

Section 2. Terms of Reference

For
Selection of Individual Consultant

Job #	N/A
Job Title	Jr. Consultant (eCourt Implementation)
No. of Position	2
Location	Dhaka, Bangladesh
Appointment	Local Hire
Job Posted	TBA
Closing Date	TBA
Language	Bangla [Essential]; English [Essential]
Appointment Type	Time-Based. Duration: 12 months (Subject to the validity of the project. 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 government is advancing its approach to citizen and office-centric services by modernizing executive magistrate courts, general certificate courts, and mobile courts. Introducing online platforms for court processes aims to enhance efficiency, transparency, and accountability in court operations.

To support this initiative, the Aspire to Innovate (a2i) Programme is looking for two **(02) Jr. Consultants (eCourt Implementation)** to assist with the implementation and provide technical support at both local and international levels. This role will contribute to streamlining court operations and improving service delivery.

Objectives of the assignment:

The overall objective of the assignment will be the following:

- Assist Consultant in development and implementation of Sustainable model for eCourt system.
- Assist Consultant in establishing regular and sustainable monitoring mechanism/impact assessment for e-mobile court activities.
- Assist Consultant in providing methodological support to the officials of Deputy Commissioners office involved in e- Court mobile court functioning
- Assist Consultant to facilitate training for the officials of field administration and other stakeholders involved in conducting executive court for the purposes of capacity building in the relevant field
- Assist Consultant in making co-ordination with the relevant government agencies including the office of the Deputy Commissioner (DC) to provide support for the implementation of eCourt activities and relevant e-services.



Supervision and Performance Evaluation:

The **Jr. Consultant (eCourt Implementation)** will be working with the eCourt team of Aspire to Innovate Programme. A performance evaluation will be conducted by 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:

- Conduct research on existing eCourt models and best practices from other regions or countries.
- Draft technical and operational guidelines for implementing the eCourt system.
- Provide feedback on proposed system designs to ensure feasibility and sustainability.
- Assist in the pilot testing of the eCourt system in selected locations and document findings for scalability.
- Support in creating user-friendly interfaces and workflows for the eCourt system.
- Assist in designing data collection tools for monitoring court operations.
- Conduct follow-ups with field officials to ensure the adoption of monitoring mechanisms.
- Prepare training materials tailored to the needs of field officials and stakeholders.
- Organize pre-training assessments to identify knowledge gaps among participants.
- Support the Consultant in conducting in-person and online training sessions.
- Develop post-training evaluation tools to assess participant learning outcomes.
- Schedule and participate in coordination meetings with DC offices and other government agencies.
- Draft progress updates and meeting minutes to share with stakeholders.
- Assist in identifying and resolving inter-agency challenges impacting eCourt implementation.

Required Competencies:

Technical Competencies

1. e-Governance Systems Expertise

Knowledge of electronic court systems or digital governance platforms, including design, implementation, and troubleshooting.

2. Data Analysis and Monitoring

Proficiency in developing and analyzing performance metrics, impact assessments, and monitoring reports.

3. IT Tools and Software

Familiarity with project management tools, e-service software, and data collection tools relevant to court digitization.

4. Training and Capacity Building

Ability to develop training materials and conduct sessions tailored to diverse audiences.

5. Research and Documentation

Experience in drafting operational guidelines, user manuals, and technical documents.

6. Stakeholder Coordination

Understanding of working with government agencies, field administration offices, and inter-agency collaboration.

7. Policy and Compliance

Knowledge of government policies, legal frameworks, and compliance requirements related to court operations.



Functional Competencies

1. Communication Skills

Strong verbal and written communication skills to engage with diverse stakeholders, including government officials and technical teams.

2. Problem-Solving

Ability to identify challenges in the eCourt system and propose practical, sustainable solutions.

3. Team Collaboration

Experience working in cross-functional teams and coordinating with multiple agencies.

4. Adaptability

Flexibility to work in dynamic environments and handle unexpected challenges effectively.

5. Organizational Skills

Proven ability to manage multiple tasks, prioritize deliverables, and meet deadlines.

6. Attention to Detail

Capability to maintain high-quality standards in monitoring, reporting, and documentation processes.

7. Field Experience

Practical exposure to field-level operations in government or development sectors, ensuring familiarity with on-ground challenges and requirements.

Deliverables and Timeframe:

The assignment will be for 12 months (Subject to the validity of the project). Completed task under each area and activity will be as follows:

Deliverables	Timeline
<ul style="list-style-type: none"> • A comprehensive eCourt system framework documented and submitted within 6 months, including technical and operational guidelines. • Pilot implementation of the eCourt system conducted in at least 2 selected locations, with pilot findings documented in a detailed report. • At least 4 quarterly monitoring reports prepared, highlighting performance metrics and areas of improvement. • A detailed impact assessment report completed within the first year of implementation. • At least 5 training sessions conducted for field administration officials and stakeholders, with a minimum of 100 participants trained. • Monthly stakeholder coordination reports prepared, summarizing key meetings, action items, and progress updates. 	<p>12 Months (Subject to the validity of the project)</p>



<ul style="list-style-type: none"> • Coordination established with at least 5 relevant government agencies, with documented evidence of collaboration and issue resolution. 	
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The incumbent will perform other related duties and responsibilities as and when required and assigned by the Project Authority. The incumbent should function as an effective team member.

Payment: The Consultant will be paid 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 public/private organizations.
- At least 2 years' working experience in e-service implementation.
- At least 2 years of field-level experience working with government agencies or development organizations.

