

Standard ToR, Technical Resource Centre

Background

Technical resource centres are part of the core socio-technical assistance package defined by HRRP and NRA¹. Coverage has been low, with just 6% of wards across the 32 earthquake affected districts have access to a centre, and there are wide variations in the range of the centre's activities. This Terms of Reference (ToR) has been developed to provide a basis for standardisation of the services provided by, and staffing structure of technical resource centres.

Objectives

- Provide a fixed point for reconstruction support and advice
- Act as a hub and back stopping support for field based technical assistance staff
- Facilitate access to information and resources on reconstruction, recovery, and community resilience
- Monitor price and quality of construction materials
- Support collective purchase and transport of construction materials to reduce costs
- Mobilise and engage construction material vendors and producers as agents of technical assistance

Description

Technical resource centres can be in a permanent location or be a mobile setup and will be a focal point for reconstruction support and advice to all reconstruction actors (households, construction workers, government staff and officials, construction material vendors and producers, partner organisations, etc.). Opening times should be communicated widely so that people know when they can access the centre. There should be technical and social mobilisation staff available at the centre to provide support through events and meetings, as well as drop in sessions. The centre will run a wide range of services and activities and will provide back stopping support for field based technical assistance staff. Centres should also engage construction material vendors and producers as agents of technical assistance and support collective purchase, transport, and storage of construction materials to reduce costs and monitor price and quality of construction materials. The centre should also work with Government of Nepal (GoN) to address quality issues and conduct material testing.

Activities

- **Facilitating coordination:** provide physical space for coordination (community meetings, meeting between the community and partners, focal place for coordination between the community and authorities, etc.) and provide coordination information (government contacts, activities, and plans, POs contacts, activities, and plans, local activities, and referral for further information).
- **Providing information and advice:** provide authorised information on a wide range of topic (material quality, standards and guidance for new construction and retrofitting, standards and guidance for water supply, sanitation, drainage, retaining walls, and other household and community services and infrastructure), collect and report local information on local labour (masons, steel fixers, carpenters, contractors, etc.), suppliers, and fabricators, facilitate consultation on, and access to information on relevant topics (risk mapping, community planning, infrastructure activities, risk reduction, livelihood activities, social and community development activities, etc.), and facilitate land and property related advisory services.
- **Support building permit process:** the centre will support households with preparation of house designs and provide information and guidance on the building permit process. Support will also be provided to municipalities in the working area of the centre on establishing / developing the building permit process further. This can include facilitating exchange visits between municipalities to encourage experience sharing and peer to peer learning.

¹ [Description of Core Socio-Technical Assistance Package, HRRP, August 2017](#)

- **Facilitate training and awareness activities:** the centre may act as a hub for training activities in the area, and report, monitor, and evaluate training activities. The centre may act as a hub for awareness and technical support activities in the area and report, monitor, and evaluate awareness and technical support activities.
- **Monitoring Reconstruction:** collect and report information on the housing market (housing typologies, construction typologies, construction costs, rental costs, sources of finance, labour, material), quantity and distribution of local construction activity (repairs, reconstruction new construction, extensions, costs, etc.), and quality of local construction activity (materials, workmanship, defects etc.).
- **Collect and report community feedback:** frequently asked questions on a monthly / quarterly basis, feedback on technical support activities, events, demos, training, awareness, and satisfaction surveys.
- **Reporting, monitoring and evaluation of reconstruction activities:** establishment of baseline data knowledge, attitudes and practices according to common methodology, reporting of training and awareness activities, reporting of direct implementation activities, monitoring and evaluation of the impact of assistance activities, knowledge, attitudes and practices, and satisfaction surveys, recommendations and suggestions.
- **Fixed display information:** providing print and graphic information that is updated regularly to include new policy and technical guidance, and should reflect communication campaign themed topics. Information may be fixed directly to walls, pinned to boards, laminated or glazed, it may be movable to use in different locations. Display information should target the greatest number of audience, through positioning in public areas, and if possible making information visible outside business hours and to passers-by.
- **Clinics:** organised availability of technical support, at a fixed time, date and location, to respond to queries and requests for advice on specific topics. Clinics may consist of public presentations and discussions, or only advice sessions, the queries and advice should be recorded and reported. GoN authorised information materials should be used as resource and reference materials where appropriate.
- **Backstopping for field based technical assistance teams:** act as a focal point for technical assistance staff (POs and GoN) working in the area, supporting documentation of reconstruction work, compilation of, and responding to FAQs, and documenting and where possible addressing challenging / new technical issues.
- **Banking and finance:** the centre will provide households with information and advice on finance options and cost of construction. There may also be opportunity to conduct training on financial literacy, banking, etc. The centre can also be used for mobile banking services on an ad hoc basis, if useful.
- **Supply chain:**
 - **Engagement:** Mobilise vendors together to support the tracking of information, to participate in training, in promotion events and in efforts to improve quality assurance.
 - **Tracking information, M+E:** Identify all local vendors, contacts, capacity and other information. Document materials available, supply, range / type, quality, cost. Track this information at regular intervals using common M+E formats.
 - **Quality assurance:** Assess issues relating to quality, particularly in fabrication. Liaise with GoN for testing of materials. Training and technical advice for vendors and fabricators, particularly block manufacturers.
 - **Promotion:** Cooperation with vendors to display of communication materials, posters etc., to target masons and the public at the point of sale, promotion and awareness events at vendor premises. Training of vendors to provide guidance on material quality and GoN guidance.
 - **Development:** Work with fabricators in employment and skills development opportunities, use of debris, use of vacant sites, acquisition of machinery, business training, and support.
 - **Strengthening access** by management of storage and transportation of construction materials at local level for availability and timely supply of construction materials.
 - **Sustainability in supply chain** of construction materials by strengthening capacity of CBOs to take this approach forward by sharpening relationship with central and district vendors with agreed minimal service commission (maximum 2%)

Staffing

The staffing structure should be scaled up or down depending on the number of municipalities / districts covered by the technical resource centre. The following is provided as guidance, based on requirements for a technical resource centre covering one district with 10 municipalities:

- 1 coordinator / technical resource centre manager
- 1 data and information management person
- 1 senior engineer, 2 x junior engineers / sub-engineers
- 1 senior social mobiliser, 2 x junior social mobilisers
- 1 supply chain resource person
- 1 reporting and monitoring person