

## **TERMS OF REFERENCE**

### **Individual Contractor**

#### **1. Assignment Information**

<b>Assignment Title:</b>	National Consultant to conduct a Scoping Study for IDPoor Complaint Mechanism
<b>Cluster/Project:</b>	Policy and Innovation Unit
<b>Post Level:</b>	Specialist
<b>Contract Type:</b>	Individual Contract
<b>Duty Station:</b>	Phnom Penh
<b>Expected Place of Travel:</b>	Provinces
<b>Contract Duration:</b>	A total of 30 working days, from 15 <sup>th</sup> October 2021 to 30 <sup>th</sup> December 2021

#### **2. Context**

Established in 2006 within the Ministry of Planning (MoP) with technical support from GIZ, the IDPoor Programme is the official poverty targeting mechanism of the Royal Government of Cambodia in an effort to reduce poverty and promote socio-economic development in the country. Poor and vulnerable households are identified, registered, and are given an Equity Card (also IDPoor Card) based on a proxy means testing questionnaire. Presently, the programme covers nearly 700,000 households (around 2.7 million people) or nearly 20 percent of the population. The registry is regularly updated and thanks to the recently administered "On-Demand IDPoor" component, the programme has enabled those who recently fall into poverty, including because of the Covid-19, to apply for financial assessment via their commune councils, village chief or a local NGO representative to determine eligibility for cash transfer without having to wait for the regular three-year poverty listing circle. Currently, the flagship IDPoor registry is used by numerous pro-poor targeting programmes of the government and development partners to access free healthcare and other social assistance benefits such as the Cash Transfer Programme for Poor and Vulnerable Households, Cash Transfer Programme for Pregnant Women and Children under 2, school scholarship, the Family Package Programme, and a UNDP's Graduation-based Social Protection Pilot.

Given the increasing perceived benefits and a point of reference for various social protection programmes, the IDPoor registry also comes with some complaints especially from the citizens who did not receive an IDPoor card upon their request. Despite considerable complaints being lodged, there is neither systematic conflict resolution mechanism nor complaint recording system in place. Currently, a small group of MoP officials are responsible for answering complaints via phone, and on an ad hoc basis investigate the cases via site visit of local communities or verbally refer the complainants to relevant bodies in charge, most

frequently, the commune/Sangkat officials. For this reason, the Ministry of Planning, with technical support of GIZ and UNDP, is planning to develop a digital infrastructure to strengthen the IDPoor monitoring and complaint resolution mechanism. And in order to gather inputs to support MoP/GIZ with designing and developing an effective, citizen-centric complaint mechanism, UNDP is recruiting a national consultant to conduct a scoping study by reviewing existing complaint mechanisms at sub-national administration, conducting need assessment, and documenting perceptions and experience of the citizens concerning the IDPoor Programme and complaint handling procedures.

### **3. Scope of Work**

- Conduct an institutional, legal and policy review to map out all existing complaints mechanisms at sub-national levels including their scope, type, how they are managed, the volume of complaints to establish a good understanding of how complaints are currently handled.
- Conduct a literature review on key components of an effective, right-based complaint mechanism including protection of whistle-blower, confidentiality, accountability, fairness and independence of complaint handling procedures.
- Document perceptions, experiences and challenges experienced by IDPoor recipients and non-recipients when filing complaints (capture experiences faced by groups of different genders, age, disability status, and other vulnerabilities) and suggestions on how the experiences can be improved.
- Conduct a need assessment of local people based on participatory approaches and consult on some possible options of user-friendly and effective complaint mechanisms with consideration of differences between gender groups, age, disability status and other vulnerabilities.
- Provide the Ministry of Planning, in consultation with key stakeholders, with recommendations on how to improve complaints mechanisms and identifying ways to improve service delivery and feedback systems.

### **4. Methodology**

The methodology for gathering information would be established by a national expert. It is expected that s/he will first conduct a desk review, and then conducting an in-depth interview (IDI) with relevant government agencies, local authorities, civil society organizations and local people. A qualitative sample (n=22) is required for this assignment.

- 5 IDIs with relevant government counterparts (Ministry of Planning; Ministry of Social Affairs, Veteran and Youth Rehabilitation; Ministry of Interior; Ministry of Justice; and General Secretariat of the National Social Protection Council)
- 5 IDIs with local authorities
- 5 IDIs with local people with experiencing filing complaints related to IDPoor Programme

- 5 IDIs with local people without experiencing filing complaints related to IDPoor Programme
- 2 IDIs with relevant Civil Society Organizations

## **5. Payment Schedule**

Payment to be made upon the satisfactory completion of key deliverables.

No	Deliverables/Outputs	Estimated Duration to Complete	Target Due Dates	Review and Approvals Required
Deliverable 1: An inception report	An inception report covering the methodology suggested in the ToRs, along with the draft interview questionnaire in Khmer and English	10 days	30 October 2021	UNDP Country Economist
Deliverable 2: Draft research report	Draft version of the Research Report	15 days	30 November 2021	
Deliverable 3: Final report	Final Research Report of maximum 50 pages	5 days	15 December 2021	
Total # of Days:		30 working days		

## **6. Institutional Arrangement**

The consultant will work under direct supervision of the Country Economist in close coordination with the Policy Analyst – Social and Economics, and is overseen by the Policy and Innovation Unit's lead Assistant Resident Representative.

## **7. 8. Duration of the Work**

The successful Consultant will commence the assignment as soon as the contract is signed. The duration of the assignment will be from 15<sup>th</sup> October 2021 to 30<sup>th</sup> December 2021 for a total of 30 working days.

## **8. Duty Station**

This is a home based in Phnom Penn for duty station assignment. Contingent on Covid-19 travel restriction and safety measures, travel to other provinces (approximately 7 days) to survey local citizens will be required.

The consultant is required to undertake the BSAFE training at below website

(<https://dss.un.org/dssweb/WelcometoUNDSS/tabid/105/Default.aspx?returnurl=%2fdssweb%2f>) prior to travelling.

### **8. Minimum Qualifications and Criteria for Evaluation of the Individual Contractor**

The following is to be applied in judging the technical quality of offers, within a two-part appraisal process.

The consultant shall meet the following qualifications:

<b>Technical Evaluation Criteria</b>	
<b>Education:</b>	A minimum of a Master's degree in law, economics, development studies, public policy or a similar field
<b>Experience:</b>	<ul style="list-style-type: none"><li>• At least 5 years of experience in legal analysis, and social protection research and coordination</li><li>• Proven experience in performing assessment related to participatory governance, with focus on voice and complaints/grievance mechanisms in similar contexts;</li><li>• Proven research/ analytical skills – Ability to write policy papers and working documents (reports/ assessments/ reviews);</li><li>• Experience in engaging with senior decision/ policymakers</li><li>• Decent knowledge of the Cambodian development context.</li></ul>
<b>Competencies:</b>	<ul style="list-style-type: none"><li>• Excellent qualitative research ability</li><li>• Excellent report writing ability</li><li>• Ability to work collaboratively with team members by sharing information openly and displaying cultural awareness and sensitivity.</li><li>• Excellent communication skill is an advantage</li><li>• Positive and results-oriented attitude, able to meet targets/deadline.</li></ul>
<b>Languages:</b>	Fluency in English and Khmer is required

### **9. Criteria for Evaluation of Level of Technical Compliance of Individual Contractor**

<b>Technical Evaluation Criteria</b>	<b>Obtainable Score</b>
A minimum of a Master's degree in law, economics, development studies, public policy or a similar field	20
At least 5 years of experience in legal analysis, and social protection research and coordination	20
Proven experience in performing assessment related to participatory governance, with focus on voice and complaints/grievance mechanisms in similar contexts	20

Experience in engaging with senior decision/ policymakers	20
Excellent report writing skills <b>(To be assessed by a written report sample)</b>	20
<b>Total</b>	<b>100</b>

#### **10. Payment Milestones**

The consultant will be paid on a lump sum basis as per the following milestones:

<b>N o</b>	<b>Outputs/Deliverables</b>	<b>Payment Schedule</b>	<b>Payment Amount %</b>
1	Upon satisfactory completion and submission of deliverables #1	30 <sup>th</sup> October 2021	33
2	Upon satisfactory completion and submission of deliverables #2	30 <sup>th</sup> November 2021	50
3	Upon satisfactory completion and submission of deliverables #3	30 <sup>th</sup> December 2021	17