

TERMS OF REFERENCE (TORS)

HIRING OF CONSULTING FIRM FOR CITIZEN ENGAGEMENT AND GRIEVANCE REDRESSAL MECHANISM FOR THE SINDH ENHANCING RESPONSE TO REDUCE STUNTING PROJECT (SERRSP)

I. PROJECT BACKGROUND AND DESCRIPTION

For decades Pakistan has been trying to reduce a high incidence of stunting and malnutrition. There is 40.02% stunting rate in Pakistan whereas in Sindh Province 45.5% of all children under five suffer from stunting¹. To address this grave situation, the Government of Sindh has initiated a five year multi-sector program, “Accelerated Action Plan for Reduction of Stunting and Malnutrition” (AAP) in collaboration with development partners with the goal of reducing stunting from 48% to 30% by 2021 by targeting nutritionally vulnerable segments of the population including children and women of reproductive age.

The AAP comprises of both nutrition-specific and nutrition sensitive interventions involving eight sectors namely 1) Health, 2) Livestock, 3) Fisheries, 4) Agriculture, 5) Social Welfare and 6) Population Welfare, 7) Local Government and 8) Education.

In order to ensure the implementation of Accelerated Action Plan by the sectors and development partners, Government of Sindh notified a Taskforce Secretariat for Nutrition (TFS) which is now working under the Planning and Development Department Government of Sindh.

The Government of Sindh requested the World Bank support in achieving this goal through the implementation of the AAP during 2017-2021. The World Bank’s DLI-based project titled “Sindh Enhancing Response to Reduce Stunting Project” sets an annual target of 1 percent reduction in stunting from 48% to 43% by 2021. The program is to be implemented across 29 districts of Sindh². However, initially the plan has prioritized 23 districts having stunting rate above 40 percent.

SERRSP comprises of two components; component 01 is a budgetary support to eight sectors to implement their respective interventions and component 2 of the project provides finance and technical assistance for strengthening key cross-cutting nutritional related interventions and project management. Under component 02, strengthening accountability and citizen engagement is a part of project management.

SERRSP will support efforts to enhance citizen engagement by strengthening advocacy, awareness, complaint registration, and grievance redressal.

¹ NNS results 2018 shows a decrease of stunting from 48% to 45.5% compared to NNS 2014

² Project Appraisal Document (p. 14), Sindh Enhancing Response to Reduce Stunting Project

II. Objectives and Scope of the Consultancy

The main objective of this assignment is for the consulting firm to enhance citizen engagement by strengthening existing systems and creating new ones where required pertaining to complaint registration, grievance redressal, and beneficiary feedback.

Current complaint registration systems include the following uptake channels: toll-free numbers, self-answering machines, walk-in complaints, drop box, courier, website grievances, and more.

The firm is expected to work with the Task Force Secretariat, all 8 AAP sectors and their implementing partners across 29 Sindh districts, and other relevant stakeholders as determined by Task Force Secretariat.

These systems are expected to be lifetime systems for AAP, and the Planning and Development Department, GoS.

The main objectives of the consultancy include the following:

- (i) Design an appropriate IT platform of complaint registration, grievance redressal, and beneficiary feedback with Government of Sindh (GoS) and all other AAP project partners.
- (ii) Provide operational support and capacity building of AAP stakeholders (also including involved sectors) regarding the I.T platform

III. Tasks of the Consultancy

Main tasks are:

1. Consultation with the Task Force at the start of the consultancy to review scope of the assignment and other related matters.
2. Study relevant program documents and hold consultations with relevant stakeholders;
3. Conduct assessment of sectors for existing complaint, grievance redressal, and beneficiary feedback mechanisms;
 - i. Develop and submit the assessment methodology and tools such as, but not limited to, questionnaires and checklists for data collection and finalize these in coordination with Task Force Secretariat
 - ii. Conduct a gap analysis of existing systems
4. Develop and submit a strategy to upgrade and integrate sectoral complaint, grievance redressal and beneficiary feedback systems as needed along with relevant timelines. Among other requirements, systems should be upgraded to ensure, to as far as possible, accessibility (including for the vulnerable and marginalized, people in remote areas etc.), efficiency, and effectiveness.
5. Develop and submit a detailed implementation work plan and methodology
6. Design an automated IT platform (including database) for complaint registration, grievance redressal, and beneficiary feedback. The platform will collate and process

complaints from different uptake channels. The platform will also maintain data of the complaints received, redressal provided, and beneficiary feedback received so that this may be analyzed periodically to improve delivery of services and benefits etc.

7. Hold consultations with all stakeholders, also including sectors, to obtain feedback on the design.
8. Piloting proposed GRM system. Duration of the pilot to be determined in consultation with the Task Force team.
9. Finalize the new system addressing any problems identified in the pilot
10. Explore scope for creating linkages between the new GRM system and the existing AAP Dashboard and then create linkages between them accordingly.
11. Conduct orientation trainings to build capacity of sectors and partners with regards to usage of newly established I.T platform
12. Provide back up support after designing this I.T platform. This will include but is not limited to troubleshooting, and making adjustments as needed by the Task Force Secretariat
13. Obtain user feedback regarding the I.T platform and share it with the Task Force Secretariat. Make necessary adjustments based on feedback as required
14. Submit reports: Each year, 4 quarterly reports and one summary report will need to be prepared and submitted. The number of reports may vary depending on implementation progress
15. Oversee the transition of system including linking it with any relevant MIS' as determined by the Task Force Secretariat or Planning and Development Department at the end of the project; and
16. Any other task relevant to the design of the IT platform of complaint registration, grievance redressal, and beneficiary feedback, and the provision of operational support and capacity building of AAP stakeholders for its use etc.

IV. Deliverables

The firm's activities must be in accordance with the program's operational requirements and with the World Bank's requirements and guidelines. The selected firm will submit the listed deliverables to the Task Force Secretariat within agreed timeframes. The deliverables will be reviewed and approved by Program Manager AAP, Task Force Secretariat.

1. Inception report for one year including a detailed work plan and methodology for designing citizen engagement mechanisms
2. Design tools for making assessment of existing citizen engagement mechanisms
3. Report on findings of assessments of the sectors' citizen engagement systems
4. Strategy for up gradation and integration of existing sectoral citizen engagement mechanisms into the proposed I.T platform
5. Establishment of automated IT platform for citizen engagement which covers all uptake channels of grievance registration (call, toll free number, self-answering machine, walk-in complaint, drop box, courier, recording of grievance on website of AAP, etc.), and includes collection and processing of beneficiary feedback regarding sectors' and partners' service delivery

6. Trainings and sensitization activities on design and usage of IT platform for all relevant stakeholders
7. Submit orientation training report
8. Quarterly, annual and completion reports that capture implementation progress, relevant processes and procedures, and relevant data for the stipulated time period; and
9. Final reports with learning and recommendations of program interventions based on user feedback and evidence.
10. On-going consultations with the Task Force and, as required, other stakeholders on deliverables, progress etc.

Please find details for submission of deliverable in Annex 1 of these TORs.

V. Contract Details and Selection Process

The firm will be selected in accordance with the procedures set out in the World Bank's Guidelines: Selection and Employment of Consultants by World Bank Borrowers, (January 2011, Revised July 2014) through Quality- and Cost-Based Selection (QCBS) methods.

The firm shall be contracted for one year initially. Based on performance the contract will be extended to subsequent years, up to the project end date.

VI. Qualifications

1. Experience: Firm should have proven at least 10 years overall experience in designing IT platforms (such as dashboards or MIS systems) of similar scale. Experience with design of citizen engagement and complaints mechanisms/systems, and working with public sector programs is preferred;
2. Verifiable statistical and research, monitoring and evaluation expertise, as relevant to the TORs
3. Documented experience of preparing concise and succinct quality reports to inform policy and technical decisions
4. Firm should be registered under the local laws of Pakistan
5. Firm should have financial audit and existing resources to prove their financial and institutional capacity.

Minimum Qualifications of Team to be deployed

At the minimum, the consulting firm shall depute following experts to the project:

- I. Team leader with relevant qualification such as master's degree (MA/MSc) in IT or relevant discipline (computer engineering, software project management, information engineering/sciences etc.) and 10 years' experience in designing similar IT platforms and previous experience with public sector programs;
- II. One IT Manager to integrate, analyze, and report on program data;
- III. One team member with recorded experience in designing high quality M&E tools;
- VI. One team member with relevant skills and expertise to facilitate capacity building through trainings etc.
- V. Personnel for data entry

Annexures: 01

S.N	Deliverables	Frequency	Timeline
01	Inception report including a detailed work plan and methodology for one year	Once	30 days from signing off the contract
02	Questionnaires, Protocol, templates, check lists and for conducting assessment of existing systems of Sectors.	Once	40 days of contract signing
03	Draft of report on assessment and gap analysis of sectors	Once	50 days of contract signing
04	Final report on assessment and gap analysis of sectors	Once	70 days of contract signing
05	Strategy with detailed methodology, work plan for up gradation of sectorial mechanism.	Once	85 days of contract signing
06	Report on piloting GRM System	Once	110 days of contract signing
07	Adjustment and improvements in the light of piloting results		130 days of contract signing
08	Submission of data set	Once	160 days of contract signing
09	Trainings Delivery	Once	175 days of contract signing
10	Draft of report on Trainings		185 days of contract signing
11	Final report on Trainings	Once	190 days of contract signing
12	Draft of Quarterly reports	Quarterly	On completion of each quarter
13	Final Quarterly Reports	Quarterly	After completion of each quarter
14	Draft of annual report		325 days of contract signing
15	Final Annual Report	Yearly, once	360 days of contract signing
16	Final Completion report of year with learnings and recommendations	Once on completion	365 days of contract signing
17	Final Completion report of year with learnings and recommendations	Once on completion	365 days of contract signing