non-consultant services in accordance with the schedule in the procurement plan and WB Procurement Regulations;
- Support WBB in conducting all evaluations and negotiations as required during the procurement process;
- Liaise with the WB for obtaining clearance on procurement activities;
- Conduct contract management by performing tasks such as monitoring progress of contracts implementation to ensure that it abides by the stipulated standards, procedures and planned procurement timetable;

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<sup>1</sup> Namely, the World Bank's "Procurement Regulations for IPF Borrowers" (Procurement Regulations) dated November 2020, and the "Guidelines on Preventing and Combating Fraud and Corruption in Projects Financed by IBRD Loans and IDA Credits and Grants", dated October 15, 2006, and revised in January 2011 and as of July 1, 2016, and other provisions stipulated in the Legal Agreement.

- Assist the project team to ensure adequate annual budget allocations for project activities;
- Assist the project team to prepare regular implementation status reports as required by the Project Steering Committee, WBB and WB;
- Provide inputs in updating project Operations Manual and other project documents as required;
- Build up capacity of the WW staff on procurement as required, including via hands-on training and formal training as requested; and
- Support other project related activities as may be assigned by WBB/Project Deputy Director.

#### **4. REPORTING OBLIGATION**

The PS will report directly to the WBB chairman and Deputy Project Director of the PMT and will work closely with other PMT staff.

#### **5. DURATION OF THE ASSIGNMENT**

This is a full-time work assignment at PMT of WBB. The services of the PS are required for a period of 1 year with a possible extension for up to 4 years of the Project duration. The PS's services shall be subject to annual performance evaluation based on performance indicators specified below. Performance evaluation shall be the basis for extension or termination of the services. Facilities such as office space, intercom telephone facilities, personal computers, printing facilities, Internet access and stationery will be provided.

#### **6. PERFORMANCE INDICATORS**

The following performance indicators shall be used for performance assessment:

- Positive progress and good performance of the entrusted procurement activities, as per procurement plan;
- Timely production of accurate procurement reports and procurement documents;
- Positive evaluation of performance by WBB chairman and board and WB during prior and ex-post review;
- Timely monitoring, tracking and follow-up of the project procurement plan;
- Regular update and download of documents through STEP, to avoid delays on procurement implementation;
- Efficient team work and coordination of procurement activities;
- Support in implementing the capacity building agenda related to Procurement; and
- Accurate and regularly updated procurement filing system, in both hard and soft copies.

#### **7. CONFIDENTIALITY AND CONFLICT OF INTEREST**

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## **8. QUALIFICATIONS AND EXPERIENCE REQUIREMENTS**

- Read web advertisement to find out Educational / Professional Qualifications.
- A past similar assignment of same level and nature in a government or International Financial Institution project is highly desirable;
- Knowledge of and experience with application of WB procurement procedures is required;
- High degree of computer literacy, and intermediate to advanced knowledge of Microsoft Office Package (Excel, Word and Power Point) and Internet; knowledge and experience using STEP (WB Projects) or similar software is a strong advantage;
- Excellent report writing and good command of both spoken and written English and Sinhala is required.

## **9. METHOD OF PROCUREMENT**

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**Welfare Benefits Board (WBB)**  
**Ministry of Finance, Economic Stabilization & National Policies (MoF)**

### **SOCIAL PROTECTION PROJECT (SPP)**

#### **COMMUNICATION SPECIALIST (CS)**

## **1. BACKGROUND**

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The Project Management Team (PMT) in WBB is looking for a qualified Communication Specialist (CS) to help WBB conduct financial management activities related to the above Project.

## **2. OBJECTIVE OF THE ASSIGNMENT**

The overall objective of the assignment is to provide technical support to WBB in implementing Project's communication activities in line with Project Appraisal Document and/or Project Operations Manual. The Communication Specialist will be responsible for designing, implementing, and monitoring overall communication strategy.

## **3. SCOPE OF WORK**

- Develop Communication Strategy, systems, and action plans to help achieve the Project Development Objectives;
- Assist the WBB to finalize the proposed communication/media strategy and action plans;
- Conduct frequent stakeholder consultations to receive feedback to improve communication messages.
- Closely monitor feedback on communication messages using field visits and other methods and issue rejoinders (if necessary).
- Measure, assess and report progress on communication that helped to achieve of results.
- Consolidate, review and report key findings (from evaluations) in a prior agreed format, detailing lessons learned and specify recommendations for future actions for improvements.
- At weekly intervals, systematically review the communication strategic plan to ensure continuing relevance to project objectives and direction;
- Conduct research to monitor outcomes;
- Provide overall guidance on social issues and social inclusion working in close collaboration with the social safeguard specialist;
- Assist implementation of communication activities indicated in the Environmental and Social Commitment Plan (ESCP) and Stakeholder Engagement Plan,
- Build communication capacity of key stakeholders (or counterpart agencies) to present communication messages and effective use of available media;
- Design and develop internal communication messages and monitor progress;
- Prepare monthly communication reports to be shared with the WBB Board members, MoF, and the World Bank;
- Any other task as assigned by the Project Director (PD).

## **4. REPORTING OBLIGATION**

The Communication Specialist will report directly to the Project Director and work closely with other PMT and WBB staff.

## **5. DURATION OF THE ASSIGNMENT**

This shall be a full-time work assignment at PMT in WBB, MoF. The services of the Communication Specialist is required for a period of 1 year with possible extension for the Project duration.

## **6. CONFIDENTIALITY AND CONFLICT OF INTEREST**

The consultant undertakes to comply with GoSL's and WB's policies and rules with regard to corrupt and fraudulent practices, conflict of interest and confidentiality. The consultant shall maintain confidentiality on all sensitive information obtained during the assignment and shall not publish wholly or in part the findings or such information, without prior written consent by the WBB. Any draft reports and other documents produced by the consultant will be discussed and cleared by the PD before their final issue.

## **7. QUALIFICATIONS AND EXPERIENCE REQUIREMENTS**

- Read web advertisement to find out Educational / Professional Qualifications.
- High degree of computer literacy, and intermediate to advanced knowledge of Microsoft Office Package (Excel, Word and Power Point), Internet;
- Experience in monitoring media (both traditional and social media) is an advantage;
- Excellent report writing and good command of both spoken and written English and local languages are required.

## **8. PROFESSIONAL COMPETENCIES**

- Ability to read and write excellent English and produce project reports in English for regular and continuous presentations to World Bank staff.
- Ability to guide and deliver the range of monitoring and evaluation activities required by the project.
- Ability to interact with staff in the relevant agencies.
- Effectiveness in analyzing and resolving media/communication issues.
- Familiarity with the relevant Government procedures and regulations in use of communication.
- High level of computer literacy, including Word, Excel, email and the internet.
- Strong communication skills and good interpersonal relations.

## **9. METHOD OF RECRUITMENT**

Placement of advertisement to select the best candidate

The procurement method - Individual consultant selection method using the World Bank Procurement procedures.

## TERMS OF REFERENCE

**Welfare Benefits Board (WBB)**  
**Ministry of Finance, Economic Stabilization & National Policies (MoF)**

### **SOCIAL PROTECTION PROJECT (SPP)**

#### **FINANCIAL MANAGEMENT SPECIALIST (FMS)**

## **1. BACKGROUND**

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The Project Management Team (PMT) in WBB is looking for a qualified National Financial Management Specialist (FMS) to help WBB conduct financial management activities related to the above Project.

## **2. OBJECTIVE OF THE ASSIGNMENT**

The overall objective of the assignment is to provide technical support to WBB in implementing Project Financial Management activities in line with WB fiduciary requirements. The Financial Management Specialist will be responsible for establishing, maintaining, and overlooking financial management arrangements and procedures, including accounting systems, internal controls including internal audit, planning, budgeting and financial reporting systems, flow of funds and external auditing.

## **3. SCOPE OF WORK**

- Assist WBB to carry out Financial Management activities under the Project.
- Assist WBB with the project budgeting process & liaise with Ministry of Finance, Economic Stabilization & National Policies (MOF) to include the relevant budget provisions for the project annually in the Government of Sri Lanka (GoSL) budget estimates under the appropriate sources of financing.
- Maintain the Project accounting system and provide confirmation of the proper receipt and use of Project funds in accordance with the Project Financing Agreement between MOF and WB. This system should ensure timely and accurate accounting of all transactions under the Project and clear presentation of financial information.
- Lead the beneficiary payment process, reconcile transactions, and resolve issues on a regular basis.
- Ensure that Project financial statements are prepared as per applicable accounting standards and audit reports are submitted to WB by June 30 each year for the preceding year. The auditor's report should be accompanied by the auditor's management letter.
- Facilitate the external audit & internal audit process, prepare a consolidated response to WB on audit qualifications/exceptions/observations, analyze the same and take suitable corrective actions as required.
- Ensure that quarterly, semi-annual and annual project progress reports, including quarterly Interim Unaudited Financial Reports (IUFRs), are submitted to WB as per agreed timelines.
- Carry out financial performance reviews of Project activities in accordance with WB requirements and following internal controls as applicable.
- Verify invoices, bills and documents received from suppliers, contractors and consultants in order to ensure correct payments.
- Manage the Designated Account and other relevant bank accounts opened for the project; Verify disbursement information in signed contracts against Financial Agreement (the disbursement schedule and disbursement letter).
- Prepare withdrawal applications and obtain authorizing signature from WBB/MOF (or of designated persons).
- Track disbursements of WB loan and Government funds if any.
- Monitor project expenditure and costs (local and foreign).
- Liaise with key ministries and organizations concerned with the project implementation – such as MOF and other participants.
- Keep accurate filing system for all financial management documents.
- Conduct any other project related activity assigned by the Project Director.
- Prepare financial forecast for the project.



#### **4. REPORTING OBLIGATION**

The FMS will report directly to the Project Director/ Additional Commissioner Finance and work closely with other PMT and WBB staff.

#### **5. DURATION OF THE ASSIGNMENT**

This shall be a full-time work assignment as part of the Project Management Team (PMT) in WBB, MoF. The service of the FMS is required for a period of 1 year with possible extension for the Project duration.

#### **6. PERFORMANCE INDICATORS**

The following performance indicators shall be used for performance assessment:

- Positive progress and good performance of the entrusted financial management activities, as per the TOR.
- Timely production of accurate financial management reports and documents.
- Positive evaluation of performance by WBB and WB during prior and ex-post review.
- Timely monitoring, tracking and follow-up of the project financial management activities, including IUFRRs.
- Efficient team work and coordination of financial management activities.
- Efficient support in implementing the capacity building agenda related to Financial Management.
- Accurate and regularly updated financial management and filing system, in both hard and soft copies.

#### **7. CONFIDENTIALITY AND CONFLICT OF INTEREST**

The consultant undertakes to comply with GoSL's and WB's policies and rules with regard to corrupt and fraudulent practices, conflict of interest and confidentiality. The consultant shall maintain confidentiality on all sensitive information obtained during the assignment and shall not publish wholly or in part the findings or such information, without prior written consent by the WBB. Any draft reports and other documents produced by the consultant will be discussed and cleared by the PD before their final issue.

#### **8. QUALIFICATIONS AND EXPERIENCE REQUIREMENTS**

- Read web advertisement to find out Educational / Professional Qualifications.
- Knowledge and experience of WB financial management procedures is a strong advantage.
- High degree of computer literacy, and intermediate to advanced knowledge of Microsoft Office Package (Excel, Word and Power Point) and Internet; knowledge and experience using STEP (WB Projects) or similar software is a strong advantage.
- Experience in payment methods and bank transfer reconciliation is an advantage.
- Excellent report writing and good command of both spoken and written English and local languages are required.

#### **9. PROFESSIONAL COMPETENCIES**

- Ability to read and write excellent English and produce project reports in English for regular and continuous presentations to World Bank staff.

- Ability to guide and deliver the range of financial management activities required by the project.
- Ability to interact with staff in the relevant agencies.
- Effectiveness in analyzing and resolving project implementation issues.
- Familiarity with the relevant Government procedures and regulations.
- High level of computer literacy, including Word, Excel, email and the internet.
- Strong communication skills and good interpersonal relations.

## **10. METHOD OF PROCUREMENT**

The procurement method is (Individual consultant selection method) in line with the World Bank Procurement procedures.

## TERMS OF REFERENCE

**Welfare Benefits Board (WBB)**  
**Ministry of Finance, Economic Stabilization & National Policies (MoF)**

### **SOCIAL PROTECTION PROJECT (SPP)**

### **GRIEVANCE REDRESS SPECIALIST (GRMS)**

#### **1. BACKGROUND**

**1.1 Context.** Sri Lankans have been hit by a significant economic downturn over the past two years. The spread of the coronavirus pandemic, as well as fiscal and monetary indiscipline have shrunk the economy. Sri Lanka's gross domestic product contracted by 7.8% in 2022, while inflation peaked at 69.8% in September 2022, and the Sri Lankan Rupee (LKR) depreciated close to 80 percent against the US dollar in 2022. As a result, the poverty rate doubled from 13.1% to 25% (\$3.65 per capita, 2017 PPP) between 2021 and 2022. Around 75% of households were estimated to have experienced a reduction in their incomes, and 37% of households were facing acute food insecurity in November 2022. Moreover, women-headed households, which were already 60 percent poorer than male headed households, were pushed deeper into poverty.

**1.2 The Project.** The Social Protection Project (P178973), approved by the World Bank (WB) Executive Board, supports the Government of Sri Lanka (GoSL) in implementing key reforms that will increase efficiency and effectiveness of spending and improving the responsiveness of the social protection system. The Project Development Objective of the Project is to support Sri Lanka in providing better targeted income and livelihoods opportunities to the poor and vulnerable.

**1.3 Project Components and Funding.** The total value of the Project is US\$200 million. The first component of the Project is allocated with \$185 million to streamline and finance the new country welfare benefit payment Aswesuma. The second component is allocated with US\$7 million to pilot an economic inclusion program – which will be Sri Lanka's first comprehensive "Economic Inclusion Pilot" – using global experience, and the third component of US\$8 million is to strengthen the government's capacity to deliver the social protection programs.

**1.4 Implementation Arrangements.** The Project has two implementing agencies: Ministry of Finance, Economic Stabilization & National Policies (MoF) and Ministry of Women, Child Affairs, Social Empowerment (MoWCASE). The Welfare Benefits Board (WBB), under MoF, will manage the day-to-day operations for strengthening of the social registry and payments to beneficiaries for new cash transfer program Aswesuma, while the Department of Samurdhi Development (DSD), under MoWCASE, will manage the day-to-day operations for the economic inclusion pilot and integrated family support.

The Project Management Team (PMT) in WBB is looking for a qualified Grievance Redress Specialist to help WBB conduct all the Grievance and Redress Mechanisms (GRMs) activities related to the above Project.

## **2. OBJECTIVE OF THE ASSIGNMENT**

The overall objective of the assignment is to provide technical support to WBB in developing a system to manage grievances in line with Project Appraisal Document, Project Operations Manual, and Environmental Social Commitment Plan (ESCP). The GRM Specialist will be responsible for establishing, maintaining, and overlooking grievance redress systems and developing reports to take remedial action.

## **3. SCOPE OF WORK**

- Assist the WBB to develop and finalize the GRM strategy and action plans;
- Support WBB in establishing an accessible, transparent, efficient and harmonized grievance management (GM) for project-affected people and other stakeholders interested in the Project;
- Provide clarity, predictability and uniformity on how grievances, complaints, and concerns will be received, assessed, sorted, resolved, and monitored under the project;
- Define the roles and responsibilities of the various parties involved in the consideration and resolution of grievances clearly;
- Facilitate improvement in the performance of staff involved in the GM and overall project performance (including environmental and social performance) through capacity-building, monitoring of grievance redress processes and periodical progress reporting.
- Closely monitor project implementation against all agreed indicators, using field visits and other methods;
- Measure, assess and report progress of grievances received and resolved in the entire country;
- Consolidate, review and report key findings (from evaluations) in a prior agreed format, detailing lessons learned and specify recommendations for future actions for improvement of project grievances;
- Build GRM capacity of key stakeholders/beneficiaries to produce quality data as well as effective use of GRM data for improvements;
- Prepare daily/monthly GRM reports to be shared with the WBB Board members, MoF, and the World Bank
- Any other task as assigned by the Project Director (PD).

## **4. REPORTING OBLIGATION**

The GRM Specialist will report directly to the Project Director and work closely with other PMT and WBB staff.

## **5. DURATION OF THE ASSIGNMENT**

This shall be a full-time work assignment at PMT in WBB, MoF. The services of the GRM Specialist is required for a period of 1 year with possible extension for the Project duration.

## **6. CONFIDENTIALITY AND CONFLICT OF INTEREST**

The consultant undertakes to comply with GoSL's and WB's policies and rules with regard to corrupt and fraudulent practices, conflict of interest and confidentiality. The consultant shall maintain confidentiality on all sensitive information obtained during the

assignment and shall not publish wholly or in part the findings or such information, without prior written consent by the WBB. Any draft reports and other documents produced by the consultant will be discussed and cleared by the PD before their final issue.

## **7. QUALIFICATIONS AND EXPERIENCE REQUIREMENTS**

- Read web advertisement to find out Educational / Professional Qualifications.
- Knowledge and experience of WB procedures is a strong advantage;
- High degree of computer literacy, and intermediate to advanced knowledge of Microsoft Office Package (Excel, Word and Power Point) and Internet;
- Excellent report writing and good command of both spoken and written English and local languages are required.

## **8. PROFESSIONAL COMPETENCIES**

- Ability to read and write excellent English, and produce project reports in English for regular and continuous presentations to World Bank staff.
- Ability to guide and deliver the range of grievance management activities required by the project.
- Proven understanding of issues related to social accountability, grievance mechanisms and stakeholder engagement;
- Excellent inter-personal, problem-solving, negotiation and training skills;
- Excellent communication, data analysis and report-writing skills in English;
- Capability to prioritize work and mitigate risks;
- Ability to work as part of a team, while at the same time being able to work and deliver independently;
- Ability to interact with staff in the relevant agencies.
- Effectiveness in analyzing and resolving project implementation issues.
- Familiarity with the relevant Government procedures and regulations.
- High level of computer literacy, including Word, Excel, email and the internet.
- Strong communication skills and good interpersonal relations.

## **9. METHOD OF RECRUITMENT**

Advertised to select the best candidate.

The procurement method - Individual consultant selection method using the World Bank Procurement procedures

## TERMS OF REFERENCE

**Welfare Benefits Board (WBB)**  
**Ministry of Finance, Economic Stabilization & National Policies (MoF)**

### **SOCIAL PROTECTION PROJECT (SPP)**

#### **MONITORING & EVALUATION SPECIALIST (M&ES)**

## **1. BACKGROUND**

**1.1 Context.** Sri Lankans have been hit by a significant economic downturn over the past two years. The spread of the coronavirus pandemic, as well as fiscal and monetary indiscipline have shrunk the economy. Sri Lanka's gross domestic product contracted by 7.8% in 2022, while inflation peaked at 69.8% in September 2022, and the Sri Lankan Rupee (LKR) depreciated close to 80 percent against the US dollar in 2022. As a result, the poverty rate doubled from 13.1% to 25% (\$3.65 per capita, 2017 PPP) between 2021 and 2022. Around 75% of households were estimated to have experienced a reduction in their incomes, and 37% of households were facing acute food insecurity in November 2022. Moreover, women-headed households, which were already 60 percent poorer than male headed households, were pushed deeper into poverty.

**1.2 The Project.** The Social Protection Project (P178973), approved by the World Bank (WB) Executive Board, supports the Government of Sri Lanka (GoSL) in implementing key reforms that will increase efficiency and effectiveness of spending and improving the responsiveness of the social protection system. The Project Development Objective of the Project is to support Sri Lanka in providing better targeted income and livelihoods opportunities to the poor and vulnerable.

**1.3 Project Components and Funding.** The total value of the Project is US\$200 million. The first component of the Project is allocated with \$185 million to streamline and finance the new country welfare benefit payment Aswesuma. The second component is allocated with US\$7 million to pilot an economic inclusion program – which will be Sri Lanka's first comprehensive "Economic Inclusion Pilot" – using global experience, and the third component of US\$8 million is to strengthen the government's capacity to deliver the social protection programs.

**1.4 Implementation Arrangements.** The Project has two implementing agencies: Ministry of Finance, Economic Stabilization & National Policies (MoF) and Ministry of Women, Child Affairs, Social Empowerment (MoWCASE). The Welfare Benefits Board (WBB), under MoF, will manage the day-to-day operations for strengthening of the social registry and payments to beneficiaries for new cash transfer program Aswesuma, while the Department of Samurdhi Development (DSD), under MoWCASE, will manage the day-to-day operations for the economic inclusion pilot and integrated family support.

The Project Management Team (PMT) in WBB is looking for a qualified Monitoring and Evaluation Specialist (M&E) to help WBB conduct M&E activities related to the above Project.

## **2. OBJECTIVE OF THE ASSIGNMENT**

The overall objective of the assignment is to provide technical support to WBB in implementing Project's monitoring and evaluation activities in line with Project Appraisal Document and/or Project Operations Manual. The Monitoring & Evaluation Specialist will be responsible for establishing, maintaining, and overlooking project monitoring arrangements and procedures, including monitoring and evaluation system development. The M&E specialist will also work closely with the Department of Census and Statistics (DCS) to ensure validity on national representative surveys implemented under the project and for any analysis needed for reviewing and improving the targeting formula for welfare benefits payment schemes.

## **3. SCOPE OF WORK**

- Develop Monitoring & Evaluation strategy, systems, and action plans to develop results to demonstrate the Project Development Objectives;
- Assist the WBB to finalize the proposed strategy and action plans;
- Conduct frequent stakeholder consultations to receive feedback to improve systems;
- Closely monitor project implementation against all agreed indicators, using field visits and other methods;
- Measure, assess and report progress on achievement of results;
- Consolidate, review and report key findings (from evaluations) in a prior agreed format, detailing lessons learned and specify recommendations for future actions for improvement of project performance;
- At annual intervals, systematically review the monitoring framework, M&E plan and methodologies, indicators, targets, data sources, etc to ensure continuing relevance to project objectives and direction;
- Conduct research to monitor outcomes;
- Build M&E capacity of key stakeholders/beneficiaries to produce quality data as well as effective use of M&E for improvements;
- Prepare monthly M&E reports to be shared with the WBB Board members, MoF, and the World Bank;
- Coordinate implementation of focus groups and national representative surveys to regularly review performance of the targeting and adequacy of the cash transfer programs;
- Any other task as assigned by the PD.

## **4. REPORTING OBLIGATION**

The M&E Specialist will report directly to the Project Director and work closely with other PMT and WBB staff.

## **5. DURATION OF THE ASSIGNMENT**

This shall be a full-time work assignment at PMT in WBB, MoF. The services of the M&E Specialist is required for a period of 1 year with possible extension for the Project duration.

## **6. CONFIDENTIALITY AND CONFLICT OF INTEREST**

The consultant undertakes to comply with GoSL's and WB's policies and rules with regard to corrupt and fraudulent practices, conflict of interest and confidentiality. The consultant shall maintain confidentiality on all sensitive information obtained during the assignment and shall not publish wholly or in part the findings or such information, without prior written consent by the WBB. Any draft reports and other documents produced by the consultant will be discussed and cleared by the PD before their final issue.

## **7. QUALIFICATIONS AND EXPERIENCE REQUIREMENTS**

- Read web advertisement to find out Educational / Professional Qualifications.
- Knowledge and experience of WB procedures is a strong advantage;
- High degree of computer literacy, and intermediate to advanced knowledge of Microsoft Office Package (Excel, Word and Power Point) and Internet;
- Experience in monitoring and evaluation of payment methods is an advantage;
- Experience in analytical work and survey implementation is an advantage;
- Excellent report writing and good command of both spoken and written English and local languages are required.

## **8. PROFESSIONAL COMPETENCIES**

- Ability to read and write excellent English and produce project reports in English for regular and continuous presentations to World Bank staff.
- Ability to guide and deliver the range of monitoring and evaluation activities required by the project.
- Ability to interact with staff in the relevant agencies.
- Effectiveness in analyzing and resolving project implementation issues.
- Familiarity with the relevant Government procedures and regulations.
- High level of computer literacy, including Word, Excel, email and the internet.
- Strong communication skills and good interpersonal relations.

## **9. METHOD OF RECRUITMENT**

Placement of advertisement to select the best candidate

The procurement method - Individual consultant selection method using the World Bank Procurement procedures.



## TERMS OF REFERENCE

**Welfare Benefits Board (WBB)**  
**Ministry of Finance, Economic Stabilization & National Policies (MoF)**

### **SOCIAL PROTECTION PROJECT (SPP)**

### **SOCIAL SAFEGUARDS SPECIALIST (SoSS)**

#### **1. BACKGROUND**

**1.1 Context.** Sri Lankans have been hit by a significant economic downturn over the past two years. The spread of the coronavirus pandemic, as well as fiscal and monetary indiscipline have shrunk the economy. Sri Lanka's gross domestic product contracted by 7.8% in 2022, while inflation peaked at 69.8% in September 2022, and the Sri Lankan Rupee (LKR) depreciated close to 80 percent against the US dollar in 2022. As a result, the poverty rate doubled from 13.1% to 25% (\$3.65 per capita, 2017 PPP) between 2021 and 2022. Around 75% of households were estimated to have experienced a reduction in their incomes, and 37% of households were facing acute food insecurity in November 2022. Moreover, women-headed households, which were already 60 percent poorer than male headed households, were pushed deeper into poverty.

**1.2 The Project.** The Social Protection Project (P178973), approved by the World Bank (WB) Executive Board, supports the Government of Sri Lanka (GoSL) in implementing key reforms that will increase efficiency and effectiveness of spending and improving the responsiveness of the social protection system. The Project Development Objective of the Project is to support Sri Lanka in providing better targeted income and livelihoods opportunities to the poor and vulnerable.

**1.3 Project Components and Funding.** The total value of the Project is US\$200 million. The first component of the Project is allocated with \$185 million to streamline and finance the new country welfare benefit payment Aswesuma. The second component is allocated with US\$7 million to pilot an economic inclusion program – which will be Sri Lanka's first comprehensive "Economic Inclusion Pilot" – using global experience, and the third component of US\$8 million is to strengthen the government's capacity to deliver the social protection programs.

**1.4 Implementation Arrangements.** The Project has two implementing agencies: Ministry of Finance, Economic Stabilization & National Policies (MoF) and Ministry of Women, Child Affairs, Social Empowerment (MoWCASE). The Welfare Benefits Board (WBB), under MoF, will manage the day-to-day operations for strengthening of the social registry and payments to beneficiaries for new cash transfer program Aswesuma, while the Department of Samurdhi Development (DSD), under MoWCASE, will manage the day-to-day operations for the economic inclusion pilot and integrated family support.

The Project Management Team (PMT) in WBB is looking for a qualified Social Safeguard Specialist to help WBB conduct social safeguards activities related to the above Project.

## **2. OBJECTIVE OF THE ASSIGNMENT**

The overall objective of the assignment is to provide technical support to WBB in implementing Project's environmental and social safeguards activities in line with Project Appraisal Document and/or Project Operations Manual. The Social Safeguards Specialist will be responsible for establishing, maintaining, and overlooking social safeguard arrangements and procedures, including monitoring and evaluation system development.

## **3. SCOPE OF WORK**

- Provide technical direction for the management on environmental and social (E&S) risks and impacts under the Project as per World Bank's Environmental and Social Framework (ESF).
- Support the implementation of E&S instruments required under the Project, including Environmental and Social Commitment Plan (ESCP), Stakeholder Engagement Plan (SEP), an Indigenous People's Planning Framework (IPPF), and including E&S Guidelines included in the Project Operations Manual (POM).
- Work on the tasks outlined below in collaboration with the project's Communications Specialist, Grievance Mechanism Officer, Procurement Specialists, and other technical teams.
- Ensure the implementation of all provisions stipulated in terms of E&S Management in the Environmental and Social Commitment Plan (ESCP) of the project are duly implemented throughout the project cycle.
- Ensure the requirements stipulated in the SEP are implemented throughout the project lifetime including risk communication actions; maintain documentation of consultations carried out.
- Ensure the provisions of the ESCP on labour management commitments are implemented (including Code of Conduct and GRM for project workers) by respective teams in the project and monitoring records are maintained.
- Support the Grievance Mechanism Officer to operationalize the Grievance Redress Mechanisms for the project, including the preparation and endorsement of necessary guidelines and protocols for the intake, resolution, documentation and communication of the grievances.
- Conduct Environmental and Social (E&S) Screening and due diligence of livelihood support interventions and support to achieve E&S sustainability.
- Support the preparation of the Gender action plan and provide technical guidance for teams to implement the actions.
- Ensure vulnerable groups are not excluded and targeted / specialized support is provided to them.
- Support the implementation of Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) prevention measures including SEA/SH incident reporting mechanism.
- Review TORs, Consultancy documents, guidelines and other documents prepared via the project to ensure adequate inclusion of environmental and social due diligence in the process.
- Ensure Implementation of the Projects E-Waste Management Guidelines over the course of the project.
- Maintain close coordination with the relevant stakeholders, including technical focal points and divisional/district level officials of implementing agencies and provide necessary technical assistance to facilitate the implementation, management and monitoring of E&S requirements of the project.
- Facilitate/organize & conduct capacity building programs on the World Bank's Environmental and Social Framework, Stakeholder Engagement Plan, IPPF, E&S guidelines in the Operations Manual and implementation procedures and other

relevant topics to all project implementing agency teams as necessary to implement commitments in the Environmental Social Commitment Plan.

- Monitor and report to Project Management and the World Bank on the overall environmental and social performance of the project as part of PMT's periodic progress reporting and prepare relevant updates outlined in the ESCP and guided by the World Bank.
- Any other task as assigned by the Project Director (PD).

#### **4. REPORTING OBLIGATION**

The Social Safeguards Specialist will report directly to the Project Director and work closely with other PMT and WBB staff.

#### **5. DURATION OF THE ASSIGNMENT**

This shall be a full-time work assignment at PMT in WBB, MoF. The services of the Social Safeguards Specialist is required for a period of 1 year with possible extension for the Project duration.

#### **6. CONFIDENTIALITY AND CONFLICT OF INTEREST**

The consultant undertakes to comply with GoSL's and WB's policies and rules with regard to corrupt and fraudulent practices, conflict of interest and confidentiality. The consultant shall maintain confidentiality on all sensitive information obtained during the assignment and shall not publish wholly or in part the findings or such information, without prior written consent by the WBB. Any draft reports and other documents produced by the consultant will be discussed and cleared by the PD before their final issue.

#### **7. QUALIFICATIONS AND EXPERIENCE REQUIREMENTS**

- Read web advertisement to find out Educational / Professional Qualifications.
- Prior experience working & engaging with communities & multiple stakeholders at different levels, especially in the Social Protection sector and providing livelihood support.
- Knowledge on issues affecting vulnerable groups and gender issues in development, particularly related gender-based violence.
- Experience working with donor funded projects and implementation of safeguards, with World Bank/Asian Development Bank financed operations is an advantage.
- Knowledge of environmental and social regulatory requirements of Sri Lanka and the Social Protection Sector.

#### **8. PROFESSIONAL COMPETENCIES**

- Ability to read and write excellent English and produce project reports in English for regular and continuous presentations to World Bank staff.
- Ability to guide and deliver the range of social safeguards activities required by the project.
- Ability to interact with staff in the relevant agencies.
- Effectiveness in analyzing and resolving project implementation issues.
- Familiarity with the relevant Government procedures and regulations.
- High level of computer literacy, including Word, Excel, email and the internet.

- Strong communication skills and good interpersonal relations.

## **9. METHOD OF RECRUITMENT**

Advertised to select the best candidate.

The procurement method - Individual consultant selection method using the World Bank Procurement procedures

## TERMS OF REFERENCE

**Welfare Benefits Board (WBB)**  
**Ministry of Finance, Economic Stabilization & National Policies (MoF)**

### **SOCIAL PROTECTION PROJECT (SPP)**

#### **INFORMATION TECHNOLOGY TECH LEAD**

## **1. BACKGROUND**

**1.1 Context.** Sri Lankans have been hit by a significant economic downturn over the past two years. The spread of the coronavirus pandemic, as well as fiscal and monetary indiscipline have shrunk the economy. Sri Lanka's gross domestic product contracted by 7.8% in 2022, while inflation peaked at 69.8% in September 2022, and the Sri Lankan Rupee (LKR) depreciated close to 80 percent against the US dollar in 2022. As a result, the poverty rate doubled from 13.1% to 25% (\$3.65 per capita, 2017 PPP) between 2021 and 2022. Around 75% of households were estimated to have experienced a reduction in their incomes, and 37% of households were facing acute food insecurity in November 2022. Moreover, women-headed households, which were already 60 percent poorer than male headed households, were pushed deeper into poverty.

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**1.4 Implementation Arrangements.** The Project has two implementing agencies: Ministry of Finance, Economic Stabilization & National Policies (MoF) and Ministry of Women, Child Affairs, Social Empowerment (MoWCASE). The Welfare Benefits Board (WBB), under MoF, will manage the day-to-day operations for strengthening of the social registry and payments to beneficiaries for new cash transfer program Aswesuma, while the Department of Samurdhi Development (DSD), under MoWCASE, will manage the day-to-day operations for the economic inclusion pilot and integrated family support.

The Project Management Team (PMT) in WBB is looking for a qualified Social Safeguard Specialist to help WBB conduct social safeguards activities related to the above Project.

## **2. OBJECTIVE OF THE ASSIGNMENT**

The overall objective of the assignment is to provide technical support to WBB in implementing Project's information technology and communication activities in line with Project Appraisal Document and/or Project Operations Manual. The Tech Lead will be responsible for designing, implementing, and overall system.

## **3. SCOPE OF WORK**

- Overall: The selected candidate should provide technical guidance and support to the Welfare Benefit Board to evaluate the systems being developed to administer the Aswesuma Welfare Benefit Program. Understand the system and operational requirements of implementing an integrated welfare mechanism across the country. Assess the quality of the software and its scalability to meet the needs of the Welfare Benefit Board and integrating the welfare benefits across various government organizations.
- Project Management: Collaborate closely with frontend stakeholders, designers, and backend development teams to manage the overall deliverable timelines. Effectively plan, prioritize, and manage development tasks in coordination with the development team, and ensuring adherence with the specified deadlines and quality standards.
- Code Review and Quality Assurance: Conduct comprehensive code reviews to maintain coding standards, optimize performance, and ensure code quality. Collaborate with the QA team to develop and execute frontend testing strategies, ensuring a bug-free and seamless user experience.
- Collaboration and Communication: Collaborate effectively with cross-functional teams, including designers, backend developers, and stakeholders. Communicate project progress, challenges, and solutions in a clear and concise manner. Foster effective communication channels within the frontend team.
- Technology Evaluation and Adoption: Evaluate and recommend suitable tools, libraries, and frameworks to ensure frontend development efficiency, maintainability, and performance.
- Problem Solving: Identify and address technical challenges and roadblocks, employing strong problem-solving skills. Propose innovative solutions to improve the development processes, enhance user experience, and optimize performance.

## **4. REPORTING OBLIGATION**

The Tech Lead will report directly to the Project Director and work closely with Information Technology Specialist and WBB staff.

## **5. DURATION OF THE ASSIGNMENT**

This shall be a full-time work assignment at PMT in WBB, MoF. The services of the Tech Lead is required for a period of 1 year with possible extension for the Project duration.

## **6. CONFIDENTIALITY AND CONFLICT OF INTEREST**

The consultant undertakes to comply with GoSL's and WB's policies and rules with regard to corrupt and fraudulent practices, conflict of interest and confidentiality. The consultant shall maintain confidentiality on all sensitive information obtained during the assignment and shall not publish wholly or in part the findings or such information, without prior written consent by the WBB. Any draft reports and other documents produced by the consultant will be discussed and cleared by the PD before their final issue.

## **7. QUALIFICATIONS AND EXPERIENCE REQUIREMENTS**

- Read web advertisement to find out Educational / Professional Qualifications.
- Proven experience as a frontend developer with a deep understanding of frontend technologies, including HTML, CSS, JavaScript, and programming experience in PHP and MySQL or similar database framework. Strong knowledge of frontend architecture, design patterns, and best practices for performance optimization and cross-organizational data interchange.
- Possess a deep understanding of the largescale decentralized systems and having worked with 3<sup>rd</sup> party software vendors.
- Demonstrate effective communication and interpersonal skills, with the ability to collaborate effectively with cross-functional teams and stakeholders.
- Proficiency in problem-solving, critical thinking, and decision-making.
- Ability to multitask, prioritize effectively, and thrive in a fast-paced, deadline-driven environment.
- Passion for staying up-to-date with emerging technologies, trends, and industry standards.
- Experience in delivering solutions within an enterprise or SaaS environment is a plus.

## **8. PROFESSIONAL COMPETENCIES**

- Ability to read and write excellent English and produce project reports in English for regular and continuous presentations to World Bank staff.
- Ability to guide and deliver the range of social safeguards activities required by the project.
- Ability to interact with staff in the relevant agencies.
- Effectiveness in analyzing and resolving project implementation issues.
- Familiarity with the relevant Government procedures and regulations.
- High level of computer literacy, including Word, Excel, email and the internet.
- Strong communication skills and good interpersonal relations.

## **9. METHOD OF RECRUITMENT**

Advertised to select the best candidate.

The procurement method - Individual consultant selection method using the World Bank Procurement procedures