**Understand the User Perspective on the Operations of the GRS software
as a Social Accountability Tool**

Introduction

The British Council in Bangladesh invites applications from interested organisations to conduct a survey to understand the **"User Perspective on the Operations of the Grievance Redress System (GRS) software."**

This activity is part of the Platforms for Dialogue (P4D) project, a multi-year EU funded initiative in partnership with the Cabinet Division of Bangladesh, implemented through the British Council. P4D is supporting the Cabinet Division in operationalisation of online Grievance Redress System (GRS) as an important social accountability tool and a mechanism of two-way communication between service. The ongoing support includes (1) train relevant GRS officers on using the GRS software and processing grievances and (2) technical maintenance support and rollout to local communities. The aim of the ongoing support is functioning a user-friendly web based online GRS by building the capacity of GRS focal points to operate and process grievances. It includes workshops for field GRS officials (approximately 100) and operationalisation support to the Cabinet Division GRS unit.

The current requirement to conduct a user perspective survey is to augment the on-going support and to understand the need of future requirement.

About Us

The British Council is the UK's international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections, and engendering trust.

We work with over 100 countries across the world in the fields of arts and culture, English language, education, and civil society. Each year we reach over 20 million people face-to-face and more than 500 million people online, via broadcasts and publications. Founded in 1934, we are a UK charity governed by the Royal Charter and a UK public body.

The British Council has been working in Bangladesh since 1952 and has operational centres in three cities (Dhaka, Sylhet, and Chittagong) with 150 staff. We engage with over 2.5 million people a year. We have three key areas of work - Education and Society, English, and the Arts. Through these areas, we engage with leaders and policymakers in Bangladesh, influencers and opinion formers such as teachers and business leaders, and young people in education or just starting their careers.

Background: Programme objective and Scope

Platforms for Dialogue (P4D), a European Union-funded project in partnership with the Cabinet Division, is working to improve good governance and engage civil society organisations and citizens in government accountability mechanisms. With our partners, Platforms for Dialogue increases awareness of citizen rights, promotes democratic ownership, and supports government officials to improve accountability and responsiveness. Implemented through the British Council, this multi-year

project is a unique initiative that is working directly with both citizens and CSOs and the government to advance SDG 16 and contribute to good governance in Bangladesh.

The **overall objective** of the programme is to strengthen democratic ownership and accountability mechanisms in Bangladesh. The programme's **specific objective** is to promote a more enabling environment for the effective engagement and participation of the citizens and civil society in decision-making and oversight. The programme is organised around three converging Result Areas:

Result Area 1: "CSOs' ability to influence government policy and practice raised through better accountability to and more effective representation of citizens' interests";

Result Area 2:" accountability and responsiveness of government officials raised through enhanced capacity building of decision-makers and engagement with CSOs";

Result Area 3: ''New tools and policy platforms for more effective dialogue between citizens and government are developed and utilised'',

More information about the project is available in our web site at www.p4dbd.org

Context

Result Area 2 of P4D project has a specific focus on strengthening government capacities and capabilities in the delivery of results based on implementation of the social accountability policy documents: National Integrity Strategy (NIS); Implementing the Right to Information (RTI) Act; Citizen's Charters (CC); Government Redress System (GRS) and Annual Performance Agreement (APA). A series of trainings, consultations, and other sensitization and capacity building activities are designed to achieve this objective. These interventions are designed to strengthen state institutions tasked with building stronger relations with the civil society in the implementation of their mandate and policy commitments, to make these policy areas more functional and the involvement of the society in the implementation of these policies institutionalised. Learning interventions include a combination of formal trainings, study tours to learn from the international best practice, on the job coaching and mentorship, and follow up activities by the beneficiaries in their respective agencies/departments to improve social accountability, greater engagement with CSOs and improved quality of services to the public.

Grievance Redress System (GRS) is recognised worldwide as one of the enabling factors for organisations to be efficient, effective and people oriented. A functional platform for receiving people's complaints or grievances facilitates administrators to improve their service delivery systems, thereby improving governance in general. In Bangladesh, some ministries/divisions, government offices and some NGOs have their own online grievance redress systems. But it was identified that these systems need to be integrated into a single and centralised GRS to produce better results.

Following a recommendation of the report of the Public Administration Reform Commission (PARC) in 2000, Cabinet Division of the Government of Bangladesh (GoB) took an initiative, the first time to bring together the existing redress systems in the country under a central GRS platform.

In 2007 (revised in 2008), the GoB established a manual grievance redress system in all line ministries in order to help reduce grievances and improve service delivery in public service. In 2011, Cabinet Division designed, developed and tested a GRS software, which is an interactive web-based software

and portal, for all line ministries to implement grievance redressal for mitigating people's complaints relating to end-to-end service delivery and in 2014-15 financial year, the online GRS software was finally hosted in a server, which is available at www.grs.gov.bd.

Objectives of the Assignment

The objective of the assignment is to understand user's perspective on the online GRS system, its operational aspect and user friendliness through a study.

The aim of the study is to apprehend perspective of both users – service delivery and service receiver. The study aims to capture perspective of government officers from different ministry, departments, local government (service delivery) and people from different community including local CSO/NGOs ((service receiver).

Scope of the work

Obtain the level of understanding of GRS among the users at different level:

a. Government officials –
   i. Ministry level (52 ministry) – 2 people from each Ministry, total 104 respondents
   ii. Other government directorate/departments (100) – 2 people from each directorate/department, total 200 respondents.
   iii. District level government officials (21 districts) – 10 people from each district, total 210 respondents

b. Citizens from both national and district level (same 12 districts) – total 500 respondents

The sampling size shall be in total 1,000 and should be proportionate among the service provider and service recipients

- Service provider (government officials) – 50%
- Service recipients (citizens) – 50%

Methodology

The service provider/research organisation is expected to follow a participatory and consultative approach, ensuring engagement of government counterparts, especially in the Cabinet Division (CD) and P4D team during planning and the actual implementation of the study methodology.

While applicants are requested to submit a proposed methodology, the final methodology will be approved [as part of the inception report] after consultations with relevant stakeholders.

Since P4D operated in 21 districts only (the list is available form the project web site at www.p4dbd.org), field data collection should be limited to those districts only. The list of the national level stakeholders will be provided that could be finalize in consultation with the CD.

The organisation should closely follow health and safety guidelines of the Government of Bangladesh and the British Council. If the current COVID situation continues, the organisation shall have options to implement all activities online.

Methodology/tools to be used:

- **For service providers:**
  - Tools/Methods on the GRS software, its system and process
  - Open ended questionnaire Survey
  - Observation

- **Service recipient:**
  - Opinion survey from the users
  - Opinion collection from demonstration
  - Key Informant's Interview (KII)

Deliverables:

The deliverables are:

- Inception report highlighting proposed study approach/methodology, sampling strategy, proposed data analysis strategy and a detailed workplan.
- Findings sharing workshop with the relevant personnel from the Cabinet Division and the project.
- Submission of draft report both in Bangla and English.
- Organise a validation workshop with relevant participants.
- Submission of final report, both in Bangla and English, in printed (10 copies) and soft copy.

Timeline and Venue

The study along with the analysis and final report shall be submitted by 31 October 2021.

Management, Logistics & Payment

Responsibilities of the consultancy firm/research organisation:

The consultancy firm/research organisation will -

- closely liaison with the P4D project and relevant personal from the Cabinet Division from the planning stage till completion of entire assignment;
- be responsible for organising meetings, follow ups, and communication with stakeholders;
- be responsible for their own equipment and other personal expenses required during implementation;
- be responsible for own travel, transport and accommodation arrangements;
- be responsible for collecting feedback from the project and the Cabinet Division;
- be responsible for all logistics to organising the workshop at the Cabinet Division to present the findings;
- be responsible to submit the final report (both in English and Bangla) in printed (5 copies) and soft copy (cover page design for the printed version will be provided by the project).

Responsibilities of the P4D Project:

- P4D will provide all relevant information required for this assignment and other programme support (guidance, coordination with the Cabinet Division) as needed;
- P4D will provide front page design according to the branding guideline;
- P4D will ensure on time payment as per agreed payment terms.

Required Skills and Experiences of the organisation:

Minimum five years' experience in conducting people's perception survey;

- Prior experience on conducting social science research for governmental and non-government organisations. Experience of working with European Union funded projects will be considered an advantage.
- Experienced in analysis and feedback for software applications and information technology tools is a must.
- Prior experience conducting FGDs with community and local CSOs/NGOs;
- Understanding and knowledge about good governance and Social Accountability in Bangladesh context.

Experience and Minimum Requirement of the Consultants:
Educational Qualifications:

All consultants or team members who will be involved with the project must have a master's degree in Public Policy, Statistics, Development Studies, Economics, or any other relevant social science department.

Professional Experience:

Lead Consultant must have at least 7 years' experience in conducting policy research, perception survey and data analysis.

Other team members must have at least 5 years' experience in conducting research and data analysis.

Lead Consultant must have excellent writing capability in both English and Bangla.

Evaluation Criteria:

The contract will be awarded to the consultancy or research firm who will receive the highest score out of predetermined technical and financial criteria specified below:

Technical Proposal (understanding of the ToR/objective and methodology)	50 points
Experience (organisational, individual/the team, writing samples)	30 points
Financial proposal (budget and narrative)	20 points

Application Process

Interested consultancy firm or research organisation must submit technical and financial proposal based on the terms of reference above clearly marked **"Understand the User Perspective on the Operations of the GRS software"**. The technical proposal should include 1) Expression of Interest and proposed methodology, 2) profile of the applicant organisation, including experience in handling similar assignments and CVs of the key personnel, 3) one English and one Bangla relevant writing samples, 4) explanation on how the applicant will ensure health and safety of staff and other stakeholders/respondents involved during the data collection and analysis, and a 5) proposed work-plan. The financial proposal shall include 6) itemised budget and 7) narrative justification. Proposals that doesn't include above all seven points will be disqualified and will not be considered for further evaluation.

For any query please send email at Siamul.Rabbany@britishcouncil.org

The submissions must reach at the following email address by 22 May 2021. **Please note, hard copy proposal will NOT be accepted.**

Email to submit proposal:

Siamul.Rabbany@britishcouncil.org and Shariful.Haque@bd.britishcouncil.org

"The British Council believes that all children have potential and that every child matters - everywhere in the world. The British Council affirms the position that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC, 1989"

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