

**REQUEST FOR EXPRESSIONS OF INTEREST  
(CONSULTING SERVICES – INDIVIDUAL CONSULTANT SELECTION)**

***ECOWAS - Regional Off-Grid Electricity Access Project(ROGEAP) Additional Financing***

**Selection of an Individual Consultant as Grievance Redress Officer**

The Economic Community of West African States (ECOWAS Commission) has received a grant from the World Bank to implement the Project, “***Regional Off-Grid Electricity Access Project (ROGEAP)***”, and intends to apply part of the proceeds for the **Selection of Individual Consultant as Grievance Redress Officer**.

The consulting services (“the Services”) include the followings as shown below and the duration of the contract shall be for **an initial period of one (1) year renewable for a total up to 5 years based on satisfactory performance**. The consultant is expected to be hosted in the ECOWAS’s office in Abuja, Nigeria (full time and/or home-based depending on COVID-19 restrictions). Activities to be performed by the **Grievance Redress Officer** include but are not limited to the following:

1.1.Communication and awareness-raising about the Grievance Mechanism(GM)

The Grievance Redress Mechanism ( GRM) Officer shall be responsible for ensuring that the existence and procedures of the GM are being communicated clearly and adequately throughout the entire project lifecycle to project-affected parties and other interested stakeholders. This will include:

- Overseeing the development and dissemination of communication materials for the GM, whether these are in print (e.g. brochures, posters), using traditional media channels (radio, TV programs) or using online channels (social media, etc.)
- Communicating with all relevant stakeholders, especially project-affected parties, on any issues concerning the GM
- Where appropriate: Developing and including a chapter on communications for the project GM in the project’s communications policy and plan
- Developing GM-related content to be published in relevant outlets (e.g. implementing agency’s website)
- Identifying groups of disadvantaged, vulnerable, or potentially excluded groups and preparing tailored outreach mechanisms to ensure these groups are aware of and confident seizing the GM (e.g. dedicated consultations or sensitization sessions related to the GM; adaptation of communication materials to the expressed needs and preferences of these groups, etc.).
- A separate log that is password protected with limited access to ensure confidentiality should be established for SEAH complaints.

1.2.coordination of actors involved in the GM and general GM oversight

The GRM Officer shall be responsible for coordinating the work of other actors involved in operating the GM and providing support in GM implementation. This may include:

- Coordinating with the PIU, especially environmental and social safeguards

- Coordinating with the nineteen country-level GM focal points
- Supporting the establishment of a GM, including community mobilization, recruitment and selection of GM members
- Assisting and providing guidance to other actors involved in the GM at various levels, as needed
- Overseeing the consultant who will develop the SEAH protocols, and ensuring that grantees or borrowers needing assistance in operationalizing/developing these protocols at their level are connected to the consultant for any relevant technical assistance
- Conducting regular spot checks and proactively following up with other actors involved in the GM to ensure the smooth roll-out and operation of the GM.

### 1.3.Capacity-building

The GM Officer shall be responsible for developing the capacity of staff at various levels (PIU, local level) through training in order to enhance the effectiveness of the GM.

This will include:

- Creating training materials in coordination with PIU and updating them on an ongoing basis as per harvested lessons learned and best grievance resolution practices noticed in the nineteen project countries
- Conducting sensitization sessions and trainings, as well as refresher trainings, for staff involved in grievance handling (e.g., country-level GM focal points).

### 1.4.Monitoring and reporting on GM performance

**The GM Officer shall be responsible for monitoring and analyzing the performance and effectiveness of the GM and reporting progress to PIU management and the World Bank.**

**This will include:**

- Developing an integrated grievance management database to allow for tracking and analysis of grievances received across the project, which will require close coordination with other actors involved in the GM in order to record all grievance entries in a consolidated GM log;
- Analyzing grievance data and reporting regularly on quantitative and qualitative findings and feedback trends to senior PIU management
- Ensuring that a section reporting on GM activities is included in regular progress reports to the World Bank
- Communicating on project GM findings with project donors, partner implementers, stakeholders, and direct and indirect beneficiaries as agreed upon with senior management
- Developing periodic (monthly, quarterly and annual) reports and presentations including overall, detailed analysis of all data collected and analyzed.

The ECOWAS Commission invites eligible Individual Consultants (“Consultants”) to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. *The shortlisting criteria are as follow:*

## Qualification

- Master's degree in a relevant discipline (e.g. Law, Political Science, Sociology); A higher degree can be an advantage.

## Experience and skills

- 5 years of relevant professional experience;
- Proven understanding of issues related to social accountability, grievance mechanisms and stakeholder engagement;
- Excellent inter-personal, problem-solving, negotiation and training skills;
- Excellent communication, data analysis and report-writing skills in English;
- Capability to prioritize work and mitigate risks;
- Ability to work as part of a team, while at the same time being able to work and deliver independently;
- Previous work experience with the World Bank or other international development organizations a plus.

## Language

Candidates must speak and write fluent French and English; and have excellent written, presentation and reporting skill.

**Note: Citizens of ECOWAS member States are particularly encouraged to apply for this consultancy.**

The attention of interested Consultants is drawn to paragraph 3.16 and 3.17 of the World Bank's Procurement Regulations for IPF Borrowers: Procurement in Investment Project Financing – Goods, Works, Non-Consulting and Consulting Services, July 2016, setting forth the World Bank's policy on conflict of interest in Consulting Services.

A Consultant will be selected in accordance with the *Selection of Individual Consultant* set out in the Consultant Guidelines. For more details on the ROGEAP Project background and the Consultant job description and selection criteria, please to refer to the attached TORs.

Further information can be obtained at the address below during office hours **Monday to Friday from 9.00 a.m to 5.00 p.m (GMT + 1) Local Time**,

**ECOWAS Commission, Directorate of General Administration,  
Attention: Head of Procurement,  
Procurement Division, Plot 101, Yakubu Gowon Crescent, Asokoro District, Abuja,  
NIGERIA.**

**E-mail: [sbangoura@ecowas.int](mailto:sbangoura@ecowas.int) with copy to [sdouka@ecowas.int](mailto:sdouka@ecowas.int); [amahamidou@ecowas.int](mailto:amahamidou@ecowas.int); [afallah@ecowas.int](mailto:afallah@ecowas.int); [gobasi@ecreee.org](mailto:gobasi@ecreee.org)**

Expressions of interest must be delivered in a written form in (person, or by mail, or by e-mail) to the address below, by **04 mai 2021 at 11.00 a.m (GMT + 1)**.

i) Electronically to the email addresses below:

**E-mail:** [sbangoura@ecowas.int](mailto:sbangoura@ecowas.int) with copy to [sdouka@ecowas.int](mailto:sdouka@ecowas.int); [amahamidou@ecowas.int](mailto:amahamidou@ecowas.int); [afallah@ecowas.int](mailto:afallah@ecowas.int); [gobasi@ecreee.org](mailto:gobasi@ecreee.org)

ii) Delivered in a written form (one (1) signed original plus three (3) copies in (person, or by registered mail) to the physical address:

ECOWAS Commission , Procurement Division, First (1<sup>st</sup>) Floor of the ECOWAS Commission Headquarters, **Plot 101, Yakubu Gowon Crescent, Asokoro District, Abuja, NIGERIA.**

**Commissioner, General Administration & Conference**