**TERMS OF REFERENCE FOR NATIONAL CONSULTANT**

**Community Feedback and Response Mechanism Project**

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| **I. POSITION INFORMATION** | | |
| Contract Title | : | National Consultant - Project Evaluator |
| Duration | : | Eight weeks |
| Duty Station | : | Yangon with travel to selected HDI/CFRM townships |

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| **II. BACKGROUND AND CONTEXT** |
| The title of the project to be evaluated is Community Feedback and Response Mechanism (CFRM) funded by the Democratic Governance Thematic Trust Fund (DGTTF). The project was officially launched in March 2011and is due to be completed in February 2013.  UNDP Myanmar recognizes the right of beneficiaries and community members to give feedback and seek response from projects affecting them. The Community Feedback and Response Mechanism (CFRM) delivered a mechanism that enables the beneficiaries and community members to provide feedback and seek responses in relation to activities of UNDP and other development actors interventions in their communities, in a manner that is safe, non-threatening and accessible. The initiative also promotes beneficiary accountability and feedback and response mechanism to other development actors.  The mechanism was developed in consultation with UNDP Country Office Units and two UNDP’s Human Development Initiative (HDI) projects – Integrated Community Development Project (ICDP) and Community Development for Remote Townships (CDRT).  The information and lessons will be analyzed systematically on a to gain better understanding on frequency of different types of feedback, lessons in handling feedback and implications for programme and project management.  The specific outputs of this project were:   * Targeted communities/villages have systematic and effective mechanism to provide their feedback and seek responses * Beneficiary accountability and community feedback and response mechanism promoted to other Development actors-UN agencies, NGOs, CSOs and government institutions   The CFRM had three system components; (a) Information to beneficiaries and communities, (b) Receiving feedbacks and documenting it systematically, and (c) Responding to feedbacks.  CFRM was a tool which fosters transparency by establishing two way interactions between the community and the project team. It enhances the abilities of communities to spot out pros and cons of programmes / projects from their perspective. If these forwarded information / feedbacks are incorporate in the project, then it becomes more adaptable to the beneficiaries / communities.  The project has been operationally completed and reported its results on the development of a community feedback mechanism through consultation. These include:   * Training and information dissemination * Training and community sensitization of CRFM in 1,473 villages * Ensuring of quick responses to feedback   CFRM had rolled out to the project townships on phase by phase to ensure sufficient support and monitoring capacity from country office and project management. The mechanism had been successfully practiced in 30 project townships (1,473 villages) so as to get the suggestions from all stakeholders particularly from the village level so as to improve the accountability towards beneficiaries.  As of December 2012, a total of 3,757 responses by feedback providers were received from 30 townships. The most common feedback categories were: request for (additional) assistance, which is in the scope of project intervention (32%); expression of thanks (24%); request for assistance, which is outside of the scope of project intervention (10%); feedback about non-UNDP personnel, such as community group leaders and committee members (9%); Suggestion on the future programme (6%); and suggestions to improve the current programme (4%).  The mechanism was concluded in December 2012 in line with village hand over and transition to UNDP new programme (2013-2015). |

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| **iii. EVALUATION PURPOSE** |
| Under the DGTTF evaluation, lesson learning and knowledge management framework of all projects are required to conduct end of project evaluation. The evaluation report and management report must be completed in time for submission to DGTTF. |

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| **IV. EVALUATION SCOPE AND OBJECTIVES** |
| The assignment will consist of assessment of Community Feedback & Response Mechanism project funded by DGTTF in selected HDI Townships in Myanmar with focus on the extent to which project activities were innovative and catalytic in the context of the HDI projects concerned, what has made them succeed or fail, and why. The ultimate goal of the assessments is to inform future strategic policy and programme planning processes in democratic governance focus areas.  The evaluation must address the entire project from inception to completion and should embody a strong results-based orientation. |

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| **V. EVALUATION QUESTIONS** |
| The evaluation should assess:   * Whether stated outputs were achieved * What factors have contributed to achieving or not achieving outputs * What factors contributed to effectiveness or ineffectiveness of the project * The impact of the project * The sustainability of the project impact * How effective equality and gender mainstreaming have been incorporated in the   design and execution |

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| **VI. METHODOLOGY** |
| Based on a desk review of all documents produced by the project and other relevant  knowledge products, interviews, focus groups, site visits and other research conducted, the  Evaluator will produce an evaluation that will:   * Identify outputs produced by the project * Elaborate on how outputs have or have not contributed to outcomes, and * identify results and transformation changes, if any that have been produced by the project |

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| **VII. EVALUATION PRODUCTS (DELIVERABLES)** |
| The Evaluator will produce for approval by UNDP:   * An evaluation inception report * A draft evaluation report, and * A final evaluation report with lessons learned and recommendations   The Evaluator will also facilitate in at least one knowledge sharing event or produce an evaluation brief or similar knowledge product. |

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| **VIII. EVALUATION TEAM COMPOSITION AND REQUIRED COMPETENCIES** |
| **QUALIFICATIONS**   * Advanced degree preferably in International Relations, Political Science, Law, or other Governance or development related field * Minimum 5 years relevant professional experience in the area of democratic governance * Minimum 5 years’ experience in project or programme evaluation in country context * Knowledge of and experience with UNDP or other donor or developing country governance programming is considered an asset * Experience in project management is considered an asset * Familiar with result-based monitoring and outcome/impact studies * Fluency in Myanmar and English languages * Solid English writing skills   **COMPETENCIES**   * Excellent analytical and statistical skills * Excellent communication skills including ability to engage stakeholders in open and exploratory discussions |

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| **IX. EVALUATION ETHICS** |
| The evaluation must be conducted in line with the UNEG “Ethical Guidelines for Evaluation”. |

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| **X. IMPLEMENTATION ARRANGEMENT** |
| Consultant’s work will be facilitated directly by the UNDP Monitoring & Evaluation Unit. The unit will make arrangements for the consultant to have consultations with other units in the UNDP country office and HDI Transition Team. The consultant will be required to undertake extensive travel to field locations of the selected CFRM townships (2 townships each from CDRT and ICDP project areas based on the fair representation of township), to monitor, data collection and group discussions.  Consultant will carry out his/her assignment under the direct supervision of the Officer-In-Charge of the Monitoring & Evaluation unit. |

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| **XI. TIME FRAME FOR THE EVALUATION PROCESS** |
| The duration of consultancy service is eight weeks commencing first week of March 2013. |

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| **XII. TOR ANNEXES** |
| The following annexes are available on request for providing additional detail about evaluation background and requirements to facilitate the work of evaluators.   1. CFRM Project document 2. A list of Key stakeholders and partners (including suggested townships to be visited) 3. Documents to be consulted (CFRM database, feedback letters etc.) 4. CFRM Annual Progress Reports and review report 5. UNEG norms and standards |