

**Terms of Reference
For
Selection of Individual Consultant**

Job #	N/A
Job Title	Junior Consultant (Grievance Redressal System)
Number of Positions	1
Location	Dhaka, Bangladesh
Appointment	Local Hire
Job Posted	TBA
Closing Date	TBA
Language	Bangla [Essential]; English [Essential]
Appointment Type	Time-Based. Duration: 11 months (Subject to the project's validity period. 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. Catalyzing Digital Financial Services and Fintech Innovations
3. Incubating Private Sector-enabled Public Service Innovation

Background of the assignment:

The GRS platform promotes transparency and accountability in government activities. An online-based version of GRS was established in all Ministries/Departments of the Bangladesh Government in 2015 with support from Aspire to Innovate (a2i). To enhance its usability, a2i has taken proactive measures, including technical development of GRS software and capacity development training for Govt. officials. Our ongoing efforts are expected to bring about a more user-friendly GRS interface and mobile app, fostering public involvement and encouraging a positive attitude towards government activities. The new GRS version will soon be scaled up nationwide.

'Aspire to Innovate (a2i) Programme' is looking for a **Junior Consultant (Grievance Redressal System)** who will provide support in the sustainable implementation of GRS and also successful outreach through the 360-degree promotional strategy for GRS promotion to The GRS project. The Junior Consultant will be responsible for evaluating the efficacy of GRS, augmenting the quality of services, and cultivating accountability by suppressing corruption.

Objectives of the assignment:

- Assist to establish Multiple grievance submission and reporting channels, ranging from online GRS form, mobile app, social media, public hearing, to hotlines (333).
- Assist to Develop sustainable implementation strategy and plan for implementing GRS at all government offices from ministries/divisions and their subordinate offices to the field level.
- Support to organize GRS-related capacity development training and workshops both for Government officials and citizens.
- Support to incorporate Citizen Charter with GRS, Doptor, or other systems to all offices with the existing system required by the Cabinet Division.

- Assist in developing an integrated case tracking and resolution dashboard of GRS for the service-providing agencies and Cabinet Division.
- Support to develop Grievance tracking mechanisms for citizens submitting grievances.
- Support to prepare and implement a 360-degree promotional strategy for GRS promotion.
- Evaluate the effectiveness and quality of services provided through the GRS platform. Identify areas for improvement and make recommendations for enhancing the quality of grievance redressal services.
- Contribute to the cultivation of accountability in government activities by monitoring the use of GRS and identifying any instances of corruption or misconduct. Take proactive measures to address such issues and promote transparency in government operations.
- Support the sustainable implementation of GRS, ensuring that it becomes an integral part of government operations and grievance redressal processes at both the community and national levels.
- Contribute to the successful scaling up of the new GRS version nationwide, ensuring that it is used effectively and efficiently across all Ministries/Departments of the Bangladesh Government.

Supervision and Performance Evaluation:

The **Jr. Consultant (Grievance Redressal System)** will be working with the GRS Team, Aspire to Innovate (a2i) Programme. A performance evaluation will be conducted by the project authority, a2i. After the contract period, further continuation of the contract will depend upon the satisfactory performance and availability of funds.

Scope of work, Duties and Responsibilities:

- Support to establish Multiple grievance submission and reporting channels, ranging from online GRS forms, mobile apps, social media, and public hearings, to hotlines (333).
- Assist in deploying GRS Android and iOS mobile applications.
- Assist in developing a sustainable implementation strategy and plan for implementing GRS at all government offices from ministries/divisions and their subordinate offices to the field level.
- Support to develop GRS-related capacity development training and workshops both for Government officials and citizens.
- Support to establish necessary integration between/among the other government software (GRS Integration with myGov, Automatic chatbot, Boithok/Zoom/Teams, E-Nothi system, UDC, Facebook group API, SMS and USSD 333 Call Centre voice and non-voice, Android, and iOS (GRS-Mobile) depends on available API).
- Support to incorporate Citizen Charter with GRS, Doptor or other systems to all offices with the existing system required by the Cabinet Division.
- Support to develop an integrated case tracking and resolution dashboard of GRS for the service-providing agencies and Cabinet Division.
- Support to develop Grievance tracking mechanisms for citizens submitting grievances.
- Assist in establishing regular and sustainable monitoring mechanisms for implementing the GRS online system.
- Assist in Developing and implementing a 360-degree promotional strategy for GRS promotion.
- Assist in managing projects on e-governance and innovation nationwide
- Support to monitor and evaluate the effectiveness of the GRS project for continuous improvement and provide insights to stakeholders.
- Assist in facilitating knowledge building and knowledge sharing with the relevant stakeholders.

- Develop Project Proposals, concept note, report and budget development for the continuation, sustainability and network.
- Assist in developing publications to promote the success and learning of the stakeholders of the online GRS to nationwide and globally.
- Maintain liaison with national and global stakeholders and donors.
- Support the integration of GRS into the regular workflow of government Ministries/Departments and ensure its continued use in the long term.
- Offer technical assistance and guidance to resolve any implementation challenges.
- Assist in the seamless scaling up of the new GRS version to be used nationwide, working closely with government departments and stakeholders.
- Ensure that the GRS system is effectively deployed across all Ministries/Departments of the Bangladesh Government.

Technical Competencies

1. System Integration Understanding

- Ability to support the integration of different software systems (e.g., GRS, myGov, E-Nothi, SMS, USSD) by ensuring smooth data flow between systems.
- Knowledge of basic integration concepts to assist in coordinating between technical teams and stakeholders for seamless operations.

2. Mobile Application Support

- Understanding the functionality of mobile applications and ensuring user-friendly deployment for GRS platforms (Android and iOS).
- Ability to assist in troubleshooting basic app issues and support the technical team in addressing user feedback for app improvement.

3. Data Interpretation and Reporting

- Skill in reviewing and understanding data outputs from dashboards to provide meaningful insights.
- Ability to support the preparation of basic reports that highlight key trends in grievance submissions, resolutions, and system performance.

4. Platform Usability and Interface Support

- Ability to contribute to the design of user-friendly interfaces for both web and mobile platforms by liaising with technical teams.
- Basic understanding of user experience principles to ensure the platform is easy to use for all citizens and government staff.

5. Database Management Awareness

- Ability to support the management of grievance data, ensuring it is stored securely and remains accessible for authorized users.
- Awareness of data handling practices to ensure efficient processing of information within the grievance management systems.

6. Cybersecurity and Data Protection Knowledge

- Basic understanding of data protection policies and protocols to help ensure that grievance data is handled securely.
- Ability to support the technical team by ensuring privacy controls are implemented and that sensitive information remains confidential.

7. Monitoring and Performance Support

- Knowledge of basic monitoring practices to help track system performance and identify areas requiring attention.

- Ability to support the creation and maintenance of performance dashboards that track system usage and service delivery.
- 8. Cloud Computing Understanding**
- Basic understanding of cloud-based systems and how they support the scalability and reliability of GRS platforms.
 - Ability to assist in ensuring that the system is accessible and reliable for all stakeholders, with an emphasis on user satisfaction.
- 9. Technical Documentation Support**
- Ability to support the preparation of user guides and documentation to help stakeholders understand how to use the GRS system effectively.
 - Competence in liaising with the technical team to ensure that documentation is clear and accessible to non-technical users.

Functional Competencies

- 1. Stakeholder Engagement and Coordination**
- Ability to engage with key stakeholders across different levels of government and ensure seamless collaboration.
 - Skill in maintaining relationships with both internal and external stakeholders, ensuring their needs are understood and met.
- 2. Project Management and Implementation**
- Ability to support the development and execution of project plans for GRS implementation and scaling.
 - Coordination of multiple project phases, timelines, and resources to ensure smooth rollouts.
- 3. Capacity Building and Training Delivery**
- Skill in developing and facilitating capacity-building programs to train government officials and citizens.
 - Ability to assess the learning needs of stakeholders and design effective training materials.
- 4. System Integration and Coordination**
- Ability to support the integration of GRS with various other systems, ensuring smooth data flow between platforms.
 - Coordination between technical and non-technical teams to ensure seamless integration of software systems.
- 5. Monitoring and Evaluation (M&E) Support**
- Ability to support the development of monitoring frameworks to assess the performance and effectiveness of GRS.
 - Coordination of data collection and analysis efforts to provide valuable insights for system improvement.
- 6. Communication and Knowledge Sharing**
- Skill in facilitating knowledge sharing among stakeholders to promote best practices and lessons learned from GRS implementation.
 - Ability to create and disseminate publications to share the impact and success of the GRS system.
- 7. Sustainability and Long-term Integration**
- Ability to develop strategies that ensure GRS is integrated into the regular workflow of government ministries and departments.
 - Coordination efforts to ensure the continued use of GRS and its adaptation as required by stakeholders.

8. Problem-solving and Technical Assistance

- Ability to offer support in resolving implementation challenges, including troubleshooting and identifying solutions.
- Coordination with technical experts to address issues and ensure the GRS system functions effectively.

Deliverables and Timeframe:

The assignment will be for 11 months (Subject to the project’s validity period). Completed tasks under each area and activity will be as follows:

Deliverables	Timeline
<ul style="list-style-type: none"> • Supported to establishment of Multiple grievance submission and reporting channels, ranging from online GRS forms, mobile apps, social media, and public hearings, to hotlines (333). • Assisted in developing a sustainable implementation strategy and plan for implementing GRS at all government offices from ministries/divisions and their subordinate offices to the field level. • Assisted in implementing GRS-related capacity development training and workshops both for Government officials and citizens. • Supported to incorporate Citizen Charter with GRS, Doptor, or other systems to all offices with the existing system required by the Cabinet Division. • Supported to development of an integrated case tracking and resolution dashboard of GRS for the service-providing agencies and Cabinet Division. • Supported to development of Grievance tracking mechanisms for citizens submitting grievances. • Assisted in implementing a 360-degree promotional strategy for GRS promotion. • Developed proposals, concept notes, reports, and budgets for the continuation, sustainability, and network of the GRS project. • Assisted in ensuring that the GRS system is effectively deployed across all Ministries/Departments of the Bangladesh Government, with all necessary technical assistance and guidance provided. • Supported the integration of GRS into the regular workflow of government Ministries/Departments and facilitated the seamless scaling up of the new GRS version for nationwide use. • Developed proposals, concept notes, reports, and budgets for the continuation, sustainability, and network of the GRS project. 	<p style="text-align: center;">11 Months (Subject to the project’s validity period)</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 Junior Consultant will be paid equal installments on a 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 of experience in national/international organizations.
- At least 2 years of experience in e-service implementation.