**Terms of Reference: Evaluation of ACF Complaints and Response Mechanism (CRM), Myanmar**

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| **Project** | * **Global Affairs Canada funded - Gender responsive nutrition, health, WASH, and psychosocial support to vulnerable women, men, girls and boys in northern Rakhine State 2020-2021**   **& Country Program fund SIDA** |
| **Duration** | * **2 months, starting 15/ 08 / 2020** |
| **Reporting to** | * **Head of Department (HoD) Monitoring, Evaluation, Accountability and Learning & Grants and Program Coordinator** |
| **Payment Terms** | * **As designed / detailed within and according to deliverables** |
| **Conditions** | * **The consultancy fee is inclusive of professional, administrative, accommodation, perdiem and transportation fees. Logistical costs (domestic travels, trainings, enumerators, fieldwork) will be managed by Action Contre la Faim. For expatriate staff, international travel is arranged by the consultant as well as all personal insurance.** |

**Introduction**

Action Contre la Faim (ACF) has been working in Myanmar, Central and Northern Rakhine State since 1994 providing nutrition, food security and livelihoods, WASH, and Mental Health Care Practices support to vulnerable Muslim minorities and host communities. Due to increased conflict and armed clashes in Rakhine, the implementation context has always been challenging, characterized by a dynamic socio-cultural political environment and compounded by extreme weather conditions. The Rakhine context has created a need for innovative and flexible funding, which bridges humanitarian and development programmes. This context has increased ACF interventions and its humanitarian efforts in Rakhine. ACF work in camps, nutrition centers, and communities focusing on three key determinants of extreme poverty; child malnutrition, food insecurity and poor access to basic services. ACF has a field office in Sittwe with sub bases in TKP, Maungdaw, Buthidaung and Minbya.

**Background and Rationale**

In such, highly complex working environment, ACF has strengthened its commitment towards beneficiary accountability, through establishing a comprehensive Complaints and Response Mechanism in Rakhine since 2019. Its aim is to provide beneficiaries and stakeholders in communities with channels to provide feedback and lodge complaints against perceived or realised shortcomings in ACF’s decisions or actions. ACF is committed to beneficiary accountability which places the protection and welfare of beneficiaries at the centre of its decisions and programming. It recognizes vital link between programmes delivery and the welfare of final beneficiaries. Strengthening the accountability commitments of its programmes will contribute to maximising projects impacts on the livelihoods of marginalized persons living in extreme poverty.

The process of establishing CRM began with staff trainings in August 2019 followed by developing comprehensive CRM paper and supporting documents. The CRM document guides implementation from design and delivery, to monitoring and learning, and rationale of CRM. The next steps were a CRM user form, CRM database and fact sheet used by ACF staff and volunteers engaged in community work. A CRM mechanism is in place since September 2019. The mechanism makes use of several communication channels: a hotline, satisfaction surveys and dedicated focus group discussions. Also regular post-distribution monitoring surveys assist in collection of feedback from communities. The communication channels advertised through leaflets and posters and a database created to manage inputs. Implementation of ACF activities is in various communities, Muslim minorities and Rakhine host communities, that each requires a specific approach to complaint and feedback handling.

**Objectives of the consultancy**

The overall objective is to evaluate and adapt safe, accessible, transparent and confidential channels through which a beneficiary and stakeholders can provide feedback and lodge complaints related to the decisions and actions of ACF programs.

**Methodology**

The consultant must provide a **work plan** according to this ToR cited for the assignment.The consultant should use mixed method approach that includes qualitative and quantitative data collection and analysis for conclusions and recommendations. Diverse sources should be approached for information such as existing households,community groups, other INGOs involved in similar activities and any relevant actors. The methodology and analysis must take into consideration the different context and situation of muti-ethnics including Hindu, Muslims and Rakhine, and outline related recommendations according to the different context /situation. ACF will request presentation of the methodology during a review meeting and validated by ACF prior to implementation. Regular contacts with the MEAL HOD & ACF Grants and Program Coordinator will be established throughout the duration of the assignment in order to share updates on the progress of the work. In case of difficulties, reorientation shall be considered during the assignment, but only with approval of ACF. The following headings are proposed in the methodology but Consultant is flexible to propose his/her methodology:

* Evaluate the CRS and NRS system and conduct desk study of existing CRM documents, secondary documents, transcripts of consultations and recommendations.
* Analysis of the review of existing CRM database- profiling and classification of complaints according to gender, age, sector and channel lodged.
* Data quality: To include random selection of CRM user forms to assess quality of data entry to the CRM database.
* Community awareness through FGDs to assess community knowledge and engagement with the CRM implementation, including design and usage.
* End user survey- end user survey will be conducted to assess their experience in lodging a complaint including any protection concerns
* Key Informant Interviews- A series of key informants interviews including community leaders and representatives of humanitarian to assess knowledge of the CRM’s objectives and functioning.
* Vulnerability Assessment- in cooperation with ACF’s team, evaluate access and utilisation of the CRM by vulnerable community groups including women, those with a disability, poor literacy, youth and others affected by social and/or economic exclusion.

**Final outputs /deliverables**

Through primary and secondary data analysis following outputs /deliverables expected-

1. Report on review of existing IEC materials to promote CRM among beneficiaries
2. Report on review of current CRM training package for the use of program team
3. Detailed CRM evaluation report with conclusions and recommendations

**The final evaluation report** must contain the following information over and above additional Consultant findings from the study-

1. Introduction and preambule of the study, including context background, objectives of the study, methodology and target groups
2. Detailed analysis of the ACF CRM and the potential and preference of participants of such mechanism in the specified areas
3. Required supporting services and trainings that could be amalgamated in the intervention to enhance efficiency and relevancy of the CRM, and ensuring women’s empowerment.
4. Study findings showing strengths, weaknesses, good practices, and recommendations of ACF CRM.
5. Conclusion and detailed recommendations on how to improve existing ACF CRM ensuring women’s participation and community engagement in the planned activities, and recommended strategic support to ensure sustainability towards promoting women / community development.
6. Annexes

**Qualifications of the Consultant**

The consultant for the assignment must be experienced, knowledgeable, and possess the following minimum requirements:

* Bachelor degree in social sciences, humanitarian and /or development studies or other relevant fields. Master degree in fields related to consultancy is a benefit.
* Have experience and exposure in project implementation with NGO sector, involving community mobilization / Gender, and developing CRM /accountability frameworks
* The consultant needs to be skilled in information gathering and analysis methodologies suitable for assessments.
* Exposure to the Rakhine context and understanding the realities of the situation.
* Good written skills in English
* Highly motivated, dependable and results oriented
* Adherent to humanitarian principles (e.g. non-discrimination)

**Work plan and schedule**

A total of maximum 8 weeks involving planning, desk study, document preparation, field study, discussion sessions and submission of the final report. Recommended working schedule would adhere to the following proposed work plan.

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| **No** | **Timing** | **Activity** | **Deliverable** |
| 1 | Week 1 | Orientation and presentation of plan of action, proposed study methodology | Detailed plan for evaluation |
| 2 | Week 2 & 3 | Desk study and mapping of field assessment, preparation of tools and materials of study | Study tools |
| 3 | Week 4 & 5 | Data collection | Primary and secondary data collated |
| 4 | Week 6 | Analysis and report writing | First draft of report |
| 5 | Week 7 | Presentation of findings and 1st draft report  Feedback, comments, gaps, clarifications etc. |
| 6 | Week 8 | Incorporating feedback and submission of Final report submission | Final report |

**Logistics Arrangement and Conditions**

* The consultant will be responsible to bring all necessary laptop and computer accessories;
* Under the consultancy agreements, a month is defined as 22 working days, and fees are charged accordingly. Consultants are not paid for weekends;
* Flight costs, transport costs and any other costs related to this work should be included as part of the consultancy fees. This will be not be covered separately by Action Contre la Faim, although the office can provide support for arrangements (such as flight bookings, hotel bookings, domestic car arrangements, etc.);
* Consultants are not entitled to payment of overtime. All remuneration must be within the contract agreement;
* No contract may commence unless both Action Contre la Faim and the consultant sign the contract;
* For field visits to the sub office, Action Contre la Faim will facilitate for the approval of travel authorization;
* As per Action Contre la Faim consultant policy, payment is made against approved deliverables.
* The candidate selected will be governed by and subject to Action Contre la Faim’s Terms and Conditions for individual contracts.

**Terms of payment**

The payment for this consultancy will be done after successful completion of each deliverable as per below payment plan.

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| No. | Deliverables | Weightage of Payment |
| 1 | Orientation of the TOR and signing of the contract of the consultancy. | 40% of contract amount |
| 2 | Satisfactory completion of 75% of the requested assignment as realized by ACF according to the requirements. | 30% of contract amount |
| 3 | Completion of the assignment and submission of the final report according to the ACF requirements. | 30% of contract amount |

**Management**

The evaluation process will, at all times, remain cognisant of ACF’s Programme Operation Policy and ACF’s Staff Code of Conduct. The evaluator will report to the Grant and Programme Coordinator and MEAL HoD- Yangon throughout the evaluation process and the Field Coordinator- Sittwe during the field evaluation exercise in Rakhine. Furthermore, the existing line management structure of the evaluator will remain in place.

**Proposal submission**

Qualified candidates are expected to send their applications to ACF in English including:

1. CV of the consultant(s)
2. Technical proposal
3. Financial proposal: Please provide your daily consultancy fee
4. Samples of previous CRM related work
5. References from organizations that have previously contracted the consultant

Interested candidates must submit application and questions related to this consultancy to [loghod@mm-actioncontrelafaim.org](mailto:loghod@mm-actioncontrelafaim.org) no later than the 31st of July, 2020.