



RIZWAN IQBAL

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SOCIAL

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Rizwan is a highly motivated, committed and detail-oriented professional with over fourteen years of experience while working with non-government organizations globally. He specializes in capacity enhancement of humanitarian/development organizations on Quality and Accountability (Q&A) standards; and provision of technical advise for assuring the elements of quality programming. He also supported the academic institutions for including humanitarian quality standards in the curriculum of social work & development studies.

Rizwan is a certified trainer for Sphere Minimum Standards, Core Humanitarian Standard (CHS), Complaints Mechanism & Minimum Economic Recovery Standards (MERS). He led dozens of workshops for organizations across Asia, Africa & Middle-East on Sphere Standards, CHS, Child Protection Minimum Standards, Complaints Response Mechanism etc. He made his contributions to the revisions of the humanitarian standards and remain engaged in monitoring and evaluating operational quality by using the quality frameworks, standards, guidelines & tools. Rizwan worked with a variety of cultures in over 33 countries around the globe. In the past he led Asia-level portfolio of Community World Service Asia on Quality & Accountability where he also completed his mission to Nepal after earthquake; and a six-month deployment in the Philippines as Quality & Accountability Advisor after typhoon Haiyan, he provided support to design, train, monitor and complete (with an exit plan) a Quality and Accountability (Q&A) mission.

Since 2019, Rizwan is working on a Global Quality & Accountability position with ACT Alliance to support 135 members present in 120 countries. He was based in Thailand for three-years & now working from Jordan since November 2021.

WORK EXPERIENCE

Global Quality & Accountability Officer
ACT Alliance

Nov 2021 – Present
Amman | Jordan

Feb 2019 – Oct 2021
Bangkok | Thailand

- Lead the implementation of quality and accountability principles and practices in the ACT Secretariat and responsible for providing technical support to national forums and members seeking to improve the quality and accountability of their programmes, thus helping to bridge policy and practice.
- Focal point for ACT Quality & Accountability Reference Group
- Focal point for Global Safeguarding Communities of Practice (CoP)
- Responsible to roll-out SCHR Misconduct Disclosure Scheme across membership
- Ensuring that our over 150 members are systematically putting in place the Code of Conduct, Communities Data Safeguarding and well-established complaints response mechanisms that ensures that procedures are in place around PSEA & Child Safeguarding
- Coordinates the quality and accountability work in the alliance, including ACT commitment to continual improvement in adhering to the Core Humanitarian Standard
- Collaborates with relevant staff on humanitarian standards, particularly implementation of CHS and Sphere Standards
- Provides advisory support to national forums and implementing members on CHS and Sphere standards in ACT's humanitarian response.
- Leads the ACT Alliance's active engagement in global and regional Quality and Accountability networks and coalitions, including the relationship with CHS Alliance;
- Coordinate the ACT Alliance monitoring, evaluation and reporting cycles including relevant data management in collaboration with the Global Member Relations and Forum Strengthening Coordinator;
- Collaborates with the Global Humanitarian Coordinator and the Emergency Preparedness & Humanitarian Response Reference Group in monitoring ACT's commitments to the World Humanitarian Summit (WHS)
- Coordinates the implementation (and subsequent revisions) of the Capacity development and Learning Strategy which seeks to enable a culture of learning throughout the alliance;
- Leads the engagement in ACT Learn partnerships to maximise the effectiveness of shared learning opportunities;
- Builds synergies between ACT members in capacity development, quality and accountability, M&E and learning.
- Advice & build capacity of ACT members & national level forums on Code of Conduct, Complaints Mechanism, Core Humanitarian Standard, Sphere standards etc.

**Asia Regional Program Coordinator
Community World Service Asia (CWSA)**

**Dec 2014 – Jan 2019 (4-year)
Islamabad | Pakistan**

- Played role as Sphere focal point at Asia-Pacific region for lesioning & supporting Country Focal Points in 13 countries on practicing Quality & Accountability Standards
- Initiated, established and lead the Accountability Learning & Working Group (ALWG) at national level in Pakistan
- Developed organizational level strategy on Mainstreaming Quality & Accountability in coordination with humanitarian and development programs as well as support functions (Human Resource, Internal Audit & Control, Procurement, Administration) and advise on roll-out of implementation plan
- Supervised Quality & Accountability Officers (QAOs) in each program (i.e. Disaster Management, Development & Capacity Enhancement Program to mainstream Quality and Accountability)
- Explored funding opportunities and developed proposals to raise funds at country & regional level
- Provided technical input on proposals for development and emergency response to include the aspects of Quality & Accountability
- Developed tools for monitoring the practices in accordance with organizational accountability framework & international standards
- Conducted & followed advocacy and lobbying activities related to Q&A initiatives with all potential stakeholders (including UN-OCHA, Protection Cluster, Working groups, Networks, Universities, Private Institutions etc.)
- Networking and coordination with Q&A initiatives and their secretariats (i.e. Sphere, SEEP, MERS, CHS, ALNAP etc.)
- Capacity building of national and international NGOs to practice international humanitarian standards for assuring Quality and Accountability (Q&A) in Pakistan and Asia-Pacific region through trainings, mentoring & coaching.
- Assessed, evaluated and monitored the partners and I/NGOs against Q&A Standards (including Sphere Minimum Standards, CHS etc.)
- Assisted organization in developing frameworks/strategies to improve/adopt Q&A in their projects, programs and at organizational level
- Conduct/facilitate Q&A related research work, surveys, consultations with stakeholders, peer reviews of projects; After Action Review; Lessons Learnt Events etc.
- Supervised development of databases and information management systems to support efficient analysis
- Deployed in Nepal after the earthquake 2015 to provide support to organizations in practicing people centred approach through establishment of systems, sensitizing staff to practice code of conduct & humanitarian principles
- Technical assistance in establishing & running an effective Complaints Response Mechanism within the organization, partners & I/NGOs
- Supervised the implementation of Joint Information & Complaints Handling Centres (IHCs) in collaboration with Human Rights Commission of Pakistan (HRCP) in four flood affected districts of Pakistan
- Mentor/coached of team members on effective projects management

**Project Coordinator, Strengthening Humanitarian Action
Church World Service – Pakistan/Afghanistan (CWS-P/A)**

**Dec 2010 – Nov 2014 (4-year)
Islamabad | Pakistan**

- Initiated & Lead the Quality & Accountability mainstreaming process at organization wide level
- Represent in different clusters, networks and working groups to advocate the people centered approach for improved accountability towards project participants
- Deployed as Quality & Accountability Advisor with Lutheran World Relief Philippines from Nov 2013-May 2014. Where designed, trained, monitor and complete (with an exit plan) the mission in the Philippines during Typhoon Haiyan response.
- Engaged with NGOs, INGOs, UN, Network bodies and Government in using Q&A tools (Sphere Standards, HAP Standard etc.).
- Provided the technical support and assistance on reviewing; development; implementation and monitoring of systems; policies and procedures for better quality of projects/programs.
- Provided specialist advice on integrating the humanitarian standards in program design and implementation.
- Advocated and promoted Quality & Accountability through different forums and humanitarian networks including AAP and CwC.
- Monitored projects being implemented by partners. Provided support and oversee the monitoring/project staff and the partners in mainstreaming Quality & Accountability in their projects/programs.
- Technical assistance is provided in practicing Complaints Response Mechanism within the organization, partners & I/NGOs level. Produced reports and circulate them widely on the output/impact of the interventions
- Supervised the process for quality translation of Sphere Standards, HAP Standard into Dari, Urdu & Pashto languages

**Program Coordinator, Disaster Management
Sungi Development Foundation**

**Oct 2008 – Dec 2010 (2-year)
Abbottabad | Pakistan**

- Design & implement emergency response projects
- Facilitation in district disaster risk management plans implementation & establishment/strengthening of DDMA (District Disaster Management Authority) in districts of Pakistan
- Assuring Humanitarian principles are practically implemented to achieve quality & accountability; consideration of HAP and Sphere Standards during the project cycle of each project
- Accountable Monitoring of Projects Progress & Programme
- Data Management/Analysis; MIS Requirements & Designing; Mapping project activities through GIS
- Coordination with stakeholders including lines agencies for projects & programme implementation
- Implementation of projects & donor reporting
- Capacity building of partner communities & their awareness raising
- Update website & produce DRR related material for publication
- Supervise designing/publication of IEC materials (Pamphlets, Assessment formats, banners, brochures etc.)
- Implementation of DRR in Response/Recovery Projects & Programme
- Provision of technical support to consultants during research studies & projects audit, evaluations etc.
- Projects/Programme Visibility

**Program Officer, Disaster Management
Sungi Development Foundation**

**Dec 2005 – Jan 2007 (1-year plus)
Abbottabad | Pakistan**

- Report writing for on-going projects
- Website contents and information management
- Data collection and analysis for donor reporting and projects development
- Monitoring project sites and develop recommendations for further improvement and learning

PUBLICATIONS

- Strengthening Accountability to Affected Population through Network Learning
- Fact Sheets on “Adopting Sphere Protection Principles in the Local Context”
- Best Practice Sheet on “Joint Information & Complaints Handling Centres” at district level
- Paper on “A specific department to mainstream Q&A within organization”
- Case study on “Action Research”
- Case study on “Innovations on Joint Standards Initiative”

PROJECT LEAD/COMPLETED

- **Capacity Institutionalization Project for small, medium & large NGOs as well as academia**
Team Lead **2016 – 2018**
Across Pakistan
- **Accountability to Affected Population**
Deployed as Quality and Accountability Advisor **2016**
Kathmandu | Nepal
- **Strengthening Capacity of Field Staff Working in Complex Operations**
Team Lead **2015**
KPK | Pakistan
- **Quality & Accountability Joint Mini-Audit**
Team Lead – Audit of Projects on Health & Livelihood **2014**
KPK & Sindh | Pakistan
- **Regional Quality & Accountability Audit**
Team Member – Audit of Projects on Shelter & Cash for Work **2014**
Cebu | Philippines
- **Accountability Assessment of Norwegian Church Aid (NCA) & Partners**
Team Member – Organizational Level Assessment **2013**
Kabul | Afghanistan
- **Information and Complaints Handling Centres (ICHCs) at Districts Level**
Focal Person/technical support to implementing partner – HRCF **2011-12**
KPK & Sindh | Pakistan
- **Translation of Sphere Edition 2011 in Urdu**
Lead the Process for translation, review & finalization **2012**
Pakistan
- **Accountability Assessment of World Vision Pakistan Programme**
Team Member – Organizational Level Assessment **2011**
Punjab, Sindh | Pakistan
- **Cash for Choice Project for rains & snowfall affectees**
Project Coordinator **2010**
Azad Jammu Kashmir
- **Food & NFIs Distribution Project**
Project Coordinator **2009**
Mardan | Pakistan
- **Cash for Choice for IDPs**
Project Coordinator **2009**
KPK | Pakistan
- **NWFP & AJK Contingency Planning Document**
Project Coordinator **2009**
KPK & AJK | Pakistan
- **Oxfam International Institutional Capacity Building Project**
Program Officer **2006**
NWFP & AJK | Pakistan
- **Emergency Shelter Project**
Program Officer (Monitoring & Evaluation) **2006**
KPK & AJK | Pakistan



EVENTS FACILITATED AT NATIONAL/INTERNATIONAL LEVEL

Brief: As part of my regional/global role for promoting aid effectiveness and quality, I have facilitated several workshops and events. Details are:

Lead workshop on Core Humanitarian Standard (CHS) Compliance & Implementation For ACT Alliance Members	December 2019 Kathmandu, Nepal
Co-Facilitated Training of Trainers (ToT) on Global Quality & Accountability Initiatives Open-call: attended by participants globally	December 2019 Bangkok, Thailand
Facilitated Regional Workshop on Accountability to Affected Communities For members responding to Cyclone Idai in Mozambique, Malawi & Zimbabwe	June 2019 Chimoio, Mozambique
Organized workshop on Complaints Response & Investigation Open-call: attended by participants from different regions	December 2018 Bangkok, Thailand
Regional Launch of the Sphere2018Edition For over 150 attendees across the globe	December 2018 Bangkok, Thailand
Co-Facilitated Training of Trainers (ToT) on Global Quality & Accountability Initiatives Open-call: attended by participants from different regions	December 2018 Bangkok, Thailand
Training of Trainers (ToT) on Sphere Minimum Standards For Members of Korea NGO Council for Overseas Development Cooperation (KCOC)	April 2017 Seoul, Korea
Training of Trainers (ToT) on Core Humanitarian Standard For I/NGOs and Government Staff from 11 Countries across the globe	Dec 2016 Bangkok, Thailand
Training of Trainers (ToT) on Sphere Minimum Standards for Humanitarian Response For I/NGOs, UN, Red Cross and Government Staff	May 2016 Tehran, Iran
Regional Level Training of Trainers (ToT) on Sphere and Companion Standards Seven days event for I/NGOs staff from eight countries across Asia	April, 2016 Bangkok, Thailand
Training of Trainers (ToT) on Sphere Minimum Standards in Humanitarian Response Five days event for I/NGOs staff & partners	March, 2016 Kathmandu, Nepal
Training on Core Humanitarian Standard (CHS) Three days workshop for DCA-CA, Diaknoia staff and their partners	September, 2015 Phnom Penh, Cambodia
Quality and Accountability for Project Cycle Management Six days workshop for I/NGOs staff from Asia and Europe	January, 2015 Bangkok, Thailand
Humanitarian Quality and Accountability Standards For Norwegian Church Aid (NCA), its partners & Government staff	December, 2014 Kabul, Afghanistan
Panelist at International Conference on “20 th Anniversary of RCRC Code of Conduct” Participated by International Civil Society Organizations	December, 2014 Geneva, Switzerland
Humanitarian Accountability Partnership (HAP) Standard For Diakonia and it’s Partners	November, 2014 Dambulla, Sri Lanka

Increasing Accountability Using Sphere Minimum Standards I/NGOs, Coordination Bodies	August, 2014 Kabul, Afghanistan
Lessons Learned Event on Quality & Accountability I/NGOs, Government, UN, Media	May, 2014 Cebu City, Philippines
Orientations on Needs Assessment, Complaints Mechanism I/NGOs staff	December, 2013 Cebu City, Philippines
Using Sphere Minimum Standard in Project Cycle I/NGOs staff	June, 2013 Kabul, Afghanistan
Enhancing Q&A in Humanitarian Action & Non-Emergency I/NGOs staff from Asia & Europe	February, 2013 Bangkok, Thailand
Mainstreaming Quality & Accountability I/NGOs Staff	October, 2012 Kabul Afghanistan
Training of Trainers (ToT) on Sphere Minimum Standards Lutheran World Relief (LWR) & Sphere Philippine Alliance (SPA)	September, 2012 Davao City Philippines
Quality & Accountability Management Norwegian Church Aid (NCA) regional staff	May, 2011 Vientiane Laos
Training on HAP Standard Christian Aid (CA) & its Partner Organizations	May 10-12, 2011 Colombo Sri Lanka
Practicing Humanitarian Accountability & Quality Management ACBAR & I/NGOs	Jan 23-26, 2011 Kabul Afghanistan

In addition to the above, conducted a number of capacity building events on Accountability & Learning in Nepal, Pakistan & the Philippines for CHEF International, Doaba Foundation, Habitat for Humanity, Help Age International, ICAN, GIZ, Save the Children, Sungi Development, World Vision etc.

EDUCATION

MS in Management Sciences & Information Technology Blekinge Institute of Technology	2007 –2008 Sweden
BS in Management Sciences & Information Technology (Hons Degree) COMSATS University	2001 –2005 Pakistan

INTERNATIONAL TRAINING/EVENTS ATTENDED

CHS Alliance General Assembly Organized by: CHS Alliance	Nov 2019 Thailand
Global Consortium Meeting for Promoting Principled & Effective Humanitarian Action Organized by: ICVA	Mar 2019 Switzerland

Do No Harm Mainstreaming Organized by: Local Capacities for Peace (LCP) South Asia Network	September 2018 Thailand
Regional Innovation Forum (RIF) Asia Organized by: Asian Disaster Reduction and Response Network (ADRRN)	Dec 2017 Thailand
Global Sphere Focal Points Forum Organized by: Sphere Office, Geneva & CWSA	Nov 2017 Thailand
Global Conference for Improving Humanitarian Action Organized by: ALNAP	June 2015 United States of America
Training of Trainers on Core Humanitarian Standard (CHS) Organized by: CHS Alliance	June 2015 Kenya
Conference on "20th Anniversary of RCRC Code of Conduct" Organized by: IFRC & NRC	Dec 2014 Switzerland
Sphere Focal Point Forum Organized by: CWS-P/A & Sphere Secretariat Geneva	Oct 2014 Thailand
Training of Trainers on Minimum Economic Recovery Standards (MERS) Organized by: SEEP Secretariat USA	Mar 2014 Philippines
Workshop on Local Capacities in Peace Organized by: CASA Secretariat	Sept 2013 India
Mainstreaming of Do No Harm LCP Secretariat	June 2012 Nepal
Training of Trainers on Complaints Response Mechanism (CRM) HAP International	May 2011 Nepal
Training of Trainers on HAP Standard HAP International	Mar 2011 Thailand
Course on Research Methodologies Blekinge Institute of Technology	2008 Sweden
Training of Trainers on Sphere Standards Church World Service – Pakistan/Afghanistan	Aug 2006 Pakistan

LANGUAGES

English and Urdu – high working level, fluent

Swedish – average (studying) **Arabic** – average (studying)