

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

## Terms of Reference

<b>Position</b>	: <b>IT Consultant (ITC)</b>
<b>Duty Station</b>	: NCDD Secretariat, Phnom Penh
<b>Duration</b>	: 12 months (subject to satisfactory 3 months' probation and annual performance review)
<b>Contract Type</b>	: 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 NCDDS 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, as well as to harmonize social accountability mobile application for more user friendly, in particularly to permanently anchor this approach in the governance system, ensuring Social Accountability implementation sustain by end of NP2 at 2030.

Currently, the Mobile Application contains different types of information/content such as data collection form for post-on, data entry for service providers, post-on, and I4Cs. Each content provides different functions, e.g. data collection form enables service providers to print and using this form in order to collect data regarding their performance against standard, as well as budget information. Data entry<sup>1</sup> allow service providers using results from data collection to enter the data and produce post-on and print for I4Cs<sup>2</sup> dissemination follow annual social accountability cycle (January to March each year). The mobile app is expected to update upon reflect from the implementation, citizen feedbacks, and technology trends.

There are number of Apps developed in different purpose and sometime similar both function and purpose which have been developed from government institution (i.e. MoI) and civil society organizations. This intervention will be looking at how to harmonize the relevant social accountability mobile apps in to one app that make more effective and user friendly, particularly the citizen.

## **2. ROLE OF THE IT CONSULTANT**

### ***Overall responsibilities***

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<sup>1</sup> Data entry open for only service providers through enable log in account.

<sup>2</sup> Post-on data and I4Cs is for public access to view information.

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

***Specific responsibilities and tasks:***

The ITC contributes to assist the NCDDS with the overall management, implementation and monitoring of the SA including contribution of developing the capacity of NCDDS staff to gradually assume responsibility for this work on IT support for social accountability. Working closely with MEID-NCDDS staffs and advisors/consultant, the ITC will have specific tasks:

- Review the Social Accountability relevant documents and database systems managed by government and NGOs, i.e. the Social Accountability Implementation Plans, Social Accountability Operational Manuals for both the demand and supply side, Social Accountability Reports, and especially Social Accountability tools used in Component 1 – Access to information, and Component 2 – Citizen Monitoring etc.
- Provide orientation on social accountability mobile app including status of social accountability mobile app and its future plan in order to get the same page among team and prepare planning to improve this app through the support of ISD.
- Join technical review on Social Accountability mobile app, identify possibility of linkage with other apps through work closely with ISD team including international consultant, as well as WVI team to review the existing mobile apps and discuss in details to agree on structure for improvement.
- Provide practical recommendations and develop a systematic on how Social Accountability tools could be enhanced through utilizing technology.
- Restructuring and updating the mobile application to leverage the latest technology advancements through collaborative with ISD consultant.
- Work with short term ICT system improvement consultant of the NCDDS ensuring the development of an API (Application Programming Interface) to connect between the mobile app and the database system. This API will serve as a bridge, allowing the mobile app to interact with the database to retrieve, submit, and manipulate data as required.
- Support NCDDS on leading the process and coordinate to conduct consultation meeting with Social Accountability-TWG to provide inputs prior the approval by PSC.
- Implementation of robust security measures to trust and confidence among users, ensuring that their privacy is protected and their sensitive information remains secure within the mobile app.
- Test and modify the created mobile Apps based on feedback from NCDDS project management and technical team.
- Perform other duties assigned by the SA Management.

### **3. REPORTING**

The Consultant will work under the overall supervision of the Head of the NCDDS and direct supervision of the Social Accountability Project Manager. The Consultant will work closely with the Social Accountability Project Coordinator and NCDD IT office and other Social Accountability consultants, SNA, relevant line ministries, Social Accountability Implementing CSOs, and other relevant agencies following consultation and advice of the Project Manager.

#### **4. QUALIFICATIONS AND EXPERIENCES**

The consultant will have a track record of the following qualifications and experiences:

- Bachelor's or Master's degree in computer sciences, IT, or a related field
- At least 5 years of experience in the development of mobile applications and database system
- Knowledge of Flutter for developing mobile apps with cross-platform is an advantage
- HTML, JavaScript, CSS, jQuery, Bootstrap
- Knowledge of programming with back-end languages such as PHP and Laravel Framework.
- Familiarity with the Python Django framework would be advantageous.
- Knowledge of MySQL / PostgreSQL database management system.
- Knowledge of Flutter for developing mobile apps with cross-platform is an advantage.
- Knowledge of MVC (C#) with .NET Framework, .NET Core with SQL Server Database.
- Experience in developing and consuming web services, including RESTful APIs, or SOAP APIs.
- Knowledge in server deployment and configuration IIS Server, Nginx/ Nginx Proxy/Apache Server on Ubuntu/CentOS.
- App Deployment Proficiency: experience in deploying mobile apps to both the App Store (for iOS apps) and Google Play Store (for Android apps).
- Ability to design and implement secure token-based authentication mechanisms, such as JSON Web Tokens (JWT), to ensure secure communication between the mobile app and backend services.
- Experience with version control systems, such as Git, and collaborative development tools for team-based development and code management.
- Experience in providing a development training manual
- Fluent in English and Khmer
- Good communication skills and willingness and ability to work with different stakeholders
- Proven IT development skills;
- Proven communication and listening skills;
- Experience providing capacity development support;
- Flexible, ability to solve problems, and adaptable;
- Ability to work with minimum guidance and proven initiative;
- Good analytical and quantitative skills and;
- Ability to travel to provinces and fields.