



Terms of Reference (ToR) for the Development of Community Feedback and Response Mechanisms for WASH services at the community

Population Media Center-Ethiopia (PMC-E) in partnership with the United Nations Children’s Fund (UNICEF) has been implementing a Research Based Multi-Media SBC (Social and behavioral change) project to address gender/disability inclusive SBC (Social and behavioral change) on WASH issue in sampled woredas of selected regions. The project mainly focuses on radio talk show production and broadcast, capacity building training, development of gender and disability inclusive WASH guides, SBC strategy, conduct interpersonal communication campaigns for social and behavior changes among communities in the project intervention woredas/kebeles.

Community feedback and response mechanisms provide. An ideal feedback process involves the gathering of feedback and the communication of a response, which forms a 'feedback loop. Effective information provision can strengthen trust, build community ownership, and encourage feedback and participation. And the feedback mechanisms allow recipients to express their concern or displeasure with the WASH services provided and an opportunity for the service providers to improve.

Much care must be taken in explaining the mechanism, as translations need to ‘culturally as well as linguistically comprehensible, and communications may need to be modified to avoid negative or strong connotations. At least three types of content are commonly mentioned as needing to be communicated: the principle of accountability, the identity of the organization and the nature of the programme or project and how the feedback mechanism works.

- Accountability - ‘Being accountable to the people we support through development and/or humanitarian projects involves ensuring people are aware of their rights.
- Identity of the organization-Introducing the organization to the affected community is considered essential.
- How the feedback and response mechanism works- In both development and humanitarian context the affected population or the targeted communities should be made aware of the steps in the feedback process. The process should be made as transparent as possible. This can include answering the following questions:
 - ✓ Why is feedback being collected? It is important to explain this to both staff and beneficiaries, including local authority figures.
 - ✓ What is the difference between feedback and complaints? The distinction an agency makes in this regard may not be obvious to all stakeholders and may need to be carefully explained both when the mechanism is introduced and when responding to feedback.
 - ✓ What is the scope of the feedback mechanism? What can one complain or give feedback about the project and the services provided?

- ✓ Are confidentiality and non-retaliation assured as needed? How? Many make clear that beneficiaries should be able to raise feedback without fear of retaliation or discrimination.
- ✓ When can feedback be shared? A sense of regularity is said to be important for users of the feedback mechanism. People giving feedback want to know that it is collected and heard, and response addressed for the raised issues.

The Scope of Developing Community Feedback and response Mechanisms for WASH Intervention Communities

The intervention woredas of Gender and disability responsive SBC WASH project comprises 9 woredas in the selected regions. These include SNNPR (3), Oromia (3), Afar (1), Gambella (1), Benishangul Gumuz (1), and Somali regions. However, the development of Community Feedback and response mechanisms for WASH services will be endorsed by the ministry of water and health. The community feedback and mechanisms provide clear direction for WASH intervention communities, Government and Non-Government Organizations (NGOs) working in WASH sectors.

Objectives of Community Feedback Mechanism for WASH Intervention Communities

The community feedback mechanisms for WASH intervention settings are a practical guide providing information on Community Feedback Mechanisms for WASH intervention areas within the community. The community feedback mechanisms aim at improving community feedback mechanisms for WASH intervention areas.

Approach/Methods

The community feedback mechanisms for WASH intervention will be developed in close consultation with relevant ministry of health and water team, UNICEF and PMC-E concerned staff and relevant **partners/stakeholders** who work in WASH issues. The community feedback and response development process should adopt mixed approaches/methods, integrating community feedback mechanisms related literatures and key informant interviews with key stakeholders. Moreover, all data collection methodologies should be considered in line with the agreed principles between the envisaged firm and PMC-E Senior Management Team in consultation with UNICEF and the key stakeholders.

Scope and Tasks of the Consultant

The Consultancy Service provider shall

- Submit inception report, collect input, and revised the report accordingly.
- The inception report shall be approved by PMC-E technical team and UNICEF before implementation.
- Submit draft and final work plan detailing the steps and activities to be conducted during the development of community feedback mechanisms for WASH interventions.
- Develop mechanisms for Community feedback and response mechanisms for WASH interventions.
- Participate and facilitate the first-round discussion/workshop on the community feedback mechanisms and collect comments/feedbacks/inputs.

- Incorporate all the comments/inputs, refined the community feedback mechanisms for WASH interventions for second round discussion/ workshop.
- Participate and facilitate the second-round discussion on the community feedback mechanisms and collect additional comments
- Include all the comments, finalize the community feedback mechanisms, and submit the final version to the Client.
- Compare the English version of the community feedback mechanisms with the Amharic translation and confirm.
- There is a need to incorporate some illustrations in the community feedback mechanisms for WASH intervention communities.
- Present the final community feedback mechanisms document in the familiarization workshop.

Deliverables

The Consultant or Firm will provide the following deliverables:

- An inception report with the detailed work plan, appropriate methodology, roles, and responsibilities of community feedback mechanisms for WASH interventions.
- Final tools/checklist to collect information/data for the development of community feedback mechanisms for WASH intervention communities.
- Action points captured during the first meeting with PMC-E senior staff, UNICEF, and key stakeholders.
- Action points captured during the second meeting with PMC-E senior staff and key stakeholders.
- Action points captured during the third meeting with PMC-E senior staff and key stakeholders.
- Draft Community Feedback Mechanisms which will be submitted within the specified days.
- The final Community Feedback Mechanisms for WASH intervention communities which will be submitted within five days after the validation workshop with the stakeholders.
- All deliverables will be submitted in 2 copies in hardcopy and softcopy in editable form.

Duration of the Assignment/Timing

The Community Feedback Mechanisms for WASH intervention communities will be completed within 30 days. The consultant must ensure that the whole process of the document that includes preparation, consultation of stakeholders' development of data collection tools/checklists, write-up, and dissemination of the Community Feedback Mechanisms for WASH intervention communities to stakeholders and reviewing of the final guide can be completed within this timeframe.

Instructions:

For the proposal, a detailed work plan with project milestones should be included. The budget should reflect the work plan. ***The selected firm should be governed by PMC's Child Safeguarding, Prevention of Sexual Exploitation and Abuse (PSEA) policies including COVID-19 management principles throughout the whole process of developing MHH toolkit in Emergency and Refugee programs.***

Application Process

- Interested Consultants having multi-disciplinary professionals (Health backgrounds environmental health, public health, health promotion and behavioral Science; social science, communication, gender) or Firms which are legally registered in the Country's rule of Law are invited to submit an Expression of Interest (EOI) for delivery of the assignment.
- Detailed technical proposal will include proposed methodology of the material development indicating the overall process including, quality assurance, timeframe, etc. for undertaking community feedback mechanisms for WASH intervention communities.
- Clear work plan including outputs/deliverables and detailed timeframe.
- The financial proposal will include detailed budget containing total costs as per man-day rates, work plan and any other costs anticipated in undertaking process of the assignment.
- Detailed CV of the consultant/firm with full description of the profile and experience.
- Contact details from at least two references with in-depth and proven knowledge of the applicant's expertise and relevant work experience.
- Sample of relevant previously produced material; a cover letter outlining the suitability of consultant or consultant firm for the assignment, motivation and summarizing relevant experience.

The bidder should submit their technical and financial proposals with a sealed envelope to PMC-E, Addis Ababa located around Bambis Mekane Yesus BDG, 7th Floor during working hours within ten working days from the day of this announcement

OR

You can send your proposal through the following emails:

fkibrat@populationmedia.org or rahelbernardo@populationmedia.org