

Terms of Reference

Hiring of IT Consultancy for the Development of MIS (Management Information System) supported by development of backend system/Data Bank, Mobile Application with AI Integration and Development/Upgradation of Complaint Handling Mechanism (CHM) at M/o KAGB & SAFRON, Chief Commissionerate of Afghan Refugees (CCAR), Islamabad & Provincial Commissionerates at Balochistan, Punjab and ARRC Karachi

The Strengthening Institutions for Refugee Administration (SIRA) Project aims to enhance the organizational and institutional capacity for managing refugees and host communities. The project has two components:

Institutional Reforms: This focuses on strengthening organizational structures, information management, and the performance of key departments involved in refugee management.

Technical Assistance: This provides support to implement government policies on refugees through Capacity-building for the Chief Commissionerate and Commissionerates for Afghan Refugees (CCAR and CARs). Improving refugee management and repatriation policies. Protecting personal data of refugees and communities. Enhancing communication with refugee-hosting communities. Establishing baseline data and monitoring key indicators. Supporting overall project management by CCAR.

1 Background

The objective of the Strengthening Institutions for Refugee Administration Project is to improve organizational and institutional capacity for managing refugees and host communities in Pakistan. The project comprises of two components:

The first component, implementing organizational and institutional reforms for management of refugees and host communities will carry out a program of activities designed to strengthen institutional and organizational structures for management of refugees and host communities, including strengthening information management and improving performance of selected departments.

The second component, technical assistance for improved management of refugees and host communities will support specific inputs required to achieve the results in the implementation of

the government policy supported by this project.

It consists of following sub-components:

(i) Strengthening the institutional and organizational capacity of M/o KAGB & SAFRON, Chief Commissionerate for Afghan Refugees (CCAR) and (04) Commissionerates for Afghan Refugees (CARs); (ii) improving implementation of the refugee management and repatriation policy; (iii) supporting government stakeholder engagement on initiatives related to refugees and host communities including protection of personal data of refugees and host communities; (iv) supporting (04) Provincial CARs in strategic communication with, and engagement of, refugee hosting communities; (v) supporting establishment of baseline and regular data on selected indicators; and (vi) supporting CCAR in the implementation and overall management of the project with the centralized AI mechanism.

2 Objectives

The objective of the assignment is to provide the system that will provide a data base that will help the management to make an informed decision thus will support the efficient management of the Afghan Refugees and the Host community.

The proposed assignment is to hire a qualified IT consultancy/Firm for the design, development, and implementation of the MIS, supported by development of backend system/Data Bank, Mobile Application with AI Integration and Development/Upgradation of Complaint Handling Mechanism (CHM) at M/o KAGB & SAFRON, Chief Commissionerate of Afghan Refugees (CCAR), Islamabad & three provincial Commissionerates at Balochistan, Punjab and ARRC Karachi and upgradation of the MIS system and CHM of CAR, KP that is already in place.

3 Scope

The Scope includes:

1. IT firm will be responsible to develop the SRS document of Management Information System (MIS) software for the M/o KAGB & SAFRON, Chief Commissionerate of Afghan Refugee's (CCAR) and Commissionerates at Balochistan, Punjab and ARRC Karachi and improvement and upgradation of the MIS system placed at CAR, KP.
2. IT firm have to conduct survey of the functions of different Departments / Sections (URSU, EYDC, RAHA, CDU, SSU, HIS, C&C, M&E, Protection, Admin, Refugee wing etc) of CCAR and all provincial CARs, where the system has to be implemented.
3. The SRS will be supplemented with a prototype for the user for testing and requirement gathering and after the approval of the prototype, requirements will be finalized, and other documentations will be done by the firm and subsequently the software will be designed.
4. The firm will also provide details of Software / Platform for designing the ARMIS and why these platforms are selected. SIRA team in consultation with CCAR will verify and approve the tools; So, the system will be developed in same technologies in M/o KAGB & SAFRON, 03 CARs (BAL, Punjab & Sindh) and CCAR management may maintain it very easily. The firm will if needed upgrade and integrate the system already in placed in CAR, KP. The firms will also keep the security, load and speed of the system in case of heavy data transfer and multiple user access in mind while designing the system.
5. The firm must ensure the provision of integration module with other apps or sources with the ARMIS which will be initially developed on-Prem on our own server (via Static Ips) but it must have provision to be migrated to cloud in future.
6. ARMIS must have an online complaint registration portal, where complaint/ grievance details from Urban refugees/RVs and host community can be recorded/documented online and also assigned/ referred to relevant sections. The mobile application will also be developed for the Complaint Handling Mechanism.
7. The firm will also make a modality to integrate the system with Government departments and the Ministries where required.
8. All the software components (Customized / Developed) should be provided with its software source code and it will be the property of CCAR management, Islamabad and it should not be HARD CODED. Also a set of Operational Manual must also be prepared for better understanding & Future Reference / Guidelines.
9. The firm should also develop a proper logging and security (spyware, malware, Sw firewall, VPN access) mechanism to the MIS portal, so that Confidentiality, Integrity and availability is ensured.
10. Firm will insure that the Same code will not reused and project may not be sell to any other customer or government organization without prior approval from CCAR Management.

11. A Comprehensive Dashboard for each Section/Department and having meaning full reports may contain graphical view of the data i-e in Pie chart, line chart etc. can be generated on a single click.
12. The firm will do all necessary arrangement for the Operationalization and deployment of system on Data Center in CCAR Central Data Cell owned by 04 CARs named CAR-KP, CAR-Baluchistan, CAR-Punjab and ARRC Karachi and M/o KAGB & SAFRON. The firm will arrange Administrative Technical Training for the staff of CCAR Management recommended by SIRA Project Director in consultation with CCAR on Tools/Code in which the System has been developed; So, that the Cell may maintain the system by themselves.
13. The Firm will migrate/shift all old data (soft and hard format not more than 20,000 pages) from existing systems of m/o KAGB & SAFRON, CCAR & CARs to the MIS developed.
14. The IT firm will design and develop the Guidelines / Manuals for the training purpose and will deliver Training Workshops for the SIRA Project MIS/IT Specialist, CCAR, and other 04 CAR staff on the new developed MIS for CAR management; the Training will include Digital Literacy, Data Literacy, and Reporting.
 - a. Three different workshops shall be conducted.
 - i. Workshop for Management Staff
 - ii. Computer Operators/Data Entry Operators
 - iii. IT persons
15. The firm will be responsible for providing the System Upgrades and Routine Software Maintenance on need basis till February 2027.
16. The firm will visit and study the MIS and CHM system in place at CAR, KP. It will ensure to include all the features provided in the MIS and CHM system of CAR, KP. Moreover, will provide the improved system from CAR,KP and enhance the CAR, KP system as well.

Key functions are as following:

- **Deployment of MIS:** To create a robust, secure, and scalable information system for managing Afghan refugees, enabling efficient data collection, case management, and reporting system supported by development of backend system/Data Bank with AI Integration and Development/Upgradation of Complaint Handling Mechanism (CHM) at Chief Commissionerate of Afghan Refugees (CCAR), Islamabad, CAR Balochistan, CAR Punjab and ARRC Karachi which are already developed into CAR-KP.
- **Mobile Application Development:** To provide a user-friendly mobile platform with AI integration that will enhance user experience, allow refugees to access services, and improve communication between CCAR and refugees.

- AI Integration:** Integrating AI into MIS and the upgraded CHM will improve the management of Afghan refugees by automating key processes, enhancing data accuracy, improving service delivery, and ensuring greater transparency and security. This will ultimately empower CCAR and humanitarian agencies to respond more effectively to refugee needs and uphold their rights. Iterative improvements based on user feedback and AI performance data. Self-Registration for refugees to update their details (e.g., family size, location changes) and request services (e.g., healthcare, education). Analyze feedback provided by refugees and detect patterns to improve service delivery. Personalized Service Suggestions using AI to suggest relevant services based on refugee profiles. Select a small refugee group and CCAR staff to use the app for self-service and feedback. Measure app usability and the accuracy of AI-generated recommendations. Incorporate feedback from users to improve the app interface, add features, and fine-tune the AI recommendations.
- Development & Upgradation of CHM:** To develop, automate and enhance the existing complaint handling mechanism at CAR, Peshawar based on the lessons learnt and develop CHM at M/o KAGB & SAFRON, CCAR Islamabad, CAR Balochistan, CAR Lahore and ARRC Karachi, ensuring effective tracking, resolution, and transparency in addressing refugee-related complaints also provide the credentials (user name and password) to the focal person's credentials required by the MIS include a User ID, Password, and Domain. For the stop gap arrangement CHM will be hosted on CCAR Server / Data Center.
- User Access Role:**

Read Only	Moderator	Admin	Super Admin
Afghan Refugees / any person with login credentials	Concerned Officers DD (URSU), Nominated from 04 CARs	Director (URSU) Nominated from 04 CARs	Chief of CCAR

Through this activity, M/o KAGB & SAFRON, CCAR and provincial CARs aims to streamline

refugee management operations, enhance service delivery, and strengthen data-driven decision-making processes to better serve Afghan refugees and host communities in Pakistan.

4 Focus areas

The MIS is a critical part of the SIRA Project. It is designed to streamline and centralize the management of Afghan refugees in M/o KAGB & SAFRON, CCAR and provincial commissionerates enhancing data accuracy, operational efficiency, and service delivery.

The following are the key focus areas for MIS development:

4.1. Centralized Data Management and Integration

To create a centralized and secure database that will store comprehensive records of Afghan refugees and data related to the management of the Afghan Refugees, ensuring accurate and up-to-date information is accessible across all relevant departments and stakeholders. Central repository for refugee data, including personal details, case histories, and service utilization etc. Integration with existing refugee management systems. Real-time data updates and synchronization with mobile applications and other refugee platforms. Role-based access control to ensure data security and confidentiality, particularly regarding sensitive refugee information. The consultant firm will provide the technical justification where the data will be hosted.

4.2. Case Management System

To streamline the management of refugee cases, processing requests for services, monitoring and repatriation. Dashboard for refugee officers to view individual refugee case statuses, and required actions. Automated alerts for case updates, pending actions, or scheduled follow-ups. Integration of service records, such as health, education, and legal aid provided to refugees, enabling comprehensive case tracking. AI-driven analysis of cases to predict needs and suggest interventions based on historical data and patterns. How can be protection units service delivery enhanced.

4.3. Reporting and Analytics

To enable data-driven decision-making by providing actionable insights into refugee trends,

demographics, and service utilization. Customizable reporting tools for generating reports on refugees by age, gender, location, status (registered/unregistered), and services received. Predictive analytics to identify trends in refugee needs, such as health, education, and shelter requirements. AI integration for forecasting refugee movements, service demands, or challenges related to refugee management. Dashboards for decision-makers, offering visual representations of key performance indicators (KPIs) related to refugee management and services.

4.4. Mobile Application Development

To provide refugees with an accessible platform, track case progress, and access essential services via mobile devices, improving engagement and communication between refugees and M/o KAGB & SAFRON, CCAR and respective CARs.

Multilingual Support: Interface in multiple languages (e.g., Dari, Pashto, Urdu, English) to accommodate diverse user groups.

Offline Functionality: Access to key features of the app even in low-connectivity areas, ensuring service availability in remote regions.

Document Upload and Tracking: Refugees can submit relevant documents, track their case status, and get notifications for any required actions or updates. Similarly, the refugees can track their complaints.

Real-Time Notifications: AI-driven notifications for case progress, service availability, or important announcements, ensuring timely refugee engagement.

AI-Powered Insights: Integration of the AI will support the management to generate reports and trends will the help of AI that will reduce the time and effort and thus enhance the efficiency.

4.5. Complaint Handling Mechanism (CHM) Upgradation

To enhance the existing Complaint Handling Mechanism (CHM) for implementation at M/o KAGB & SAFRON, CCAR, CAR Balochistan, CAR Punjab and ARRC Karachi, making it more efficient, transparent, and responsive to refugee concerns and issues. Automate the process of complaint registration, categorization, and tracking, reducing manual handling time and human error. Compliant Handling Mechanism for Afghan Refugees, filling instructions forms:

- **Location Nearest URSU Center or Cohesion Hub:** Locate the closest Urban Refugee Support Unit (URSU) which will be provided by CCAR Islamabad, CAR Balochistan, CAR Punjab and ARRC Karachi.
- **Choose Complaint / Referral Section:** Go to the complaint section at the URSU center.
- **Afghan Card ID:** Type your POR (Proof of Registration) or ACC (Afghanistan Citizen Card) number for identification purposes.
- **Mobile/ Contact Number:** Enter your Mobile Number. You will be contacted by our representative if necessary
- **Record Your Complaint / Referral:** Explain your issue clearly and concisely. If you're unable to write, you have the option to record a voice message detailing your complaint.
- **Print Complaint / Referral ID:** Upon successful registration of your complaint, you will be provided with a unique Complaint ID. Make sure to note down this ID as it will be essential for tracking the status of your complaint.
- **Track Your Complaint / Referral:** Keep your Complaint ID safe. You can use it to check the status of your complaint at any time.
- **Voice Recording:** Live voice and video recording option will be added in CHM portal
- **Attachment of file:** Attachment (File Type: .jpeg, .png, .jpg, .doc, .pdf, .MP3, .MP4)
- **AI-Enabled Prioritization:** Utilize AI to classify and prioritize complaints based on severity, urgency, and potential impact on refugee well-being.
- **Real-Time Complaint Status Updates:** Refugees can track the status of their complaints, from submission to resolution, fostering transparency and trust.
- **Feedback Mechanism:** Allow refugees to provide feedback on the resolution of their complaints, helping to refine the system's effectiveness and responsiveness.
- **Reporting Tools:** Generate automated reports on the nature and volume of complaints, response times, and resolution effectiveness, enabling CCAR to monitor and improve

performance on dashboard.

- **Video Tutorial:** Complaint Handling Mechanism for Afghan Refugees 04 languages (Dari, Pashto, English and Urdu) Video Tutorial also be required with the CHM portal.

4.6. Secure Access and Data Protection

To ensure the security and confidentiality of refugee data, aligning with international standards on data protection and privacy, particularly concerning sensitive refugee information. End-to-end encryption for all data exchanges between MIS, mobile applications, and external stakeholders. Role-based access control, allowing only authorized personnel to access specific datasets or functionalities within the system. Compliance with national and international data protection regulations, including UNHCR's guidelines on refugee data security. Periodic security audits and vulnerability assessments to ensure the ongoing protection of sensitive data.

4.7. Strategic Communication with Refugee and host Communities

To improve engagement with refugee and hosting communities and enhance the flow of information between M/o KAGB & SAFRON, CCAR, CAR Balochistan, CAR Punjab and ARRC Karachi refugees, and host communities.

- **Information Dissemination:** Share important announcements, policy changes, and updates on services through both the MIS platform and mobile app.
- **Multi-Channel Communication:** Use SMS, in-app notifications, and email alerts to reach refugees and host communities, particularly for time-sensitive updates related to health services, legal documentation, or repatriation processes.

4.8. Monitoring and Evaluation (M&E)

To establish baseline data, monitor key performance indicators, and ensure the effectiveness of refugee management operations. Regular monitoring of service delivery, system usage, and refugee satisfaction through AI-driven analytics. Evaluation of the system's efficiency in addressing refugee needs and streamlining CCAR, CAR Balochistan, CAR Punjab and ARRC Karachi operations. Continuous feedback loops with refugees and staff to refine the system based on real-time input. Report generation for the M&E and development of templates.

- a. Data collection (e.g., project activities, financials, beneficiaries, impact etc.) and verification of NGO activities against information in ATWs

- b. Set reporting requirements for different projects (monthly, quarterly, and annual)
- c. Submission of monthly/quarterly reports by NGOs in the MIS to maintain active ATWs status (Templates will be provided by M&E section for integration into MIS)
- d. Track and evaluate the organization, regional offices, and projects through this module.
- e. Create and assign customized checklists to users for effective monitoring.

4.9 Allowed to Work Status Procedure

Data Entry/Collection:

- a. ATWs application/ electronic data entry form in MIS where NGOs can upload all the information based on the checklist requirements.
- b. MIS assigns each application a unique tracking ID.
- c. Upload required documents (registration details, NGO type, project proposals, financials etc.)
- d. Implement QR Code-Based ATWs Certificates for quick on-field verification.

Approval Workflow:

- a. Automated Compliance monitoring system that flags non-compliant NGOs (expired ATWs, missing reports etc.)
- b. Send automated renewal reminders via approved source.
- c. Review & approvals.
- d. E-signature & document authentication.

Customized Dashboard:

- a. CCAR Officials – Reviewing pending approvals, and compliance tracking.
- b. NGOs – Monitoring application progress, and compliance status.
- c. Integrated into Monitoring and Evaluation Module.

Audit Trail:

- a. Auto-generate NGOs performance reports for CCAR and SAFRON.
- b. Maintain records of all ATW issuances and renewals for transparency.

5 Mandatory Requirements

5.1 Agility

The new automated system must be designed with the recognition that CCAR will have ever-changing requirements. As such, it needs to utilize a Relational Database Management System (RDBMS). Flexibility must be provided to meet external and internal management reporting requirements. This requirement can be met by providing user-controlled sequence, frequency, and content specification for reports, the availability of an end-user report/retrieval facility associated with the database product.

The new automated system must be designed to minimize impact on the overall system arising from additions, changes, or deletions to the database. The system should permit changes in database structure without requiring recompilation of programs not directly impacted by the changes.

5.2 Security and Encryption

The new system must provide system and application security controls to prevent unauthorized use of the database, restrict access to the database, maintain database process controls, and logs all database transactions. Moreover, the solution shall comply with relevant cybersecurity standards (e.g. ISO 27001, CERT-IN guidelines, OWASP top 10, NIST CSF). In addition, the system should provide security to limit availability to application by the assignment of privileges in the software. screens, data elements, and the contents of data elements where appropriate. The security module should be designed to cater to the following aspects of security:

- **Authentication:** User Interface tier, Middle tier, MFA and OAuth2, encryption at rest and in transit, in addition to defining the expectations for data exchange formats and API rate limits, versioning, and authentication.
- **Authorization:** The system should utilize a role-based security model (Role Based Access Control), and each role should have a defined set of permissions.

5.3 Modularity

The new automated system must be modular in design to accommodate a phased implementation when applicable. Once implemented, the system must be able to easily expand to include new functions without major impact on the system.

5.4 **System Documentation**

Specific elements of documentation which must be available with the system include:

- User and Technical Manuals - Online and Hard Copy.
- Operations Manual.
- Installation and deployment Manual
- APIs, Workflows System structure and Configuration
- Data Migration Strategy
- Knowledge Transfer Timelines.
- Exit Management Plan including source code handover

5.6 **Operational Efficiency**

Operational efficiency needs to be satisfied from both a technical and a functional viewpoint. Technical efficiencies can be achieved through modern development methodology and programming techniques, and through the utilization of a well-defined applications specific database management system. Development and submission of a Data Governance Plan which includes Roles and responsibilities for data stewardship, Audit trail management, Data quality assurance practices and Metadata Management. Functional efficiencies shall be achieved by providing input capabilities directly from CCAR/SIRA personnel into the system. Errors in input must be capable of being corrected by CCAR/SIRA personnel.

5.7 **Confidentiality**

Consultants must adhere to confidentiality agreements and ensure that all information and documents obtained during the consultancy are kept confidential and used solely for the purposes of this assignment. The end product, back end access, source code, Intellectual Property Rights (IPR) along with all custom developed components shall be the property of CCAR, repurposing and reuse of the product will be prohibited. In addition, the system should have well-documented, secure RESTful APIs to facilitate integration with other government systems including but not limited to NADRA's national data exchange layer, Citizen Portal etc.

5.8 **Technology Stack**

The Consultant must use open-source technologies or stacks that do not require licensing cost and avoid proprietary dependencies unless justified. It is recommended that the consultant use open sources for data formats (e.g. JSON, XML, CSV).

5.9 Data Protection

The Consultant shall ensure compliance best practices of open data policies and other relevant policies of the Government of Pakistan. Furthermore, compliance with the local and international data protection laws – which are in the making in Pakistan (Personal Data Protection Bill) – and consent management, data minimization, right to access, and deletion should be ensured. Moreover, the structured anonymized data (as applicable) should be available for publication under open data principles.

6 Selection Method

The Consulting Firm will be selected in accordance with the Consultant’s Qualification-based Selection Quality and Cost-based Selection (QCBS) under Section VII. Approved Selection Methods: Consulting Services 7.3 method as set out in the World Bank’s “Procurement Regulations for IPF Borrowers” July 2016, [revised February 2025] or as revised from time to time.

7 Eligibility Criteria

- The consulting firm shall have at least 05 (Five) years of experience in providing technical support and advisory services to the Government or development agencies in the field of IT web portal and application development Public Sector Policy Analysis, Problem / Situational Analysis, Project Planning and Management, interactions and matters related to public investment in the IT sector.
- The consulting firm have successfully delivered at-least 03 IT related similar nature projects in web portal development and application development for World Bank, Government Organization or development sector and at least Three (03) Projects in the Public Sector in the last 03-05 years - Provide Contract Agreements / Purchase Orders.
- The consulting firm shall demonstrate ability to manage complexities and revised requirements.

- The Consulting shall provide a post-sale deed for CHM and MIS, covering post-deployment services, penetration testing, technical support, and maintenance for one year after development and integration.
- The Consulting shall ensure that the MIS and CHM are developed using a micro services architecture, guaranteeing modularity, scalability, and maintainability to support seamless updates and long-term operational efficiency.
- The CHM shall be designed as a web-based complaint management system.
- The consulting firm must have at least 05 years of incorporation, NTN, affidavit of non-blacklisted by any public organization, development agencies or defaulter of any schedule bank, and not involved in any litigation.
- The consulting firm should have legal presence in Pakistan IT Business for at least 03 years.
- Provision of income tax Registration certificate (should be active).
- The consulting form must be registered with Pakistan Software Export Board (PSEB) or Pakistan Software House Association P@SHA. Bidders must provide valid and active certificate.
- Bidders to provide proof of registration of business in form of “Certificate of Incorporate” issued by Security and Exchange Commission of Pakistan (SECP).
- The consulting firm shall provide their company profile along with Certificate of registration under laws of Pakistan.

8 Evaluation Criteria

Company experience and registration

Evaluation Criteria	Evaluation Sub-criteria	Maximum Points
Years of Experience - Consultancy firm incorporation certificate to be provided. (Maximum Marks 10)	4-5 Years' Experience	6 points
	>5-7 Years' Experience	9 points
	More than 7 years	15 Points
Number of Web Application projects completed in public sector organization. - Copies of completion certificates (Maximum Marks 10)	4 Customers	6 points
	5 Customers	9 points
	6 or more Customers	15 Points
ISO 9001:2015 Certification (Quality Management Standard)		10 points
ISO/IEC 27001:2022 Certification (Information Security Management System)		10 points
Total Points – Company Profile		50 points

Management, Key Personnel, and Staffing Plan

Evaluation Criteria	Evaluation Sub-criteria	Maximum Points
Project Manager (1 Person) Experience	3 or less Years	0 points
	More than 3 – 10 years	2 points
	More than 10 years	5 Points
Functional Consultant (2 Persons) Experience	2 or less Years	0 points
	More than 2 – 4 years	2 points
	More than 4 years	5 Points
Software Developers (2 Persons) Experience	2 or less Years	0 points
	More than 2 – 4 years	2 points
	More than 4 years	5 Points
Quality Assurance Manager (2 Person) Experience	2 or less Years	0 points
	More than 2 – 4 years	2 points
	More than 4 years	5 Points
Total Points – Management		20 points

Proposals will be evaluated on **Consultants Quality and Cost-based Selection. (QCBS)** Method under World Bank Procurement Regulation Clause 7.3.

The firm achieving the highest technical proposal will be invited to submit their technical and financial proposal.

9 Payment Terms

1. 1st instalment as Mobilization Advance 10% of Contract Value on signing the Contract.
2. 2nd instalment on acceptance of Design Document (ERD/SRS) 25% of Contract Value.
3. 3rd Instalment on Delivery and Deployment of Software, Source Code, User Manual, Installation Guide. 25% of Contract Value.
4. 4th instalment on completion of User Acceptance, Testing, & Review Period and go live. 25% of Contract Value.
5. 5th instalment on completion 10%.
6. Warranty Period (Software Updates and Maintenance). 5% of Contract Value.
7. The price of the Contract will be inclusive of the applicable taxes.

10 Contract Type and Duration of Assignment and Penalty:

It would be a **(03) Three months'** assignment from the date of signing of the Contract Agreement.

Penalties and Contract Termination:

- 10.1 A penalty of 0.01% per day, up to a maximum of 2% of contract value, shall be imposed for delays.
- 10.2 SIRA-CCAR reserves the right to terminate the contract in case of:
 - Non-compliance with contract terms
 - Failure to deliver within the agreed timeline
 - Fraud, corruption, or misrepresentation
 - Leaking of the official data or officers' / officials' data

11 Source of Contract

A World Bank Project SIRA under DLI#1 & DLI # 02 as already mentioned as planned activity in STEP