



Islamic Republic of Afghanistan
Ministry of Rural
Rehabilitation and Development
Citizen Charter Program of Afghanistan



External-Vacancy Announcement

Introduction

The Citizens Charter is a National Priority Program (NPP) of the National Unity Government (NUG) that was officially launched on September 25, 2016.

The Citizens Charter is an inter-ministerial, multi-sectorial NPP, where Ministries have collaborated to provide basic services to rural communities. The key service delivery ministries involved are: Ministry of Rural Rehabilitation and Development (MRRD), Ministry of Education (MoE), Ministry of Public Health (MoPH) and Ministry of Agriculture, Irrigation and Livestock (MAIL), with oversight by Ministry of Finance (MoF). MRRD has a key role and will be responsible for infrastructural development and strengthening CDCs and Cluster CDCs. The Community Development Councils (CDCs) will be linked to sub-national government to improve communication and coordination from the community to the district, provincial and national levels - increasing Government visibility and accountability. The Citizens' Charter is an important foundation for the Government's reform agenda, contributing to a number of priority areas including: Ensuring Citizens' Development Rights; Building Better Governance; Reforming Development Planning & Management and Developing Partnerships.

The Citizens Charter intends to improve service delivery by ensuring minimum service standards, provide greater responsiveness by the Government to the people and increase the level of public satisfaction with services. The Charter commits to deliver the following core services across the country over a 10-year period:

- Basic health services
- Basic education access
- Safe drinking water and sanitation
- Improved farming technologies and the delivery of extension services
- Rural connectivity with tertiary roads
- Rural renewable energy

Title:	Grievance Handling Officer (CASA-CSP)
Vacancy Announcement No:	295/HRMD/CCNPP/MRRD
Gender	Male
No. of Post:	1
Duty Station:	Kabul/HQ
Duration:	1 Year (Extendable)
Salary:	As per NTA Salary Scale
Announcing Date:	28- July, 2019
Closing Date:	11- August, 2019



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CASA-1000 CSP

The Central Asia South Asia Electricity Transmission and Trade Project (CASA-1000) is a transformational project with impact in two regions. The project offers an opportunity to alleviate poverty in some of the poorest parts of the world, boosting energy security and prosperity in Kyrgyzstan, Tajikistan, Afghanistan and Pakistan. CASA-1000 will facilitate the first electricity trade between four countries in Central Asia and South Asia, based on long-term commercial contracts for 1,300 megawatts (MW) of electricity transmission between the 4 neighbouring countries. This would be the first step in the development of the Central Asia South Asia Regional Electricity Market (CASAREM), a phased plan for institutional arrangements and infrastructure that will bring Central Asia's surplus hydropower resources to help alleviate South Asia's energy shortages and growing demand for electricity. This economic interdependency and inter-regional cooperation can contribute to stability and security in the two regions.

The design of the CASA 1000 project in Afghanistan includes a Community Support Program (CSP) for individuals and communities located within the 4 km wide and 562 km long (1,124 square km) transmission line corridor in Afghanistan who will be affected during the design, construction, and operation and maintenance of the transmission line. The CSP is designed in such a way as to provide among others community support activities and as feasible power projects from alternate sources to the communities in the COI that have no access to power as yet, and where the communities already have power supply, other development projects with a socio-economic impact. The CSP aims to generate support from these communities for the bigger CASA-1000 project and for their support in protecting it during and after its construction.

Key Responsibilities:

- Under the direct supervision of the Grievance Handling Division's Head undertake and coordinate the overall GRM functions of CASA-CSP. The Senior Grievance Handling Officer (CASA-CSP) will be closely working with the Grievance Handling team/focal points to handle the grievances
- Assist Head of Division in preparing the long, medium and short term work plans.
- Assist in preparing the required forms for the CASA-CSP parts of grievance handling division.
- Assist in developing and organizing presentations on various grievances of the project (CASA-CSP) for Donors and other stakeholders based on requirement.
- Undertakes field visits to different provinces to identify the gaps in grievance registering into the forms & Database, filing and channelizing the grievance, by the staff on the field and provide on the job trainings for improvement of their activities as well as monitor the overall GRM implementation.



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- Make sure all the related incoming complains and grievance are categorized, analyzed and registered in the forms, data base, resolved and feedback to the complainant in timely manner.
- Prepare monthly and quarterly analytical Grievances reports and submit it on regular basis to Head of Division.
- Spend at least 50% of his time in CASA-CSP targeted areas in order to provide orientation on GRM and solve complaints of people.
- Any other official/job related tasks required by the HoD.

Qualification Requirements:

- Bachelor's degree in Social Sciences, Rural Development and/or related fields is required. (Post Graduate in the same field is highly preferred).
- 4 years of experience in the related field
- Computer Skills: Strong skills of data entry, web based database & MS Office package.
- Strong written and verbal communication skills in English, Dari/Pashto is essential
- Good interpersonal skills and ability to negotiate with a variety of stakeholders
- Ability to establish and maintain effective working relationship with all related stakeholders.
- Strong analytical and communication skills.

How to Apply:

Please send your up-to-date CV with covering letter telling us why you are applying and how you met the required competencies before closing date, Interested Afghan Nationals should submit their applications in writing (clearly indicating on the subject line the title of the position and Vacancy Announcement Number e.g. **(Grievance Handling Officer (CASA-1000 CSP)**

295/HRMD/CCNPP/MRRD to: vacancies@ccnpp.org

Important Note: any/all application without the mentioned subject line will not be consider.

The Human Resources Department
Tashkilat Street, District 6th, Darul Aman
Citizens Charter Afghanistan Program
Ministry of Rural and Rehabilitation and Development
Kabul, Afghanistan,



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