

## TERMS OF REFERENCE

### For National Individual Consultant to conduct a multi-level Grievance Redress Mechanism (GRM) to be applied for the 'Emergency Multi-Sector Rohingya Crisis Response Project'

Hiring Office:	UNFPA Cox's Bazar Sub Office, Bangladesh
Purpose of the consultancy:	<p>UNFPA is the lead UN Agency providing services to meet the needs and mitigate risks related to Sexual and Reproductive Health (SRH) and Gender Based Violence (GBV) globally and in Bangladesh. Since August 25<sup>th</sup> of 2017, more than 745,000 Rohingya refugees from Myanmar's Rakhine State have crossed the border into Cox's Bazar in search of safety. An estimated 1.3 million people are in need and targeted - under the recently launched 2020 Joint Response Plan (JRP)</p> <p>- of which 855,000 are refugees and 444,000 are from the host community. Moreover, 51% of the targeted Rohingya refugee population are women and girls. Socio-cultural practices, such as purdah, have restricted the mobility of women and adolescent girls and their access to assistance, information, services, and opportunities for community representation and self-reliance in the camps.</p> <p>Under the current multi-sector Rohingya crisis prevention and response, UNFPA will expand its current GBV response services to additional camp and host locations, increase community engagement in GBV prevention, and provide cross-sectoral leadership on gender mainstreaming and GBV risk mitigation. To ensure the project is implemented with limited or no grievances, UNFPA will engage a consultant to put in place an effective grievance redress mechanism (GRM) to provide pathways for stakeholders and partners to raise issues about project implementation and performance that are linked to governance and anti-corruption measures. An effective GRM will rest on six key principles:</p> <ul style="list-style-type: none"><li>● Fairness. Grievances are treated confidentially, assessed impartially, and handled transparently.</li><li>● Objectiveness and independence. Operates independently of all interested parties to guarantee fair, objective, and impartial treatment to each case.</li></ul>

	<ul style="list-style-type: none"> <li>● Simplicity and accessibility. Procedures to file grievances and seek action are simple enough that project beneficiaries can easily understand them.</li> <li>● Responsiveness and efficiency. Designed to be responsive to the needs of all complainants.</li> <li>● Speed and proportionality. All grievances, simple or complex, are addressed and resolved as quickly as possible.</li> <li>● Participatory and social inclusion. Project-affected people, community members, members of vulnerable groups, project implementers, civil society, and the media are encouraged to bring grievances and comments to the attention of project personnel.</li> </ul> <p>The purpose of the consultancy is to develop and roll out a age, gender responsive and disability-inclusive Grievance Response mechanisms for Rohingya Refugee response.</p>
	<p>Under the overall guidance of the GBV Program Specialist a GRM Developer National Consultant will be hired on a two-month contract to work directly with the GBVSS GRM Developer International Consultant to develop a GRM mechanism. This may include a mechanism for meaningful consultation with the public/stakeholders and a multi-level Grievance Redress Mechanism (GRM) to be applied to the project. The consultant will develop and train the partner on how to use the GRM mechanism to assure the safety and confidentiality of the survivor.</p> <p>The Consultant will work as a national assistant to the international consultant, who will assist with the following tasks: information gathering with local stakeholders, interviews, focus group discussions, interpretation, translation, and data collection. The Consultant will work in close collaboration and coordination with the GBVIE UNFPA team and the GBV SS, to align with best practices in terms of data collection and information management, to obtain introductions to partners and key informants, and to ensure no harm is done while in the field.</p> <p><b>Major Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>● Support the preparation of the grievance handling mechanism for the project and shall recommend measures for the successful implementation of the grievance mechanism.</li> <li>● Support with a survey of existing formal and informal GRMs in place and ensure alignment.</li> <li>● Support to putting in place a system to coordinate information sharing between the camp-wide GRM mechanism, UNFPA focal point for gender and GBV – specific complaints pertaining to the partners in the multi-sector projects</li> <li>● Support to put in place mechanisms to ensure appropriate recording, response and follow-up is managed in a manner that protects the confidentiality of survivors.</li> </ul>

	<ul style="list-style-type: none"> <li>• Support to design approaches to publicize the GRM system including guiding principles; define the scope and types of grievances to be addressed; set out a user-friendly procedure for lodging grievances; outline a grievance redress structure; describe performance standards; and spell out internal and external grievance review mechanisms.</li> <li>• Support in the design of a training plan to teach staff how to handle grievances and why the GRM is important to the project's success.</li> </ul>
Duration and working schedule:	2 months
Place where services are to be delivered:	Cox's Bazar, Bangladesh
Delivery dates and how work will be delivered (e.g. electronic, hard copies, etc.):	<p>Following the lead of the GBVSS GRM Developer International Consultant, the following deliverables will be provided to UNFPA:</p> <ul style="list-style-type: none"> <li>• Inception report detailing the research methodology including sampling procedures, data collection tools, data analysis plan and detailed work plan and schedule seven days after signing of the contract.</li> <li>• Bi-weekly progress reports - every 14 days</li> <li>• Draft report for comments and feedback two weeks before the end of the assignment.</li> <li>• Make a presentation of the GRM to stakeholders for input and validation - at a date to be identified by UNFPA.</li> <li>• Final acceptable report. The report should be a maximum of 30 pages in length excluding annexes and should be submitted before the end of the contract.</li> </ul> <p>All documents are to be submitted to UNFPA in electronic copy.</p>
Monitoring progress control, including reporting requirements, periodically format and deadline	Progress will be monitored on a bi-monthly basis, sharing electronic updates against terms of reference and deliverables as per the initial agreement.
Supervisory arrangements:	Under the overall guidance of Cox's Bazar GBV Program Specialist and direct guidance and supervision of the GBVSS GRM Developer International Consultant, as well as general supervision from the Head of Sub-Office, UNFPA CXB.
Expected travel:	Within Bangladesh

<p>Required expertise, qualifications and competencies, including language requirements:</p>	<ul style="list-style-type: none"> <li>- Master’s degree with a specialization in areas such as sociology, anthropology, systems design, project monitoring and evaluation, gender, law/human rights, international relations, and/or other related social science disciplines.</li> <li>- At least two years of specialized experience conducting international humanitarian field assessments; experience in the fields of GBV and SRH is essential.</li> <li>- Demonstrated experience in designing and/or managing similar systems</li> <li>- Experience coordinating and liaising with government counterparts and other stakeholders, including NGOs and affected communities.</li> <li>- Excellent understanding of the human rights approach.</li> <li>- Practical experience conducting research and developing analytical and lessons learned documents in the humanitarian field.</li> <li>- Capability to deliver results on time, even under stressful situations.</li> <li>- Proven communications and interpersonal skills, IT literacy, as well as organizational skills and time management.</li> <li>- Fluent oral and written English communication skills.</li> <li>- Fluent in the local languages spoken by Rohingya and the host community.</li> </ul>
<p>Inputs/services to be provided by UNFPA or implementing partner (e.g. support services, office space, equipment):</p>	<p>Office space will be provided for the consultant. S/he will be provided with office vehicle support for field movement or the cost of transportation will provide as per UNFPA policy whilst working on a mission and whilst travelling for official purposes in Dhaka and Cox’s Bazar.</p>
<p>Payment instruction:</p>	<ul style="list-style-type: none"> <li>● 50% upon submission and acceptance of the draft.</li> <li>● 50% upon final submission and acceptance.</li> </ul>
<p>Level of the consultant:</p>	<p>Commensurate to the qualification and experience of the selected Consultant as per the IC guideline</p>
<p>Other relevant information:</p>	<p>Expected start date is 16 October 2022.</p>
<p>How to Apply</p>	<ul style="list-style-type: none"> <li>● Applicants with the required qualifications and experience stated above Required expertise, qualifications and competencies, including language requirements should submit a copy of curriculum vitae (CV), a cover letter and contact information of three references.</li> <li>● Please Send your application electronically to the dedicated email inbox of: <b>kpalma@unfpa.org</b></li> </ul> <p>Note: Only those candidates who meet all qualifications and experience will be contacted for further consideration. Kindly note that incomplete applications will be automatically disqualified.</p> <p><b>Female candidates are encouraged to apply</b> The application deadline is 13 October 2022.</p>