

Terms of Reference

Department of Social Welfare, Ministry of Social Welfare Relief and Resettlement
Maternal and Child Cash Transfer Project (MCCT)
Advertisement for Recruitment of
National Grievance Handling Consultant

Background	<p>In 2017, in collaboration with Development Partners, Department of Social Welfare under Ministry of Social Welfare Relief and Resettlement (MoSWRR) of the Republic of the Union of Myanmar has introduced, a Maternal and Child Cash Transfer (MCCT) program. The Government began to implement the MCCT program in Chin State in 2017, and now operated in five R/S with a total of approximately 122,277 beneficiaries.</p> <p>In 2020, the Department of Social Welfare is implementing “Maternal and Child Cash Transfer Project (MCCT) in Ayeyarwaddy region and Shan state”. Financing for the MCCT in Shan and Ayeyarwaddy is provided by the Government of Myanmar and the World Bank, which is scheduled to run until 2024. It is expected to reach to over 122,277 beneficiaries in Shan State and the Ayeyarwaddy region in next year with the support of this project. The objective of the project is to expand access to the Cash Transfer Program, to improve selected nutrition behaviors in priority target areas, and enhance the MOSWRR’s capacity to deliver social protection programs.</p> <p>The Project will finance the setup and implementation of a nutrition-sensitive conditional cash transfer (CCT) program in Ayeyarwaddy Region and Shan State (priority geographic areas) designed to improve nutrition outcomes of pregnant and lactating women and children under two years of age. The project will also finance activities at the national level to strengthen the SP system and its capacity to better deliver SP programs. More specifically, the project will invest in improving human and physical assets of the Ministry of Social Welfare, Relief and Resettlement (MOSWRR) at all levels, and in developing well-functioning systems, including ones for Management Information System, digital payments, and Monitoring & Evaluation system that will allow the Department of Social Welfare (DSW) to improve its effectiveness and further inclusiveness of its SP programs across all R/S.</p> <p>All pregnant women and children under two years of age in those areas will be eligible for the MCCT program. The enrollment will be facilitated by use of mobile devices by community volunteers or existing administrative mechanism. Cash will be channeled through digital/mobile payment.</p>
Scope of Work	<p>The objective of the consultancy is to set up the MCCT project’s Shan and Ayeyarwaddy grievance handling mechanism including creating of web- based portal and ensuring the consistent and timely logging of complaints and inquiries. The consultant will be advising DSW for required further investigations, agreeing on remedial measures,</p>

	<p>responding to complaints and following up to ensure satisfaction at the village, village tract, township, state/regional and union levels.</p> <p>The consultant will be responsible to</p> <ul style="list-style-type: none"> • Conduct required consultations with DSW staff and relevant actors in formulating a context and project specific grievance response mechanism through DSW. • Support DSW in setting up Grievance handling mechanism relevant to local contexts and accessible by a wide range of urban and rural beneficiaries including ethnic groups and those living in remote and vulnerable areas in Shan state and Ayeyarwaddy region. • Support POMT in ensuring grievance and feedbacks received are properly recorded, handled and reported in a systematic way, if possible, using digitized record keeping mechanism and other relevant innovative way. • Build the capacity of DSW counterparts assigned to the grievance handling focal persons and unit, report regularly to the project director, and prepare quarterly reports and other analysis as needed; • Follow up on training modules and train project staff (DSW union, state/region, Township and community volunteers) in monitoring and reporting on project grievances; • Organize and assist DSW staff in undertaking regular training for community facilitators and village volunteers in grievance handling; • Developing informational material about the grievance handling system; • Prepare regular reports on the type, nature and location of complaints for dissemination on the project’s website;
Expected outputs and deliverables	Grievance redress mechanism is properly established, functioned and percent of grievances resolved in timely manner.
Reporting Channels	The national grievance handling consultant will report to the MCCT Project Director. The consultant will also liaise with the heads of grievance handling, infrastructure, procurement, finance units in the project as well as focal persons at State/ Region and Townships.
Duration of Work	12 Months (full time) with potential extension on basis of project need, work: starting October 2020.
Schedule of Payment	Time based, monthly basis on submission of time sheet and required references/ reports.
Duty Station	Grievance Handling Unit of the DSW Project Operation and Management Team (POMT) within the Department of Social Welfare, Nay Pyi Taw. Occasional travel to Yangon or townships /regions may be required as agreed by Project Director.
Qualifications or Specialized Knowledge /Experience	<p>General qualifications:</p> <ul style="list-style-type: none"> • Ability to work effectively and sensitively in teams with government Counterparts

Required:	<ul style="list-style-type: none"> • Proven experience in establishing similar GRM mechanism for government department or developmental organizations. • Strong inter-personal skills and ability to resolve conflict • Prior experience of working in low capacity environments • Proven track record in capacity building • Ability to communicate effectively with project stakeholders • Fluency in spoken and written English • Willingness and ability to travel frequently to project villages • Proven ability to work under pressure and deliver in timely manner <p>Desirable qualifications:</p> <ul style="list-style-type: none"> • Bachelor’s degree in social science or law • At least 7 years of experience working on development projects • Prior experience of project monitoring or tracking of complaints • Experience working on community-based projects •
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How to Apply:

The interested candidates should send his/her interest with full CVs including previous experience and relevant certificates to the below address not later than 12:00 PM, 14th October, 2020 in person or via email or in enclosed envelope. Only the shortlisted candidates will be contacted for further selection processes (i.e. Personnel interview if required).

Attn:

Director General

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