

Terms of reference



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GENERAL INFORMATION

Title: Senior Specialist for the survey of Public satisfaction on public complaints Services, legal aid, and customary justice

Project Name : Strengthening Access to Justice in Indonesia (SAJI)

Reports to: Project Manager

Duty Station: Jakarta, Indonesia

Expected Places of Travel (if applicable): Aceh, Central Kalimantan and Central Sulawesi

Duration of Assignment: 40 working days (02 June – 05 August 2016)

REQUIRED DOCUMENT FROM HIRING UNIT

	TERMS OF REFERENCE
4	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
x	APPROVED e-requisition

REQUIRED DOCUMENTATION FROM CONSULTANT

X	CV
X	Copy of education certificate
X	Completed financial proposal
X	Completed technical proposal (if applicable)

Need for presence of IC consultant in office:

☐ partial (explain)

☐ 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

If yes has been checked, indicate here who will be responsible for providing the support services:

SAJI Project Manager

I. BACKGROUND

Strengthening Access to Justice (SAJI) Project

SAJI has been a joint initiative between UNDP and National Development Planning Agency (Badan Perencanaan Pembangunan Nasional/ BAPPENAS). Funded by the embassy of Norway, the project presents the continuation and expansion of the legal Empowerment and Assistance for Disadvantage Project (LEAD) project (2007 – 2011), and the Aceh Justice Project (AJP) 2007 – 2011). SAJI is geared towards improved access to justice for Indonesian citizens, contributing to the alleviation of poverty, good governance practices, and empowerment of disadvantaged, vulnerable and marginalized people. In accordance with the Jakarta Commitment and Paris Declaration on Aid Effectiveness, which emphasize the principle of supporting national priorities and policies, SAJI use, as a guiding framework, Government of Indonesia's (GoI) National Strategy on Access to Justice (NSA2J) to directly link the policy and the project activities.

The project works to strengthen the capacity of the Government of Indonesia to deliver justice outcomes for its citizens through both the formal and informal justice systems. The project has the following key outputs:

1. Institutional mechanisms, legal and regulatory framework, and capacities of government institutions strengthened to implement the recommendations and Action Plans of the National Strategy on Access to Justice
2. Improved public complaint/grievance handling mechanisms (PCMs) in government institutions at both national and subnational levels
3. People's access to state funded legal aid services are improved, particularly for the poor and marginalized
4. Access to justice in informal justice channels increased, particularly for women and vulnerable groups
5. Knowledge management to inform policies and initiatives to effectively strengthen access to justice and contribute to Indonesian reporting in the implementation of human rights instruments

Built upon the above outputs, from January 2014 to May, 2016 the project has worked in close collaboration with its key partners at national and sub-national level namely, BPHN, Kanwil KumHAM, Ombudsman RI and Local adat councils i.e. Majelis Adat Aceh, Dewan Adat Dayak, and Forum Peradilan Adat in ensuring access to justice for the poor, vulnerable group and women.

Although the project has benefited its beneficiaries and has brought positive outcome, its impact of each output has not been assessed yet. This survey is seeking to find out whether the strengthening capacities for informal justice, legal aid institutions, and unit of public complaints service have brought certain impacts to poor, women and disadvantage group who use and access the system.

The survey will be done by assessing the level of satisfaction of informal and formal justice seekers through legal aid, and also people who use the unit of public complaints service of SAJI Project, and why the users feel that level of satisfaction.

II. SCOPE OF WORK, ACTIVITIES, AND DELIVERABLES

The consultant will do the following task :

- Assess the current condition and previous survey result of public satisfaction on access to justice in public complaints services, legal aid and customary justice
- Develop instrument for the survey and discuss the questionnaire with SAJI team

- Conduct survey to pilot project of SAJI in three areas Aceh, Central Kalimantan, and Central Sulawesi as directed SAJI team supervision
- Deliver and report on a regular basis to SAJI through meeting on detailed development progress, challenges encountered, proposed solution, and other directly topics as they may arise.
- Provide supporting documentation for all enhancements.
- The consultant may contribute to the project quarterly report and other project report and deliverables, and she / he may be asked to provide oral and written progress report to UNDP and other stakeholders.
- As teamwork is crucial to the success of the project, the consultant may also help coordinate work with other project staffs working as a team.

Deliverable / Output	Estimate number of working Days	Target due dates	Review and Approval required
Desk review/ Min 10 pages of analysis on current condition of public satisfaction on government intervention on public complaints services, legal aid, and customary/informal justice	10	16 June 2016	Reviewed by Project officer and approved by Project Manager
Desk Review/ Min 10 pages survey instruments assessment of public satisfaction on public complaints services, legal aid and customary justice	15	12 July 2016	Reviewed by Project officer and approved by Project Manager
Desk Review/ Min 10 pages final report of survey analysis of public satisfaction on public complaints services, legal aid, and customary justice in three SAJI project pilot areas namely Aceh, central Sulawesi and central Kalimantan.	15	05 August 2016	Reviewed by Project officer and approved by Project Manager

Subject to prior approvals from Project Manager, payments for consultant services will be paid upon SAJI receiving an invoice for services which contain SAJI satisfied advisory reports. A schedule of reporting, as stated above shall be adhered to. ***The consultant expected to be present at the project office at least three times in a week if consultant is not traveling to the field.***

III. WORKING ARRANGEMENTS

Institutional Arrangements

The position is under supervision of the SAJI Project Manager, with overall guidance from Programme Manager and National Project Director (Director of Law and Regulation Analysis of BAPPENAS)

Duration of Work

The Consultant is expected to accomplish the task in 40 (forty) working days.

Duty station

The consultant is located primary in SAJI project office in Jakarta, with possibility of travel across 3 piloting provinces e.g. Aceh, Central Kalimantan and Central Sulawesi.

Travel Plan

Below is an indicative travel plan for the duration of the assignment. The consultant will be required to travel to the indicated destinations and include the relevant costs to the proposal. There are may 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	Aceh Province : Banda Aceh and Bener Meriah District	1	4
2	Central Sulawesi : Palu	1	3
3	Central Kalimantan : Palangkaraya	1	3

IV. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

Academic Qualifications:

Bachelor Degree in Public Administration or Law

Years of experience:

Minimum 6 years of experience preferably with some experience in conducting survey of public satisfaction in access to justice project / program.

Competencies and special skills requirement:

Specific Skills:

- Experience in conducting survey or research of public satisfaction in any access to justice project in Indonesia
- Familiarity with methods and tools to develop applicable instruments and modules to conduct of public satisfaction;
- Knowledge on public complaints services, legal aid, and customary justice (preferable)

Communications and Networking

- Maturity and confidence in dealing with senior and high ranking members of national and international institutions, government and non-government.
- Proven networking, team-building, organizational and communication skills and ability to build strong relationships with government and other external actors.

- Has excellent oral communication skills and conflict resolution competency to mediate inter-group dynamics and mediate conflict of interests
- Has excellent written communication skill, with analytic capacity and ability to provide policy advice, recommendations and strategy.
- Fluency in written and spoken English is an absolute necessity

Knowledge Management and Learning

- Shares knowledge and experience.
- Ability to provide a strong analysis, policy advice, recommendations and strategy.

Management and Leadership

- Demonstrates ability to work in a team.
- Demonstrates ability to accept critics and constructive inputs/opinions.
- Have strong leadership to manage conflicting interests of varied stakeholders
- Demonstrates strong analytical skills.
- Good time management to meet deadlines with quality outputs.
- Highly creative attitude and self-starter mind-set.
- Consistently approaches work with energy and positive/constructive attitude.

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>		100
Criteria A: qualification requirements as per TOR:	70%	70
1. Relevance of Education/ Degree	10	
2. Years of Relevant Experience	10	
3. Regional Experience	10	
4. Adequacy of Competencies for the Assignment	10	
5. Others / Special Skills, Language, etc.	10	

6. <i>Specific experience in delivering similar services</i>	10	
7. <i>Demonstrated technical skills</i>	10	
· <i>Criteria B: Brief Description of Approach to Assignment</i>	30%	30
· <i>Criteria C: Further Assessment by Interview (if any)</i>	N/A	