

TORs

Study on opportunities and challenges for digital participation of citizens in local government affairs

Project:	“Strengthening of Local Governance Systems as a Catalyst for Improved Municipal Services Delivery in Punjab and KP”
Last date to apply:	5-04-2022
Submission to:	hr@cpdi-pakistan.org along with proposal, CV and Cover Letter

About CPDI:

Centre for Peace and Development Initiatives (CPDI) is an independent, non-partisan and a not-for-profit civil society organization, which has been working on issues of peace and development since 2003. It is registered under Section 42 of the Companies Ordinance, 1984 (XLVII of 1984). It was established by a group of concerned citizens who realized that there was a need to approach the issue of peace and development in an integrated manner. CPDI seeks to inform and influence public policies and civil society initiatives through research-based advocacy and capacity building in order to promote citizenship, build peace and achieve inclusive and sustainable development. Areas of special sectoral focus include promotion of peace and tolerance, rule of law, local governance, transparency and access to information, budget watch, media development, electoral reforms, legislative strengthening and democratic development.

A. Background:

Within the overall understanding and cooperation between the Governments of Pakistan and Germany, CPDI and GIZ are jointly implementing “Strengthening of Local Governance Systems as a Catalyst for Improved Municipal Services Delivery in Punjab and Khyber Pakhtunkhwa” to support the Local Government Departments in Khyber Pakhtunkhwa and Punjab in the formulation of capacity building mechanisms (both digital and face-to-face) for local government officials and elected representatives, with a special focus on women and youth. The project aims to (i) build capacity of Local Government Officials through a comprehensive training programme; (ii) encourage more political participation by citizens especially women and youth through leadership development sessions at community level; (iii) engage policy makers to identify gaps for smooth implementation of effective service delivery mechanism through policy reviews and reflections; (iv) establish partnership with Tehsil Municipal Administrations (TMAs) to develop capacity of cadres of sanitary workers to work in a safe and effective manner, (v) improve the performance of local governments to effectively provide local services to citizens through digitalization and use of ICTs; and (vi) launch a study on analysis of gaps and key opportunities towards effective service delivery of municipalities.

Digital and social media in Pakistan are vital for the country’s successful development: economically, socially and culturally. The internet and digital technologies are making citizens participation faster, cheaper, and more convenient, due to improved access to ICTs. The

Government of Pakistan's Vision 2025 identifies ICT development as an important tool for achieving good governance and economic development, especially through its benefits in terms of efficiency gains, increased transparency and enhancing citizens participation for improved service delivery. CPDI requires the services of a consultant for a systematic study on opportunities and challenges for digital participation of citizens in local government affairs.

B. Purpose, Scope and Methodology of the Study:

The overall purpose of this research assignment is to conduct an assessment of the opportunities and challenges regarding digital participation of citizens in local governance.

The study is expected to be around the following aspects:

- a) Mapping of opportunities that exist under the existing laws and the LG system for participation of citizens in the policy formulation, planning, decision-making, implementation and oversight processes of LGs;
- b) Status quo analysis with focus on the status and relevant procedures/ protocols of available digital tools, especially in relation to their purpose, relevant sector, target groups, usage and perceived/ realized benefits. The analysis will cover all the relevant tools including the ones developed by the Provincial Information Technology Boards;
- c) Mapping of challenges and opportunities in relation to each of the available digital tools, for example, regarding human resources, required technical infrastructure, user friendliness, accessibility for citizens and inclusiveness, with special focus on women participation and their sustainability;
- d) Proposing new digital tools that can enhance citizens participation in local governance including delivery of municipal services and development planning/ administration;
- e) Identification of issues regarding data protection and data privacy; and
- f) Any other aspects linked to the overall objective of the study.

For the study, the consultant will, among others, (a) review any previous studies and the relevant laws and available digital tools; (b) interview relevant officers and staff members; (c) conduct 14 dialogues with youth, elected representatives, staff members of local government and IT boards/ Information Department, and influencers in Kohat, Haripur and Swat in Khyber Pakhtunkhwa and Sheikhpura, Khanewal, Toba Tek Singh and Mandi Bahuddin in the Punjab province to assess the opportunities and challenges for digital participation; (d) draft the study and finalize after obtaining/ incorporating feedback of stakeholders. The dialogues will be conducted with the primary objective of collecting ideas for promoting citizens' participation in the policy formulation mechanisms. Findings of dialogue will be incorporated in assessment study and position papers around opportunities and challenges for digital participation of citizens in local government affairs. Two position papers will be formulated, one for Khyber Pakhtunkhwa and the other for the Punjab province.

C. Activities and the Timeline

The consultant will perform the following activities within the allocated number of days:

Description of Activities	Days
Discussion with the CPDI and GIZ team members for clarity regarding the TORs and expectations	01
Discussion with Local Government Officials, IT/ Information Departments in KP and Punjab	02
Inception report including detailed work plan, methodology and suggestions for refining ToRs, if required	01
Draft report containing analysis of available digital tools and their purposes in relation to relevant sectors, target groups including international best practices	05
Draft report containing mapping of challenges and opportunities for the available digital tools (e.g., human resources, technical infrastructure, user friendliness, accessibility for citizens, and inclusiveness with special focus on women participation for each tool and its sustainability)	08
Draft report on issues of data protection and privacy	04
14 dialogues with stakeholders in the identified districts in the KP and the Punjab provinces	14
Final / detailed report on the opportunities and challenges for digital participation of citizens in local government affairs	04
02 position paper around opportunities and challenges for digital participation of citizens in local government affairs (one for KP and the other for Punjab)	04
Revision of submitted report/ position papers in the light of the stakeholders' feedback and its finalization	02
Total Days	45

D. Deliverables and Payment

Payment of fee to the consultant will be made against the following deliverables:

Deliverable	% Payment
Inception Report	20%
Final report on challenges and opportunities of digital participation of citizens in Local Government affairs	30%
02 position papers around opportunities and challenges for digital participation of citizens in local government affairs (01 for KP and 1 for Punjab)	30%
Assignment completion report	20%

E. Duration / Time frame:

The consultant will complete the assignment/ research in 50 days during the period from April 25, 2022 and July 25, 2022.

F. Reporting:

The consultant will report to the Project Manager in CPDI based in Islamabad with additional reporting line to the Technical Advisor-GIZ based in Lahore.

G. Qualification /Competencies required

- A master's degree in Minimum 05 years' experience of policy and administrative research, with focus on local governments, public policies, citizens' participation or citizens' digital engagement.
- Knowledge on digital tools and actively involved in organising digital dialogues for good governance and democratisation for the last two years.
- Good understanding of local government system in the Punjab and KP provinces.
- Good understanding of ICT will be an advantage.
- Good communication skills, especially report writing skills and relevant experience.