

TERMS OF REFERENCES (TORs)

Post Distribution Monitoring of Refugee Housing Units in Floods Affected Districts of Balochistan and KP, Pakistan

Background

Established in 1950 by the United Nations General Assembly, the United Nations High Commissioner for Refugees (UNHCR) is the agency mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. In more than six decades since its establishment, UNHCR has helped tens of millions of people regain their lives. The Islamic Republic of Pakistan is neither a signatory to the 1951 Convention Relating to the Status of Refugees nor its 1967 Protocol, and it does not have its own specific national legal framework for the refugees. Despite the lack of legal framework, Pakistan continues to be one of the world's largest and protracted refugee hosting countries providing safety to some 1.3M people forced to flee their homes.

The country was hit by floods in second half of 2022 and last for couple of months before receding. The heavy floods impacted a lot of houses as well as devastated infrastructure and buildings of several services and facilities. The infrastructure was completely or partially damaged and was also not accessible for months due to standing water. During the Floods emergency, all humanitarian actors and government authorities were in field to rescue and provision of humanitarian assistance to affected population. Meanwhile, different UN agencies, local government authorities as well as UNHCR field teams and partners identified several critical gaps in field like access to health services, women and child friendly spaces, temporary learning centres, community places/centre. In the context, UN agencies and local government authorities requested UNHCR for the provision/installation of Refugee Housing Units (RHUs) in certain areas for facilitating the flood affected people.

I. Description of Services Requests

Post Distribution Monitoring (PDM) is a post-distribution exercise of the Refugee Housing Units (RHUs), which shall be conducted independently after the installation of all requested RHUS by an experienced and qualified Service Provider (SP). It is designed to collect information related to the objectives of the interventions, the quality of the distribution process and intended and current utilization of the product. (see the Annex-A2 for Questionnaire).

UNHCR will provide a list of the all sites where RHUs are installed (both in Refugee Villages (RVs) and outside RVs) in Balochistan and KP provinces, to the selected Service Provider (SP) in the form of an encrypted file. UNHCR will also share name, contact details of UNHCR provincial focal person for assistance if required.

The SP will visit the sites and collect the information as per the agreed questionnaire. Findings of the PDM will be used to verify and detect irregularities and recorded as lesson learnt/recommendations as well as will be fed into UNHCR's operations management cycle and operations plans. The SP is expected to conduct one-time PDM within 6 weeks (45 calendar days) after the issuance of the contract. The PDM will consist of the questionnaire, informal discussions with household and custodian of the products, and observations. The Questionnaire will be reviewed and finalized by mutual discussion between UNHCR and the selected SP. The PDM will use only primary data. The selected SP will be requested to review the **Questionnaire (Annex-A2)** and to suggest additional questions and points to make necessary adjustments.

While conducting the PDM, the SP should maintain close communication with the Assistant Field Officer and the Energy Officer, UNHCR Islamabad. All data collected through the PDM will be computerized on Microsoft word and Excel. Analysis shall be done separately for Balochistan, Khyber Pakhtunkhwa as well as combined analysis shall also be presented. A detailed report shall be submitted with all the analysis to the UNHCR.

It will be critical to keep non-response rates as close to zero as possible. Non-response includes both refusals to participate in the monitoring and refusal to answer some questions. While it should always be stressed to respondents that they have the option of not answering certain questions, enumerators should be able to achieve a level of comfort with the respondents that they are responding to minimize non-response rates for each question.

For PDM inside the RVs, a No Objection Certificate (NOC) may be required from the respective CAR where UNHCR can support the process. All the necessary arrangements including obtaining of NOC, communication with authorities such as CAR, travelling and lodging etc. is the sole responsibility of the selected SP – any associated costs shall be part of the financial bid. UNHCR will not be responsible for any cost arising other than mentioned in the financial bid.

II. Objective / Scope of Work

- a. Finalization of PDM tool/questionnaire
- b. Identification and finalization of 20% sampling from all RHU sites for maximum geographical coverage with maximum outreach
- c. Plan and conduct physical visits on RHUs sites and capture pictorial evidences together with findings from informal discussion with Households and administrator/custodian of RHUs
- d. PDM will gather success stories (at least 02 for each province) in form of human interest stories.
- e. Analysis of findings. The main purpose of the analysis is identification and reporting of shortcomings, patterns and findings of interest. Results from PDM shall be analyzed along the main themes captured, such as, technical installation appropriateness, intended use of the product and current utilization, usefulness of the distributed RHUs during the floods emergency period, socio-economic benefits to the refugees and the hosting communities resulting from the installation of the RHUs and provision of services, as per the questionnaire and discussions. Analysis should also be carried out applying filters. Gender, age and location disaggregated data is a minimum requirement to capture potential outcome differentials and variations in perceptions among different demographic groups. Relevant findings shall be visually highlighted through the use of relevant tools.
- f. Preparation and submission of narrative report
- g. Incorporation of comments and submission of final report

III. Privileges and Immunities

Nothing in or related to the Agreement or any other agreement entered into in relation to the Agreement shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations (including its subsidiary organs) or of UNHCR, including under the Convention on the Privileges and Immunities of the United Nations of 1946 and UNHCR's privileges and immunities, or other Convention, law or decree of an international or national character or otherwise. No provision of the Agreement shall be interpreted or applied in a manner, or to any extent, inconsistent with such privileges and immunities. The UNHCR Accounts shall enjoy such privileges and immunities, including full immunity from any attachment, lien or other encumbrance against such UNHCR Accounts or any funds therein.

IV. Reporting

Reporting requirements are as follows:

- Draft Report
- Final Report
- Infographics representing data and comparative information (with respect to geographical coverage, RVs and outside RVs, intended and actual/current use, etc) – need to finalize in kick-off meeting

- Hard/Soft copy of data/survey documents captured in field and off-field

V. Schedule for Completion of PDM

The PDM shall be completed within 60 calendar days of signing the contracts in accordance with the estimated timeframe given below:

Survey plan and finalization of questionnaire	07 days
Arrangement and permissions (NOCs etc.)	15 days
Physical site visits	28 days
Draft Report	07 days
Incorporation of comments and submission of the Final Report	03 days
Total	60 days

VI. Experience and Qualifications

- Have legal status enabling the organization to perform the above-mentioned tasks ASAP.
- Be an expert in understanding the technicalities of prefab and conventional structures.
- Demonstrate experience in interviewing local population, preferably hard to reach groups including immigrants, refugees, ethnic minorities, etc. (at least two completed projects required) in the last three years.
- Demonstrated skills in project management and conducting surveys and having an experienced team to carry out the project.

VII. Payment Schedule

No advance payment will be made. Payments will be made as follows:

- 30% upon submission of survey plan and finalization of questionnaire
- 40% upon submission of Database, completion of surveys (Excel Sheet)
- 30% upon submission of Final Report.