

# Terms of Reference

## For Selection of Individual Consultant

<b>Job #</b>	N/A
<b>Job Title</b>	<b>Jr. Consultant (Service Process Simplification)</b>
<b>No. of position</b>	<b>2</b>
<b>Location</b>	Dhaka, Bangladesh
<b>Appointment</b>	Local Hire
<b>Job Posted</b>	TBA
<b>Closing Date</b>	TBA
<b>Language</b>	Bangla [Essential]; English [Essential]
<b>Appointment Type</b>	Time-Based. Duration: 12 months (Further extension is subject to the performance of the incumbent and availability of fund)

### Background of the Project:

The Aspire to Innovate (a2i) Programme builds on the Government of Bangladesh's efforts to introduce a citizen-centric culture of innovation in civil service to improve service delivery and make services more inclusive, affordable, reliable, and easier to access. This project will provide support to establish institutional mechanisms and improve accountability to accelerate SDG achievements in Bangladesh.

This project will have three components:

1. Institutionalizing Public Service Innovation and Improving Accountability
2. Catalysing Digital Financial Services and Fintech Innovations
3. Incubating Private Sector-enabled Public Service Innovation

### Background of the assignment:

Service Processes Simplification (SPS) refers to the process of reviewing and updating the current service delivery procedures and protocols of a government office or organization in accordance with the Citizen Charter, with the aim of simplifying them and making them more user-friendly. SPS involves fundamental rethinking to reduce time, cost, and the number of visits required (TCV), while also improving the quality of services and ensuring citizen satisfaction.

'Aspire to Innovate (a2i) Programme' is looking for **Jr. Consultant (Service Process Simplification)** who will support to provide domain knowledge and guidelines on the implementation of Service Processes Simplification (SPS) and different layer of modules and support in outreach to global Southern countries and organizations for replication of a2i good practices and manage international projects.

### Objectives of the assignment:

The overall objective of the assignment will be the following:

- Assist in implementation of SPS in various Govt offices.
- Assist raising up of officials as Resource Persons on SPS in coordination of SPS Specialist who will be able to carry out training programs and methodological improvement on SPS.
- Assist consultant to facilitate training for the field-level officials on SPS.

- Assist the Capacity development program to the Government organizations on SPS.
- Support to organize capacity development program to the Government organizations on SPS

### **Supervision and Performance Evaluation:**

The **Jr. Consultants (Service Process Simplification)** will be working with the Service Process Simplification team of Aspire to Innovate (a2i) Programme. A performance evaluation will be conducted by the project authority of a2i. After 12 months of the contract period, further continuation of the contract will depend upon the satisfactory performance and availability of funds.

### **Scope of work, Duties and Responsibilities:**

- Assist concern Consultant and coordinate with the relevant government offices to implementation SPS
- Prepare Smart Bangladesh implementation action plan for service process simplification (SPS).
- Assist 900 simplified services for publication on SPS one pager.
- Assist content on service process simplification (SPS) for Smart Portal.
- Contribute in implementation of Service process simplification (SPS) Impact Analysis for ensures customer satisfaction.
- Assist the acceleration support for service process simplification (SPS) and implementation to the concern organization and authorities.
- Planning for necessary budget and resource requirements and coordinate with the concerns timely and rightly to mobilize for ensuring smooth and quality service process simplification (SPS) implementation.
- Support to efficiently managed all types of coordination and communication with concern ministries/ divisions/ organizations and maintaining liaison and follow up to accelerate the activities.
- Support in analysing 100 simplified services selections for publication of one pager.
- Assist to contribute in development and implementation of Service Process Simplification (SPS) manual version 3 to make it more user friendly & citizen centric.
- Coordinate service process simplification (SPS) workshops and prepare workshops plan for SPS implementation and execution.
- Support to provide necessary instructions at Ministries, Directorates, Division, District and Upazila level offices for the implementation of Service Process Simplification (SPS).
- Support to arrange training and workshop for Ministries, Directorates, Divisions, Districts and other field offices for the efficient management of the Service Process Simplification (SPS).
- Provide support to develop implementation methodology and plan for implementing Service Process Simplification (SPS) at Ministries, Directorates, Division, District and Upazila level according to the guideline of consultant.
- Assist smart dashboard for monitoring and reporting system to ensure quality of services to evaluate the quality of services to be provided at ministries/departments/organizations.
- Support to provide sensitization training and workshop for Ministries, Directorates and field administration.

**Deliverables and Timeframe:**

The assignment will be for 12 months. Completed task under each area and activity will be as follows:

Deliverables	Timeline
<ul style="list-style-type: none"> <li>● Supported to make smart dashboard for monitoring and reporting system to ensure quality of services to evaluate the quality of services to be provided at ministries/departments/organizations.</li> <li>● Analysed 100 services and map the current service provision process, identify problems, and propose solutions.</li> <li>● Analysed 900 simplified services for publication on SPS one pager.</li> <li>● Supported to design, plan, and implement the proposed service method while ensuring successful implementation.</li> <li>● Assisted to develop Contents for the new version of Service Process Simplification (SPS) Manual based on the instructions of consultant to make it service oriented.</li> <li>● Supported to arrange 03 days 13 workshops on service process simplification (SPS) will be done organize as a result of which reduction in Time, Cost and Visit (TCV) will bring civil services to people's doorsteps.</li> <li>● Supported to arrange 01 day 26 workshops will be done. In this workshop ministries/departments/organizations Informs about the progress of service simplification activities.</li> <li>● Supported to arrange 02 days 06 workshops will be held with Chief Innovation Officers of the Ministry Informs about the progress of service simplification activities.</li> <li>● Assisted video tutorials, services matrix to be published for various GOB officials.</li> <li>● Planning for necessary budget and resource requirements and coordinate with the concerns timely and rightly to mobilize for ensuring smooth and quality service process simplification (SPS) implementation.</li> <li>● Contribute in development and implementation of Service Process Simplification (SPS) manual version 3 to make it more user friendly &amp; citizen centric.</li> <li>● Supported to collect of all ministries/divisions/organizations simplified services list for the publication of SPS One pager.</li> <li>● Collected workshop analysis form for the publication of services Profile book and Example book.</li> </ul>	<p style="text-align: center;">12 Months</p>

The incumbent will perform other related duties and responsibilities as and when required and assigned. The incumbent should function as an effective team member.

Payment: The Jr. Consultant (Service Process Simplification) will be paid 12 (Twelve months) equal instalments on monthly basis upon completion of the above deliverables.

## **Requirements for Experience and Qualifications:**

### **I. Academic Qualifications:**

- Minimum Bachelor's degree in any discipline from any reputed Public/ Private University

### **II. Experience:**

- At least 4 years' experience in Bangladesh national/international organizations.
- At least 2 years working experience in service implementation/ simplification.
- At least 2 years' experience in service process simplification development and support.
- Experience in report writing/publication.