



WHISTLE BLOWING FACILITY (WBF) IN SRI LANKA

A Project towards Good Governance, Accountability, Transparency and Stakeholder Satisfaction

Project	Whistle Blowing Facility for Donour funded Projects in Sri Lanka
Thematic Area	Towards Good Governance, Accountability, Transparency and Stakeholder Satisfaction
What is Whistle Blowing Facility (WBF)	<ul style="list-style-type: none"> • PASSAsia will set up Mini Call Centre Facility to Donour assigned Projects to forward comments, feedback or complaints of the Project Participants / Stakeholders / Right-holders. PASSAsia will Receive-Record-Report those with assured confidentiality in line with scientific standards. • With this Facility, Project Stakeholders will get an additional opportunity to empower to ensure highest project impacts.
Benefits of the Facility	<ul style="list-style-type: none"> • Stakeholder empowerment • More concern on Good Governance, Accountability, Transparency and Stakeholder Satisfaction Measures. • Enhanced Project Impacts • Minimize the Unutilized Project Funds in Sri Lanka • Donour Agencies will be able to Rate / Rank the Implementing Agencies and their Performance • Ability to enhance On-going Measures for Monitoring and Corrections • Can Support Mid Term and Final Evaluations • Will ensure that the Project Beneficiaries are getting the Right Benefits at the Right Times • Enhanced seriousness on Project Resources • This Facility will help to avoid or minimize the Political Interference to the Projects • Gather Intelligence for the Future Projects
What WBF Offers	<p>The followings are the Components and Features of the WBF of PASSAsia:</p> <ul style="list-style-type: none"> • 24 hours a day – 07 days a week – 365 days a year HOTLINE to Receive and Record Complaints, Comments and Feedbacks • 24 hour Short Message Service (SMS) Facility • Trilingual (English, Sinhala and Tamil) Capacity of the Mini Call Centre Staff • 24 hour Fax Line Facility • Dedicated E-mail Facility with whistle@passasia.com • On-line Communication / Submission Facility at www.passasia.com/whistle/..... or new Website (optional) • Dedicated P. O. Box Number to post the same Comments, Complaints and Feedback, if required



<p>WBF Deliverables</p>	<p>PROCESS DELIVERABLES</p> <ul style="list-style-type: none"> • All inbound Calls / SMS / Faxes / Letters / E-mails and On-line Submissions are categorized according to the agreed criteria. • Further Categorization into the Type of Senders as Beneficiaries, Government Stakeholders, Contractors, Merchants, CBOs, NGOs, Other Projects, Unknown, etc. • Next type of Categorization of Complaints, Comments and Feedback into Finance, Project Staff Related, Beneficiary Selection, Quality of Goods and Services Rendered, Timeliness, etc. • Other Categorizations such as Good Comments, Comments for 'to be improved' or irrelevant • Another Important Categorization of the Comments, Complaints and Feedback into Geographic Locations like Provinces, Districts, DS Divisions, Grama Niladhari Divisions, Villages, etc. • Technical Analyses and Categorization of the Comments, Complaints and Feedback into Symptoms, Failures or Root Causes. • Next Additional Categorization of the Senders in to their Sex, Age and Other Demographic Details • Also, a Categorization in to the Level of Severity of the Issue / Complaints as per the views of the Senders • Analyzing all the above aspects in % with required Visual Presentations (Charts, Graphs, Tables, etc) <p>FINAL DELIVERABLE</p> <ul style="list-style-type: none"> • A Monthly Executive Report of Received and Recorded Comments, Complaints and Feedback with the above Preliminary Analysis • A Monthly Meeting to present the Monthly WBF Report and to answer clarifications • A Dummy WBF Report is annexed
<p>What are the Things not covered by WBF?</p>	<ul style="list-style-type: none"> • PASSAsia will not do any investigation, but does only Receive-Record and Report Comments, Complaints and Feedback with Preliminary Desk Analysis • PASSAsia will not disclose Sender Details unless it is legally required or mutually agreed to provide to an Authorized Person • PASSAsia will not disclose the details of its Mini Call Centre Staff and Facility Address, etc for Security Reasons
<p>Quality and Confidentiality</p>	<ul style="list-style-type: none"> • Random Verification of Submissions of Comments, Complaints and Feedback (not an investigation) • 100% Confidentiality is assured on information • Money-Back Guarantee if the Client is not satisfied with our Facility • Assurance of Quality and Confidentiality as per the Verifiable Indicators and Deliverables



<p>WBF Management</p>	<ul style="list-style-type: none"> • Weekly E-mail Update of the Records and the Services • WBF Manager will be appointed as the Focal Point • As per the request and the requirements of the Client, separate and dedicated Website, E-mail, Mobile Numbers, etc will be assigned • Mutually agreed Strategies will be adopted
<p>Value Additions</p>	<p>The following Value Additions are applicable if Client signs the WBF Agreement for at least One Year Period</p> <ul style="list-style-type: none"> • Awareness Creation Brochure in Sinhala, Tamil and English • Conduct Seminars to aware Project Stakeholders including the Beneficiaries about this Facility, its importance and its usage • Accessible Webpage to be Published
<p>Budget Proposal</p>	<p>PASSAsia will provide a Budget Proposal for the Client to obtain the WBF with the submission of the following details:</p> <ul style="list-style-type: none"> • Village, DS Divisions, Districts and Provinces to be covered • Call Centre Language Capability requirements (Sinhala, Tamil and English or any other combinations) • Number of Projects to be covered • Number of Direct Project Stakeholders including the Direct Project Beneficiaries • Required Number of Years of WBF • Reports required in Soft Version, Hard Copy or both • Language of the Monthly WBF Report • Requirement of a Separate Website or to be managed with PASSAsia Website • Any other Specific Requirements of the Client
<p>Payment Strategy</p>	<ul style="list-style-type: none"> • Annual Fee for the WBF services to ensure all above Value Additions (50% of the full payment) • Monthly Fee for the WBF Report (balance 50% as 12 Equal Installments for an year)
<p>Way Forward</p>	<ol style="list-style-type: none"> 1. With the Confirmation of a Date and Time, PASSAsia will make a detailed Presentation and finalize the Client Requirements 2. Submission of Budget Proposal and if necessary required Technical Proposal 3. Mutually agreed Strategy, Budget and Action Plan 4. Commencement of the WBF Services 5. Maintaining the WBF Report Submission with Presentation for Clarification, if any 6. Submission of Annual Reports



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