REPUBLIC OF UGANDA

Ministry of Gender, Labour and Social Development

(MGLSD)

TERMS OF REFERENCE

National Social Registry (NSR) Unit Staffing

Developed under NUSAF4 / World Bank Support

June 2026

Positions Covered in this Document:

- 1. Management Information System (MIS) Specialist
- 2. Software Developer/Database Administrator
- 3. Data Scientist
- 4. GRM and Case Management Officer

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TERMS OF REFERENCE

1. Management Information System (MIS) Specialist

Position Title	MIS Specialist
Duty Station	Kampala, Uganda (MGLSD Headquarters)
Organisation	Ministry of Gender, Labour and Social Development (MGLSD)
Project	National Social Registry (NSR) / NUSAF4
Contract Duration	3 Years (renewable based on performance)
Reports To	Social Registry Coordinator

1. Background

The Government of Uganda (GoU), through the Ministry of Gender, Labour and Social Development (MGLSD) and with support from the World Bank, is establishing a dynamic National Social Registry (NSR) to strengthen the coordination, targeting, and delivery of social protection programs across the country. Uganda currently operates a National Single Registry (launched in 2021), which serves as a static consolidated portal for beneficiary data from programs such as SAGE, NUSAF3, DRDIP, OVC MIS, and others.

The NSR initiative will transform this static system into a living, dynamic database that is always open to registration. The NSR will be continuously updated to ensure precise targeting, minimize inclusion and exclusion errors, and reflect real-time changes in household vulnerabilities. It will serve as the single entry point for all social protection and economic empowerment programs, capturing data on both current and potential beneficiaries nationwide. It will integrate with the National Identification and Registration Authority (NIRA) for real-time identity verification, the Uganda Bureau of Statistics (UBOS) for geo-master data and statistical integrity, and other government systems to ensure overall data accuracy. While the initial massive national rollout of the registry will be implemented in phases over a 2 to 3-year period aligned with the NUSAF4 project, the system will be institutionalized and sustained as a permanent, living database well beyond the project lifecycle.

The NSR MIS is a web-based management information system being developed to replace and expand the existing National Single Registry. It will include modules for registration and data intake (CAPI on Android tablets), PMT poverty scoring, case management and continuous updates, a Grievance Redress Mechanism (GRM), reporting and analytics, and interoperability with NIRA, UBOS, and program-level MIS platforms.

2. Objective

The MIS Specialist serves as the Head of the National Social Registry Unit and provides overall technical, operational, and administrative coordination of the NSR. The role is responsible for overseeing implementation of the NSR workplan, supervision of NSR Unit staff, coordination of stakeholders, management of system development and operations, and ensuring achievement of NSR implementation objectives. The MIS Specialist shall serve as the primary technical and operational liaison between MGLSD, OPM, development partners, and contracted service providers.

3. Scope of Work and Key Responsibilities

3.1 NSR Unit Leadership and Coordination

- Provide day-to-day leadership and coordination of the National Social Registry Unit.
- Prepare annual workplans, budgets, implementation schedules, and progress reports for the NSR Unit.
- Coordinate implementation of NSR activities with OPM, UBOS, NIRA, NITA-U, Local Governments, development partners, and other stakeholders.
- Monitor implementation milestones and ensure timely execution of all NSR activities.
- Provide technical and operational updates to the Social Registry Coordinator and MGLSD leadership.

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- Coordinate implementation of recommendations arising from technical working groups, steering committees, audits, and supervision missions.

3.2 Requirements Management and Vendor Oversight

- Serve as the MGLSD technical lead in all engagements with the software development firm, from inception through post-deployment support.
- Review and validate the software development firm's Inception Report, Detailed System Design Document (DSDD), and all technical deliverables.
- Manage the requirements traceability matrix, ensuring all NSR MIS functional and non-functional requirements are addressed in the delivered system.
- Coordinate and lead User Acceptance Testing (UAT), documenting test results, defects, and resolution status.

3.3 System Integration and Interoperability

- Oversee the design, development, and testing of API integrations with NIRA (identity verification), UBOS (geo-master data), NITA-U, and social protection program MIS platforms (SAGE, NUSAF4, OVC MIS).
- Coordinate technical engagements with NITA-U to ensure the NSR MIS is securely hosted on government data center infrastructure and complies with cybersecurity standards.
- Maintain the systems integration map and ensure data exchange protocols between the NSR and external systems are documented and functional.

3.4 Data Governance and Security

- Develop and enforce the NSR data governance framework, including data quality standards, access control policies, and data retention rules.
- Ensure the NSR MIS complies with Uganda's Data Protection and Privacy Act (2019) and all applicable cybersecurity regulations.
- Manage user roles and access permissions across all levels of the NSR MIS (national, regional, district, sub-county).
- Conduct regular system health checks, backups, and security audits in coordination with NITA-U.

3.5 Capacity Building and Support

- Develop and deliver technical training programs for MGLSD staff, district data managers, and field supervisors on NSR MIS use and administration.
- Maintain the MIS helpdesk and provide first and second-line technical support to system users.
- Prepare and maintain all system documentation, including user guides, technical manuals, and administrator guides.

4. Key Deliverables

- Annual and quarterly NSR workplans.
- Quarterly implementation progress reports.
- Technical review reports on all vendor deliverables (DSDD, APIs, test reports, training materials)
- UAT completion report with sign-off documentation
- Systems integration map and API documentation
- NSR MIS data governance framework and data dictionary
- User access management logs and system health monitoring reports (monthly)
- MIS training materials and post-training assessments

5. Qualifications and Experience

- An Honours Bachelor's degree in Computer Science, Information Technology, Management Information Systems, or a related field from a recognized University or Institution
- Master’s Degree in Computer Science, Information Technology, Management Information Systems, or a related field from a recognized University or Institution
- IT professional certification in Microsoft, CISCO, Oracle, CISA, ITIL, or equivalent is mandatory
- Certification in Project Management (PRINCE2, PMP, Agile, or equivalent) will be an added advantage.

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- Minimum 8 years of relevant experience managing or developing MIS systems including at least three years in a managerial or supervisory role, in management information systems at a specialist level preferably in social protection or government contexts
- Demonstrated experience managing software development vendor contracts and UAT processes
- Strong knowledge of database management (PostgreSQL, MySQL, or equivalent), web application systems, and API development
- Experience with interoperability frameworks and government data exchange platforms
- Experience coordinating multidisciplinary teams comprising technical, operational, communications, and stakeholder engagement personnel.
- Demonstrated experience managing multi-stakeholder ICT or development projects.
- Knowledge of data protection legislation and cybersecurity best practices
- Familiarity with social protection information systems (e.g., SAGE MIS, OVC MIS) is a strong advantage

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2. Software Developer / Database Administrator

Position Title	Software Developer / Database Administrator
Unit	National Social Registry (NSR) Unit, MGLSD
Contract Type	Long-term (renewable annual contract)
Duty Station	Ministry of Gender, Labour and Social Development, Kampala
Reports To	Management Information System (MIS) Specialist

1. Background

The Government of Uganda (GoU), through the Ministry of Gender, Labour and Social Development (MGLSD), is establishing a dynamic National Social Registry (NSR) to strengthen the coordination, targeting, and delivery of social protection programs across the country. Uganda currently operates a National Single Registry (launched 2021), which serves as a static consolidated portal for beneficiary data from programs such as SAGE, NUSAF3, DRDIP, OVC MIS, and others. The NSR initiative will transform this static system into a living, dynamic database that is always open to registration and continuously updated to reflect changes in household circumstances. The NSR will serve as the single entry point for all social protection and economic empowerment programs, capturing data on both current and potential beneficiaries nationwide. It will integrate with the National Identification and Registration Authority (NIRA) for real-time identity verification, with the Uganda Bureau of Statistics (UBOS) for geo-master data and statistical integrity, and with National Information Technology Authority Uganda (NITA-U) for secure government hosting infrastructure. The registry is implemented in phases over a 2-3 year period, aligned with the NUSAF4 project and Uganda's National Development Plan IV (NDPIV) goals. The NSR is supported by the World Bank and governed through a four-tier structure led by MGLSD, with strategic oversight from Cabinet and the National Planning Authority (NPA), technical design by a Data Working Group, field operations coordinated through the Ministry of Local Government (MoLG), and accountability maintained through independent auditors and the Inspectorate of Government.

2. Objective

The Software Developer / Database Administrator (DBA) is the NSR Unit's in-house technical implementer, responsible for software development, database management, and long-term system maintenance. The NSR MIS will be built by a contracted external software development firm, procured specifically for that purpose. During the development phase, the Software Developer works directly alongside the contracted firm, under the guidance of the MIS Specialist, to co-develop, test, and deploy all NSR MIS components. This embedded engagement ensures that technical knowledge, source code, and system architecture are fully understood and owned by the NSR Unit from the outset. Once the firm completes development and hands over the software, source code, and technical documentation, the Software Developer assumes full responsibility for the system, continuing to develop, enhance, and troubleshoot it based on evolving programme needs, without reliance on external contractors for routine system work.

3. Scope of Work and Key Responsibilities

3.1 Collaboration with the Software Development Firm (Development Phase)

- Work directly and on a day-to-day basis with the contracted software development firm throughout the NSR MIS development lifecycle, acting as the NSR Unit's primary technical counterpart to the firm.
- Under the guidance of the MIS Specialist, participate in all phases of development: requirements validation, system design reviews, sprint planning, code reviews, testing, and deployment preparation.
- Review all code, API specifications, database schemas, and technical documentation produced by the firm, raising queries and ensuring alignment with NSR requirements and government ICT standards set by NITA-U.
- Co-develop selected system components alongside the firm's developers, building hands-on familiarity with the codebase, architecture decisions, and system configuration from the ground up.
- Lead or co-lead user acceptance testing (UAT) for all MIS modules, working with the MIS Specialist and end users to identify defects, document issues, and track their resolution by the firm.

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- Ensure that all knowledge transfer obligations specified in the firm's contract are met, including structured training sessions, code walkthroughs, handover documentation, and demonstration of the development environment.
- Receive, review, and formally accept the complete source code, build scripts, deployment configurations, system architecture diagrams, API documentation, database schema, and operations manuals at handover. Flag any gaps or incomplete deliverables to the MIS Specialist and Software Architect before sign-off.

3.2 System Development and Maintenance (Post-Handover)

- Take over full development ownership of the NSR MIS following formal handover, continuing to build, enhance, and adapt the system based on evolving programme requirements, new data collection instruments, additional programme integrations, and policy changes.
- Develop new features and system modules as directed by the Social Registry Manager and Software Architect, following the same coding standards, version control protocols, and change management procedures established during the initial build.
- Carry out all bug fixes, performance improvements, and system upgrades independently, without reliance on the contracted firm, using the source code and documentation received at handover.
- Build and maintain API integrations with external government systems, including NIRA (NIN verification), UBOS (geo-master data), NITA-U hosting infrastructure, and programme MIS platforms (SAGE, NUSAF4, OVC MIS, PDM).
- Develop and maintain the NSR online portal for continuous household registration updates and the GRM case submission interface.
- Maintain and update the CAPI data collection application for Android tablets, including form configuration, skip logic, validation rules, offline storage, and data synchronisation protocols.
- Implement the reporting and analytics dashboard, including standard report templates, GIS visualisations, and real-time data quality indicators as specified by the M&E Specialist and Data Scientist.

3.3 Troubleshooting and Incident Management

- Serve as the first technical escalation point for all NSR MIS system incidents, including application errors, integration failures, data upload issues, and performance degradation.
- Diagnose and resolve incidents systematically, documenting root causes, resolution steps, and preventive actions in a maintained incident log.
- Respond to system incidents within agreed SLA response times, prioritising issues by severity: critical incidents affecting live data collection or programme data sharing resolved within 4 hours; major incidents within 24 hours; minor issues within 5 working days.
- Proactively monitor system logs, API health, and database performance to detect and address emerging issues before they escalate into system failures.
- Maintain a known issues register and forward-looking maintenance schedule, briefing the Social Registry Manager on system health monthly and after any significant incident.

3.4 Database Administration and Management

- Design, implement, and maintain the NSR central database in line with the data architecture approved by the Software Architect, ensuring the schema supports all registry functions: household registration, individual-level records, PMT scores, programme enrolment, GRM cases, and audit trails.
- Manage all aspects of database operations: installation, configuration, version upgrades, user access provisioning, performance tuning, indexing, and capacity planning.
- Implement and enforce database security controls: role-based access, column-level encryption for sensitive personal data (NIN, biometrics), audit logging of all data reads and writes, and compliance with Uganda's Data Protection and Privacy Act (2019).
- Design and maintain the database backup and recovery system, including automated daily backups, off-site replication to a designated disaster recovery site (in line with NITA-U standards), and documented recovery procedures. Conduct and document quarterly recovery tests.
- Monitor database performance continuously, proactively identifying and resolving bottlenecks, deadlocks, and storage issues before they affect system availability.

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- Implement and maintain the database deduplication engine, ensuring that records from mass registration, continuous updates, and API feeds are matched against existing entries and duplicates are flagged for review.
- Manage database version control and migration scripts, ensuring that all schema changes are tracked, reversible, and applied consistently across development, staging, and production environments.
- Maintain full documentation of the database schema, data dictionary, stored procedures, and data flow diagrams, keeping these updated with every system change.

3.5 System Integration and Data Flows

- Implement and maintain ETL (Extract, Transform, Load) pipelines for ingesting data from UBOS CAPI bulk uploads, NIRA identity feeds, programme MIS exports, and other approved data sources into the NSR database.
- Monitor API integration points daily, diagnosing and resolving failures, timeouts, and data mismatch errors between the NSR and connected systems.
- Manage the data staging environment used for PMT score processing, ensuring that household records exported to the contracted PMT specialist firm are complete, de-identified where required, and returned results are correctly loaded back into the production database.
- Support the Data Scientist by building and maintaining data extract scripts and automated data pipelines that feed the NSR analytics environment.

3.6 Security, Hosting, and Infrastructure Liaison

- Implement security patches and system updates on the NSR application and database servers, coordinating scheduled maintenance windows with NITA-U and the Social Registry Manager to minimise downtime.
- Work with NITA-U to configure and maintain the hosting environment (server provisioning, firewall rules, load balancing, SSL certificates), ensuring compliance with the Government of Uganda's eGovernment hosting standards.
- Monitor system uptime, application performance, and database availability using agreed monitoring tools, and respond to alerts within defined SLA response times.
- Conduct periodic security assessments of the NSR application and database, including vulnerability scanning and patch management, and report findings to the Software Architect.

3.7 Technical Documentation and Support

- Maintain a complete and up-to-date technical documentation library covering: system architecture diagrams, API specifications, database schema and data dictionary, deployment procedures, backup and recovery runbooks, and known issue logs.
- Provide second-level technical support to NSR Unit staff and district-level users, resolving application and database errors that cannot be handled at the helpdesk level.
- Train NSR Unit staff and local government focal points on system use, data entry best practices, and basic troubleshooting.
- Support the Software Architect in preparing technical deliverable reviews and system readiness assessments for Steering Committee and SR-TWG reporting.

4. Key Deliverables

- Development phase: UAT completion report for each MIS module, co-signed with the contracted software development firm
- Development phase: formal handover acceptance certificate confirming receipt of source code, deployment configurations, system documentation, and training
- Post-handover: fully operational NSR MIS maintained in production, with all modules performing to agreed specifications
- Post-handover: new features and enhancements delivered against approved change requests, on schedule
- NSR central database: designed, deployed, secured, and operational with documented backup and recovery procedures
- API integrations live and monitored: NIRA, UBOS, NITA-U, programme MIS platforms
- CAPI Android application: deployed to field tablets, tested, and updated per collection wave

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- Monthly system health report: uptime statistics, API integration status, database metrics, open and resolved incidents
- Incident log: maintained and reviewed monthly with the Social Registry Manager
- Technical documentation library: complete and updated with every system release

5. Qualifications and Experience

- An Honours Bachelor's degree in Computer Science, Software Engineering, Information Technology, or a related field from a recognized University or Institution
- Master's Degree in Computer Science, Software Engineering, Information Technology, or a related field from a recognized University or Institution
- Minimum 5 years of hands-on experience in software development, with at least 3 years in full-stack web application development
- Minimum 3 years of database administration experience with a relational database management system (PostgreSQL strongly preferred; MySQL or MS SQL Server acceptable)
- Proficiency in at least two programming languages commonly used in government MIS development (Python, Java, Node.js, or PHP), plus front-end technologies (HTML, CSS, JavaScript/React or similar)
- Demonstrated experience building and maintaining RESTful APIs and integrating with third-party systems
- Experience with mobile data collection tools and Android application development or configuration (ODK, KoBoToolbox, CommCare, or similar CAPI platforms) is an advantage
- Familiarity with government ICT infrastructure and NITA-U hosting standards is a strong advantage
- Experience with version control (Git), CI/CD pipelines, and software testing practices
- Knowledge of data protection, encryption, and cybersecurity principles applicable to systems handling personal data
- Prior experience working on social protection MIS, beneficiary registry systems, or similar large-scale government data platforms is highly desirable
- Strong problem-solving skills and ability to work under pressure to resolve system incidents

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TERMS OF REFERENCE

3. Data Scientist

Position Title	Data Scientist
Duty Station	Kampala, Uganda (MGLSD Headquarters)
Organisation	Ministry of Gender, Labour and Social Development (MGLSD)
Project	National Social Registry (NSR) / NUSAF4
Contract Duration	3 Years (renewable based on performance)
Reports To	Management Information System (MIS) Specialist

1. Background

The Government of Uganda (GoU), through the Ministry of Gender, Labour and Social Development (MGLSD) and with support from the World Bank, is establishing a dynamic National Social Registry (NSR) to strengthen the coordination, targeting, and delivery of social protection programs across the country. Uganda currently operates a National Single Registry (launched in 2021), which serves as a static consolidated portal for beneficiary data from programs such as SAGE, NUSAF3, DRDIP, OVC MIS, and others.

The NSR initiative will transform this static system into a living, dynamic database that is always open to registration. The NSR will be continuously updated to ensure precise targeting, minimize inclusion and exclusion errors, and reflect real-time changes in household vulnerabilities. It will serve as the single entry point for all social protection and economic empowerment programs, capturing data on both current and potential beneficiaries nationwide. It will integrate with the National Identification and Registration Authority (NIRA) for real-time identity verification, the Uganda Bureau of Statistics (UBOS) for geo-master data and statistical integrity, and other government systems to ensure overall data accuracy. While the initial massive national rollout of the registry will be implemented in phases over a 2 to 3-year period aligned with the NUSAF4 project, the system will be institutionalized and sustained as a permanent, living database well beyond the project lifecycle.

As the NSR accumulates household registration data from across Uganda, the ability to extract actionable intelligence from that data becomes as important as collecting it. The NSR database will hold socio-economic profiles of hundreds of thousands of households, linked to poverty scores generated by an externally contracted specialist, program enrollment records, continuous update submissions, grievance data, and geo-referenced field observations. Translating this volume and complexity into reliable insights for targeting, eligibility, shock response, and policy requires a dedicated data professional embedded in the NSR Unit.

Note: The design and development of the Proxy Means Test (PMT) scoring model is the responsibility of a separately contracted specialist firm. The Data Scientist does not build or own the PMT model. This role applies, interrogates, and builds on PMT outputs as one of several data inputs.

2. Objective

The Data Scientist provides the NSR Unit with continuous, advanced analytical capability. The primary focus is the day-to-day analysis of NSR data to identify data quality issues, surface patterns and insights in registry data, produce data extracts and analytical products as needed by programs, and generate the evidence that informs programme targeting, eligibility assessments, shock-responsive programme design, and strategic decision-making within MGLSD.

3. Scope of Work and Key Responsibilities

3.1 Data Quality Monitoring and Assurance

- Run regular automated and manual data quality checks across the NSR database, covering completeness, consistency, accuracy, duplication, and timeliness of household records.

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- Develop and maintain a data quality dashboard within the NSR MIS, flagging records with anomalies, missing critical variables, implausible values, or stale update dates to the MIS Specialist and field coordinators for investigation.
- Analyse patterns in data quality failures by district, enumerator, data collection wave, and data entry channel to identify systemic problems in collection or submission processes.
- Work with the MIS Specialist to design and implement validation rules in the NSR MIS that reduce data entry errors at source.
- Produce biannual data quality audit reports with findings, root cause analysis, and specific recommendations for operational and system-level remediation.

3.2 Analytical Insights and Pattern Detection

- Conduct in-depth analysis of NSR household data to identify patterns in poverty distribution, demographic composition, geographic clustering of vulnerability, and trends in household welfare indicators over registration cycles.
- Analyse the distribution and dispersion of PMT scores across districts, sub-counties, and demographic groups to detect anomalies, possible targeting biases, or gaps in coverage of extreme poverty populations.
- Cross-tabulate NSR data with UBOS national survey benchmarks and program enrollment data to assess whether the registry's poverty profile is consistent with national estimates, flagging significant divergences for investigation.
- Identify households and population segments that consistently fall outside program coverage despite meeting vulnerability criteria, and report these coverage gaps with supporting evidence to the Social Registry Manager.
- Produce georeferenced vulnerability maps at district and sub-county level, combining NSR, UBOS, and administrative data to visualise spatial patterns of poverty and unmet need.

3.3 Programme Targeting and Eligibility Support

- Produce ranked eligibility lists and household profile extracts from the NSR database for social protection programs (SAGE, NUSAF4, OVC, PDM, and others) on request, applying program-specific eligibility criteria to the registry data.
- Work with program managers to refine secondary targeting criteria, verifying whether proposed eligibility filters produce targeting outcomes consistent with program objectives and equity goals.
- Conduct overlap and duplication analyses across programs, identifying households enrolled in multiple interventions and those with no program coverage despite high vulnerability scores.
- Analyse recertification and update data to assess whether household poverty status changes over time, providing evidence to support recertification cycle design and dynamic eligibility management.

3.4 Shock-Responsive Analytics

- Maintain ready-to-deploy analytical protocols for rapid data extraction and eligibility list generation during declared emergencies (floods, drought, food crisis, disease outbreak).
- In crisis situations, produce geographic and demographic breakdowns of affected populations from NSR data within 48-72 hours of a request, supporting humanitarian coordination and emergency program design.
- After emergency responses, conduct post-distribution analyses linking NSR data with humanitarian response records to assess coverage of the most vulnerable, exclusion gaps, and leakage.
- Contribute to the design of adaptive social protection scenarios, modelling how changes in eligibility thresholds or geographic scope would affect program coverage and cost under different shock conditions.

3.5 Data Extracts, Reporting, and Capacity Building

- Respond to data extract requests from MGLSD units, development partners, and government ministries, applying appropriate data sharing protocols and privacy protections as governed by the data-sharing agreements.
- Prepare analytical briefs and policy notes on NSR data trends, targeting performance, and social protection coverage for MGLSD leadership, Cabinet, and development partner audiences.
- Maintain a documented, reproducible codebase for all analytical workflows in R or Python, ensuring continuity and auditability of all data products.

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- Build the internal data literacy of the NSR team and district data officers through hands-on training on data interpretation, basic querying of the NSR MIS, and use of analytical dashboards.

4. Key Deliverables

- Data quality dashboard (MIS-embedded, continuously updated)
- Biannual data quality audit reports with root cause analysis and recommendations
- Monthly analytical brief: NSR data patterns, coverage trends, and anomaly flags
- Georeferenced vulnerability maps by district and sub-county (biannual)
- Programme eligibility extracts and household profile reports (on request, within agreed turnaround times)
- Overlap and duplication analysis reports across NSR-linked programs (annual)
- Shock-response rapid analytics reports (within 72 hours of request during declared emergencies)
- Targeting performance review reports by program and district (annual)
- Documented code repository for all analytical scripts and data workflows

5. Qualifications and Experience

- An Honours Bachelor's degree in Statistics, Economics, Data Science, Applied Mathematics, Computer Science, or a related quantitative field from a recognized University or Institution
- Master's degree in Statistics, Economics, Data Science, Applied Mathematics, Computer Science, or a related quantitative field from a recognized University or Institution
- Minimum 5 years of experience in applied data analysis in a social protection, development, or humanitarian context
- Strong proficiency in at least two statistical or data science tools: R, Python, STATA, or equivalent
- Demonstrated experience working with large-scale administrative or household survey datasets (UNHS, LSMS, DHS, program MIS data, or equivalent)
- Experience with data quality management, anomaly detection, and administrative data validation
- Skills in data visualisation and geospatial analysis (Tableau, Power BI, QGIS, or equivalent R/Python libraries)
- Ability to produce rapid, decision-ready analytical products under time pressure in crisis or emergency contexts
- Experience in social protection targeting analysis, beneficiary registry analytics, or poverty analysis is a strong advantage
- Strong written communication skills; ability to translate complex data findings into clear, accessible policy-relevant language

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TERMS OF REFERENCE

4. Grievance Redress Mechanism (GRM) and Case Management Officer

Position Title	GRM and Case Management Officer
Duty Station	Kampala, Uganda (with frequent field travel)
Organisation	Ministry of Gender, Labour and Social Development (MGLSD)
Project	National Social Registry (NSR) / NUSAF4
Contract Duration	3 Years (renewable based on performance)
Reports To	Management Information System (MIS) Specialist

1. Background

The Government of Uganda (GoU), through the Ministry of Gender, Labour and Social Development (MGLSD) and with support from the World Bank, is establishing a dynamic National Social Registry (NSR) to strengthen the coordination, targeting, and delivery of social protection programs across the country. Uganda currently operates a National Single Registry (launched in 2021), which serves as a static consolidated portal for beneficiary data from programs such as SAGE, NUSAF3, DRDIP, OVC MIS, and others.

The NSR initiative will transform this static system into a living, dynamic database that is always open to registration. The NSR will be continuously updated to ensure precise targeting, minimize inclusion and exclusion errors, and reflect real-time changes in household vulnerabilities. It will serve as the single entry point for all social protection and economic empowerment programs, capturing data on both current and potential beneficiaries nationwide. It will integrate with the National Identification and Registration Authority (NIRA) for real-time identity verification, the Uganda Bureau of Statistics (UBOS) for geo-master data and statistical integrity, and other government systems to ensure overall data accuracy. While the initial massive national rollout of the registry will be implemented in phases over a 2 to 3-year period aligned with the NUSAF4 project, the system will be institutionalized and sustained as a permanent, living database well beyond the project lifecycle.

A formal Grievance Redress Mechanism (GRM) is a core component of the NSR, embedded in Step 5 of the 7-step implementation framework. The GRM enables citizens to safely report errors, update details, or appeal exclusions, and is critical for maintaining public trust and ensuring targeting accuracy. The NSR GRM operates at national, district, and sub-county levels, with the Inspectorate of Government providing oversight. Case management functions cover the processing of data change requests, appeals, and household update workflows.

2. Objective

The GRM and Case Management Officer is responsible for establishing, operating, and continuously improving the NSR grievance redress and case management system. This role ensures that all complaints, appeals, and data change requests are registered, tracked, resolved within defined timelines, and reported transparently.

3. Scope of Work and Key Responsibilities

3.1 GRM System Establishment

- Develop the NSR GRM operational manual, defining complaint categories, intake channels (hotline, in-person desks, online portal, SMS), escalation pathways, resolution timelines, and documentation standards.

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- Establish GRM registration desks at sub-county and district levels, working with CDOs and local government officials to assign GRM focal points.
- Configure and manage the GRM module within the NSR MIS, ensuring all cases are logged, assigned, tracked, and closed within the system.
- Develop a citizen communication protocol for notifying complainants of case status and resolution outcomes.

3.2 Case Registration and Management

- Receive, triage, and register all incoming complaints, appeals, and data update requests related to NSR registration and targeting.
- Manage the end-to-end case lifecycle: intake, assignment, investigation, resolution, and closure, maintaining a complete audit trail in the MIS.
- Coordinate with MGLSD technical staff, district officials, and the MIS Specialist to resolve data correction cases, including household boundary disputes, identity errors, and enrollment discrepancies.
- Escalate complex or unresolved cases to the Inspectorate of Government or senior MGLSD management as required.

3.3 Community Outreach and GRM Awareness

- Collaborate with the communications specialist to design and deliver GRM awareness campaigns for communities, explaining how to access the GRM, what types of complaints can be lodged, and what to expect from the process.
- Train sub-county GRM focal points and CDOs on GRM procedures, the NSR MIS GRM module, and complaint documentation standards.
- Conduct quarterly outreach visits to selected districts to assess GRM performance, hear citizen feedback, and resolve persistent case backlogs.

3.4 Reporting and Oversight

- Prepare monthly GRM performance reports, including case volumes by category, resolution rates, average resolution time, and pending backlog by district.
- Produce a GRM summary in the quarterly M&E report, flagging systemic issues identified through complaint patterns.
- Maintain liaison with the Inspectorate of Government on GRM transparency and anti-corruption oversight.
- Support periodic GRM audits and independent reviews, providing case data and documentation as required.

4. Key Deliverables

- NSR GRM operational manual
- GRM module configuration and setup report
- Sub-county GRM desk establishment records and training completion reports
- Monthly GRM performance reports (case volumes, resolution rates, pending backlog)
- Quarterly GRM thematic analysis reports (identifying systemic issues from complaint patterns)
- GRM awareness campaign materials (in English and local languages)

5. Qualifications and Experience

- An Honours Bachelor's degree in Social Work, Law, Social Sciences, Public Administration, or a related field from a recognized University or Institution
- Masters' degree in Social Work, Law, Social Sciences, Public Administration, or a related field from a recognized University or Institution
- Minimum 5 years of relevant experience in grievance management, case management, social accountability, or community engagement programs
- Experience working with complaint management systems or case management information systems
- Strong knowledge of Uganda's social protection programs and local government structures
- Ability to work effectively with community leaders, local government officials, and vulnerable populations

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- Excellent written and verbal communication skills in English; proficiency in one or more Ugandan languages is required
- Familiarity with Uganda's legal framework for complaints and appeals, including the role of the Inspectorate of Government

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