

Terms of reference



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GENERAL INFORMATION

Title: Consultant for Complaint Handling Mechanism (Riau)

Project Name: *Badan Restorasi Gambut* (BRG) Support Facility

Reports to: Deputy III of BRG

Duty Station: Riau

Expected Places of Travel (if applicable): Jakarta, Jambi, Palembang

Duration of Assignment: 155 working days (October 2017 – May 2018)

REQUIRED DOCUMENT FROM HIRING UNIT

V	TERMS OF REFERENCE
(3)	CONFIRMATION OF CATEGORY OF LOCAL CONSULTANT, please select: (1) Junior Consultant (2) Support Consultant (3) Support Specialist (4) Senior Specialist (5) Expert/ Advisor CATEGORY OF INTERNATIONAL CONSULTANT, please select: (6) Junior Specialist (7) Specialist (8) Senior Specialist
V	APPROVED e-requisition

REQUIRED DOCUMENTATION FROM CONSULTANT

V	CV / P11
V	Copy of education certificate
V	Completed financial proposal
V	Completed technical proposal

Need for presence of IC consultant in office:

☒ partial

The consultant must give updates to Peatland Restoration Agency regarding the report on support of complaint handling unit management

☐ intermittent (explain)

☐ full time/office based (needs justification from the Requesting Unit)

Provision of Support Services:

Office space: ☐ Yes ☒ No

Equipment (laptop etc): ☐ Yes ☒ No

Secretarial Services ☐ Yes ☒ No

I. BACKGROUND

In January 2016, The Indonesia Peat Restoration Agency (Badan Restorasi Gambut – BRG) was established, through the Presidential Regulation No 1 of 2016,. The agency is mandated to coordinate and facilitate peat restoration of 2.6 million hectares in 7 provinces: Riau, Jambi, South Sumatra, West Kalimantan, Central Kalimantan, South Kalimantan and Papua.

As a newly born institution, BRG was not ready yet. To prepare BRG to be institutionally ready to undertake its mandate, it requested support from international donors. The Kingdom of Norway has provided assistance to BRG that was implemented by the United Nations Development Programme (UNDP). The BRG Support Facility project was established.

Under this project, UNDP assisted and facilitated BRG with administration, procurement, financial and monitoring support to make it institutionally ready for facilitating and coordinating peat restoration efforts, harmonize national policy on peat protection and management through acceleration of the revision of Government Regulation No. 71 Year 2014, and develop models for peat restoration at peat hydrological unit (KHG).

After one year of these support, BRG has achieved significant progress: BRG has been institutionally ready as a government institution, having it equipped with adequate staff, expert team, working unit, office space and equipment, developed peat indicative map and strategic planning that served as the basis for the agency to coordinate and facilitate peat restoration efforts; BRG has accelerated the revision of the Government Regulation No 71 Year 2014 on Peat Protection and Management into the new Regulation No 57 Year 2016 which marked significant chance in the approach of peat restoration efforts: emphasizing inclusive approach of peat restoration including the government, private sectors and the community, and incorporating efforts to address the root causes or driving factors of peatland damage that expected to emerge with a proper peat restoration solution; And finally BRG has been developing models for peat restoration implementation that includes all restoration activities (rewetting, re-vegetation and revitalization of community livelihood) in KHG of Pulau Padang, Riau Province.

The above achievement gave immediate impact to BRG in leveraging the state budget (APBN) as its main financing source. In the last quarter of 2016, BRG was granted an IDR 24 Billion (USD 1.8 Million) in state funding. In 2017, the state funding for BRG was increased in a massive scale amounting to IDR 865 Billion (USD 64 Million).

The Kingdom of Norway continues supporting BRG to strengthen BRG institution through Office Support and Capacity Building Project (OSCB) managed by the UNDP. The OSCB project will provide short-term administrative, logistical, and capacity building support, aiming at BRG institutional capacity is in full position to coordinate and facilitate peat restoration and protection in the first year priority provinces and move forward to other priority provinces.

UNDP will implement OSCB project for 12 months and prepare smooth transition to BRG. It is expected that by the end of March 2018, BRG will be in full capacity to carry over the activities under this project through a Project Management Unit or Government Mechanism. The capacity development of BRG will be achieved through the fulfilment of these indicators: BRG has recruited all essential staff personnel through state budget financing, number of agreements (MoU, community sub-projects, etc.) that are signed, and number of technical staff hired and number of guidelines prepared and adopted.

BRG, under Deputy III (Education, Socialization, Participation, and Partnership) places the community as an important part of the peat restoration strategy. Some of the Deputies function includes collection and accommodation of community's participation and support, coordination with provincial stakeholders and monitoring and evaluation.

BRG has developed a complaint handling mechanism system to accommodate community's participation. To monitor and maintain this system, consultants are needed. The Consultants for Complaint Handling Mechanism will assist the communities in conveying their complaint and other participation through system developed by BRG. The consultants will also maintain the system and monitor the progress of follow up information. The consultants will be placed in Jakarta and seven BRG's target provinces. Specific responsibilities will be detailed in the Scope of Works (SOWs).

II. SCOPE OF WORK, ACTIVITIES, AND DELIVERABLES

Scope of Work:

Under the general supervision of the Legal Specialist within Deputy for Socialization, Education, Participation and Partnership, the Consultants for Complaint Handling Mechanism will undertake the following activities:

1. Receive and register information or reports from stakeholders with regards to peatland restoration activities and other incidences related to peatland;
2. Maintain and integrate reports that are available for the public with regards to peatland restoration;
3. Create monitoring report on the progress of follow ups of information or reports received in order to provide updates for reporters of incidents;
4. Create monitoring report the progress of response to the complaint reports of incidents
5. Provide other necessary support with regards to the public complaint mechanism.
6. Provide analysis of capacity gaps and socialization and training plan

Expected outputs and deliverables:

These are the expected output and deliverables from the consultant

Deliverables/ Outputs	Target Due Dates	Review and Approvals Required
1 st deliverable on the submission and approval from UNDP/Deputy III of BRG on preliminary report on initial condition of complaint mechanism system and infrastructure in Pekanbaru.	October 2017 12 wds	Legal Specialist of Deputy III of BRG
2 nd deliverable on the submission and approval from UNDP/Deputy III of BRG on socialization and education of BRG's complaint mechanism to communities in Riau.	November 2017 22 wds	
3 rd deliverable on the submission and approval from UNDP/Deputy III of BRG on general review of complaints on BRG's peatland restoration programs and activities within Riau province	December 2017 19 wds	
4 th deliverable on the submission and approval from UNDP/Deputy III of BRG on	January 2018 22 wds	

annual analysis of complaints received by BRG on peatland restoration in Riau province.		
5 th deliverable on the submission and approval from UNDP/Deputy III of BRG on technical guidelines on complaint handling monthly reports in Riau.	February 2018 19 wds	
6 th deliverable on the submission and approval from UNDP/Deputy III of BRG on technical guidelines on complaint handling mechanism on provincial level in Riau.	March 2018 21 wds	
7 th deliverable on the submission and approval from UNDP/Deputy III of BRG on report for the typologies of complaints in Riau.	April 2018 20 wds	
8 th deliverable on the submission and approval from UNDP/Deputy III of BRG on lessons learned from the implementation of complaint handling mechanism in Riau.	May 2018 20 wds	

III. WORKING ARRANGEMENTS

Institutional Arrangement

The Consultant will be supervised by and report to Deputy III and Legal Specialist of Deputy III of BRG who will also carry out a performance evaluation at the end of the assignment.

Duration of the Work

155 working days within 8 months (October 2017 to May 2018)

Duty Station

Riau

Travel Plan

Below is an indicative travel plan for the duration of the assignment. The Consultant will be required to travel to the below indicated destinations and include the relevant costs into the proposal. There may be also unforeseen travel that will come up during the execution of the contract which will be agreed on ad-hoc basis.

No	Destination	Frequency	Duration/days
1	Riau - Jakarta	2 times (2 roundtrip)	Total 4 days. • 1 st travel : 2 days • 2 nd travel : 2 days
2	Riau - Jambi	1 times (1 roundtrip)	Total 2 days
3	Riau - Palembang	1 times (1 roundtrip)	Total 2 days

IV. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

Academic Qualifications:

Bachelor Degree in social science, politics, law, forestry, environmental science or related field

Experience & Skills:

- Proven track record of public service and peat restoration issues;
- Minimum 3 years working experience with development sector
- Have working experience in communicating with every level of actor involved in peat restoration (community, local government, civil society organizations, private companies);
- Have working experience in producing reports periodically;
- Have working experience in maintaining office official channels and/or other non-official channels for information and reports; including the web-based channels.

Core Competencies:

- Ability to think strategically and conduct coordination and dialogues with multi-stakeholders across project implementation levels;
- Demonstrated capacity to undertake operational and analytical tasks, work in teams, coach staff at sub-national supporting units and KPHs and share knowledge;
- Track record of dealing effectively with external and internal clients;
- Demonstrated ability to work independently with limited supervision, and achieving results with agreed upon objectives and deadlines;
- Client orientation with commitment to results on the ground;
- Ability to communicate, English skills will be advantage.

Functional Competencies:

Knowledge Management and Learning

Actively works towards continuing personal learning and development in one or more Practice Areas, acts on learning plan and applies newly acquired skills.

Development and Operational Effectiveness

Ability to formulate analysis and ideas in simple messages.

Good knowledge of the loan and investment environment Indonesia.

Management and Leadership

Focuses on impact and result for the client.

Consistently approaches work with energy and a positive, constructive attitude.

Demonstrates good oral and written communication skills.

Demonstrates openness to change and ability to manage complexities.

V. EVALUATION METHOD AND CRITERIA

Individual consultants will be evaluated based on the following methodologies:

Cumulative analysis using weighted scoring method will be applied to evaluate the applicant. The award of the contract will be made to the individual consultant whose offer has been evaluated and determined as:

- Responsive/compliant/acceptable with reference to ToR, and
- Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation.

* *Technical Criteria weight; 70%*

* *Financial Criteria weight; 30%*

Only candidates obtaining a minimum of 70 point would be considered for the Financial Evaluation

Criteria	Weight	Maximum Point
<u>Technical</u>		<u>100</u>
<i>Criteria A: qualification requirements as per TOR:</i>	<u>70%</u>	<u>70</u>
1. Bachelor Degree in social science, politics, law, forestry, environmental science or related field		20
2. Having work experience in communicating with every level of actor involved in peat restoration (community, local government, civil society organizations, private companies);		20
3. Having work experience in producing reports periodically		15
4. Minimum 3 years working experience with development sector		15
<i>Criteria B: Brief Description of Approach to Assignment (elaborate it in Technical Proposal)</i>	<u>30%</u>	<u>30</u>
<i>Criteria C: Further Assessment by Interview (if any)</i>	N/A	