

TERMS OF REFERENCE

Welfare Benefits Board (WBB)
Ministry of Finance, Economic Stabilization & National Policies (MoF)

SOCIAL PROTECTION PROJECT (SPP)

GRIEVANCE REDRESS SPECIALIST (GRMS)

1. BACKGROUND

1.1 Context. Sri Lankans have been hit by a significant economic downturn over the past two years. The spread of the coronavirus pandemic, as well as fiscal and monetary indiscipline have shrunk the economy. Sri Lanka's gross domestic product contracted by 7.8% in 2022, while inflation peaked at 69.8% in September 2022, and the Sri Lankan Rupee (LKR) depreciated close to 80 percent against the US dollar in 2022. As a result, the poverty rate doubled from 13.1% to 25% (\$3.65 per capita, 2017 PPP) between 2021 and 2022. Around 75% of households were estimated to have experienced a reduction in their incomes, and 37% of households were facing acute food insecurity in November 2022. Moreover, women-headed households, which were already 60 percent poorer than male headed households, were pushed deeper into poverty.

1.2 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.

1.3 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.

1.4 Implementation Arrangements. The Project has two implementing agencies: Ministry of Finance, Economic Stabilization & National Policies (MoF) and Ministry of Women, Child Affairs, Social Empowerment (MoWCASE). The Welfare Benefits Board (WBB), under MoF, will manage the day-to-day operations for strengthening of the social registry and payments to beneficiaries for new cash transfer program Aswesuma, while the Department of Samurdhi Development (DSD), under MoWCASE, will manage the day-to-day operations for the economic inclusion pilot and integrated family support.

The Project Management Team (PMT) in WBB is looking for a qualified Grievance Redress Specialist to help WBB conduct all the Grievance and Redress Mechanisms (GRMs) activities related to the above Project.

2. OBJECTIVE OF THE ASSIGNMENT

The overall objective of the assignment is to provide technical support to WBB in developing a system to manage grievances in line with Project Appraisal Document, Project Operations Manual, and Environmental Social Commitment Plan (ESCP). The GRM Specialist will be responsible for establishing, maintaining, and overlooking grievance redress systems and developing reports to take remedial action.

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;
- Provide clarity, predictability and uniformity on how grievances, complaints, and concerns will be received, assessed, sorted, resolved, and monitored under the project;
- Define the roles and responsibilities of the various parties involved in the consideration and resolution of grievances clearly;
- Facilitate improvement in the performance of staff involved in the GM and overall project performance (including environmental and social performance) through capacity-building, monitoring of grievance redress processes and periodical progress reporting.
- Closely monitor project implementation against all agreed indicators, using field visits and other methods;
- Measure, assess and report progress of grievances received and resolved in the entire country;
- Consolidate, 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 grievances;
- Build GRM capacity of key stakeholders/beneficiaries to produce quality data as well as effective use of GRM data for improvements;
- Prepare daily/monthly GRM reports to be shared with the WBB Board members, MoF, and the World Bank
- Any other task as assigned by the Project Director (PD).

4. REPORTING OBLIGATION

The GRM Specialist will report directly to the Project Director and work closely with other PMT and WBB staff.

5. DURATION OF THE ASSIGNMENT

This shall be a full-time work assignment at PMT in WBB, MoF. The services of the GRM Specialist is required for a period of 1 year with possible extension for the Project duration.

6. CONFIDENTIALITY AND CONFLICT OF INTEREST

The consultant undertakes to comply with GoSL's and WB's policies and rules with regard to corrupt and fraudulent practices, conflict of interest and confidentiality. The consultant 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 prior written consent by the WBB. Any draft reports and other documents produced by the consultant will be discussed and cleared by the PD before their final issue.

7. QUALIFICATIONS AND EXPERIENCE REQUIREMENTS

- Read web advertisement to find out Educational / Professional Qualifications.
- 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.

8. PROFESSIONAL COMPETENCIES

- Ability to read and write excellent English, and produce project reports in English for regular and continuous presentations to World Bank staff.
- Ability to guide and deliver the range of grievance management activities required by the project.
- Proven understanding of issues related to social accountability, grievance mechanisms and stakeholder engagement;
- Excellent inter-personal, problem-solving, negotiation and training skills;
- Excellent communication, data analysis and report-writing skills in English;
- Capability to prioritize work and mitigate risks;
- Ability to work as part of a team, while at the same time being able to work and deliver independently;
- Ability to interact with staff in the relevant agencies.
- Effectiveness in analyzing and resolving project implementation issues.
- Familiarity with the relevant Government procedures and regulations.
- High level of computer literacy, including Word, Excel, email and the internet.
- Strong communication skills and good interpersonal relations.

9. METHOD OF RECRUITMENT

Advertised to select the best candidate.

The procurement method - Individual consultant selection method using the World Bank Procurement procedures