

Terms of Reference

For
Selection of Individual Consultant

Job #	N/A
Job Title	Jr. Consultant (myGov)
Number of Positions	02
Location	Dhaka, Bangladesh
Appointment	Local Hire
Job Posted	TBA
Closing Date	TBA
Language	Bangla [Essential]; English [Essential]
Appointment Type	Time-Based. Duration: 11 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. Catalyzing Digital Financial Services and Fintech Innovations
3. Incubating Private Sector-enabled Public Service Innovation

Background of the assignment:

myGov is the unified service digitization, application, and processing platform of the People's Republic of Bangladesh, designed to make government services easily accessible at citizens' fingertips. As part of the national initiative to build a transformed and digitally inclusive Bangladesh, myGov has digitized over 310 citizen services, including e-Apostille for document attestation and e-ticketing for government sites. With over 4 million registered users and more than 3 million applications processed, the platform functions as a comprehensive service delivery ecosystem, integrated with KYC systems and other government services. Citizens can register using their name, mobile number, or email and submit applications anytime, anywhere, and on any device. myGov aims to evolve into a smart, personalized platform that ensures efficient, transparent, and inclusive public service delivery.

Aspire to Innovate (a2i) Programme is seeking a **Jr. Consultant (myGov)** to support the implementation of the myGov platform. The **Jr. Consultant (myGov)** will assist in module requirement generation, functionality testing, and preparation of digitization plans. Responsibilities also include quality assurance, product requirement documentation, planning and facilitating capacity-building trainings, support coordination, TOR development, and official communications. The role ensures smooth deployment of services, adherence to best practices, and effective delivery of digital services to citizens.

Objectives of the assignment:

- Assist to develop implementation methodology and plan for implementation of e-services.
- Support to implement myGov in government offices.
- Assist to organize and conduct capacity development workshop, training, seminar etc. for various Govt. officials
- Assist in collecting, compiling, and analyzing data on e-service performance, usage, and citizen feedback.
- Support monitoring and evaluation activities, ensuring accurate record-keeping and data management.
- Support in testing new system features and providing feedback for performance improvement.

Scope of work, Duties and Responsibilities:

The **Jr. Consultant (myGov)** will be working with the myGov team of Aspire to Innovate (a2i) Programme. A performance evaluation will be conducted by the project authority of 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:

The assignment will focus on the following areas and activities:

The Junior Consultant (myGov) will undertake the following key responsibilities:

- Support the development and implementation of the myGov platform, including the Portal, Mobile Apps, workflow engine, registration panel, citizen profiles, payment system, and other integrations to ensure user-friendliness, citizen-centric design, and smooth functionality.
- Assist in module requirement generation, functionality testing, User Acceptance Testing (UAT), and system fixes to improve platform performance and service delivery.
- Contribute to the continuous development of the myGov platform, including preparation of contents, updates, and new versions based on user feedback and requirements.
- Develop and implement capacity-building modules, user guidelines, and video tutorials for government officials, agencies, and citizens to facilitate effective use and maintenance of the platform.
- Plan, coordinate, and facilitate trainings, workshops, and meetings at Ministries, Directorates, Divisions, Districts, Upazilas, Unions, and other field offices to support platform adoption.
- Coordinate with relevant government offices and stakeholders for smooth implementation of myGov at all administrative levels.
- Develop and establish monitoring mechanisms, dashboards, and reporting systems to track service quality, usage, and citizen feedback.
- Collect, compile, and analyze data on e-service performance, citizen feedback, and usage trends to inform platform improvements.
- Support planning and implementation of digitization initiatives, end-to-end service delivery, and promotion plans for myGov to enhance awareness and adoption.
- Collaborate with other a2i teams to ensure integrated and effective delivery of digital services.

- Assist in preparing implementation methodology, operational plans, and TORs for deploying myGov across ministries, agencies, and field administration offices.
- Perform any other tasks assigned by the Team Leader to support effective platform implementation and service delivery.

Relevant Competencies

Technical Competencies

- Knowledge of government digital service platforms (e.g., myGov, e-services).
- Experience supporting e-service implementation and workflow/process digitization.
- Basic data analysis and reporting (service usage, performance, dashboards).
- Ability to develop user guides, FAQs, and training/communication materials.
- Proficiency in web-based systems and MS Office/Google Workspace.

Functional Competencies

- Strong planning, coordination, and follow-up with ministries and field offices.
- Stakeholder management and relationship-building across government levels.
- Facilitation and presentation skills for meetings, trainings, and workshops.
- Problem-solving and results orientation in service rollout and adoption.
- Excellent communication skills in Bangla and English, with teamwork mindset.

Supervision and Performance Evaluation:

The **Jr. Consultant (myGov)** will be working with the **myGov** team of the Aspire to Innovate 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.

Deliverables and Timeframe:

The assignment will be for 11 months. Completed tasks under each area and activity will be as follows:

Deliverables	Timeline
<ul style="list-style-type: none"> • Support the development and implementation of the myGov platform, including the Portal, Mobile Apps, workflow engine, registration panel, citizen profiles, payment system, and other integrations to ensure user-friendliness, citizen-centric design, and smooth functionality. • Assist in module requirement generation, functionality testing, User Acceptance Testing (UAT), and system fixes to improve platform performance and service delivery. • Contribute to the continuous development of the myGov platform, including preparation of contents, updates, and new versions based on user feedback and requirements. • Develop and implement capacity-building modules, user guidelines, and video tutorials for government officials, agencies, and citizens to facilitate effective use and maintenance of the platform. 	11 Months

<ul style="list-style-type: none"> • Plan, coordinate, and facilitate trainings, workshops, and meetings at Ministries, Directorates, Divisions, Districts, Upazilas, Unions, and other field offices to support platform adoption. • Coordinate with relevant government offices and stakeholders for smooth implementation of myGov at all administrative levels. • Develop and establish monitoring mechanisms, dashboards, and reporting systems to track service quality, usage, and citizen feedback. • Collect, compile, and analyze data on e-service performance, citizen feedback, and usage trends to inform platform improvements. • Support planning and implementation of digitization initiatives, end-to-end service delivery, and promotion plans for myGov to enhance awareness and adoption. • Collaborate with other a2i teams to ensure integrated and effective delivery of digital services. • Assist in preparing implementation methodology, operational plans, and TORs for deploying myGov across ministries, agencies, and field administration offices. • Perform any other tasks assigned by the Team Leader to support effective platform implementation and service delivery. 	
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Reports:

The incumbent will be paid on deliverables basis. The incumbent will be delivered in monthly instalments after completing each deliverable.

Duty Station: Dhaka, Bangladesh.

Requirements for Experience and Qualifications:

Academic Qualifications:

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

Experience:

- At least 4 years of working experience in public/private organization
- At least 2 years of experience in e-service implementation.