

**Governance Programme**

**Peer Review for a Recommendation Paper to the proposed Decree on the Implementation of One-Stop Shop in Public Administration Reform**

**TERMS OF REFERENCE – June 2017**

Vietnam has adopted policies aiming at public administration reform since 1986. However, important shortcomings remain within the public administration system, including bureaucratic procedures, and slowness in response. Currently the office of the government of Vietnam has drafted a decree on handling of administrative procedures under the one-stop shop mechanism in state administrative agencies (centralized public administration office) with the aims to improve public administration services and promoting a monitoring mechanism of public administration service (see attached the draft decree), under the Decision No 09/2015/QD-TTg dated 25/03/2015 of Prime Minister about the promulgation of a Decree on one-stop shop mechanism (see the Decision attached) . The decree is expected to be finalized in July 2017.

Since 2014 Oxfam has been piloting a citizen feedback mechanism to monitor and rank the performance of local public administration services through mobile phone scorecards (M-Score) in Quang Tri and Quang Binh provinces. The pilot project has shown significantly encouraging results.

Oxfam plans to replicate this model to other provinces through the adoption by the Government for roll-out nationwide. Oxfam see that this draft decree is a good policy window for adoption of the proven M-Score model as an effective monitoring mechanism of the implementation of this decree. We are currently working with a consultant team to develop a recommendation paper to the above Decree aiming at the adoption of the M-Score approach as an effective monitoring mechanism of Public Administration Service quality in this decree.

Oxfam is looking for an expert who has proven experience and sound knowledge in Public Administration Reform working under the guidance of Oxfam team to provide peer-review to a recommendation paper that is developed to the above Decree.

**Overall responsibilities:**

* Work closely with and under the coordination of Oxfam team and other consultants.
* Provide peer review to the recommendation paper produced by Oxfam and consultants.
* As agreed with Oxfam, join relevant meetings and workshops related to this decree and present the analysis and recommendations.

**Requirements:**

Main tasks of consultant: To analyze of the draft decree and review the recommendations by Oxfam and write up the inputs and comments to develop a recommendation paper.

Requirement:

* Master Degree in public policy, public administration, social studies or related fields
* Good understanding about the context and process of Public Administration Reform of Vietnam and One-Stop Shop.
* Sound knowledge about Vietnamese Laws and Justice
* proven experience in working on public administration reform procedures at national and local levels.

**Outputs:**

* Written comments/Inputs on first draft report in writing
* Written comments/Inputs on revised report in writing

**Detailed work of the consultants are as follows:**

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| **Deliverable** | **Dates** | **Estimated # of days of consultant** |
| Review first draft paper and provide peer review results (comments/inputs) in writing | 5 July 2017 | 2 |
| Participate in meeting with national consultants and Oxfam staff to discuss about comments/inputs and agree on revision strategy if required | 7July 2017 | 0.5 |
| Review and provide peer review results (comments/inputs) in writing on the revised paper | 9 July 2017 | 1 |
| Work closely with Oxfam team and consultants to finalise the revised recommendation paper based on the feedbacks of National Office, and other stakeholders | 10 July | 1 |
| Participate in the consultation workshop if required | July 2017 | 1 |
| Total |  | 5.5 days |

Oxfam will compensate the consultant(s) with travel costs, per diem, and other eligible expenditures occurred for this work, following Oxfam cost norm and financial procedures.

Applicants interested please send your CVs and a consultancy proposal letter and budget no later than **29 June 2017** to [HR.Vietnam@oxfam.org](mailto:HR.Vietnam@oxfam.org)

For technical question, please contact Oxfam staff:

* Dang My Hanh, Programme Officer – Governance
* Email: [hanh.dangmy@oxfam.org](mailto:hanh.dangmy@oxfam.org)