**INDIVIDUAL CONSULTANT PROCUREMENT NOTICE** 

**Country: Malawi**

**Place of assignment: Lilongwe**

**Field visits: N/A**

**Description of the assignment: Consultancy to develop** **complaints handling system for the Malawi Human Rights Commission.**

**Project name: HUMAN RIGHTS SUPPORT PROJECT**

**Period of assignment/services (if applicable): 35 working days**

Proposal should be submitted at the following address: https://jobs-intra.undp.org/cj\_view\_jobs.cfm or by email to procurement.mw@undp.org no later than 23rd October 2018

Any request for clarification must be sent in writing, or by standard electronic communication to the address or e-mail indicated above. Procurement Unit 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**

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| UNDP – Malawi is supporting the Malawi Human Rights Commission (the Commission) in strengthening human rights complaints management. It is in this context that UNDP-Malawi seeks services of a HUMAN RIGHTS EXPERT to develop complaints handling system for the Commission. The Malawi Human Rights Commission is a National Human Rights Institution (NHRI) for Malawi established by the Constitution of Malawi. The primary function of the Commission is the promotion and protection of human rights accorded by the Constitution or any other law. The Commission started its operations in 1999 following the enactment of the enabling legislation, the Human Rights Commission Act (HRCA) in 1998 and appointment of the first cohort of commissioners in 1999. At the foundation stage, the Commission was organised based on its functions, including investigations of violations of human rights. However, in 2009, the Commission decided to focus on thematic issues and as such, its operational structure was reorganised to include the directorates of Civil and Political Rights, Economic, Social and Cultural Rights, Child Rights, Gender and Women Rights and Disability and Elderly Persons. These directorates perform protection and promotion functions as stated above. Investigations of the violations of rights are however undertaken as part of the broader functions of the thematic areas and as such have often not received adequate attention.  |

**2. SCOPE OF WORK, RESPONSIBILITIES AND DESCRIPTION OF THE PROPOSED WORK**

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| The assignment aims to contribute to the service delivery reforms currently underway at the Commission by turning around performance in complaints handling. In these reforms, the assignment will particularly facilitate capacity building of the Commission focusing on systems, policies, procedures and skills to enable the Commission effectively and efficiently handle complaints and other cases of human rights violations. Specifically, the assignment aims to:1. review and redesign the systems and procedures for handling complaints in order to improve efficiency, effectiveness and responsiveness of the Commission;
2. reorganize and computerize data on human rights complaints
3. automate complaints handling system in collaboration with an ICT specialist
4. orient complaint handling officers and members of the Commission on the new system and procedures;

The scope of the assignment shall include but not limited to:1. Conduct an institutional assessment including gap analysis focusing on systems, policies, procedures and skills relating to complaint handling at the Commission;
2. Prepare an institutional assessment report relating to complaints handling;
3. Facilitate a consultative and participatory process of reviewing and redesigning the complaints handling system, procedures and policies;
4. Review other human rights complaints handling systems especially from the region to tap from best practices.
5. Develop a revised complaint handling system, policies and procedures;
6. Orient **40** members and complaint handling officers of the Commission on the new complaint handling system, policies and procedures;
7. Pre-test the revised complaint handling system, including procedures;
8. Come up with a Final Complaint Handling System,
9. Collate and document skills gaps and training needs for members and complaint handling officers of the Commission;
10. Facilitate skills transfer to members and complaint handling officers of the Commission; and
11. Prepare final report

For more details, please log in the link below:<http://procurement-notices.undp.org/view_notice.cfm?notice_id=50441> |