

**National Committee for Sub-National Democratic Development Secretariat
(NCDDS)
Improving Social Accountability at District, Municipality and Khan (DMK)
Level Project**

Terms of Reference

Position	: Social Accountability Operation Consultant (SAOC)
Duty Station	: NCDD Secretariat, Phnom Penh
Duration	: 12 months (subject to satisfactory 3 months' probation and annual performance review)
Contract Type	: Individual Consultant Time Base Contract

1. BACKGROUND

National Program on Sub-National Democratic Development

The National Committee for Sub-National Democratic Development (NCDD) is an inter-ministerial committee that has key roles in assisting the Royal Government of Cambodia to lead, coordinate, formulate and implement policies related to Decentralization and Deconcentration reform or so-called Sub-National Democratic Development Reforms. The Secretariat of the NCDD (NCDDS) is responsible for assisting the NCDD in the daily management, preparation and implementation of the National Program for Sub-National Democratic Development, which is a long-term plan for the implementation of Decentralization and Deconcentration policies and the Organic Laws, including the Law on Capital, Provincial, Municipal, District and Khan Administration Management and Law on Commune/Sangkat Administration Management.

Within the framework of Decentralization and Deconcentration reform, so far, the NCDD has been leading and coordinating the implementation of the 10-year National Program for Sub-National Democratic Development Phase 2 (NP-2: 2021-2030) after the National Program for the Sub-National Democratic Development Phase 1 has successfully completed its implementation by the end of 2020. The NP-2 has goal to "promote democratic development, inclusive, equitable and justice through the modernization of sub-national governance and improved access, quality, and utilization of public service delivery. This will contribute to the elimination of poverty and the improved quality of life for all citizens."

The NP-2 also focuses on cross-cutting issues related to gender equality, social equity, and inclusiveness. Sub-National Administrations (SNA) will recruit and manage staff, and prepare plans and resources to administer public services and foster local development without discrimination based on gender, religion, disability, ethnicity, or other social characteristics. SNAs will work proactively to assist women and disadvantaged groups in an equitable and inclusive manner to overcome the challenges they face in utilizing public services and fully engaging in local development, the economy, and society.

Social Accountability

Social accountability is an essential mechanism for improving SNA service delivery and governance. Therefore, the Social Accountability Strategic Plan was approved by NCDD on July 11, 2013 and Frameworks for Implementation of the Social Accountability Strategic Plan have been developed and approved twice which are ISAF-I (2016-2018) and ISAF-II (2019-2025). The Strategic Plan and its frameworks have been implemented through the cooperation between the NCDDS, development partners and civil society organizations in order to enhance the constructive engagement between citizens and government as an integral element of governance arrangements through which public decision-making and action takes place. It

includes all those activities in which citizens and their representatives can advocate for their interests (voice) and thereby check the performance of officials and service providers (accountability) as they make, implement and enforce public decisions (collective choices) relating to rights, regulations, investment/resources and service delivery.

The I-SAF represents an integral component of the NP-2. The both phases of I-SAF specify activities to be undertaken by the supply side-by government entities at national and sub-national level and the demand side – coordinate by civil society organizations. During I-SAF Phase II, World Bank through multi-donor trust fund on Social Accountability and Service Delivery (SDSD-TF) has designed projects including: (i) Integration of Social Accountability into National and Sub-National Systems Project phase I and Phase II which NCDDDS is an implement agency to coordinate and support I-SAF supply side and (ii) Engaging Citizens to Improve Service Delivery Through Social Accountability Project which World Vision International-Cambodia is an implement agency to coordinate and support I-SAF demand side.

Besides, other effort on social accountability also implemented through the commitment of the government resource for the supply side, and the support from other NGOs on the demand side including CARE, FHI360, Oxfam as well as CSOs are contracted at the ground level through funded from various Development Partners, USID, EU, BMZ/GIZ etc. To date, a total of 1,545 communes and sangkats (C/S) out of 1,652 are implementing the Social Accountability (93%), while 37 Districts/Municipalities/Khans (DMK) are in piloting (17%).

After focusing on Communes and Sangkats and experiences for years, as well as piloting at DMK level, the rollout implementation at DMK level should be started with aim at providing a process and approach rolling out the Social Accountability Implementation at DMK level, particularly the collaboration with the Improving Service Delivery (ISD) Programme to develop relevant guidelines to support Social Accountability operations or called operational guidelines and tools for Social Accountability at DMK level while the government is currently expanding Social Accountability to include all SNAs (CS and DMK) across the country, in particularly to permanently anchor this approach in the governance system, ensuring Social Accountability implementation sustain by end of NP2 at 2030.

2. ROLE OF THE SOCIAL ACCOUNTABILITY OPERATION CONSULTANT

Overall responsibilities

The SAOC will work under the overall supervision of the Head of the NCDDDS, and direct supervision of Social Accountability (SA) Project Director and Manager. The SAOC will work closely with other the officials and consultants/advisors of the MEID/NCDDDS, SNA and relevant civil society as appropriate to assists all operation aspects and other related tasks. The SAOC will be subject to probation period and annual performance evaluation processes as established by the NCDDDS.

Specific responsibilities and tasks:

The SAOC will provide technical support to the NCDDDS with the overall management, implementation and monitoring of the SA including contribution of developing the capacity of NCDDDS staff to gradually assume responsibility for this work of all operation matter. Working closely with MEID-NCDDDS staffs and advisors/consultants, the SAOC will have specific tasks as following:

- a. Preparation of work plans and budgets related to government implementation responsibilities under the overall SA in accordance with agreed formats;
- b. Development of training curricula and materials for sub-national administrations and advisors related to SA and their roles in implementation of social accountability activities;
- c. Drafting of all relevant Social Accountability policies, regulatory instruments, guidelines and operations manuals for sustainability;

- d. Support the implementation and analysis of a monitoring framework for SA with a focus on developing lessons learned and best practices that may be replicated;
- e. Participation in workshops and meetings focused on SA and the preparation of materials for these events as necessary;
- f. Coordination and contribution idea for guideline development for Social Accountability at DMK level
- g. Liaison with SNA and civil society organizations to ensure an up to date understanding of the demand side dynamics, progress and challenges and facilitate cooperation between the SNA and CSOs;
- h. Liaise with the NCDD's Policy Division officials and advisors on matters pertaining to policy and program design arising from SA implementation;
- i. Develop and assist training manual and guideline for SA implementation at DMK administrative services and other new services base on function transferred;
- j. Review and revise SA training manual guideline and SA Project Implementation Manual base on the real situation;
- k. Led to conduct TOT training to provincial and district SA trainers and technical working group;
- l. Assist and Organize PSC study visit and PSC meetings with good collaboration with CSO coordination;
- m. Review and revise I4C poster in CS, DMK base on the real need in good collaboration with SA-TWG, relevant ministries and CSOs;
- n. Contribution task to review and update SA Mobile App in good collaboration with NCDD's IT, ISD and other stakeholders;
- o. Facilitate and coordinate with SNA on SA Joint Decision (JD) between NCDD and provincial administration, and Agreement between provincial administration and DMK
- p. Develop SA supportive supervision tools in order to implement for effectively and;
- q. Perform other duties assigned by the SA Management.

3. REPORTING

The SAOPC is expected to prepare monthly reports on their own activities in accordance with procedures established under the NCDD's personnel management guidelines; substantive reports on progress and constraints for inclusion in the NCDD's Progress Reports; and other reports as requested by NCDD's management. The SAOPC also require to preparation of periodic and ad hoc reports on SA progress highlighting strengths and weaknesses and actions necessary to improve performance as well as reporting to development partners including semi-annual and annual report.

4. QUALIFICATIONS

Required qualification and experiences:

Education/Experience:

- University degree or higher in public administration, planning, social sciences or a related field especially good governance.
- Extensive experience 7 years in local development, community development, governance, local government reforms in Cambodia.
- Having experiences working with the government project funded by the World Bank, ADB, External Funded project, or the international organizations, and having knowledge of Government SOP;
- Demonstrate commitment to NCDD's mission and the SA;
- Display gender, religion, race, nationality³ and age sensitivity and adaptability and;
- Ability to establish and maintain effective rapport with civil servants, other advisers and with all key NCDD stakeholders.

Functional Competencies:

- Proven communication and advocacy skills;
- Flexible, ability to solve problems and adaptable;
- Ability to work with minimum guidance and proven initiative;
- Good facilitation skills;
- Proficiency using of MS Word, Excel, Power Point, MS Project, etc.;
- Awareness and sensitivity of cross-cultural settings;
- Good report writing skills in English and Khmer and;
- Ability to travel to provinces and fields.