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INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: 20 November 2017

Contracting Unit: UNDP Suriname

Description of the assignment: Grievance Redress Mechanism for Suriname

Division/Department: Sustainable Development Cluster

Period of assignment/services (if applicable): Up to 25 working days, spread over 12-month period

Location: Home-based, necessary field visits in Home country

Expected Start Date: December 2017

The applicant is requested to submit a Financial proposal (quotation) accompanied by a resume (CV) and P11 history form to the following email address procurement.sr@undp.org no later than **4 December 2017** with the assignment name as subject .

Please indicate clearly your availability during period mentioned above

Any request for clarification must be sent in writing, or by standard electronic communication to the e-mail address indicated above. **UNDP Suriname** will respond in writing or by standard electronic mail and will send written copies of the response, including an explanation of the query without identifying the source of inquiry, to all consultants.

1) Background

The introduction of REDD+ in participating countries will have a significant impact on the dynamics of conflicts over forest resources, and on land, oil, gas, minerals and other valuable resources in forested areas.

In line with the joint FCPF/UNREDD R-PP Template, a national feedback and grievance redress mechanism needs to be effectively available, and if necessary strengthened, as part of the country's REDD+ institutional arrangements. Such a mechanism needs to be available to REDD+ stakeholders from the earliest stages of R-PP implementation in order to facilitate handling of any request for feedback or complaint by any REDD+ Readiness stakeholders, with particular attention to providing access to geographically, culturally or economically isolated or excluded groups.

During the Readiness phase, the approach to grievance redress should focus on two activities: 1) addressing complaints that relate to the policy preparation process and other Readiness activities; and 2) supporting REDD+ countries to build capacity to address potential disputes that are likely to arise during the Implementation phase.

Once established or strengthened, effective Grievance Redress Mechanisms (GRMs) can help REDD+ countries accomplish several objectives in both the Readiness and Implementation phase:

- *Identify and resolve implementation problems in a timely and cost-effective manner:* As early warning systems, well-functioning GRMs help identify and address potential problems before they escalate, avoiding more expensive and time-consuming disputes.

- *Identify systemic issues:* Information from GRM cases may highlight recurring, increasingly frequent or escalating grievances, helping to identify underlying systemic issues related to implementation capacity and processes that need to be addressed.
- *Improve REDD+ outcomes:* Through timely resolution of issues and problems, GRMs can contribute to timely achievement of REDD+ objectives.
- *Promote accountability among REDD+ countries:* Effective GRMs promote greater accountability to stakeholders, positively affecting both specific activities and overall REDD+ governance.

What is a Grievance Redress Mechanism and what is its purpose?

Definition: GRMs are defined as organizational systems and resources established by national government agencies to receive and address concerns about the impact of their policies, programs and operations on external stakeholders. The stakeholder input handled through these systems and procedures may be called “grievances,” “complaints,” “feedback,” or another functionally equivalent term.

GRMs are intended to be accessible, collaborative, expeditious and effective in resolving concerns through dialogue, joint fact-finding, negotiation, and problem solving. They are generally designed to be the “first line” of response to stakeholder concerns that have not been prevented by proactive stakeholder engagement. GRMs are intended to complement, not replace, formal legal channels for managing grievances (e.g. the court system, organizational audit mechanisms, etc.). Stakeholders always have the option to use other, more formal and potentially more complex, costly and time-consuming alternatives, including legal remedies.

It is important to underscore this point. National GRMs are not intended to replace the judiciary or other forms of legal recourse. The existence of a GRM should not prevent citizens or communities from pursuing their rights and interests in any other national or local forum, and citizens should not be required to use GRMs before seeking redress through the courts, administrative law procedures, or other formal dispute resolution mechanisms.

Purpose: GRMs act as recourse for situations in which, despite proactive stakeholder engagement, some stakeholders have a concern about a project or program’s potential impacts on them. Not all complaints should be handled through a GRM. For example, grievances that allege corruption, coercion, or major and systematic violations of rights and/or policies, are normally referred to organizational accountability mechanisms for formal investigation, rather than to GRMs for collaborative problem solving.

REDD+ countries are expected to establish or strengthen GRMs based on an assessment of potential risks to forest-dependent communities and other stakeholders from REDD+ programs and activities. Since the purpose is to provide an accessible, rapid and effective recourse for these stakeholders, it is essential to design and implement the GRM in close consultation with them.

International partners that are directly involved in REDD+ implementation should also be closely involved in GRM design and implementation. It may be appropriate, and in some cases necessary, for those international partners to participate directly in resolving grievances arising from activities they support.

2) Scope of Work

An earlier assessment has been carried out in 2013, by identifying current formal and informal forest and land-use dispute resolution mechanisms, and suggesting preliminary recommendations on how to strengthen their use for dispute prevention and resolution.

The work carried out under these terms of reference will further contribute to support the REDD+ readiness processes in Suriname, and eventually support the implementation of a pilot GRM.

The following key activities will be undertaken:

1. Using the 2013 assessment referred to above as a starting point, conduct a review of current existing practices related to dispute resolution mechanisms or procedures in the context of forests management (and/or natural resource management more generally, based on background documents and interviews), but not limited to Forest/Environment sector. The review to be done with assistance from Ministry of Regional Development, NIMOS, and UNDP CO in identifying and providing relevant documentation, and in arranging preliminary email exchanges and/or telecons with relevant national and international experts as appropriate and on the ground meetings as needed; The review should assess existing mechanisms against the design principles outlined in the [FCPF/UNREDD Guidance on GRMs](#). The review should also make use of the tools in the same Guidance (see specifically annex 1) and will include following but not limited to review of grievance mechanisms:
 - a. Mechanism utilizing capacities at NIMOS.
 - b. Mechanism through the Ministry of Regional Development, and more specifically, at District level (at the Burger Information Centrum (Citizen Information Centers)). Review at least 3 different District Commissioner's offices (Paramaribo Zuid-West, District of Brokopondo and District of Sipaliwini, which is divided in 4 segments).
 - c. Mechanism from the Ministry of Trade, Industry and Tourism. This mechanism is more related towards consumer disputes.
2. Based on the review above, and building on the GRM assessment of 2013, the consultant will prepare a proposed workplan for implementing of the GRM in Suriname. The workplan will include the following:
 - a. Roles and responsibilities, making use of existing governance structures and institutions and proposing new bodies/committees only where necessary. The GRM needs to ensure accessibility to remote and illiterate communities. Awareness raising about and access to the GRM should be made available in local languages.
 - b. A capacity building and training plan for relevant institutions and individuals
 - c. A timeline for GRM set up and implementation (e.g. capacity building, promotion and awareness of the pilot, and others), proposed means of GRM evaluation. The evaluation will include self-assessment by stakeholders resulting in debriefing (within 12 months).

The work plan proposal should take into account the design principles outlined in the [FCPF/UNREDD Guidance on GRMs](#).

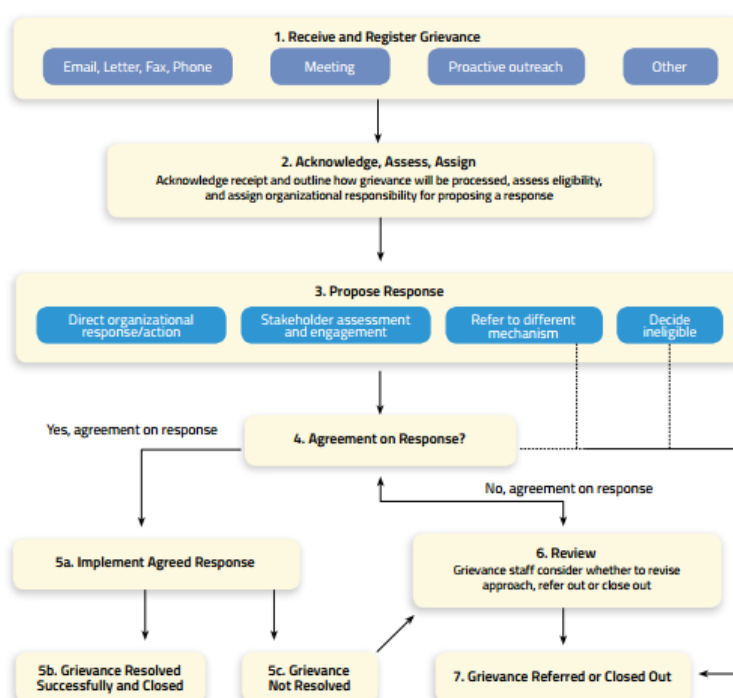


Figure 1 Diagram of typical steps in a grievance redress mechanism (Source: FCPF/UNREDD Guidance on GRMs)

3. Debriefing Seminar in Paramaribo, with presentation of results of the review and proposed workplan and recommendations, with the aim of receiving feedback.
4. Prepare a final report covering a revised review and workplan, based on feedback from Seminar mentioned above.
5. Depending on the results and feedback to the review and workplan, option for the same consultant to:
 - Conduct an initial capacity building / training event for those responsible for managing and implementing the GRM;
 - Support and/or lead the evaluation of the GRM (within 12 months of set up)

3) Expected Outputs and Deliverables

Deliverables	Due Date (2017 and 2018)	% Payment
Payment, upon satisfactory delivery of:		
1. Acceptance of Assignment workplan (mission plan, interview list, approach, etc)		20%
2. Approval of draft review and workplan; and debriefing seminar		25%
3. Approval of revised review and workplan		25%
4. GRM capacity building / training		30%
		Total: 100%

4) Minimum Qualifications of the Individual Contractor

Education:	Master degree in International Studies, Political Science, Natural Resource Management or similar. A PhD is considered an advantage.
Experience:	<ul style="list-style-type: none"> - At least 8 years of working experience in consensus building and conflict resolution mechanisms on forest and natural resource related issues in complex context. - Experience in negotiation and consensus building among multiple stakeholders, experiences related to REDD+ initiative and working experience is a strong asset. - Proven experience with assessment and/or setting up of Grievance and Redress Mechanism.
Competencies:	<ul style="list-style-type: none"> - Ability to work effectively in a cross-cultural environment; and strong facilitation and coordination skill. - Strong analytical skills and ability in both oral and written communication. - A proven ability of working with indigenous and tribal people, multilateral development agencies, governments, NGOs as a mediator to build consensus. - Very good understanding of forestry, biodiversity conservation, natural resource management, and REDD+ developments at international, national and local levels.
Language Requirements:	Fluency in English.