



Human Rights Commission of the Maldives
Male'
Republic of Maldives

Ref No: 168/INDV/2010/1002

Date: 28th July 2010

CONSULTANCY ANNOUNCEMENT

Human Rights Commission of the Maldives requires a Consultant to carry out the following consultancy work.

Terms of Reference –Establishing an effective Complaints Management System

Project Information

Project Title: Support to Human Rights Commission of the Maldives
Funding Agency: UNDP
Implementing Agency: Human Rights Commission of the Maldives (HRCM)

Post Information

Title: Consultant
Duty Station: Human Rights Commission of the Maldives
Duration: 4 months

Description

The Human Rights Commission has a broad mandate to monitor human rights violations in the Maldives and to monitor laws, regulations, administrative codes and practices in the Maldives for consistency with the Constitution and international human rights standards. A substantial proportion of the work of the Human Rights Commission of the Maldives is directly related to the lodging and handling of complaints or allegations of human rights infringements taking place in the country, and as mandated by the Human Rights Commission of the Maldives (HRCM) Act, it is imperative that the HRCM takes the appropriate action in an efficient and timely manner to address any instances of transgressions that might have occurred or be occurring. In order to fulfil these obligations the commission intends to develop a Complaints Management System (CMS).

Objectives

To fulfil the tasks of addressing human rights violations as mandated by the HRCM Act, through complaints investigations, it is vital that an efficient system be in place to record each new case from entry to closure, with adequate provisions for updating the record during the course of investigation. Furthermore, such a system should have the capacity to output data in a number of formats, such as statistical data for analysis and for reports, and also should feature automation of routine tasks, such as auto generated progress reports and notices of summons, and interview schedules.

Description of work responsibilities

- To design and develop a comprehensive and effective Complaints Management System for the Commission based on requirements specified.
- To provide a comprehensive user's manual of the CMS. Conduct adequate training sessions on the features and the implementation of the System for the staff of HRCM.

Qualification and experience

- A university Degree in Software Engineering with relevant experience.
OR, at least 3 years of practical experience, desirably with creating similar software.
- Strong analytical and planning skill and ability to work independently and meet deadlines.
- **Applicants would be expected to show a demonstration of their software application.**

All interested candidates should send a curriculum vita identifying the details of their experience and skills and should also include a quotation for their technical assistance for the project in their covering letter. The duration of the mission would be for 6 months, starting from the day the contract is signed. The concerned candidates should send the above mentioned information to the following address before **12:30pm** on the **15th August 2010**.

Human Rights Commission of the Maldives
5th Floor, Uthuruvehi building,
Keneree Magu,
Male', Republic of Maldives
E-mail address: info@hrcm.org.mv

An information session on the requirements of the software will be conducted at HRCM on the 8th of August 2010 at 10:00am. All interested parties are invited to attend this session.

For additional information please contact 3003168 & 3003100 or contact Naushan Abdul Muhaimin, Project Manager, HRCM (e-mail: naushan@hrcm.org.mv) or visit our website at www.hrcm.org.mv