

TERMS OF REFERENCE FOR SUPPORT STAFF

Contract: NP-DOCR-24935-CS-INDV			
Project	SSSPCR - Strengthening Systems for Social Protection and Civil Registration Project		
Expertise/Position: MIS Support/Training Staff for PMU for Project Period			
Source	National	Category	Individual

1. Background:

SYSTEMS FOR SOCIAL PROTECTION AND CIVIL REGISTRATION (SSSPCR) is a national project implemented by the Department of National ID and Civil Registration (DONIDCR) under the Ministry of Home Affairs (MoHA) and supported by the World Bank. The project supports the DONIDCR's Civil Registration (CR) and the Social Security Allowance (SSA) program and aims to improve the coverage of SSA and CR, and the delivery of SSA. Over a five-year period, the project is expected to support: (a) the establishment of a comprehensive National Population Register and expanded coverage of CR and SSA; and, (b) improved delivery of SSA via transition to e-payments in selected districts and improved overall business process for SSA service delivery. These will be supplemented by institutional strengthening at both central and local levels to ensure sustainability of the gains of the first two objectives.

The DONIDCR is the agency charged with the responsibility of managing CR and administering the SSAs in Nepal. The SSA is the largest of the social assistance programs in Nepal. The five SSA schemes on old-age pension, single woman's pension, the child grant, disability grant, and endangered ethnicity grant together reach more than 2.2 million individual beneficiaries. For the SSA program, MOHA has relied on manual recording of beneficiary information and benefit payments by local officials. The manual and decentralized record keeping of beneficiary information is a major hurdle for addressing issues of duplication, under-coverage, and weak oversight facing the administration of the SSA program.

Nepal's CR system started operating in the late 1970s and captures five vital events—birth, death, marriage, divorce, and migration. Besides its linkages to the SSA program, the CR system would also be a foundation for people's legal identities and their access to a range of public and private services. However, Nepal's CR system is under developed. The decentralized and paper-based recording of documents collected during registrations limits the potential usage of the information to generate vital statistics for planning and other purposes. Limited awareness among the population and difficulty in accessing local body offices have led to low registration rates and coverage. Transitioning to a digital CR system that is linked to a population register and the SSA Beneficiary Register would facilitate improved coverage and delivery of both CR and SSA.

The project would contribute to the Government's long-term plan to strengthen administrative capacities to manage its most fundamental service delivery responsibilities, CR and SSA. Improved delivery is an essential, if not sufficient, condition to strengthen the impact of Nepal's social programs in protecting the vulnerable from adverse risks and shocks. Furthermore, comprehensive and up-to-date CR would facilitate people's access to legal identity and public services beyond SP (for example, primary education)

2. Objective/Purpose of the Assignment:

The Support/Training Staff will report directly to the MIS Team Leader and Computer Engineer of DoCR. S/he will assist the local level staffs and service unit staffs and SSSPCR project manager in all technical matters relating to

implementation of MIS system during project tenure. S/he will be responsible for handling telephone call, online support, training, grievance tracking, technical issue tracking and solving, providing training to local level staff and supervise service center staffs.

3. Scope of Work:

The Support/Training Staff will work closely with Project Management Unit (PMU) under the supervision and direction of the MIS team leader of SSSPCR for the attainment of project's goal.

The Support/Training Staff's main responsibility is to assist Senior Support Engineer, MIS Team Leader (and through him/her also the PD and PM) on his/her duties and responsibilities.

4. Duties and Responsibilities of Consultant:

- Provide remote desktop, Team Viewer, Email, Telephone and social media support to local level staffs, service center staffs and public users.
- Provide training of VERSP-MIS System to the end users.
- Support to manage, maintain and troubleshoot technical problem related to VERSP-MIS system
- Identify, document and troubleshoot end users issues to resolution while maintaining a high level of user satisfaction
- Support end users ranging from public, local registrar, computer operator of service center, etc.
- Follow up and make scheduled call backs to MIS users where necessary.
- Demonstrate excellent communication skills and service to end-users
- Utilize Team viewer, Email and other service-specific tools and technologies to support local level staffs and update documentation.
- Accurately record time and work details on the format provided by DoCR.
- Develop and maintain document to further enhance MIS system, based on user experience.
- Assist in other assigned IT related tasks

5. Required Qualifications

A. Academic qualifications and training

- Minimum Bachelor Degree information technology or equivalent from recognized university/college.

B. Experience

- At least 2 year of professional work experience as Technical Support/Trainer in MIS system.
- Must have working experience in Web Based Software.
- Knowledge and experience on Vital Event Registration and Social Protection related applications will be an advantage.

C. Skills

- Strong inter-personal and communication skills.
- Experience in working with team and team building spirit.
- Ability to learn business processes quickly and provides technical solutions.
- Ability to work independently and in a team environment.
- Hardworking, creative and innovating, Honesty and critical thinking, passionate about system.
- Strong trouble shooting skills and Enjoy challenges.
- A patient and friendly approach to teaching.

- Effective listening skills.
- Participate in project discussion/analysis.
- Learning and using new technologies.

6. Duration of Service:

The Support/Training staff will be assigned for full time basis for period of 30th Nov 2021 month and the contract will be renewed annually before the beginning of each new fiscal year of the GoN and possibility of extension during project period in case of satisfactory performance. The support/training staff is expected to work full time office hours within Kathmandu valley, except otherwise situation demands travel outside Kathmandu valley within Nepal on project related matters.

7. Selection Criteria:

A Support/Training Staff will be selected in accordance with the procedures set out in the World Bank’s ‘Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits and Grants by World Bank Borrowers’, published by the World Bank in January 2011, revised July 2014.”

8. Duty Station: Kathmandu (SSSPCR-PMU/DoCR), Nepal with field visit as per requirement.

9. Financial Conditions:

- The Support/Training Staff’s salary is negotiable but will not be more than the estimated value per month. A monthly lump sum amount of remuneration per month will include all his overheads, social charges and other associated costs including local transportation within Kathmandu valley and insurance premium costs.
- The Support/Training Staff shall be responsible for all taxes and duties including income tax applicable as per Government of Nepal rules and regulations.
- In case of travel requirement outside Kathmandu valley and within Nepal for project related assignments, Support/Training Staff shall be paid travel expenses as per actual and DSA will be paid equal to section officer, Government of Nepal.

10. Output/Reporting Requirements:

The consultant will report to the Project Director. In addition to the regular tasks, the consultant should be responsible for providing /preparing following documents and reports during assigned period.

- Yearly Progress report against task assigned by team leader;
- Upgradation of user manual and video tutorials management as per need of the project;
- Technical document of overall MIS system.

All reports should be in English or Nepali as directed.

11. Facilities to be Provided by SSSPCR-PMU/DoNIDCR:

PMU shall provide following facilities to consultant during his tenure of service:

- Office space with computer and furniture
- Email and internet access
- Required office stationary
- Photocopying facilities