TOR for Service for Automation of Business Processes in SharePoint Online (SPO) using Microsoft Power Apps and Power Automate

BACKGROUND:

UNDP Nepal Country Office (CO) has Intranet site developed in old edition of SharePoint platform, internally referred to as Intranet Starter Kit (ISK) site, which is corporately hosted and managed by UNDP OIMT/HQ team, that also include out of the box tools, developed using Nintex Workflow to automate some of its business processes.

UNDP now is migrating all CO ISK sites to the latest cloud-based SharePoint Online (SPO) platform. A generic SPO site for the UNDP Nepal Country Office, also corporately hosted, has already been prepared and ready for deployment.

UNDP Nepal CO is now looking for a qualified SharePoint application developer company, herein after referred to as the Service Provider, to assist the UNDP Nepal ICT unit in redesigning and redeveloping existing online applications in ISK, that were based in Nintex Workflow, for the SPO platform utilizing Power Apps and Power Automate tools.

Under direct guidance from ICT Associate, the Service Provider team will work with CO units/clusters, as required, to study the needs and incorporate into the application design for developing applications in the SPO.

SCOPE OF WORK:

1. Develop online forms, applications, workflow for SPO-based UNDP Nepal CO intranet site
   - Provide technical support in basic designing and maintenance of CO SPO-based Intranet site layouts, sub-sites, pages
   - Develop an online forms, applications and workflow structures in Microsoft Power App and Automate and integrate into the SPO-based UNDP Nepal CO Intranet site in a desired manner for the following services:
      a. Meeting Room Booking
         It is a calendar system that is primarily used by staff for booking meeting rooms available in the CO premise, currently 4 meeting rooms. It routes the request so that the email notification is sent to the respective staff/focal points depending upon the room and the resources selected e.g. if the booking is for UN Conference Room then email notification is sent to the UN common service staff responsible for managing the UN Conference logistics (like seating arrangement). If PA system is required, an email is also sent to the Electrician colleagues who manage the PA system. If laptops, LCD or connectivity is requested, copies of emails will be sent to ICT Helpdesk. Thus, notification is sent to only those staff required to provide the requested logistics. The booking is auto approved if the Meeting room is free. Also, some designated staff are permitted to amend (edit or delete) the bookings made. Pls see item A and B in Annex 1 which shows existing format
      b. eProtocol System
         eProtocol System comprises of the following 5 systems:
            i) Work Permit/Gratis VISA Request
               This is an online system for submitting request for VISA before the arrival of international staff (GRATIS VISA) or requesting for work permit after arrival. The form can be submitted by other colleagues
(especially in case of GRATIS VISA) or by themselves. Once the online request is submitted along with the copies of the required documents (copies of passport/UNLP, UN contract, visa, COA), and verified by admin unit, a formal request letter is generated. It also provides a record of the requests and help to retrieve the supporting documents whenever required. Pls see item C and D in Annex 1 which shows existing format.

ii) **Outbound VISA request**
This is an online system for submitting request for VISA application by staff going out of the country on missions. This process is similar to the Work/Gratis VISA request system. Once the online request is submitted and the relevant documents are provided/uploaded, and verified by admin unit, a formal request letter is generated. It also provides a record of the requests and help to retrieve the supporting documents whenever required. Pls see item E and F in Annex 1 which shows existing format.

iii) **Prior Import Approval Request**
This is an online system for submitting request for acquiring approval from the Ministry of Foreign Affairs for import of Goods from other countries. Once the online request is submitted and the relevant documents are provided/uploaded, and verified by admin unit, a formal request letter is generated. The requests are recorded, and it helps to retrieve the supporting documents whenever required. Pls see item G and H in Annex 1 which shows existing format.

iv) **Duty Exemption Request**
This is an online system for submitting request for acquiring a letter from the Ministry of Foreign Affairs for the exemption of duty for imported goods once the goods arrive the Customs. After the online request is submitted and the relevant documents are provided/uploaded, and verified by admin unit, a formal request letter is generated. Pls see item I and J in Annex 1 which shows existing format.

v) **VISA Expiry Reminder**
Once the staff submit their request for GRATIS VISA or Work Permit, or when their VISA are extended, the system captures the expiry date of the VISA. Notification is sent to the staff and the Travel Unit staff about the expiry of the VISA one month before the expiry date. The system will keep on sending notifications on a weekly basis until a visa renewal action is taken in the System. Pls see item K in Annex 1 which shows the sample reminder email.

c. **e-Stationery Request System**
This e-Stationery Request System is used for submitting online request for required stationeries. Upon submission, an email notification is sent to the designated external stationery supplier with CC to the admin team members. It also keeps track of all stationery items requested by all CO staff/units. A separate table for stationery item name is to be maintained and linked to request system. Pls see item L in Annex 1 which shows existing form.

d. **ICT Helpdesk Request System**
This is an online system for requesting ICT Helpdesk services. Staff submit their request for Support or Services. Notification of request is received by ICT Unit. Depending upon the nature of the request, the request is assigned to one of the ICT Unit staff. Once the job is completed, the job status changes. The ICT staff can see the incoming requests, work in progress, and completed jobs. It makes it easy to monitor the progress of the ICT Helpdesk support requests. Pls see item M in Annex 1 which shows existing form.

e. **Service Contracts (SC) Agreement Template, Contract Expiry Reminder, Recruitment Dashboard and Salary Scale table**
- SC entry form is an online entry system accessible to and used by HR unit team members only for producing agreement doc for Service Contract personnel. Pls see item N in Annex 1 which shows existing SC contract form and agreement templates. HR team will enter contractual data in the
form, saves and prints out the agreement. The required number of contract entry forms are two - one for SC (NIM, DIM and Agency) and one for FTA/TA, agreement templates are 3 (for NIM, CO/DIM and Agency) and six various reports based on different fields used in Contract entry form.

- Contract Expiry Reminder system is for sending email reminder to HR team members and concerned staff six weeks before expiry date of the contract based on contract date field of the staff saved in Contract entry form.
- Recruitment Dashboard is simple entry form for HR team to enter and display recruitment status that only designated staff will have access to. Pls see item O in Annex 1 which shows the existing data table being used. Data from existing Excel sheet also needs to be imported to the Dashboard.
- Salary Scale is simple entry form to enter salary amount of different levels and steps of Service Contracts for DIM and NIM projects, both in numbers and text which are linked or made available as drop-down list in the Service Contract agreement form for Salary field. This form will be accessible to only designated staff. Pls see item P in Annex 1 which shows existing form

f. Common Services Request Form
This is an online system for submitting request for services related to general admin services e.g. related to furniture, telephone, mails, electrical, A/C, etc. Staff submits the request selecting category of service required from the service type lists, with brief description indicating date/time, location of the service. All details along with the requestor details are routed to concerned staff depending on the type of service selected by the requestor. Pls see item Q in Annex 1 which shows existing form.

g. Contact Directory
This is an online form for entering personal, contact details and photo of Country Office staff and displaying the staff information in the CO intranet site which will be accessible to only designated staff. Pls see item R in Annex 1 which shows existing form.

NOTE: Live demonstration of existing forms/app in ISK maybe be arranged if required.

2. Deliverables:
- Meeting Room Booking system is re-developed, operational, tested and deployed on SPO platform
- All eProtocol system modules are redeveloped, operational, tested and deployed on SPO platform;
- eStationery request system is redeveloped, operational, tested and deployed on SPO platform;
- ICT Helpdesk System is redeveloped, operational, tested and deployed on SPO platform;
- All Service Contract entry forms and agreement templates, Recruitment Dashboard, Contract expiry reminder are redeveloped, operational, tested and deployed on SPO platform
- Common Services Request Form and Contract Directory redeveloped, operational, tested and deployed on SPO platform;
- All concerned CO staff are provided orientation on the use of the above online modules;
- CO ICT unit team are trained on the basic maintenance of the above online modules;
- A user guide on operating above online modules to be prepared in Microsoft Word file and provided to CO ICT unit;

3. Implementation Timeframe:
- Home Page - 1 week;
- Meeting Room Booking - 2 weeks;
- eProtocol – 4 weeks;
- eStationery – 2 weeks;
- ICT Helpdesk Request Systems – 2 weeks;
- Service Contracts Form, Agreement Template, Recruitment Dashboard, Contract expiry reminder – 4 weeks;
- Common Service & Contract Directory Forms – 2 weeks;
4. **Development and Support:**

**Development:**

The Service Provider team can develop the application remotely from their office premises once they sign the Non-Disclosure Agreement (NDA) with UNDP Nepal CO. However, the team must visit UNDP Nepal CO during meetings and presentations. All the applications/development platform, licenses and subscriptions required to develop above tools will be provided by UNDP Nepal CO.

**Support:**

At least six months support, requiring resolution of technical issues discovered or making minor changes to online forms/apps/workflow, should be provided for free once the development/migration is completed. The Service Provider team will visit UNDP CO, if the issue is not solved remotely or if onsite meeting is requested by the UNDP CO team.

Generally, calls should be attended within 2 hours of the reporting of the call for general issues which do not need changes to the design of the application itself.

In case of major issues on the intranet that affects the entire operation of the UNDP Nepal, the Service Provider team shall respond within 1 hour of such a fault report.

All calls should be attended free of cost even if after office-hours and weekends.

The Service Provider also need to provide basic training to UNDP Nepal CO ICT team (2 personnel) on SPO site management, use of MS Power Apps and Power Automat, during or after completion of the work whenever feasible.
ANNEX 1
EXISTING ONLINE FORMS ON ISK

A. Meeting Room Booking Dashboard

[Calendar images showing meeting times and locations]
B. Meeting Room Booking Form

Title *
The title/name of the document.

Description
Click for help about adding basic HTML formatting.

Start Time *
4/30/2020
1 AM

End Time *
4/30/2020
2 AM

Attendees
Enter users separated with semicolons.

Resources *
[All Resources] ▼
Operations Meeting Room
Program Mtg Room (Small)
Programme Meeting Room
UN Conference Room

To add resources, select from the list and then click Add.

Busy/Free
4/30/2020

All Attendees

Check Double Booking
Check

Equipments Required
☐ Audio Conference Equipment
☐ Laptop
☐ LCD Projector
☐ MIC (Only Available in UN Conference Room)
☐ PA System (Only Available in UN Conference Room)

All Day Event
☐ Make this an all-day activity that does not start or end at a specific hour.

Recurrence
☐ Make this a repeating event.

Room Setting
☐ Class Room
☐ U Shape
☐ Round Table
☐ Theatre Style
☐ Party

1. Applies for UN Conference Room only.
2. Please note that 30 minutes is required for setting up the meeting room.

Comments

Click for help about adding basic HTML formatting.

Save  Cancel
C. Work Permit Visa Request Form

### Work Permit/Gratis Visa Upon Arrival

<table>
<thead>
<tr>
<th>GL Unit</th>
<th>Account</th>
<th>Operation Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fund</td>
<td>Department ID</td>
<td>Implementing Agency</td>
</tr>
<tr>
<td>Date</td>
<td>PC Business Unit</td>
<td>Project</td>
</tr>
<tr>
<td>Activity</td>
<td>Comments</td>
<td></td>
</tr>
</tbody>
</table>

**Agency Category:** Select...

**Submitter's Email Address:**

**Type of Service Requested:** Select...

### FOR ADMIN USE ONLY

- **Purpose:**
- **Current Status:**
- **Comments:**
- **Visa Number:**
- **Visa Expiry Date:**
- **Non-Tourist Visa Period:**
- **Non-Tourist Visa Cost:**
- **Non-Tourist Visa Purpose:**
- **Renewal Issue of Non-Tourist Visa:**
- **Dependent's Comment:**
- **Visa Expiry Alert:**

**Submit** | **Update** | **Email** | **Close**

---

**VISA DETAILS**

- **Full Name:**
- **Selection:** First Name | Middle Name | Last Name
- **Applicant Email Address:**
- **Designation:**
- **Passport No.:**
- **Type of Passport:**
- **Nationality:**
- **Validity of Passport:**
- **UNID Contract Expanding Data:**
- **Passport Expiry Date:**
- **Passport Expiry Date:**

**Accompanying Family Member(s):**

<table>
<thead>
<tr>
<th>Family Member's Name</th>
<th>Relation</th>
<th>Passport Number</th>
<th>Type of Passport</th>
<th>Passport Expiry Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Select...</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**UNID Joining Date:**

**Departure Date:**

**Right Numbers:**

**Right Time:**

**Assignment Intended Till:**

**Non-Tourist Visa Validity:**

**Attachments, if any:**

- **Submit** | **Update** | **Email** | **Close**

---

**Policy:**

- **Work Permit Letter**:
- **Gratis Visa Letter**:
- **Dependent Visa Letter**:
- **Non-Tourist Visa Letter**:

---

7
D. Letter Formats

**Work Permit**

United Nations Development Programme

**REFERENCE:**

The Office of United Nations Development Programme in Nepal presents its compliments to Ministry of Foreign Affairs of the Government of Nepal and has the honour to request for transfer and granting to the following UN personnel and accompanying dependents:

<table>
<thead>
<tr>
<th>Name</th>
<th>Type of Passport</th>
<th>Official Title</th>
<th>Passport Nos.</th>
<th>Agency/Project</th>
<th>Duration of Visa Requirement</th>
<th>Validity of Passport</th>
<th>Accompanying family members</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The United Nations Development Programme avails itself of this opportunity to renew to the Ministry of Foreign Affairs, Government of Nepal the assurances of its highest consideration.
Dependents Visa

United Nations Development Programme

REFERENCE:

The Office of United Nations Development Programme in Nepal presents its compliments to Ministry of Foreign Affairs of the Government of Nepal and has the honor to request the Ministry to transfer and granting to the following dependents of office in Nepal.

<table>
<thead>
<tr>
<th>Name</th>
<th>Relation</th>
<th>Passport No.</th>
<th>Passport Type</th>
<th>Expiry Date</th>
</tr>
</thead>
</table>

The United Nations Development Programme in Nepal avails itself of this opportunity to renew to the Ministry of Foreign Affairs, Government of Nepal the assurances of its highest consideration.
Gratis Visa

United Nations Development Programme

REFERENCE:

The Office of United Nations Development Programme in Nepal presents its compliments to the Ministry of Foreign Affairs of the Government of Nepal and has the honour to inform that [nationality] will be joining [in Nepal as a ] contract shall commence from [as per to the contract copy attached. [will be arriving Kathmandu on ] by [ETA hours].

Name | Relation | Passport No. | Passport Type | Expiry Date

We would appreciate it very much if you kindly advise the Department of Immigration Office, Kathmandu to provide gratis visa upon arrival for [number] and accompanying dependents at the Tribhuvan International Airport in the enclosed passports (attached are copies for your reference).

The United Nations Development Programme avails itself of this opportunity to renew to the Ministry of Foreign Affairs, Government of Nepal the assurances of its highest consideration.

[Back to Form] [Update Form] [Close]
REFERENCE:

The Office of United Nations Development Programme in Nepal presents its compliments to the Ministry of Foreign Affairs of the Government of Nepal and has the honour to inform that (nationality) been working as with office in Nepal.

We would appreciate it very much if you kindly advise the Department of Immigration Office, Kalkasthan with non-tourist visa until on his/her enclosed passport no. : .

The United Nations Development Programme avails itself of this opportunity to renew to the Ministry of Foreign Affairs, Government of Nepal the assurances of its highest consideration.
E. Outbound Visa Request Form
F. Outbound Visa Letter Format

United Nations Development Programme

REFERENCE:

The Office of United Nations Development Programme in Nepal presents its compliments to the [person] and has the honour to inform that [office] of [department] is travelling to [destination] on [date].

It would be appreciated very much if you kindly [issue] in favour of [person]. Passport details are given below:

<table>
<thead>
<tr>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nationality:</td>
</tr>
<tr>
<td>Passport Number:</td>
</tr>
<tr>
<td>Passport Expiry Date:</td>
</tr>
</tbody>
</table>

The United Nations Development Programme avails itself of this opportunity to renew to the [person] the assurances of its highest consideration.

To:

[Signature]

[Stamp]
H. Prior Import Approval Request Letter Format

REFERENCE:

The Office of United Nations Development Programme in Nepal presents its compliments to Ministry of Foreign Affairs of the Government of Nepal and has the honour to inform that the office in Nepal needs to [exact amount] as per the attached quotation. The request is for official use.

We would appreciate it if you kindly provide prior approval for import of the above-mentioned item.

The United Nations Development Programme avails itself of this opportunity to renew to the Ministry of Foreign Affairs, Government of Nepal the assurances of its highest consideration.
I. Duty Exemption Request Form

### Request for Exemption Certificate from Nepal Duties

#### COA for Service Request
- GL Unit: [Value]
- Account: [Value]
- Cost Unit: [Value]
- Fund: [Value]
- Department ID: [Value]
- Implementing Agent: [Value]
- Donor: [Value]
- PC Business Unit: [Value]
- Project: [Value]
- Activity: [Value]
- Comments: [Value]

**Agency Category:**
- [Select...]

#### Detail List of Goods

<table>
<thead>
<tr>
<th>Description</th>
<th>City</th>
<th>Country From Which Consigned</th>
<th>Estimated Date of Arrival</th>
<th>Estimated CIF Value</th>
<th>Invoice Number</th>
</tr>
</thead>
</table>

**Airway Bill No/Bill of Lading:** [Value]

### It is required:
1. A license to import the above goods to Nepal through India for transit.
2. Exemption from Nepal import duties.
3. Place of entry into Nepal: [SELECT OR TYPE...]
   - Others, please specify [Value]
4. Mode of shipment: [SELECT OR TYPE...]

**Recommended by:** [Value]

**Granted:**

**Date:** [Value]

**Attachments, if any:**

### For Admin Use Only

- **Current Status:** Under Process
- **Remarks:** None
- **Duty Exemption goods name:** [Value]

**Submit** | **Update** | **Duty Exemption Letter** | **Tax Exemption Letter** | **Email** | **Print** | **Close**
REQUEST FOR EXEMPTION CERTIFICATE
FROM NEPAL DUTIES

O/P NO. -

United Nations Development Programme

OFFICIAL

Empowered lives.
Resilient nations.

Requestor's Name & Address

Resident Representative
United Nations Development Programme
P.O. Box 107, UN House, Pulchowk

Designation of Importing Official:

DETIAL LIST OF GOODS

<table>
<thead>
<tr>
<th>Description</th>
<th>Qty</th>
<th>Country From Which Consigned</th>
<th>Estimated Date of Arrival</th>
<th>Estimated CIF Value</th>
</tr>
</thead>
</table>

Airway Bill No/Bill of Lading:

It is required:
1. A license to import the above goods to Nepal through India for transit.
2. Exemption from Nepal import duties.
3. Place of entry into Nepal:
4. Mode of shipment:

Recommended by:  

Granted:

UN House, Pulchowk, GPO Box 107, Kathmandu, Nepal  Tel: 3523200 Fax: (977-1) 3523991, 3523986
E-mail: registry.np@undp.org  http://www.np.undp.org
REFERENCE:

The Office of United Nations Development Programme in Nepal presents its compliments to Ministry of Foreign Affairs of the Government of Nepal and has the honour to inform that [name] has imported [description] (as per attached invoice number [number]) for official use.

It would therefore be appreciated if you kindly release the exemption certificate at your earliest convenient time.

The United Nations Development Programme avails itself of this opportunity to renew to the Ministry of Foreign Affairs, Government of Nepal the assurance of its highest consideration.
K. Visa Expiry Reminder Email format

From: no-reply@intranet.undp.org <no-reply@intranet.undp.org>
Sent: Date, Time
To: Staff member whose visa is expiring, UNDP CO Travel Team members
Subject: Visa Expiry Notification of <Staff Member Name>  
Workflow Notification

Dear Colleagues,

This is to inform that the visa of <Staff Member Name> is going to expire on <Date> Please visit Link <to Visa Request Form of Staff Member> for further details or to disable this notification.

Intranet Administrator

L. eStationery Request Form

![Requisition Form]

Requisition of Supplies

From
Date
Requester Office: Select ...
Extension Number

Kindly supply with the following stationery/office supplies

<table>
<thead>
<tr>
<th>Item Category</th>
<th>Item Name</th>
<th>Item Unit</th>
<th>Requested Quantity</th>
</tr>
</thead>
</table>

Remarks:

Submit  Update  Close

<table>
<thead>
<tr>
<th>ID</th>
<th>Created</th>
<th>Name</th>
<th>Requisition Name</th>
<th>Requisition Office</th>
<th>Month</th>
<th>Year</th>
<th>Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>8365</td>
<td>March 19</td>
<td><a href="mailto:rasendra.shrestha@undp.org">rasendra.shrestha@undp.org</a> 2020-02-19T09_32_10</td>
<td><a href="mailto:rasendra.shrestha@undp.org">rasendra.shrestha@undp.org</a></td>
<td>ICT Unit</td>
<td>March</td>
<td>2020</td>
<td>In Pr</td>
</tr>
<tr>
<td>8364</td>
<td>March 16</td>
<td><a href="mailto:sanjoy.karmu@undp.org">sanjoy.karmu@undp.org</a> 2020-03-16T15_51_59</td>
<td><a href="mailto:sanjoy.karmu@undp.org">sanjoy.karmu@undp.org</a></td>
<td>Environment Unit</td>
<td>March</td>
<td>2020</td>
<td>In Pr</td>
</tr>
<tr>
<td>8363</td>
<td>March 16</td>
<td><a href="mailto:khem.lam@undp.org">khem.lam@undp.org</a> 2020-03-16T12_32_15</td>
<td><a href="mailto:khem.lam@undp.org">khem.lam@undp.org</a></td>
<td>Gender Unit</td>
<td>March</td>
<td>2020</td>
<td>In Pr</td>
</tr>
</tbody>
</table>
## ICT Helpdesk Request Form

### ICT Helpdesk Service

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>&lt;e-mail addresses&gt;</td>
</tr>
<tr>
<td>Unit</td>
<td></td>
</tr>
<tr>
<td>Type</td>
<td>Select...</td>
</tr>
<tr>
<td>Category</td>
<td>Select or Type...</td>
</tr>
<tr>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>Service Date and Time</td>
<td>From:</td>
</tr>
<tr>
<td></td>
<td>To:</td>
</tr>
<tr>
<td>Attachment, if any</td>
<td>□ Click here to attach a file</td>
</tr>
<tr>
<td>Remarks</td>
<td>For SUPPORT, you may indicate your preferred date &amp; time.</td>
</tr>
</tbody>
</table>

### Status Update Section

<table>
<thead>
<tr>
<th>Status Update</th>
<th>Action Taken</th>
<th>Date &amp; Time</th>
<th>Updated By</th>
</tr>
</thead>
</table>

| Issue Status  | Active       | Resolved/Completed |

---

### Actions

- Submit
- Assign
- Update
- Close
New Cases

Active Cases

Resolved Cases
N. HR Service Contract Agreement Form

Service Contract Entry Form

- Contract No.
- Service Contract Type
- Full Name of Employer
- (In case of Agency, Please type Agency Name)
- Short Name of Employer
- Employee Name:
- Employee Address
- Designation
- Contract Commence Date
- Contract Expiry Date
- Designation of Reporting Official
- Contract Level
- Contract Amount/Month
- Amount in Words
- Medical Clearance Date
- Gender
- Priority Group
- Area of Specialization
- Allotment Account No.
- Education Level
- Duty Station
- Division/Unit
- Ethnicity
- Contract Type

Signature Details
- Authorizing Officer Name:
- Designation of Authorizing Officer:
- Section:
- For Notification Purpose only:
- Contract Issued

Amendment Section
- Amendment No
- Justification
- Start Date
- Expiry Date
- UNDP Officer Name
- UNDP Official Designation
- Repeating Section
- Section:

Save  Update  Update  Close

Copy Contract
SERVICE CONTRACT NO.

Service Contract

MEMORANDUM OF CONTRACT MADE between the United Nations Development Programme (UNDP), a subsidiary organ of the United Nations, an international organization established by treaty, and (hereinafter referred to as "the Subscriber") whose address is .

WHEREAS UNDP, being part of the United Nations, is not subject to national legislation relating to personnel matters. Therefore, this Contract spells out all conditions of service of the Subscriber.

NOW, therefore, UNDP and the Subscriber (hereinafter collectively the "Parties") agree as follows:

1. DURATION OF CONTRACT
This Contract will come into effect on and expire on , subject to the provisions in paragraph 9 below.

This Contract carries no expectation of renewal.

2. TERMS OF REFERENCE
The Subscriber agrees to the terms of reference as set forth in the attached Annex A to this Contract, and shall report to the , UNDP, identified in Annex A.

3. STATUS, RIGHTS AND OBLIGATIONS OF THE SUBSCRIBER
The Subscriber is an individual contractor and serves in a personal capacity and not as representative of a Government or of any other authority external to the United Nations. The Subscriber is neither a "staff member" under the Staff Regulations of the United Nations nor an "official" for the purpose of the Convention of 13 February 1946 on the privileges and immunities of the United Nations. The Subscriber may, however, be given the status of "experts on mission" in the sense of Section 22 of Article VI of the Convention. The Subscriber recognizes and accepts the fact that the terms of engagement as set forth in this Contract are different from those that apply to UNDP staff members under the Staff Regulations and Rules. The rights and obligations of the Subscriber are strictly limited to the terms and conditions of this Contract. Accordingly, the Subscriber is not entitled to any benefit, payment, subsidy, compensation or pension from UNDP, except as expressly provided in this Contract.

4. REMUNERATION
As full consideration for the services performed by the Subscriber under the terms of this Contract, UNDP will pay the amount of NRs. ( ) in accordance with the payment schedule identified in Annex A. The payment is all inclusive of a base monthly remuneration plus a lump sum in lieu of UNDP’s contribution towards pension benefit, as further described in Clause 6 below. In addition to the payment, UNDP also contributes towards health insurance and Life, Death and Disability, as expressly provided in Clause 8. No other remuneration, benefits, compensation or subsidy will be paid under this Contract, except that in the case of official travel, daily subsistence allowance will be paid to the Subscriber by UNDP on the basis of rates established for this purpose.
5. **ANNUAL LEAVE, SICK LEAVE, HOLIDAYS, HOURS OF WORK AND PERFORMANCE BONUS**

The relevant conditions are specified in Annex B of this Contract, attached hereto.

6. **SOCIAL SECURITY**

   In addition to the payment in paragraph 4 above, UNDP provides, medical insurance and pension coverage as follows:

   (A) **Medical Insurance**: UNDP provides coverage for the Subscriber and pays the full premium through Cigna. The details of the coverage provided are available from the Responsible Officer in the UNDP Office.

   (B) **Pension benefit**: UNDP’s obligations are limited solely to providing a lump sum calculated on the basis of 8.33% of the base monthly remuneration, excluding performance bonus, if applicable. This lump sum is included in the total remuneration mentioned in paragraph 4 above, in lieu of direct contributions to a pension scheme. The Subscriber accepts this amount and the terms related there, in lieu of pension contributions, as reflected in the No Contest Letter signed by the Subscriber on ______________________, and attached to this contract.

   Further information is provided in the attached Conditions of Service, Annex B.

7. **INCOME TAX**

   The Subscriber is solely responsible for all taxation or other assessments on all remuneration derived from UNDP. UNDP will not make any withholding from payments for the purposes of income tax. Consultations with the local tax authorities in relation to taxes shall be the sole responsibility of the Subscriber. UNDP is exempt from any liabilities regarding taxation and will not reimburse any such taxation to the Subscriber. UNDP reserves the right to request proof of payment of taxes by the Subscriber.

8. **COMPENSATION FOR INJURY, DISABILITY OR DEATH**

   In the event of injury, disability or death during the period of service for any cause and that which may be attributable to the performance of services under the terms of this Contract, the Subscriber is covered through ["a global policy subscribed by UNDP, in the name of UNDP," or "a local policy subscribed by UNDP in the name of UNDP"] and will be entitled to compensation only as set forth in the policy, which may be subject to change. In addition, the Subscriber may also be covered by the Malicious Acts Insurance Policy (MAIP) if the services are performed at a hazardous duty station as defined by the United Nations or if the Subscriber is requested to travel to a hazardous duty station as part of the services, and subject to compliance with the relevant security instructions in the MAIP, a copy of which has been made available to the Subscriber upon signature of this Contract. Further information is provided in the attached Conditions of Service, Annex B of this Contract.

9. **TERMINATION**

   Either party may terminate this Contract at any time, upon fourteen (14) calendar days written notice to the other party. In the event of notice of termination, the Subscriber shall take immediate steps to bring the services to a prompt and orderly conclusion, including return of UNDP equipment and files, if any. In the event of termination, the obligations of the Parties will cease, except as otherwise expressly provided. In the event that the contract is foreseen for convenience by UNDP, where circumstances do not allow for the required period of notice, the SC holder will be entitled to compensation, equivalent to one-week gross remuneration for each unexpired month of the Contract or portion thereof, remaining after the date of termination, unless such termination is the result of the Subscriber’s improper conduct or violation of any term of this Contract, in which case the Subscriber will not be entitled to either a period of notice or other compensation.
10. DESIGNATION OF BENEFICIARY
The Subscriber has designated __________________________ whose address is ________________________________ as his/her beneficiary for all amounts outstanding to the Subscriber’s credit under the terms of the Contract in the event of the Subscriber’s death, to the extent that such amounts can legally be awarded to this person under the laws of the country.

11. TITLE RIGHTS
The title rights, copyrights and all other rights of whatsoever nature in any material produced under the provisions of this Contract will be vested exclusively in UNDP.

12. UNPUBLISHED AND CONFIDENTIAL INFORMATION
The Subscriber will not communicate to any person, government, or other entity external to UNDP any unpublished or otherwise confidential information made known to the Subscriber by reason of performing his/her duties under the terms of this Contract, except as required by the assignment or upon authorization by UNDP. This provision will survive the expiration or termination of the Contract.

13. DISCLOSURE
The Subscriber must disclose to UNDP any business or professional employment or other activity in which she may be engaged prior to or at any time in the course of the present Contract. These activities may not be incompatible with the performance of services called for in this Contract nor represent a real or perceived conflict of interest. The Resident Representative shall make the final decision as to the compatibility of such activities with the services under this Contract.

14. STANDARDS OF CONDUCT
In General: The Subscriber shall neither seek nor instructions from any authority external to UNDP in connection with the performance of its obligations under the Agreement. Should any authority external to UNDP seek to impose any instructions on the Agreement regarding the Subscriber’s performance under the Agreement, the Subscriber shall promptly notify UNDP and shall provide all reasonable assistance required by UNDP. The Subscriber shall not take any action in respect of its performance of the Agreement or otherwise related to its obligations under the Agreement that may adversely affect the interests of UNDP, and the Subscriber shall perform its obligations under the Agreement with the fullest regard to the interests of UNDP. The Subscriber warrants that it has not and shall not offer any direct or indirect benefit arising from or related to the performance of the Agreement or the award thereof to any representative, official, employee or other agent of UNDP. The Subscriber shall comply with all laws, ordinances, rules and regulations bearing upon the performance of its obligations under the Agreement. In the performance of the Agreement the Subscriber shall comply with the standards of conduct set in the Secretary General’s Bulletin ST/SGB/2002/9 of 18 June 2002, entitled “Regulations Governing the Status, Basic Rights and Duties of Officials other than Secretariat Officials, and Expert on Mission”. The Subscriber must comply with all Security Directives issued by UNDP. Failure to comply with such security directives is grounds for termination of the Service Contract for cause.

Prohibition of Sexual Exploitation and Abuse: In the performance of the Agreement, the Subscriber shall comply with the standards of conduct set forth in the Secretary-General’s bulletin ST/SGB/2003/13 of 9 October 2003, concerning “Special measures for protection from sexual exploitation and sexual abuse”. In particular, the Subscriber shall not engage in any conduct that would constitute sexual exploitation or sexual abuse, as defined in that bulletin.

The Subscriber acknowledges and agrees that any breach of any of the provisions hereof shall constitute a breach of an essential term of the Agreement, and, in addition to any other legal rights or remedies available to any person, shall give rise to grounds for termination of the Agreement. In addition, nothing herein shall limit the right of UNDP to refer to any alleged breach of the foregoing standards of conduct to the relevant national authorities for appropriate legal action.
15. **SETTLEMENT OF DISPUTES**
Any claim or dispute between the Parties relating to the interpretation or execution of the present Contract, or the termination thereof, which cannot be settled amicably will be settled by binding arbitration, under the UNCITRAL Arbitration Rules. Binding arbitration must in all cases be preceded by a conciliatory procedure under UNCITRAL Conciliation Rules.

16. **PRIVILEGES AND IMMUNITIES OF UNDP**
Nothing in this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including UNDP, accorded to the United Nations pursuant to the Convention on the Privileges and Immunities of the United Nations or otherwise.

*I have read and understood the details of this Contract and its annexes (Annex A – Terms of Reference and Annex B – Conditions of Service), and agree with the terms and conditions spelled out therein.*

---

By: ____________________________  By: ____________________________

UNDP

Date: __________  Date: __________

Allotment Account Number: ____________________________

---

[Buttons: Save, Update, Update, Close]
United Nations Development Programme

Service Contract

Service Contract No.

MEMORANDUM OF CONTRACT MADE [ ], between the United Nations Development Programme (UNDP), a subsidiary organ of the United Nations, an international organization established by treaty, on behalf of [ ] and [ ] ("Subscriber") whose address is [ ].

WHEREAS UNDP has been tasked by [ ] to engage the services of the Subscriber via UNDP contract, on the terms and conditions hereinafter set forth;

WHEREAS the Subscriber understands that this contract, is for the engagement of services with [ ], but under the terms and conditions set forth in this UNDP contract;

WHEREAS UNDP, [ ], being part of the United Nations, is not subject to national legislation relating to personnel matters. Therefore, this Contract spells out all conditions of service of the Subscriber.

NOW, therefore, UNDP and the Subscriber (hereinafter collectively the “Parties”) agree as follows:

1. DURATION OF CONTRACT
   This Contract will come into effect on [ ] and expire on [ ], subject to the provisions in paragraph 9 below.
   This Contract carries no expectation of renewal.

2. TERMS OF REFERENCE
   The Subscriber agrees to the terms of reference as set forth in Annex “A” to this Contract, and shall report to the [ ] identified in Annex A.

3. STATUS, RIGHTS AND OBLIGATIONS OF THE SUBSCRIBER
   The Subscriber serves in a personal capacity and not as representative of a Government or of any other authority external to the United Nations. The Subscriber is neither a “staff member” under the Staff Regulations of the United Nations nor an “official” for the purpose of the Convention of 13 February 1946 on the privileges and immunities of the United Nations. The Subscriber may, however, be given the status of “experts on mission” in the sense of Section 22 of Article VI of the Convention. The Subscriber recognizes and accepts the fact that the terms of engagement as set forth in this Contract are different from those that apply to UNDP or staff members under the Staff Regulations and Rules. The rights and obligations of the Subscriber are strictly limited to the terms and conditions of this Contract. Accordingly, the Subscriber is not entitled to any benefit, payment, subsidy, compensation or pension from UNDP, except as expressly provided in this Contract.

CONSIDERATION
   As full consideration for the services performed by the Subscriber under the terms of this contract, and subject to the provisions of Instructions paragraph below, UNDP, by means of representation and on behalf of [ ], shall pay the Subscriber upon certification by [ ] that the services have been satisfactorily performed.
4. REMUNERATION
As full consideration for the services performed by the Subscriber under the terms of this Contract, UNDP, by
instruction of [ ], will pay the amount of [NPR: ] in accordance with the payment schedule identified in Annex A.
The payment is all inclusive of a base monthly remuneration plus a lump sum in lieu of pension contributions towards
pension benefit, as further described in Clause 6 below. In addition to the payment, UNDP, on behalf of [ ], also
contributes towards health insurance and Life, Death and Disability, as expressly provided in Clause 8. No other
remuneration, benefits, compensation or subsidy will be paid under this Contract, except that if in the case of official
travel, daily subsistence allowance will be paid to the Subscriber by UNDP on behalf of [ ] on the basis of rates
established for this purpose.

5. ANNUAL LEAVE, SICK LEAVE, HOLIDAYS AND HOURS OF WORK
The relevant conditions are specified in Annex 'B' of this Contract, attached hereto.

6. SOCIAL SECURITY
In addition to the payment in paragraph 5 above, UNDP can provide, on behalf of [ ], medical insurance and pension
coverage as follows:

(A) Medical Insurance: UNDP, by representation on behalf of [ ], provides coverage for the Subscriber and pays
the full premium through CIGNA. The details of the coverage provided are available from the Responsible Officer in
the UNDP Office.

(B) Pension benefit: UNDP’s, on behalf of [ ], obligations are limited solely to providing a lump sum calculated on
the basis of 8.33% of the base monthly remuneration, excluding performance bonus, if applicable. This lump sum is
included in the total remuneration mentioned in paragraph 4 above, in lieu of direct contributions to a pension scheme.
The Subscriber accepts this amount and the terms related there, in lieu of pension contributions, as reflected in the No
Contest Letter signed by the Subscriber on ______________________, and attached to this contract.

Further information is provided in the attached Conditions of Service, Annex B.

7. INCOME TAX
The Subscriber is solely responsible for all taxation or other assessments on all remuneration derived from UNDP, on
behalf of [ ]. UNDP will not make any withholding from payments for the purposes of income tax. UNDP, on behalf of [ ],
is exempt from any liabilities regarding taxation and will not reimburse any such taxation to the Subscriber.
UNDP, on behalf of [ ], reserves the right to request proof of payment of taxes by the Subscriber.

8. COMPENSATION FOR INJURY, DISABILITY OR DEATH
In the event of injury, disability or death during the period of service which may be attributable to the performance of
services under the terms of this Contract, the Subscriber is covered through [ ] policy subscribed by UNDP in the
name of UNDP and will be entitled to compensation only as set forth in the policy, which may be subject to change.
In addition, the Subscriber may also be covered by the Malicious Acts Insurance Policy (MAIP) if the services are
performed at a hazardous duty station as defined by the United Nations or if the Subscriber is requested to travel to a
hazardous duty station as part of the services, and subject to compliance with the relevant security instructions in the
MAIP, a copy of which has been made available to the Subscriber upon signature of this Contract. Further
information is provided in the attached Conditions of Service, Annex B of this Contract.
9. TERMINATION
Either party may terminate this Contract at any time, upon fourteen (14) calendar days written notice to the other party. In the event of notice of termination, the Subscriber shall take immediate steps to bring the services to a prompt and orderly conclusion, including return of UNDP and/or equipment and files, if any. In the event of termination, the obligations of the Parties will cease, except as otherwise expressly provided. In the event of termination by UNDP, by representation on behalf of the Subscriber will only be entitled to reasonable compensation, equivalent to one week of gross salary for each unexpired month of the Contract or portion thereof, remaining after the date of termination, unless such termination is the result of the Subscriber’s improper conduct or violation of any term of this Contract, in which case the Subscriber will not be entitled to either a period of notice or other compensation.

10. DESIGNATION OF BENEFICIARY
The Subscriber has designated __________________________ whose address is __________________________ as his/her beneficiary for all amounts outstanding to the Subscriber’s credit under the terms of the Contract in the event of the Subscriber’s death, to the extent that such amounts can legally be awarded to this person under the laws of the country.

11. TITLE RIGHTS
The title rights, copyrights and all other rights of whatsoever nature in any material produced under the provisions of this Contract will be vested exclusively in.

INSTRUCTIONS
The Subscriber’s work under the current contract will be managed and supervised by. Subscriber will receive instructions directly from in relation to the execution of his/her obligations under the current contract.

12. UNPUBLISHED AND CONFIDENTIAL INFORMATION
The Subscriber will not communicate to any person, government, or other entity external to UNDP and any unpublished or otherwise confidential information made known to the Subscriber by reason of performing his/her duties under the terms of this Contract, except as expressly required by this assignment or upon written authorization by UNDP by means of representation and on behalf of. This provision will survive the expiration or termination of the Contract.

The Subscriber shall not advertise or publicise his or her association with UNDP or under this agreement, nor shall the name, emblem, or official seal of UNDP and be used for business or professional purposes or otherwise without the prior written approval of UNDP by means of representation and on behalf of. This provision shall survive the expiration or termination of this agreement.

13. DISCLOSURE
The Subscriber must disclose to UNDP and any business or professional employment or other activity in which s/he may be engaged prior to or at any time in the course of the present Contract. These activities may not be incompatible with the performance of services called for in this Contract nor represent a real or perceived conflict of interest. The Resident Representative shall make the final decision as to the compatibility of such activities with the services under this Contract.
14. STANDARDS OF CONDUCT
The Subscriber must conduct himself/herself at all times in accordance with the standard of conduct set forth in this Contract and ST/SGB/2002/9, issued by the Secretary-General of the United Nations, a copy of which has been provided to the Subscriber upon signature of this Contract. In particular, the Subscriber must conduct himself/herself with the fullest regard for the purposes and principles of the United Nations and its Specialised Agencies, and in a manner befitting his/her relationship with the United Nations, including UNDP and its Specialised Agencies under the Contract. The Subscriber may not engage in any activity that is incompatible with those purposes and principles or the discharge of his/her duties with the Government, or that represents a real or perceived conflict of interest as set out in paragraph 13 above and ST/SGB/2002/9. He/she will avoid any action and in particular any kind of public pronouncement which may adversely reflect on that relationship, or on the integrity, independence and impartiality which is required by that relationship. While the Subscriber is not expected to give up any national sentiments or political and religious convictions, he/she will at all times bear in mind the reserve and tact required by reason of his/her relationship with the United Nations, including UNDP, and its Specialised Agencies and the Government.

The Subscriber will not accept any favour, gift or remuneration from any source external to the United Nations without first obtaining approval from the Secretary-General of the United Nations or the Administrator of UNDP.

15. SETTLEMENT OF DISPUTES
Any claim or dispute between the Parties relating to the interpretation or execution of the present Contract, or the termination thereof, which cannot be settled amicably will be settled by binding arbitration, under the UNCITRAL Arbitration Rules. Binding arbitration must in all cases be preceded by a conciliatory procedure under UNCITRAL Conciliation Rules.

16. PRIVILEGES AND IMMUNITIES OF UNDP
Nothing in this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including UNDP and its Specialised Agencies, accorded to the United Nations pursuant to the Convention on the Privileges and Immunities of the United Nations or otherwise.

Where UNDP, on behalf of its Specialised Agencies, will provide health or pension benefits directly:

I have read and understood the details of this Contract and its annexes (Annex A – Terms of Reference and Annex B – Conditions of Service), and agree with the terms and conditions spelled out therein.

By: 

UNDP

On behalf of and for:

Date:

Subscriber’s Name

Date:

Allocation Account Number:
Amendment to Service Contract

Reference is hereby made to the Service Contract Number [hereinafter referred to as "the Contract"] signed on [date] by and between the United Nations Development Programme (hereinafter referred to as "UNDP"), and [hereinafter referred to as "the Service Contract Holder"]; UNDP and the Service Contractor collectively referred to as the "Parties", with respect to the performance of the assignment of with [description of assignment].

WHEREAS [party A] and UNDP now wish to amend the said Contract:

NOW THEREFORE, the relevant contract provisions indicated below are hereby amended to read as follow:

Reference is hereby made to the Service Contract Number [hereinafter referred to as "the Contract"] signed on [date] by and between the United Nations Development Programme (UNDP), a subsidiary organ of the United Nations, an international organization established by treaty, on behalf of [party B] and [party C] (hereinafter referred to as "the Service Contract Holder").

WHEREAS UNDP has been asked by [party A] to amend the terms of the said contract.

WHEREAS [party A] and UNDP now wish to amend the said Contract:

NOW THEREFORE, the relevant contract provisions indicated below are hereby amended to read as follow:

1. Paragraph 1 of the Contract is hereby amended to read as follows:
   This Contract will come into effect on [date] and expire on [date], subject to the provisions in paragraph 9 of the Contract.

2. Paragraph 4 of the Contract is amended to read as follows:
   Monthly Remuneration: NRs. [amount]. The payment is all inclusive of a base monthly remuneration plus a lump sum in lieu of UNDP’s contribution towards pension benefit.

3. All other terms and conditions of the Contract, except as amended herein, shall remain unchanged and shall continue to be in effect.

IN WITNESS WHEREOF, the Parties hereto have executed this Amendment to the Contract.

By: ___________________________ By: ___________________________

United Nations Development Programme
Subscriber’s Name

Date: ________________ Date: ________________
O. Recruitment Dashboard

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Name of the position</th>
<th>Level</th>
<th>Project type</th>
<th>No. of Positions</th>
<th>Hiring unit focal point</th>
<th>HR focal point</th>
<th>Activity</th>
<th>No. of days</th>
<th>Propose Timeline</th>
<th>Actual Timeline</th>
<th>Name of the panel members/comments</th>
<th>Remark</th>
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</table>

P. Service Contract Salary Entry Form

SCSalaryScale - New Item

Level *

Salary *

Salary in Words *

Year 2015

Save    Cancel
Q. Common Services Request Form

[Image of a Common Services Request Form screen]

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<tr>
<th>ID</th>
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<th>Title</th>
<th>Requester</th>
<th>Agency</th>
<th>Designation</th>
<th>Date Required</th>
<th>Service Requested</th>
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<td>3/28/2020</td>
<td>Materials</td>
<td>Khem Bahadur Sam</td>
<td>Strategic Engagement Team</td>
<td>Trainee</td>
<td>3/20/2020</td>
<td>Other</td>
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<tr>
<td>90</td>
<td>3/10/2020</td>
<td>Chair</td>
<td>Khem Bahadur Sam</td>
<td>Strategic Engagement Team</td>
<td>Trainee</td>
<td>3/10/2020</td>
<td>Furniture</td>
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<tr>
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<td>3/20/2020</td>
<td>Chair Requested</td>
<td>Manju Shah</td>
<td>Programme Management Team</td>
<td>Trainee</td>
<td>3/10/2020</td>
<td>Furniture</td>
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<tr>
<td>87</td>
<td>3/2/2020</td>
<td>Power extension</td>
<td>Sangay Kumar Kumri</td>
<td>Energy, Environment, Climate Change and Disaster Risk Management Unit</td>
<td>Trainee</td>
<td>3/2/2020</td>
<td>Electricity</td>
</tr>
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[Submit and Close buttons]
## R. Contact Directory

### Contacts - New Item

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<th>Description</th>
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<td>The title/name of the document</td>
</tr>
<tr>
<td>First Name</td>
<td></td>
</tr>
<tr>
<td>Last Name</td>
<td></td>
</tr>
<tr>
<td>E-mail Address</td>
<td></td>
</tr>
<tr>
<td>Company</td>
<td></td>
</tr>
<tr>
<td>Job Title</td>
<td></td>
</tr>
<tr>
<td>Business Phone</td>
<td></td>
</tr>
<tr>
<td>Home Phone</td>
<td></td>
</tr>
<tr>
<td>Mobile Number</td>
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</tr>
<tr>
<td>Fax Number</td>
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</tr>
<tr>
<td>Country/Region</td>
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</tr>
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<td>Type the Web address: [Click here to test]</td>
</tr>
<tr>
<td></td>
<td>http://</td>
</tr>
<tr>
<td></td>
<td>Type the description:</td>
</tr>
<tr>
<td>Notes</td>
<td></td>
</tr>
<tr>
<td>Nickname</td>
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</tr>
<tr>
<td>Office</td>
<td></td>
</tr>
<tr>
<td>Picture</td>
<td>Type the Web address: [Click here to test]</td>
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<tr>
<td></td>
<td>http://</td>
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<tr>
<td></td>
<td>Type the description:</td>
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<tr>
<td>Region</td>
<td>Placeholder column for Managed Metadata lookup to Content Type Hub</td>
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<td>User Account</td>
<td>Enter a name or email address...</td>
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<td></td>
<td>UNCP HQ, Active Directory account (UNDPHQ2, or UNCPHQ1)</td>
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<td>SubUnit</td>
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<td>SortOrder</td>
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## Contact Directory

**Country Office Staff and Institutional Contact Directory**

### Teams

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<th>Title</th>
<th>Job Title</th>
<th>PABX Extension</th>
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<th>Mobile Number</th>
<th>E-mail Address</th>
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</thead>
<tbody>
<tr>
<td>Unit 1: Accelerator Lab- Nepal</td>
<td>(1)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unit 2: Budget and Finance Unit</td>
<td>(1)</td>
<td></td>
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</tr>
<tr>
<td>Unit 1: Common Services</td>
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<td>Unit 2: Energy, Environment, Climate Change and Disaster Risk Management Unit</td>
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<td>Unit 1: General Services</td>
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<td>Unit 1: Human Resources</td>
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<tr>
<td>Unit 1: IMS</td>
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<tr>
<td>Ratnadevi Man Singh</td>
<td>ICT Assistant</td>
<td>1035</td>
<td>9851012132</td>
<td></td>
<td><a href="mailto:narendra.singh@undp.org">narendra.singh@undp.org</a></td>
</tr>
<tr>
<td>Saugat Rai</td>
<td>ICT Associate</td>
<td>1082</td>
<td>472900/1</td>
<td>9801031101</td>
<td><a href="mailto:saugat.rai@undp.org">saugat.rai@undp.org</a></td>
</tr>
<tr>
<td>Unit 1: Office OF RC</td>
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<td></td>
<td></td>
<td></td>
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<td>Unit 2: Office of RR</td>
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