

FEDERAL REPUBLIC OF NIGERIA
NIGERIA DIGITAL IDENTIFICATION FOR DEVELOPMENT PROJECT
TERMS OF REFERENCE
GRIEVANCE REDRESS MANAGER

1. BACKGROUND

Of the 187 million living in Africa’s most populous country, only about 30% have had their births registered - this figure drops to 19% in rural areas and to 7% within the poorest quintile of the population. Less than 50% of residents have any form of ID card, whilst only 9% of individuals have a national ID number (NIN).

Nigeria hosts a fragmented ID landscape which incurs significant costs on the Federal Government (FGN). Over 13 government agencies (National Identity Management Commission, National Population Commission, Central Bank of Nigeria, Independent National Electoral Commission, Nigerian Communications Commission and others) and at least 3 state agencies offer ID services in Nigeria. Many of these agencies, capture biometrics and issue ID cards independently without data links with other systems, resulting in duplication and sub-optimal utilization of scarce resources.

The FGN has indicated a strong desire to harmonize the existing identification ecosystem towards developing a foundational identification platform which can be leveraged to improve service delivery. A Strategic Roadmap for Developing Digital Identification in Nigeria was prepared with the support of the World Bank Group, and highlighted the need for a minimalist, foundational, and eco-system-based approach to identification in the country. The Roadmap was endorsed by the Harmonization Committee on January 31, 2018, and by the Federal Executive Council (FEC) in September 2019.

Consequently, the FGN applied for a credit from the World Bank to increase the number of persons in Nigeria who have government-recognized proof of unique identity that enables them to access services. The Project will be implemented by a Project Implementation Unit (PIU) in the National Identity Management Commission (NIMC) and an Ecosystem Coordination Strategic Unit (ECSU) in the Office of the Secretary to the Government of the Federation (OSGF) under the oversight of a Project Ecosystem Steering Committee (PESC).

2. OBJECTIVES OF THE ASSIGNMENT

A Grievance Redress Manager shall be engaged to support NIMC and ID4D in the development and implementation of a Grievance Redress Mechanism (GRM) for the ID4D project.

The objective of the position is to ensure the implementation of an effective Grievance Redress Mechanism, aligned with best practice and World Bank policy.

The Grievance Redress Manager will be accountable and report to the PIU Project Coordinator and cooperate with other PIU team members, implementing agencies, and relevant stakeholders, including colleagues in the ECSU working on citizen engagement.

3. SCOPE OF SERVICES

The main scope of work for The Grievance Redress Manager shall be to:

A. Manage Grievance Mechanism

- i. Lead the development and implementation of an effective GRM that will timely resolve grievances, including by:
 - i. Providing inputs into the scope of work for a consulting firm to design and develop an appropriate grievance redress mechanism for the ecosystem ID4D project which takes into account NIMC's existing Customer Care infrastructure, incorporates multiple channels, and is able to manage the expected volume of complaints under the ecosystem model;
 - ii. Providing inputs in the development of a best-practice GRM manual, containing standards and methods of handling grievances under the ecosystem GRM;
- ii. Analyse grievance trends, and provide regular reports to the Project Coordinator;
- iii. Manage multiple accessible channels through which complaints and grievances concerning the ID4D project can be resolved appropriately;
- iv. Follow up with complaints to ensure complaint resolution is advancing in a timely manner and using a fair process;
- v. Monitor resolutions to grievances to ensure they are implemented;
- vi. Implement regular monitoring and evaluation of the GRM with support from the PIU and ECSU M&E staff; and
- vii. Carry out any other relevant periodic duties that may be assigned by the PIU Coordinator.

B. Engage Ecosystem Partners and Stakeholders

- i. Liaise with ecosystem partners to address grievances arising from their operations in order to effectively monitor and improve the experience of the general public across the ecosystem;
- ii. Provide information about the grievance mechanism to partners and stakeholders and ensure they adhere to agreed messaging, training, and procedures;
- iii. Inform PIU and Project Coordinator of any serious concerns and complaints received by the grievance mechanism;
- iv. Work with relevant partners' staff to notify general public of activities that may lead to concerns or complaints before the project activities are undertaken;
- v. Work with ecosystem partners' staff tasked with customer engagement to understand issues before, during, and after interface or engagement events.

C. Provide Capacity Building Support

- i. Identify capacity needs in NIMC Customer Care Department, for efficiently handling grievances, provide capacity building, and suggest training programs.

4. REPORTING, LOCATION AND TIME SCHEDULES

The Grievance Redress Manager will report to the Project Coordinator in the PIU.

The commencement of the services shall come into force and effect on the date (the “Effective Date”) of the Client’s notice instructing the Grievance Redress Manager to begin carrying out the services.

5. QUALIFICATION OF THE SPECIALIST

The Grievance Redress Manager shall have the following minimum educational qualifications and experience:

- a) First degree in relevant discipline (e.g. Law, Business Administration, Social Sciences, Marketing, etc) with minimum 6 years’ post-graduate experience with grievance redress management, service management and operations in Nigeria;
- b) Must have a minimum of 5 years work experience on Grievance Redress of World Bank funded projects or in customer care/complaints position of a major telecommunication company, bank, or equivalent institution.
- c) Demonstrate experience in development and applications of Grievance Redress Mechanisms or experience in the fields of customer care and customer relations field with understanding of managing a large department and system (e.g. large call center, sophisticated CRM software, multiple channels, etc.).
- d) Demonstrate experience in creating beneficial relationships with stakeholders of a project.

6. ESTIMATED EFFORT LEVEL AND DURATION OF THE ASSIGNMENT

The duration of the assignment is initially for 12 months but will renewed subsequently on an annual basis subject to satisfactory performance. The contract type is Time Based.