

## TERMS OF REFERENCES (TORs)

### *Post Distribution Monitoring of Multi-Purpose Cash Assistance to the registered Afghan Refugees Under category of Persons with Specific Needs*

#### **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.

#### **I. Description of Services Requests**

The purpose of this Post Distribution Monitoring (PDM) plan is to provide a comprehensive framework for monitoring and evaluating a cash assistance programme that covers basic needs and is delivered through bank agents. The PDM aims to assess the effectiveness of the multipurpose cash assistance project, identify any gaps or issues in distribution, and measure the impact of the assistance on beneficiaries. The PDM will provide valuable insights into the project's operations and outcomes, helping to ensure that the project is delivering the intended benefits to the target population. The plan will outline the key monitoring indicators, data collection methods, and reporting mechanisms for the programme, and will also provide guidance on follow-up actions, communication and dissemination strategies.

While conducting the PDM, the service provider (SP) should maintain close communication with the UNHCR Islamabad. All data collected through the PDM will be recorded online through Kobo form. Survey form is created internally by UNHCR and the survey form will be accessible through a Kobo link. Access to the Kobo form and Kobo data will be provided to the SP. Analysis shall be done separately for Balochistan, Khyber Pakhtunkhwa and others 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

The cash assistance programme aims to provide financial support to vulnerable refugees households under the category of persons with specific needs (PSN) to help them meet their basic needs, such as food, shelter, and healthcare. The project is designed to improve the economic well-being of beneficiaries and reduce poverty, and it is targeted all refugees households who were affected by the economy crisis and have limited access to income-generating activities or social safety nets.

- a. PDM will gather success stories (at least 03) in form of human interest stories.
- b. Preparation and submission of narrative report
- c. Incorporation of comments and submission of final report

## III. Sampling strategy

A representative sample of beneficiaries will be selected for monitoring purposes. The sample size will be determined based on the size of the population, the distribution method, and the resources available for monitoring. A stratified random sampling approach will be used to ensure that the sample is representative of the target population.

Hereunder table shows the stratified sample size measurements/surveys are needed to have a confidence level of 95% that the real value is within  $\pm 5\%$  of the measured/surveyed value.

Area	Sample size
Balochistan	94
Khyber-pakhtunkhwa	94
Punjab	31
Islamabad	31
Sindh	32
<b>Total</b>	<b>282</b>

Note: 100% on site interviews

## IV. 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.

No data connected to this survey shall be shared with any authority without the explicit permission of UNHCR.

## V. Reporting

Reporting requirements are as follows:

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

**VI. Schedule for Completion of PDM**

The PDM shall be completed within 45 calendar days of signing the contracts in accordance with the estimated timeframe given below:

Survey plan	03 days
Arrangement and permissions (NOCs etc.)	12 days
Physical site visits -survey	22 days
Draft Report	05 days
Incorporation of comments, critical analysis and submission of the Final Report	03 days
<b>Total</b>	<b>45 days</b>

**VII. Experience and Qualifications**

- Have legal status (business registration) enabling the organization to perform the above-mentioned tasks ASAP.
- Demonstrate experience in interviewing local population, preferably hard to reach groups including immigrants, refugees, ethnic minorities, etc. (at least two completed projects at least one with UN agency or International organization, over Rs 5 million each, required) in the last three years.
- Demonstrated skills in project management and conducting surveys and having an experienced team to carry out the project.

**VIII. Payment Schedule**

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

- 30% upon submission of Inception Report
- 40% upon submission of Draft Final Report {Database, completion of surveys (Excel Sheet)}
- 30% upon submission of Final Report.