

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

Job #	N/A
Job Title	Jr. Consultant (Service Process Simplification)
No. of position	01
Source of Fund	GoB
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 funds)

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. A2i has simplified over 1111 public services which are being implemented by over 391 government offices. SPS focuses on substantial reduction of time, cost, visit, steps and documents involved in processing of the services. Therefore, SPS has become a core initiative in implementing e-governance in Bangladesh.

‘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) in Government (G2C, G2B and G2E) services along with ancillary processes in service delivery mechanism.

Objectives of the assignment:

The overall objective of the assignment will be the following:

- Assist in implementation of SPS in various Govt offices.
- Support capacity building of officials as Resource Persons and field-level officials on SPS.

- Assist in designing and drafting of training materials for officials as Resource Persons and field level officials on SPS.
- Support the organization of capacity development programs to the Government organizations on SPS.
- Prepare various reports, concept notes/proposals on SPS.
- Provide technical and operational support to various govt officials to ensure smooth implementation of 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 Management 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:

- Assist in coordinating with the relevant government offices to implement SPS
- Assist in preparing E-Government implementation action plan aligned for service process simplification (SPS).
- Prepare reports and comprehensive documentation of already simplified 1111 services.
- Prepare content of service process simplification (SPS) for communication purpose.
- Contribute in implementation of Service process simplification (SPS) Impact Analysis for ensuring customer satisfaction.
- Assist in ensuring accelerated support for service process simplification (SPS) and implementation to the concerned organization and authorities.
- Assist in preparing plans and associated 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.
- Assist in implementing appropriate coordination and communication with concern ministries/ divisions/ organizations and maintaining liaison and follow up to accelerate the activities.
- Assist in Ensure analyses of already simplified services and prepare relevant publication.
- Assist in ensuring development and implementation of Service Process Simplification (SPS) manual to ensuring citizen-friendly simplified/digitized services through citizen centric approach.
- Coordinate and organize service process simplification (SPS) workshops and prepare workshops plan for SPS implementation and execution.
- Assist in providing necessary support and consultation towards Ministries, Directorates, Division, District and Upazila level offices for the implementation of Service Process Simplification (SPS).
- Assist in arranging training and workshop for Ministries, Directorates, Divisions, Districts and other field offices for the efficient management of the Service Process Simplification (SPS).
- Assist in developing 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 in ensuring digital dashboard for monitoring and reporting system to ensure quality of services to evaluate the quality of services to be provided at ministries/departments/organizations.

- Assist in providing sensitization training and workshop for Ministries, Directorates and field administration.
- Assist in conducting ToT (Training of Trainers) programme.

Relevent Competencies

Technical Competencies

Service Process Simplification (SPS): Understanding of SPS frameworks, TCV reduction, process mapping, and digitization of services.

e-Government Implementation: Ability to support action plans, documentation, and implementation of digital service processes.

Process Mapping & Service Analysis: Experience analysing current service delivery processes, identifying bottlenecks, and proposing simplified workflows.

Monitoring & Dashboard Support: Knowledge of digital monitoring systems and dashboards for tracking service performance and reporting.

Technical Documentation: Skills in preparing SPS manuals, impact analysis reports, one-pagers, service profiles, and publication materials.

Training Materials Development: Capable of designing and drafting training materials, ToT resources, and communication content for SPS.

Functional Competencies

Project Coordination: Ability to support SPS activities across ministries, divisions, districts, and field administration.

Stakeholder Engagement: Communicating with government offices and ensuring smooth coordination for SPS implementation.

Capacity Building & Facilitation: Supporting workshops, ToT programs, sensitization sessions, and training for officials at various administrative levels.

Reporting & Documentation: Preparing reports, concept notes, workshop outputs, budgets, and implementation documentation.

Communication & Liaison: Maintaining regular follow-up with ministries/divisions and providing operational support for SPS adoption.

Monitoring & Evaluation Support: Assisting in tracking simplified services, gathering feedback, and supporting impact analysis activities.

Deliverables and Timeframe:

The assignment will be for 11 months (Subject to the date of joining and project duration). Completed task under each area and activity will be as follows:

Deliverables	Timeline
<ul style="list-style-type: none"> • Assist in developing plans for digital dashboard for monitoring and reporting system to ensure quality of services to evaluate the quality of services to be provided at ministries/departments/organizations. • Assist in analysing latest simplified services and process map of the current service delivery process, identify problems, meet the citizens demand and propose solutions of the current financial year. • Assist in analysing 1111 simplified services for publication on SPS one pager. • Assist in designing, plan, and implement the proposed service method while ensuring successful implementation. • Assist in developing contents for the new version of Service Process Simplification (SPS) Manual based on the instructions of consultant to make it service oriented. • Assist in arranging approved (by PD) number of three (03) days workshops (03) for providing technical support to implement SPS initiatives. • Assist in arranging approved (by PD) number of 01 (one) day monitoring and evaluation workshops with ministries/ departments/ organizations to get updates about progress of implementation of SPS initiatives. • Assist in arranging 02 (Two) workshops on the update of SPS Manual version -3. • Assist in arranging 02 (Two) workshops on the manual validation of SPS Manual version -3. • Assist in arranging 01(One) Sensitization Workshop on the SPS Manual version -3. • Assist in arranging 02 (Two) ToT (Training of Trainers) on the SPS Manual version -3. • Prepare 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. • Assist in ensuring development and implementation of SPS manual (Updated version) to make it more user friendly & citizen centric. • Assist in extending support to all ministries/ divisions/ organizations and gather feedbacks regarding simplified services. • Assist in ensuring compilation and documentation of collected workshop analysis form for the publication of services Profile book and Example book. 	11 months

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 Consultant (Service Process Simplification) 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 Bangladesh national/international organizations with Bachelor's degree.
- At least 2 years working experience in service implementation/ simplification.