

TERMS OF REFERENCE
for
Individual Consultant- Project Officer (Grievance Redress Management)
Social Protection Project (SPP)
Welfare Benefits Board (WBB)
Ministry of Finance, Economic Stabilization & National Policies (MoF)

1. BACKGROUND

1.1 The Project. The Social Protection Project (P178973), approved by the World Bank (WB) Executive Board, supports the Government of Sri Lanka (GoSL) in implementing key reforms that will increase efficiency and effectiveness of spending and improving the responsiveness of the social protection system. The Project Development Objective of the Project is to support Sri Lanka in providing better targeted income and livelihoods opportunities to the poor and vulnerable.

1.2 Project Components and Funding. The total value of the Project is US\$200 million. The first component of the Project is allocated with \$185 million to streamline and finance the new country welfare benefit payment Aswesuma. The second component is allocated with US\$7 million to pilot an economic inclusion program – which will be Sri Lanka’s first comprehensive “Economic Inclusion Pilot” – using global experience, and the third component of US\$8 million is to strengthen the government’s capacity to deliver the social protection programs.

2. OBJECTIVE OF THE ASSIGNMENT

The objective of the assignment is support to WBB with the guidance of Grievance Redress Management Specialist (GRMS) of the PMT in WBB in developing and managing a Grievance Redress Management system in line with Project Appraisal Document, Project Operations Manual, and Environmental Social Commitment Plan (ESCP).

3. SCOPE OF WORK

- Assist the WBB to develop and finalize the GRM strategy and action plans;
- Support WBB in establishing an accessible, transparent, efficient and harmonized grievance management (GM) for project-affected people and other stakeholders interested in the Project;
- Support to provide clarity, predictability and uniformity on how grievances, complaints, and concerns will be received, assessed, sorted, resolved, and monitored under the project;
- Intervene to define the roles and responsibilities of the various parties involved in the consideration and resolution of grievances clearly;
- Facilitate improvement in the performance of GRM through capacity-building, monitoring of grievance redress processes and periodical progress reporting.
- Assist to monitor project implementation against all agreed indicators, arranging field visits and other methods;
- Provide support to measure, assess and report progress of grievances received and resolved in the entire country;
- Review and report key findings (from evaluations) in a prior agreed format,

detailing lessons learned and specify recommendations for future actions for improvement of project GRM;

- Assist to build GRM capacity of key stakeholders/beneficiaries to produce quality data as well as effective use of GRM data for improvements;
- Support to prepare daily/monthly GRM reports to be shared with the stakeholders.
- Attend to the help desk functions of WBB or project office.
- Support to manage the record keeping system of help desk/calling center, Grievance Redress Committees (GRCs), WBB office and project office.
- Arranging field visits, capacity building programs and community consultations.
- Responding to written requests received by the WBB and project offices on a daily basis.
- Assist with any additional project-related activities as assigned by the Project Director/Deputy Project Director.

4. REPORTING OBLIGATION

The Project Officer (Grievance Redress Management) will report directly to the Addl. Commissioner (Operation) of the WBB and will work closely with other staff.

5. DURATION OF THE ASSIGNMENT

This is a full-time work assignment at PMT of WBB. The services of the Individual Consultant (Grievance Redress Management) are required for a period of 1 year with a possible extension for up to the Project duration. The Individual Consultant's services shall be subject to annual performance evaluation based on performance indicators specified below. Performance evaluation shall be the basis for extension or termination of the services. Facilities such as office space, intercom telephone facilities, personal computers, printing facilities, Internet access and stationery will be provided.

6. PERFORMANCE INDICATORS

The following performance indicators shall be used for performance assessment:

- Positive progress and good performance of the entrusted grievance redress management activities, as per grievance redress management plan;
- Timely development of accurate GRM reports;
- Positive evaluation of performance by Social Protection Project WB during prior and ex-post review;
- Timely monitoring, tracking and follow-up of the project grievance redress management plan;
- Efficient team work and coordination of grievance redress management activities;
- Support in implementing the capacity building programs related to Grievance Redress Management; and
- Accurate and regularly updated GRM filing system, in both hard and soft copies.

7. CONFIDENTIALITY AND CONFLICT OF INTEREST

The Project officer (Grievance Redress Management) undertakes to comply with WBB's and WB's policies and rules with regard to corrupt and fraudulent practices, conflict of interest and confidentiality. The Project officer (Grievance Redress Management) shall

maintain confidentiality on all sensitive information obtained during the assignment and shall not publish wholly or in part the findings or such information, without the prior written consent of the WBB. Any draft reports and other documents produced by the Project officer (Grievance Redress Management) will be discussed and cleared with the GRMS before their final issue.

8. QUALIFICATIONS AND EXPERIENCE REQUIREMENTS

- ❖ Honors Bachelor's degree in Economics/ Sociology/ Social Studies/ Social Development/ Management which is recognized by the University Grant Commission of Sri Lanka.

OR

- ❖ An Associate membership / A similar professional qualification obtained from a recognized professional institution in the relevant field

WITH

- ❖ A minimum of three-year experience in the relevant field
- ❖ Certificate in computer studies not less than three-month duration from a recognized institute.

- ❖ Knowledge and experience of WB procedures is a strong advantage;
- ❖ High degree of computer literacy, and intermediate to advanced knowledge of Microsoft Office Package (Excel, Word and Power Point) and Internet;
- ❖ Excellent report writing and good command of both spoken and written English and local languages are required.

9. METHOD OF PROCUREMENT

The procurement method is (Individual consultant selection method) in line with the World Bank Procurement procedures.