

**Term of Reference (TOR)**  
**For conducting the final review/assessment of the piloting initiatives on Grievance Redress System by Manusher Jonno Foundation**

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**A. Background of the assignment**

Manusher Jonno Foundation (MJF) in partnering with Civil Society organizations, Non-Government Organization (NGOs), Community Based Organization (CBOs) and government agencies, working all over the country since 2006. The organization provides funding and capacity building support to organizations working on critical issues related to human rights and governance. Besides, the organization endeavors to build capacity of the poor and marginalized for raising their voice against violations as well as establishing rights. Apart from the demand side sensitizing program, MJF works with duty bearers to make them accountable and responsible to the citizens. (See more at [www.manusherjonno.org](http://www.manusherjonno.org)).

“Enhancing Accountability and Transparency of Government Social Protection System in Bangladesh” is one of the programs of MJF that aims to incorporate opinions and feedback of the social protection beneficiaries as well as common people so that social protection system of the country is managed more efficiently and effectively. This project is being implemented under the overarching project named “Strengthening Government Social Protection Systems for the Poor (SGSP)” funded by DFID. SGSP project has other components which are implemented by WFP, UNDP, World Bank and Maxwell Stamp Ltd. Manusher Jonno Foundation (MJF) is implementing the civil society part of the project SGSP through engaging 12 civil society partners at 12 poverty prone Districts to disseminate social protection schemes and service delivery related information through application of Community Score Card, Social Audit, Citizen Charter and dialogue with local service providers. The project intends to support local level grievance mechanism initiatives and bring grass root evidences, voice and opinions to the relevant authorities and national policy formulators. A number of evidence from a baseline survey conducted by Manusher Jonno Foundation (MJF) indicates that, there is considerable leakage of allocated funds and there is errors of exclusion and inclusion in numerous cases that many deserving poor do not have access to program benefits whereas non-poor also become beneficiaries through errors of inclusion. Data also reveals that, a large proportion of the poor and vulnerable households have limited access to these schemes due to bribes, political favoritism/nepotism, lack of awareness and adequate monitoring. MJF has launched a National level citizen’s forum (NFSP) and 127 nos of local level forums (111 unions, 12 upazillas and 12 Districts) on social protection. In each of the forums on average 21 nos of male and female members are actively working on the effective monitoring of 10 social protection schemes at 12 Districts. The forums prepare their own action plan quarterly and implement the programs at local and national level. To address grievance on social protection scheme, MJF is implementing a pilot project focuses on mobilizing and lodging grievances at Union Parishad level, with strong linkages to the upazila administrative structure to address grievances that can be solved at local level.

**Grievance Redress System (GRS):** Public administration without effective grievance redress system can never be accountable, transparent, and service-focused and fail to produce strong institutions. An active grievance redress system provides a chance of transforming government institutions to more dynamic and effective by ensuring mutually meaningful and credible interface between government institutions and people, resulting in outcomes that are seen as fair, effective and lasting. The Government of Bangladesh formulated a guideline for Grievance

Redress System (GRS) since 2015 under the Cabinet Division considering the focused areas below<sup>1</sup>:

- Bring dynamism in the functions of government offices and right coordination and directions between different government organization and people;
- Broaden the scope and excellence of pro-people service delivery, and uphold confidence and trust of public on government offices;
- Establishment of an effective internal system of preventing corruption and other irregularities as well as broadening the base of model-service delivery to the targeted people; ensuring optimum use of resources;
- Treat speedy, time-bound and easy system of grievance redress as a platform of prevention of corruption and restore of good governance;
- Ensure institutional integrity and social justice and elevate public service to a satisfactory level.

Considering the government guideline and other operational guideline, Manusher Jonno foundation has under taken a pilot initiative on Grievance Redress System (GRS) for the Government of Bangladesh's Social Security Programmes under its twelve working areas. Now, MJF intends to conduct a final review/assessment of the piloting initiatives on Grievance Redress System under its project areas through professional agency or consultancy firm. Hence, MJF is requesting to the interested agency or consultancy firm to submit a **technical and financial proposal** for the aforementioned assignment.

**B. Purpose of the final assessment:**

The purpose of this final review and lesson learning is to get an overall assessment of the piloting initiatives on Grievance Redress System (GRS) initiated by Manusher Jonno Foundation within the timeframe based on its framework.

**C. Scope of work:**

- i. To review the output, outcomes and impact of the GRS pilot initiatives in comparison to the road map of Baseline survey. Mention key challenges and limitations faced in the implementation level in following the road map;
- ii. Identify the changes happened after piloting the project in both national and local level and picture the gaps in between pilot and non pilot areas;
- iii. Assess Governments perception about the project and indications of achievement; Highlight the areas where linkages were established with line Ministries;
- iv. Rewrite selected case studies (50 apx) for showcasing the evidence of success;
- v. Following numerical compilation bring out the result in pie chart or graphs;
- vi. Recommendations and justifications for future scaling up of the pilot project.

**D. Methodology of the review/assessment:**

This consultancy should be carried out through desk review, case study review, quarterly and six monthly report assessment, end line review assessment, personal interview and field visit in both GRS and non GRS areas. It will include nine social security programs that SGSP has worked

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<sup>1</sup> Report on Grievance Redress System in Line Ministries, Cabinet Division, July 2011

with. This review will also include eligible non recipients of these programs who are excluded from the existing coverage of SSNP.

**E. Deliverables and deadline:**

- a. Final review report on GRS pilot project. MJF intends to publish this report and share with the line ministries, DFID and stakeholders.
- b. Duration: The assignment should be completed within 25 days from the agreement date.

**F. Instructions on Proposal Submission:**

- i. **Technical Proposal:** The technical proposal should be self explanatory on i) Relevant Experience, ii) Adequacy of the proposed work plan and methodology in responding to the Terms of Reference, iii) Qualification and Competency of the key performers and staff for the Assignment.
- ii. **Financial Proposal:** It should be competitive manner including VAT/TAX/AIT (if any). Please send soft copy using Excel. We also request to submit Profile of Organization, necessary legal and regulatory document e.g. VAT, TIN, Bank information, etc.
- iii. **Closing Submission Date:** Proposals must be submitted no later than 4:30 p.m. on **Thursday 05<sup>th</sup> July 2017**
- iv. **Instructions to Prospective Contractors:** Please submit proposals via postal mail or hand delivery and e-mail along with a cover letter in a sealed envelope marked. Soft copy should also be submitted in CD. Address: Manusher Jonno Foundation, House- 47, Road-35/A, Gulshan -2, Dhaka-1212, and soft copy to E-mail: shoma@manusher.org
- v. **If any inquiries:** Inquiries concerning this RFQ should be directed to **Shoma Datta**, Deputy program Manager, Manusher Jonno Foundation, Phone: +88-02-9850291-4, 9890111, 9893910, 9888469
- vi. **Review Process:** MJF reserves the right to make an award without further discussion of the proposals submitted. MJF will award the proposal to the responsive bidder(s) with the highest total points and based on the technical and financial proposal.

**G. General Terms and Condition:**

- i. All costs incurred in the preparation of a proposal responding to this RFQ will be the responsibility of the bidder and will not be reimbursed by MJF.
- ii. The short listed the responsive bidder(s) will be requested for short meeting and presentation on the technical and financial proposal, relevant work experience, etc.
- iii. Payment will be made in a/c payee cheque/ or through bank transfer in favor of agency/organization on submission of invoice. Generally, MJF offers payment in installment basis (20%+30% +50%) based on the agreed deliverables.
- iv. Tax and VAT will be deducted at source as per govt. rules
- v. If any circumstances, any failure at your end happened, you will compensate those or refund the proportionate amount to MJF within a shortest possible time.

- vi. In the event of a major natural disaster, war or major civil or political unrest this agreement may be renegotiated and jointly revised between the two parties recognizing any consequent change in the environment for implementation.

**H. Termination of the agreement:**

Either party can terminate this agreement with a written notice within 30 (thirty) days from the date of signing this agreement. MJF reserves the right to unilaterally terminate the contract if:

- The consultant/organization cannot fulfill any clause of Terms of Reference
- The consultant/organization cannot conduct 30% of work in due time

Any document, information or data entrusted to or produced by the Consultant organization in connection with this assignment shall be strictly confidential and cannot be used by the consultant organization for any other purpose without the written consent of the MJF authority. This provision shall remain valid even after the completion of this assignment.

**Annexure:**

**Objective of SGSP- Civil Society Component**

The overarching objective of the program is to achieve 'a social protection sector that effectively addresses poverty and enables families to deal with risk'. The purpose of the civil society component is to 'get feedback from the poor on the reach, effectiveness and impact of government of Bangladesh's social protection schemes and use the evidence to influence good governance in the sector'.

**Major Interventions and Approaches of the project**

- Citizen engagement in social protection services
- Implementation of social accountability tools such as Community Score card, Community report, etc.
- Interface with service providing institutions
- Grievance mechanism
- Capacity building
- Study and Research
- Policy Advocacy
- NFSP- National Forum For Social Protection comprised of 42 member organizations
- Citizen’s Forums-(127) where 2667 individual elite bodies and beneficiaries are included.

**Thematic Intervention and Geographic Location of the Project**

The end line evaluation will be conducted focusing on the following programmatic themes-

Type of safety net Program	Name of Safety Net Program
Cash transfers	1. Old Age Allowance (OAA)
	2. Allowance for the Widow, Deserted and Destitute Women (AWDDW)
	3. Allowance for Financially Insolvent Disabled (AFID)

Conditional cash transfers	4. Primary Education Stipend Program (PESP)
	5. Secondary School Stipend Program
	6. Maternity Allowance for Lactating Mother
Public works or training based cash or in kind transfer (employment generation and community development through cash/in kind transfer)	7. Vulnerable Group Development (VGD)
	8. Employment Generation for Extreme Poor Program (EGEP)
Emergency or Seasonal Relief	9. Vulnerable Group Feeding (VGF)
	10. Test Relief (TR)

### Geographic Location

SL#	District	Upazila	# Local Government Unit(LGUs)	
			UPs	Municipality
1	Rangpur	Mithapukur	8	0
2	Satkhira	Kolaroa	12	1
3	Gaibandha	Saghata	10	0
4	Cox'sbazar	Moheshkhali	8	1
5	Sirajgonj	Kazipur	12	1
6	Sunamgonj	Jamalganj	5	0
7	Faridpur	Sadar	10	1
8	Chittagong	Banshkhali	12	1
9	Laksmipur	Ramgati	8	1
10	Pabna	Sujanagar	8	1
11	Barisal	Banaripara	5	1
12	Rangamati	Borkol	5	0
<b>Total</b>			<b>103</b>	<b>8</b>