

## **TERMS OF REFERENCE FOR THE R&D PROJECT**

**1.0 TITLE:** Study of Social Accountability at the Work Place

### **2.0 BACKGROUND:**

**2.1** Social accountability in the workplace refers to the responsibility of individuals and organizations to act in a manner that considers the well-being of society and stakeholders. It goes beyond simply complying with laws and regulations and involves ethical considerations, transparency, and a commitment to making a positive impact on the broader community. Social accountability benefits society at large and also enhances an organization's reputation, employee morale, and long-term success.

**2.2** BIS has published a standard IS 16001: 2012 “Social Accountability at the Work Place — Requirements”. This standard specifies requirements to enable an organization to establish, maintain and implement policies, procedures and practices concerning issues relating to social accountability at the workplace and within its sphere of influence. The standard also specifies requirements to enable an organization to demonstrate that its policies, procedures and practices are in conformity with applicable requirements specific to this standard.

**2.3** The standard IS 16001:2012 Social Accountability at the workplace – Requirement is being considered for review.

**2.4** In recent years, Government has enacted/ amended several acts like child labour, forced labour, Anti-discrimination laws, Environmental Regulations, Whistle blower Protection, Data Protection and Privacy laws, workplace safety laws to protect the rights of workers in order to ensure robust and healthy culture at workplace. Different organisations including Public Service Undertakings (PSU)s, Government organisations, Private organizations, etc. have also initiated different reforms for improving social accountability at work place.

**2.5** The project is envisaged to have a comprehensive study on recent reforms and collect feedback from all the stakeholders and also identify the challenges being faced in implementing reforms related to social accountability at work place. The study should also include the best practices being practiced in other countries.

### **3.0 OBJECTIVE:**

**3.1** To understand the aspirations and requirements of all stake holders and propose necessary amendment /revision to the existing Standard.

**3.2** To provide a report with all relevant data, facts and analysis to help in revision of IS 16001:2012.

### **4.0 SCOPE:**

**4.1** Extensive and thorough examination of the available literature on the topic, including but not restricted to the following and provide comparative analysis :

- a) International standards in the field;
- b) Research papers in the field;

- c) Guidelines by ministry/regulatory bodies;
- d) Any studies being conducted by any other organization;
- e) Best practices in organizations; and
- f) Any other sources;

**4.2** Identification of stakeholders and interact with them. A survey through a structured questionnaire shall be carried out to ascertain the extent of awareness about the standard. The survey shall be carried out on the following aspects:

- a) Challenges involved in organizations in non- implementation of this standard;
- b) Identification of parameters that need to be amended or revised;
- c) Identification of best practices followed by organizations to prevent fraud and corruption;
- d) Identification of Gap Areas;
- e) Interaction with/survey of different stakeholders;
- f) Collection, collation, analysis and interpretation of data collected;
- g) Recording and analysis of results.

At least 6 such organizations which have not implemented IS 16001 but may implement shall be visited. The outcome of survey should help in revision and implementation of IS 16001. In addition, 3 stakeholders like potential beneficiaries of such social accountability activity or other beneficiaries (the stakeholders may be individuals also) shall also be visited for studying their requirements at workplace.

## **5.0 RESEARCH METHODOLOGY:**

Suggested methodology for the proposed R&D should be as follows:

**5.1 Literature Review** – Undertake literature review as per 4.1 and prepare report including comparative analysis and policy approach implemented by public service organizations in India and abroad.

**5.2 Field Visit** – Carry out field study in different types of organizations/stakeholders in line with 4.2 above. The proposer is expected to discuss field visit plan to BIS. Once the plan suggested by researcher is approved by BIS, it is expected by proposer to conduct those visits as per approved plan.

**5.3 Field survey and Data collection** – Interaction with different stakeholders like potential implementors of IS 16001, other stakeholders etc. in different locations of the country shall be done during field visit. Data should be collected through questionnaire/ feedback/ survey/ brainstorming sessions and shall form the part of the report.

**5.4 Analysis and report preparation** – The proposer shall prepare the report for BIS covering different aspects of scope supported by relevant data.

## **6.0 OUTLINE OF THE TASKS AND DELIVERABLES EXPECTED FROM THE PROPOSER:**

**6.1** Project report, in hard copy and digital formats, covering all aspects mentioned in scope. The report shall have specific recommendation on the scope of study.

**6.2** Questionnaires, discussion, visit and survey reports to be appended with the project report.

## **7.0 TIMELINE AND METHOD OF PROGRESS REVIEW:**

Timeline for the project is 4 months from the date of award of the project.

### **7.1 Stages for Review**

**7.1.1 Stage I:** At the end of 1st month, project allottee shall prepare brief report identifying the following:

- a) Details of literature review carried out and summarized report;
- b) Identification of different organizations, stakeholders, beneficiaries to be visited (see 4.3);
- c) Details of the plan and information to be collected through interactions from the above-mentioned stakeholders and visits to be carried out;

BIS will evaluate the plan and provide feedback, if any.

**7.1.2 Stage II :** At the end of 3rd month, project allottee shall submit draft report with the following information:

- a) Reports of visits carried out to different
- b) Details of the data collected while interaction with different stakeholders; and
- c) Analysis of data and correlation with the findings.

BIS will evaluate the draft report and provide feedback/recommend changes, if required.

After 4 months, project allottee shall submit final project report incorporating recommendations/feedback of BIS.

## **8.0 SUPPORT FROM BIS:**

BIS will provide access to latest available editions of Indian standards and/ or international standards relevant to the project, on request.

## **9.0 NODAL OFFICER:**

Mr. Rajiv Ranjan, Sc. C/Deputy Director, MSD, BIS, may be contacted at [msd@bis.gov.in](mailto:msd@bis.gov.in) for any queries on the research project.