



REPUBLIC OF KENYA

MINISTRY OF LABOUR AND SOCIAL PROTECTION

STATE DEPARTMENT FOR SOCIAL PROTECTION AND SENIOR CITIZEN AFFAIRS

TERMS OF REFERENCE

GRIEVANCE AND CASE MANAGEMENT CONSULTANT FOR KENYA SOCIAL AND ECONOMIC INCLUSION PROJECT (KSEIP)

Background

The project aims to Strengthen Delivery Systems for enhanced access to Social and Economic inclusion services and shock-responsive safety nets for poor and vulnerable households in Kenya. As part of project implementation, there is a need for a Grievance and Case Management Consultant to oversee the establishment and operation of effective Grievance redress mechanisms, including fraud investigation complaint mechanisms, and to identify and address system loopholes to ensure transparency and accountability. To also provide technical oversight and backstopping for the implementation and roll-out of the E- Grievance Mechanism and the offline grievance mechanism.

The roll-out of the EGCM in the Inua Jamii and the ESR requires undivided attention and leadership. To ensure the quality and accuracy of this task, a dedicated position is required. Currently this additional support cannot be made available from staffing positions within the Ministry. The State Department for Social Protection t has therefore asks the World Bank under the KSEIP project for this support.

Objectives of the assignment

The main objectives of the consultancy are:

- To support enhancement and implement a comprehensive Grievance and Case Management System (GCMS) to address complaints, grievances, and allegations of fraud related to project activities.
- To exam complaints and grievances promptly and impartially, ensuring fair and transparent resolution.
- To identify and -recommend system loopholes and weaknesses that may lead to fraud, corruption, or inefficiencies in project implementation.
- Enhance linkages between the various units in the SDSP on GRM components systems

Scope of Services

- Designing and implementing a GCMS in coordination with relevant project stakeholders, including the World Bank, government agencies, and implementing partners.
- Developing standard operating procedures (SOPs) for handling complaints, grievances, and fraud allegations, including clear protocols for investigation and resolution.
- Establishing mechanisms for receiving, documenting, and tracking complaints and grievances, ensuring confidentiality and protection of whistleblowers.
- Conducting thorough and impartial investigations into complaints and allegations of fraud, corruption, or other irregularities, including interviewing relevant stakeholders, reviewing documentation, and collecting evidence.
- Providing regular updates and reports on the status of complaints and investigations to project management and relevant stakeholders.
- Recommending corrective actions and measures to address identified system loopholes, weaknesses, or areas of concern.
- Conducting training sessions and capacity-building activities for project staff and stakeholders on grievance handling, fraud prevention, and compliance with project procedures.

Location, Timeframe, and Commencement of the Assignment

The consultant is required for a period of 5 months and will be based in at the Social Protection Secretariat .The assignment will commence immediately after signing of the contract.

Qualification/ and Experience

- A Minimum of a bachelor’s degree in either Human Development, Social Sciences or Social Policy.
- Three years of relevant professional work experience actively managing projects which would include fraud investigation, Complaints Mechanism and compliance management, ,
- Three years of experience with managing social protection or comparable projects, preferably in a public sector environment.
- Experience and skills in working with Government, Monitoring and reporting, Training and workshop facilitation.
- Demonstrated ability to effectively collaborate with counterparts with different technical and sectoral backgrounds
- Experience in managing E-grievance/complaints mechanisms is desirable

- Strong analytical and problem-solving skills, with the ability to identify and address systemic issues and vulnerabilities.
- Excellent communication and interpersonal skills, with the ability to engage effectively with diverse stakeholders.
- Have excellent oral and written communication skills in English, as well as team participation and management skills;
- Strong organizational and communications skills and ability to interface with national, county and sector players in the discipline;
- Demonstrated Computer Skill (Proficiency in using computer desktop application MS Office (Word, Excel and Power Point)).

Key Deliverables

The consultant will be expected to deliver the following:

- A comprehensive E-GCMS, including SOPs, complaint handling procedures, and investigation protocols.
- Regular reports on the status of complaints, grievances, and investigations, including findings and recommendations for corrective actions.
- Training materials and documentation for capacity-building sessions on grievance handling, fraud prevention, and compliance.

Reporting:

This is a time based contract and the consultant is expected to work 8 hours a day, 22 days a week. The Consultant will work closely with the G&CM team/staff in the SDSP and reporting to the KSEIP Project Coordinator.

Payment to the Consultant

It is anticipated that the consultancy will last for **five months**. The terms and conditions of the contract between the Consultant and the Government shall be determined at negotiation, which govern the amount and timing of payments. The KSEIP will pay for all associated travel and related expenses incurred when attending field trips in order to complete the assignment.

The rates for reimbursable and other details will be discussed at negotiation and agreed in the contract.

Obligations of the Client

In order to facilitate the smooth and effective implementation of the project, the government will undertake the following:

- a. Provide necessary background information and data, including the relevant project documents.
- b. Secure permission for entry into all areas as required for the proper execution of the assignment.
- c. Provide logistical and related support necessary to facilitate successful undertaking of the assignment.
- d. Provide translation if/as needed through the local officers during the field visits.

Obligations of the Consultant

- a. The consultant shall carry out the assignment as agreed in these Terms of Reference in a professional manner in keeping with internationally accepted standards, using qualified staff.
- b. The consultant shall endeavor to provide their services with diligence and within the time agreed upon in the contract.
- c. At the completion of the assessment of the project, the consultant shall submit to the SDSP all reports and documents in soft and hard copy, working files, media materials (i.e. photo, video), calculations and computer data properly organized in English language.
- d. Gather all necessary data and information needed in the execution of the assignment and realization of the desired outputs.
- e. Exercise confidentiality while handling all project-related information.

Financial Proposal

The Consultant will propose his/her monthly rates for these services as per attached TOR in the invitation for expression of interest. The rates in the proposal shall include all of the Consultant's costs including the applicable statutory deductions.

Acceptance

All rights are reserved with SDSP either to approve or disapprove any proposal without giving any reasons whatsoever.

Confidentiality Statement

All data and information received during the assignment, from respondents, the State Department of Social Protection and Senior Citizen affairs, , the World Bank and others are to be treated confidentially and are only to be used in connection with the execution of these Terms of Reference. All intellectual property rights arising from the execution of these Terms of Reference are assigned to the National Social Protection Secretariat. The content of written materials obtained or prepared in this assignment will not be disclosed to any third parties without the expressed advance written authorization of SDSP and/or the World Bank.