

# TERMS OF REFERENCE

HIRING OF THE INTEGRATED EXPERT TO CONDUCT USERS' SATISFACTION SURVEY ON THE LOCAL SERVICES AT TEHSIL LEVEL UNDER THE PROJECT "STRENGTHENING CAPACITIES FOR IMPROVED MANAGEMENT OF LOCAL REVENUES AND LOCAL SERVICES".



<b>Posted date</b>	19-Feb-24	<b>Last date to apply</b>	26-Feb-2024
<b>Country</b>	Pakistan	<b>Location</b>	Peshawar
<b>Type of Services</b>	Consultancy (contractual)	<b>Category</b>	Local governance – institutional strengthening
<b>Position</b>	1	<b>Tentative commencement date</b>	01 <sup>st</sup> Mar 2024
<b>Length of Assignment</b>	40 working days	<b>Tentative Duration</b>	01 <sup>st</sup> Mar 2024 to 26 <sup>th</sup> May 2024
<b>Proposals / applications to be submitted at: <a href="mailto:hr.cgpa@gmail.com">hr.cgpa@gmail.com</a>.</b>			

## A. ABOUT CENTER FOR GOVERNANCE AND PUBLIC ACCOUNTABILITY

Centre for Governance and Public Accountability (CGPA) is a not-for-profit, non-governmental, non-partisan, civil society organization working for the promotion of public accountability and good governance. CGPA was established in 2011, and registered in January 2012 under the Societies Registration Act, 1860. CGPA is governed by a Board of Directors, comprising of seven members. CGPA has been actively providing specialized and expert technical services in public policy and governance, service improvement, promotion of peace and tolerance, inclusivity, rule of law, local governance, local finance & planning & revenues, digital solutions for service delivery and improved governance, transparency and access to information, civic education through research and analytical work, budget accountability and social audit, electoral reforms, legislative strengthening, and democratic development.

## B. ABOUT THE ASSIGNMENT

### B. 1. BACKGROUND

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) has initiated a project titled as Participatory Local Governance (PLG) to assist the governments in Punjab and Khyber Pakhtunkhwa to further strengthen their local governance system towards improved services

delivery to the citizens. PLG builds on the earlier gains of its two completed projects in Punjab and Khyber Pakhtunkhwa i.e., the Support to Local Governance Project and the FATA Development Project by creating synergies on the already achieved results and the capacities built. The PLG will provide support mainly in three areas i.e., local revenue generation, participatory development planning, and digitalization for improved services delivery.

GIZ has partnered with CGPA to assist the Government of Khyber Pakhtunkhwa (GoKP) in further deepening and expanding key reforms pertaining to local revenue mobilization, improving service delivery, and adopting sophisticated and improved mechanisms for citizens' engagement in service delivery. To deliver services in these areas, the GIZ has awarded a project titled as "Strengthening Capacities for Improved Management of Local Revenues and Local Services" under the overall umbrella of PLG Project.

The overall goal of the project is to "strengthen the capacities of the local governments for provision of improved local services and realization of local revenues". Specific objectives are"

- a. Strengthening capacities of the local governments for provision of improved local services through training and capacity building activities focusing especially on inclusive and gender responsive management of local services; and
- b. Strengthening capacities of the local governments for improved collections of local revenues through training and capacity building on use and operations.

## B. 2. PURPOSE AND OBJECTIVES OF THE ASSIGNMENT

The purpose of this assignment is to conduct a comprehensive user satisfaction survey on local services at the tehsil level. The overarching goal is to systematically assess and understand the level of satisfaction among residents who utilize various local services. The insights gained from this survey will enable informed decision-making, helping to identify strengths, weaknesses, and areas for improvement in the delivery of tehsil-level services.

## B. 3. SCOPE OF THE ASSIGNMENT

This assignment involves conducting a user satisfaction survey focused on local services within the designated tehsils. The expert will engage with diverse stakeholders, implement a robust survey design, employ sound sampling methodologies, and analyze collected data. The scope emphasizes ethical considerations, stakeholder collaboration, and a time-bound approach to ensure a comprehensive evaluation.

## B. 4. ACTIVITIES AND TASKS AND TIMELINES

The following activities and tasks will be performed by the Expert:

<i>Sr.#</i>	<i>Activity / Task</i>	<i>Level of Efforts (days)</i>	<i>Timeline (Month)</i>
1.	Review existing reports, surveys, and relevant documents.	5	Mar 2024
2.	Develop a comprehensive survey instrument with both quantitative and qualitative components.	5	Mar 2024
3.	Design a representative sample size and selection method along with detailed survey plan	4	Mar 2024
4.	Conduct interviews, focus group discussions, and surveys with relevant stakeholders.	16	Apr 2024
5.	Apply statistical techniques and qualitative analysis to interpret findings.	3	Apr 2024
6.	Prepare a detailed report with findings, conclusions, and recommendations.	7	Apr 2024
	<b>Total level of efforts (days)</b>	<b>40</b>	<b>End by Apr 2024</b>

Besides, any other task/s may be undertaken if required for the achievement of the deliverables.

## B. 5. DELIVERABLES

The Expert will be responsible to deliver the following deliverables:

- a)** Survey Design Report: This report will serve as the foundational document, outlining the blueprint for the survey. It will include:
  - i. A detailed description of the survey structure, questionnaires, and methodologies employed.
  - ii. An explanation of the chosen sampling approach, ensuring representativity and relevance.
  - iii. A comprehensive strategy for gathering data, including tools, timelines, and personnel.
- b)** A draft findings report showing quantitative and qualitative analysis of the survey.
- c)** The comprehensive final report will encapsulate the entire survey process and its outcomes.

## C. PAYMENT

Payment of fee to the consultant will be made as per the following schedule:

<b>Deliverable</b>	<b>% Payment</b>
Survey Design Report	30%
Survey Report	70%
<b>Total</b>	<b>100.00%</b>

## D. REPORTING STRUCTURE AND COORDINATION

The services under this consultancy assignment will be supervised by the Technical Lead, CGPA. The Expert will report to and will get directions during the currency of the provision of services from the Technical Lead.

## E. REQUIRED QUALIFICATION AND EXPERIENCE

The consultant should possess a combination of technical expertise, relevant work experience, and interpersonal skills to successfully deliver all the deliverables as stated above under this project. The following are the key qualification & experience criteria required for selection:

- Educational qualifications: The consultant should hold at least a master's degree in public administration, law, social sciences, management sciences, political sciences, or a related field.
- Overall Experience: A consultant should have at least 10 years overall work experience in the relevant sector.
- Relevant Experience: The candidates shall have extensive knowledge of the public sector governance with focus on local governance. Specifically, the candidate shall demonstrate strong knowledge and experience of the following:
  - a. Survey Design and Implementation: The surveyor should have experience in designing effective surveys that capture a wide range of perspectives on local services. This involves crafting questions that elicit meaningful responses and ensuring the survey methodology is sound.
  - b. Data Collection Techniques: Proficiency in various data collection methods, such as interviews, questionnaires, and focus groups, is crucial. The surveyor should be able to choose the most appropriate methods based on the community's characteristics and effectively execute them to gather valuable insights.

- c. **Analytical Skills:** Strong analytical skills are necessary to interpret survey data accurately. The surveyor should be able to identify patterns, trends, and correlations in the responses, providing a comprehensive understanding of the community's satisfaction with local services.
  - d. **Community Engagement:** Experience in engaging with diverse communities is important. The surveyor should be able to build rapport with residents, ensuring a high response rate and capturing a representative sample of opinions.
  - e. **Decision Support:** Previous involvement in projects where survey data directly influenced decision-making processes is a significant asset. The surveyor should showcase instances where their work led to positive changes or improvements in local services.
  - f. **Understanding Local Governance:** Familiarity with the structure of tehsil-level governance and local service delivery is advantageous. This background knowledge enables the surveyor to contextualize findings within the specific administrative framework.
  - g. **Ethical Considerations:** Experience in adhering to ethical standards in survey research, including obtaining informed consent and ensuring the confidentiality of participants, is crucial.
- **Strong communication and inter-personnel skills:** The candidates shall possess strong analytical and research skills, including the ability to gather and synthesize complex technical information. The candidates shall also have excellent communication and reporting abilities, with proficiency in English and Urdu.
  - **Previous consultancy experience:** Previous experience of working as a consultant on similar assignments is mandatory. The consultant should provide access to reports or documents of similar nature to evaluate his/her application during hiring process, if so required by CGPA.

## F. HOW TO APPLY

Interested individuals can send their detailed professional profile (80% weightage for evaluation), highlighting the relevant experience and qualification as well as the financial proposal i.e., daily fee rate (20% weightage for evaluation) by mentioning the title of the position in the subject line at: [hr.cgpa@gmail.com](mailto:hr.cgpa@gmail.com). The daily fee rate shall be inclusive of all taxes and all incidental expenses to carry out this assignment (i.e., travelling, logistics, printing etc.). Last date for receiving applications is provided in the summary table above. CGPA may call for tests or interview for which no TADA will be admissible. Female candidates are encouraged to apply. CGPA holds the right to cancel the process of hiring before award of contract without assigning any reason thereof.

\*Late submissions will not be entertained.