



UNITED NATIONS DEVELOPMENT PROGRAMME

TERMS OF REFERENCE/SERVICE CONTRACT

I. Job Information:

Job Title:	International consultant on Legislation in Public Service Delivery
Type of contract:	Individual contract
Project Title/Department:	Improved Public Service Delivery and Enhanced Governance in Rural Uzbekistan (IPSD)/Cluster on Good Governance, Policy and Development
Duration of the assignment:	90 working days within one year and nine months (April 2021 - October 2022) (home based and at least 4 visits to Uzbekistan by 5 w/days each)
Assignment location:	Tashkent, Uzbekistan
Expected places of travel:	Uzbekistan (Tashkent city and pilot regions)
Work status (full time / part time):	Part-time
Reports To:	Project Manager

II. Background

"Improved Public Service Delivery and Enhanced Governance in Rural Uzbekistan" is a joint project of the Ministry of Justice of the Republic of Uzbekistan and the United Nations Development Programme (UNDP), funded by the European Union. The overall goal of the project is to improve the quality of life of vulnerable sectors of the population in rural areas – such as women, youth and children, the elderly and people with disabilities – by enhancing their access to public services, and the quality of their provision. Equally, the project aims to strengthen citizen participation in the decision-making processes at the local level and increase their access to information, effectively increasing the transparency of the local governance system.

The project objectives are congruent with government policy demands in designing and implementing initiatives that would foster institutional effectiveness, transparency and participation and change management. Thus, project objectives are clearly linked with the country's reform aspirations and strategies.

In addition, taking into account the Government's recent legislative initiative that increases integration of public services delivery, digitalization, standardization and certification of services, as well as decentralization of services delivery, the project will support the Ministry of Justice, Agency for Public Service and other concerned stakeholders in legislative drafting of normative-legal acts, which are aimed at improving the availability, accessibility, affordability and high quality of the integrated public services, designed and provided through citizen-centric and life-cycle approach, at the local level.

This assignment is in line with the approved Project Document/DoA, namely "Output 1: Build an enabling environment for improved public service delivery by streamlining regulatory framework and relevant policies and encouraging data-driven and evidence-based policy making".

Within the framework of further improvement of the quality of public services, increasing the effectiveness of the activities of state bodies and related organizations, implementation of the state strategic goals for the elimination of bureaucratic barriers, the following tasks are assigned to the IPSD:

- paying special attention to attracting foreign experts in the rule-making process;
- development of recommendations on harmonization with the requirements of international standards and best foreign practices;
- conducting a functional analysis of government bodies providing public services;
- business process reengineering (BPR);
- introducing blockchain into the registry office;
- innovations in the system of providing public services, technical support of public service centers, as well as studying foreign experience and increasing human resources in these areas, etc.

In this regard, the project is planning to hire an International Consultant on Legislation in Public Service Delivery, who will support the IPSD team by providing strategic guidance regarding the implementation of all the initiatives related to improvement of the legal and regulatory framework for public service delivery.

III. Functions / Key Outputs Expected

Under overall guidance of the Project Manager and direct supervision of the Programme Coordinator the International Consultant will perform the following duties and responsibilities.

A. General tasks

1. Provide policy and legal advice to IPSD team in the sphere of the improvement of the legislation on public service delivery;
2. Support IPSD team in the development of publications, informational materials and analytical articles on legislation of public services delivery in the international mass media (journals, newspapers, Internet, etc.);
3. Provide strategic guidance in reviewing and finalizing a 5-year strategy and action plan for the improvement of public services delivery system of Uzbekistan, which is currently developed by the international consulting company;
4. Provide expertise and analytical, legal conclusions to the draft regulations and legal proposals (including on BPR of public services, digitalization of public services, local governance issues, etc.) to IPSD team and national partners if required.
5. Participate in the Project events and workshop meetings with national partners and key stakeholders (including international conferences, "round table discussions", presentation of outputs and other);

B. Specific tasks

- I. **Strategic guidance and technical advice for the improvement of the legal and regulatory framework for public service delivery in Uzbekistan.**
 6. Analysis of current legislation in Uzbekistan, regulating public service delivery system, and the best international practices, including from the EU countries.
 7. Develop an analytical report with practical proposals for the improvement of the framework regulating public services delivery system, the interagency coordination, users of public services and digitalization for better public services delivery, including partnership modalities in public services delivery.
- II. **Strategic guidance and technical advice for development and improvement of administrative regulations in the field of public services delivery.**
 8. Develop a single unified draft regulation on administrative procedures in the field of public services delivery aimed at optimization and reduction of the number of administrative procedures which takes into account the requirements of international standards and the best foreign practices.
 9. Develop a training manual on drafting regulations on administrative procedures and organize trainings on practical aspects, methodology and tools used during review of legislation, observing foreign legislation and procedures.

III. Strategic guidance and technical advice for the development of the Standard of introduction of new public services

10. Conduct a comparative analysis of the process of introduction of new public services based on the review of the best foreign practices in developed countries and develop a set of recommendations on development of the Standard of introduction of new public services.
11. Develop draft of Standard of introduction of new public services.
12. Develop a set of recommendations and measures to be taken in order to improve and maintain the unified Register of Public Services, based on the deep analysis of existing Register of Public Services and best international practices.

The consultant should submit a progress report (narrative part 3-5 pages without annexes) on the work done every 4 months from the date of contract signed to the Project manager.

IV. Timeframe and fees

The following deliverables based on the indicative schedule are expected from the consultant. The exact dates of beginning and completion stages, as well as the scope of work for each phase can be corrected by the Project Manager based on reasonable justification by the International Consultant. The project reserves the right, if necessary, to amend the terms of reference of the Consultant, on a written agreement. The final schedule will be agreed in the beginning of the consultancy assignment. All deliverables should be submitted to the project by the Consultant in English and Russian in e-versions and then approved by the Project Manager and the UNDP GGC.

#	Deliverables	Timeframe	Payment
1	1.1. Single unified draft regulation on administrative procedures in the field of public services delivery developed and submitted to the Project manager. 1.2. Presentation of single unified draft regulation on administrative procedures in the field of public services delivery of developed and delivered during roundtables with key stakeholders and national partners. 1.3. Two trainings on drafting of regulations on administrative procedures delivered. (Training in Uzbekistan will be online if COVID-19 restrictions).	Not later than August 30, 2021	25%
2	2.1. Analytical report on processes and standards for introduction of new public services developed and submitted to the Project manager. 2.2. Draft legislative document on standard of introduction of new public services developed and submitted to the Project manager. 2.3. Analytical report with set of recommendations and measures to be taken to maintain unified Register of Public Services developed and submitted to the Project manager. 2.4. Participated in Round table discussions with key stakeholders and national partners on introduction of new public services. (Participation in Round table in Uzbekistan will be online if COVID-19 restrictions). 2.5. At least one article on the related topics developed and published in mass media.	Not later than December 15, 2021	25%

3	<p>3.1. Analytical report with set of recommendations on the improvement of the legal and regulatory framework for public service delivery in Uzbekistan based on international best practices and local context developed and submitted to the Project manager.</p> <p>3.2. At least 2 (two) presentations developed and delivered during roundtables with key stakeholders and national partners. (Presentation in Uzbekistan will be online if COVID-19 restrictions).</p> <p>3.3. At least two articles developed and published on the related topics in mass media.</p>	Not later than April 15, 2022	25%
4	<p>4.1. Final report on the results of the provided policy and legal advice for the improvement of public services delivery system in Uzbekistan developed and submitted to the Project manager.</p> <p>4.2. Final round table discussion with key stakeholders and national partners organized. (Participation in Round table in Uzbekistan will be online if COVID-19 restrictions).</p> <p>4.3. At least one article and one post on the development of Public services in Uzbekistan prepared and published in the international mass media (journals, newspapers, Internet, etc.).</p>	Not later than October 15, 2022	25%

This is a lump sum contract that should include costs of consultancy and other costs required to produce the above deliverables. Payment will be released in 4 instalments (25% each) upon the timely submission of the above-mentioned deliverables respectively and following their acceptance by Project Manager and UNDP GGC. The results should be provided in Russian and English languages in Microsoft Word format and presentations in PPT format. Documents provided using other formats will not be accepted.

V. Qualification Requirements

Education:	Master's Degree or equivalent in Law, Public Administration, International Relations, Economics, Political-social sciences or another relevant field.
Experience:	<ul style="list-style-type: none"> At least 15 years of relevant professional experience performing a similar technical assistance role on legal and regulatory framework for public service delivery. Previous work in Central Asia and in any other post-soviet republics is an asset.
Language requirements:	Fluency in written and spoken English and Russian. Knowledge of Uzbek is an asset.
Other:	<ul style="list-style-type: none"> Good understanding of public administration and public services delivery system. Excellent analytical and interpersonal skills including oral and written communication Demonstrated programme management skills including; results-based orientation, preparation of work plans, monitoring and evaluation and leading cross-cultural teams. Previous experience in performing a similar role in UNDP would be an advantage.
Mode of Assessment:	For shortlisted candidates a competency-based interview will be arranged online.

UNDP is an equal opportunity employer. Qualified female candidates, people with disabilities, and minorities are highly encouraged to apply.

VII. Signatures-Post Description Certification

Incumbent (if applicable)

Name	Signature	Date
Supervisor		
Abror Khodjaev, Project Manager	Signature	Date