

Ministry of Economy (MoEc)
Eshteghal Zaiee – Karmondena Project (EZ-Kar)
Project Implementation Unit (PIU): Staff: Terms of Reference (ToRs)

I. Overview of the Position:

Position Title:	Field Monitoring and Reporting/ Grievance Handling Officer
# of Positions:	2
NTA Grade/ Step:	Grade D (Exact step within this grade will be decided based on qualifications and immediately previous salary history)
Employer:	EZ-Kar PIU, MoEC
Position Duration:	Three years, but with annual contracts based on the Afghan calendar year* with an initial probational contract of 6 months
Position Period:	(Estimated) April 2019 to December 2021
Primary Duty Station:	Kabul but with field visits to all EZ-Kar coverage cities periodically
Reporting To:	Senior Monitoring and Reporting Officer(s) /M&E_MIS Manager

II. Introduction to the Program:

The recent wave of returnees and the growing IDP population have put an enormous pressure on Afghanistan's inundated service delivery systems, as well as on the social, economic and physical infrastructure of the communities that host these groups. The Eshteghal Zaiee – Karmondena (EZ-Kar) is a Project that proposes to mitigate the enormous pressure caused by the displacement crises, while also enhancing the opportunities it presents for economic development. Thus EZ-Kar fits within the international context of integrating humanitarian approaches with development. There is a strong emphasis in the project on regulatory reforms at municipal and national levels to support business owners and enhance the ease of doing business, developing market-based infrastructure, and creating short and medium term economic opportunities as well as removing impediments to their re-integration. The Project Development Objective (PDO) is to provide an enabling environment for economic opportunities in cities where there's a high influx of displaced people. The EZ-Kar project will reach Afghan refugees living in Pakistan and citizens within Afghanistan in 13 cities in Afghanistan namely: Jalalabad (Nangarhar), Kabul City (Kabul Province), Kandahar City (Kandahar Province), Herat City (Herat Province), Puli Khumri (Baghlan), Maimana (Faryab), Ferozkoh/ Chaghcheran (Ghor), Khost Matun (Khost province), Asadabad (Kunar), Kunduz City (Kunduz Province), Mehtarlam (Laghman), Parun (Nuristan) and Taloqan (Takhar). The EZ-Kar is again an inter-ministerial approach to the displacement crises, with multiple implementing agencies (IAs) including the Ministry of Foreign Affairs (MoFA), the Ministry of Economy (MoEc), the Kabul Municipality (KM), and the Independent Directorate of Local Governance (ILDG).

The MoEC handles Component #5 of the EZ-Kar which includes: (a) national level regulatory reforms and (b) serving as the lead agency for the Program and thus coordinating between the four different implementing agencies for all five components. The MoEC will execute this through a Project Implementation Unit (PIU) embedded within the Ministry's Directorate of Local Services, under the Deputy Ministry for Technical Affairs.

III. Roles and Responsibilities

- Maintain a regularly updated Grievance Handling database module for the EZ-Kar, filing grievances received under agreed categories and assigning them to teams. Recording uptake channels, resolutions/ investigation status, feedback mechanisms, gender and category disaggregated grievances received, etc.
- Strictly maintain the confidentiality of grievances received to make sure sensitive grievance information is kept confidential and that only relevant and responsible officials and project personnel have access to them.
- Support the M&E team in the donor ISM for grievance handling and management.
- Ensure serious grievances are raised to the management's immediate attention and resolution/ investigation.
- Regular visits to six of the EZ-Kar coverage cities as assigned in close coordination with the Provincial Coordinators to monitor all field level work of the EZ-Kar.
- Review and report on the work of the various external consulting firms at the field level: this includes the business support center feasibility study, the Component 2 Facilitating Partners, the regulatory reform on construction permits, etc.
- Review and approve the field level work of the independent evaluation agents responsible for approving the performance-based grant disbursements.
- Monitor the Component 5 regulatory reform implementations on the ground in formats pre-defined.
- Support the Communication and Media colleagues in preparing success stories from each of the cities covered for the media products and for the quarterly reports.
- Work with the Communication and Media Colleagues (including from other EZ-Kar implementing agencies) to increase the awareness of project beneficiaries about Ez-Kar GRM systems and available uptake channels. This will also include that the beneficiary are (a) aware of the GRM systems and its uptake channels and (b) confident that their sensitive grievances and confidential information are kept secure.
- Support the M&E/ MIS team in preparing the detailed quarterly progress reports.
- For the MoEc PIU and Component 5 only, review the input components in the field and headquarters offices against approved resource/ staffing plans.
- Help the M&E team respond to audit queries on the monitoring aspects of the program.
- Any other responsibilities, activities that may be reasonably required of the incumbent by the M&E and MIS Manager and/or Executive Director.

IV. Key Qualification Requirements:

Academic:

A Bachelor's Degree in Sociology, Development Studies, Economics or similar is required. Completion of 12th grade and ongoing studies for a Bachelor's degree or Diploma will also be considered provided work experience is ideal.

Work Experience:

A minimum of 4 years of overall work experience, of which a minimum of 2 full years post-completion of the 12th grade education is required. Also required is a minimum of 2 full years working in administrative positions in Government, donor community, large NGOs or UN organizations.

Other Requirements:

- Good typing speed in English, Dari and/or Pashto
- Working fluency in English
- Fluency in Dari and Pashto
- Working fluency in MS Office (especially Excel)
- Ability to work under pressure and with frequency changing priorities
- Ability to work with minimal supervision and be self-motivated

Submission Guideline

All qualified applicants are hereby requested, to send their updated CV's, copies of educational credentials attested and evaluated by ministry of higher education, and work experience contracts to the following emails.

Please refrain from sending extra and unnecessary documents, certificates and recommendation letters.

In case if you have any questions and or queries, please contact Mr. Matiullah Jahed 0774248590

Submission Email

To: moec.consultants@gmail.com & CC: hr.moec.ezkar@gmail.com

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