



Funded by  
the European Union

**Terms of references for recruiting consultants to conduct the assessment of the impact of sobanuzainkiko digital tool in promoting access to justice & service delivery in court and tribunals.**

**1. Background and rationale**

In 2016, TI-RW implemented a project titled: "Promotion of equitable justice in Rwanda through improved legal aid and awareness services to detainees and prisoners". The project was financially supported by the European Union through the European Initiative for Democracy and Human Rights (EIDHR).

In line with the implementation of this project, the Supreme Court in partnership with TI-Rw developed a Web and SMS based tool *sobanuzainkiko.org* for monitoring service delivered by courts and tribunals in Rwanda. This tool includes also the whole process to revise judgments vitiated by injustice by all parties as stipulated by article 54 of the law n°30/2018 of 02/06/2018 determining the Jurisdiction of courts. Other services of the tool include windows for lawyers and prosecutors to access complaints related to their services as well as a suggestion box which will enable users give feedback on services provided by the Supreme Court. This tool was officially launched on 16<sup>th</sup> October 2018 at Kigali Marriott Hotel.

Therefore, three years after its launch, TI-RW would like to assess its impact on service delivery in the judiciary system, identify issues encountered by citizens while using it, challenges encountered and formulate recommendations for ensuring its effectiveness. Findings from this assessment will be discussed with key stakeholders in the justice sector in an advocacy dialogue meeting MINUGHA and the Supreme Court as institutions that supervise the judiciary system obviously need relevant & viable information to assess the effectiveness of the judicial system with all its instruments (including digital tools/platform) that enable them to provide services. The information and recommendations provided to the oversight bodies in the justice sector will help them to monitor and hold accountable courts under their responsibilities.

This impact assessment is conducted under the project titled: "Strengthening social accountability among civil society organizations (SANCUS)" with the aim of strengthening the role of civil society in contributing to democratic accountability in their respective countries. The project is initiated by Transparency International Secretariat and funded by the European Union through the European Initiative for Democracy and Human Rights (EIDHR). In Africa, the project is implemented in Rwanda, Cameroon, Kenya, Nigeria, Gambia, Zimbabwe and Zambia.

To this end, TI-RW would like to hire consultants (working through a consortium) to conduct an impact assessment of the digital tool *sobanuzainkiko.gov.rw*.

The consultants will be under the supervision of TI-RW research team led by the Program Manager.



## **2. Objectives of the assessment**

The impact assessment will focus on the following key objectives:

- Examine the effectiveness of the tool in allowing litigants to file complaints in special review of their judgments;
- Assess the contribution of the tool in promoting service delivery in courts & tribunals as well as promoting vertical accountability between citizens and duty bearers (Lawyers, prosecutors, courts and supreme courts officials).
- Assess the contribution of the tool in improving case management
- Assess the contribution of the tool in promoting citizen participation & engagement in ensuring access to justice & the rule of law
- Identify and document challenges encountered by users and propose recommendations towards addressing them, thus promote access to justice & rule of law.

## **3. Scope of the assessment**

The assessment will be conducted national-wide and involve all users/ people concerned with the use of sobanuzainkiko.gov.rw in monitoring & promoting service delivery in courts & tribunals. These includes public users, lawyers/ Rwanda Bar Association, Prosecutors/ NPPA, Office of the Ombudsman, Chief Justice/ Supreme court, Court presidents, Inspectorate of courts, to mention but few.

## **4. Methodology**

While elaborating the inception report, the consultant will propose the methodology for the impact assessment of sobanuzainkiko.gov.rw digital tool in monitoring & promoting service delivery in courts & tribunals. The methodology will highlight research approaches & methods, study population and sampling plan, data collection process, data analysis & report drafting, quality assurance & core ethical considerations. The consultant shall use both quantitative and qualitative approaches to undertake this assignment.


## **5. Deliverables and outcomes**

The specific tasks under this consultancy include:

1. Develop an inception report with detailed methodology and research tools
2. Train enumerators and supervise data collection using the tools agreed upon
3. Collect qualitative data
4. Conduct data processing and analysis for both quantitative and qualitative data
5. Submit the draft report with all compiled data including data interpretation and recommendations
6. Submit the final report after the integration of the comments from all stakeholders.
7. Participate in the finding's dissemination

## **6. Duration of the assignment**

The duration of the consultancy services will not exceed 50 max days starting from the day of contract signature. The consultant will work under the supervision of the program manager and the Executive Director.



## 7. Qualifications of the consultants

1. Under the consortium, one researcher must hold a PhD or Master degree in Law in one of the recognized universities of Rwanda or abroad; another one should have a masters in social studies such as economics, business management, public administration, social sciences and other related studies;
2. Have a minimum of 5 years' experience in conducting similar studies
3. Demonstrate research expertise in the area of Law, socio-economic studies
4. Have experience of 5 years conducting both quantitative & qualitative researches
5. Have an extensive understanding of the Rwandan judiciary system
6. Excellent command of English especially writing skills
7. Proven experience in working with CSOs in Rwanda

## 8. How to apply

Interested candidates shall provide their detailed updated CVs and their Financial offer by not later than 04<sup>th</sup> April 2022 at 5: 00 PM. The submission will be done physically at TI-RW's office located in Remera, near Grand Legacy Hotel. Selected candidate will be invited at TI-RW Office for contract negotiation.

Done at Kigali, on 17/03/2022

Apollinaire Mupiganyi  
Executive Director

