

**Department of Rural Development**  
**National Community Driven Development Project (NCDDP)**  
**Terms of Reference for Individual Consultant**  
**National Grievance Handling Expert**  
**Ref No. C90**

<b>Background</b>	<p>The Department of Rural Development under the Ministry of Agriculture, Livestock and Irrigation of the Government of the Republic of the Union of Myanmar is implementing a World Bank co-funded project in Myanmar called “National Community Driven Development Project (NCDDP)” since September 2013. Financing for the NCDDP is provided by the Government of Myanmar, the World Bank and the Government of Italy with around \$500 million in financing committed to the program, which is scheduled to run until November 2021.</p> <p>The NCDDP seeks to enable poor rural communities to benefit from improved access to and use of basic infrastructure and services through a people-centered approach, and to enhance the Government’s capacity to respond promptly and effectively to an eligible crisis or emergency. These objectives are achieved through: (i) provision of block grants for community-identified rural infrastructure investments for four years; (ii) strengthening the capacity of communities in partnership with local authorities to effectively identify, plan and implement their development priorities; and (iii) facilitating the participation of the poor and vulnerable, both women and men throughout the project cycle at the community level.</p> <p>The Project Webpage; <a href="http://www.cdd.drdmyanmar.org">www.cdd.drdmyanmar.org</a></p>
<b>Scope of Work</b>	<ul style="list-style-type: none"> <li>• Manage the project’s nationwide grievance handling mechanism, including ensuring the consistent and timely logging of complaints and inquiries, advising DRD on needed further investigations, agreeing on remedial measures, responding to complaints and following up to ensure satisfaction at the village, village tract, township, state/regional and union levels;</li> <li>• Undertake analysis of grievance trends and conduct further assessments where data indicates unexpected variations or problems in results;</li> <li>• Overall management of the grievance handling unit including updates of strategies and action plan as required Build the capacity of DRD counterparts assigned to the grievance handling unit, report regularly to the project manager through the Project director, and prepare quarterly reports and other analysis as needed;</li> <li>• Follow up on training modules and train project staff (DRD, Township level Consultants) in monitoring and reporting on project grievances;</li> <li>• Organize and assist DRD staff in undertaking regular training for community facilitators and village volunteers in grievance handling;</li> <li>• Contribute to any updating of 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;</li> <li>• Contributing to any other reports and project deliverables as required.</li> </ul>
<b>Expected outputs and deliverables</b>	<ul style="list-style-type: none"> <li>• Grievance redress mechanism properly functioning and percent of grievances resolved in timely manner.</li> </ul>
<b>Reporting</b>	<p>The national grievance handling consultant will report to the NCDD Project</p>

<b>channels</b>	Manager. 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.
<b>Duration of work:</b>	12 Months (full time) with potential extension on basis of project need, starting Oct 2019
<b>Schedule of payment:</b>	Time based, monthly basis on submission of time sheet and required references/ reports.
<b>Duty Station</b>	Grievance Handling Unit of the NCDDP Secretariat within the Department of Rural Development, Nay Pyi Taw. Occasional travel to Yangon or townships /regions may be required as agreed by Project Manager.
<b>Qualifications or Specialized Knowledge /Experience Required:</b>	<p><u>General qualifications:</u></p> <ul style="list-style-type: none"> <li>• Ability to work effectively and sensitively in teams with government counterparts</li> <li>• Strong inter-personal skills and ability to resolve conflict</li> <li>• Prior experience of working in low capacity environments</li> <li>• Proven track record in capacity building</li> <li>• Ability to communicate effectively with project stakeholders</li> <li>• Fluency in spoken and written English</li> <li>• Willingness and ability to travel frequently to project villages</li> <li>• Proven ability to work under pressure and deliver in timely manner</li> <li>• Proven data analysis and reporting skills</li> </ul> <p><u>Desirable qualifications:</u></p> <ul style="list-style-type: none"> <li>• Bachelor's degree in social science or law</li> <li>• At least 7 years of experience working on development projects</li> <li>• Prior experience of project monitoring or tracking of complaints</li> <li>• Experience working on community based projects</li> </ul>

Interested Candidates must provide their updated curriculum vitae, indicating personal and technical skills, qualifications and experience in similar assignments.

Expressions of Interest must be submitted in a written form to the address below by **THURSDAY 19 SEPTEMBER 2019**.

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