

Terms of Reference (ToR)

Consultant for MIS Unit

A. Scope of Work

A. Understand the Current Situation

The Consultant shall:

- Review all existing digital systems including Core Banking, HR, Finance, Projects, and other operational systems.
 - Identify available data and assess gaps in data management and reporting practices.
 - Recommend required staffing structure, technical skills, and operational requirements for the MIS Unit.
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B. Design the MIS Unit

The Consultant shall:

- Recommend the organizational structure of the MIS Unit.
 - Prepare detailed roles and responsibilities for MIS personnel.
 - Define operational functions including:
 - Data collection
 - Data verification and validation
 - Dashboard and report preparation
 - Data quality control
 - Interdepartmental coordination
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C. Develop the MIS System Basics

The Consultant shall:

- Develop a practical MIS framework and basic system architecture.
- Design data flow mechanisms from Branches → Departments → MIS Unit → Management.
- Recommend suitable software, tools, and technologies for transaction analysis and reporting.
- Develop reporting formats for:
 - Daily reports
 - Monthly reports
 - Yearly reports
- Prepare forecasting tools for major financial indicators such as:
 - Profitability
 - Overdue loans
 - Non-Performing Loans (NPL)
 - Interest dues

- Financial ratios
- Develop tools and techniques for monitoring and controlling NPL and dues.

D. Draft Policies & SOPs

The Consultant shall prepare and document:

- MIS operational guidelines and procedures
- Data collection and verification procedures
- Reporting timelines and responsibilities
- Dashboard preparation procedures
- Data access control and confidentiality procedures
- Backup and data security procedures
- Documentation of all MIS processes and workflows

E. Design Dashboards & Reports

The Consultant shall:

- Develop sample dashboards and management reports for:
 - Board of Directors
 - CEO
 - Departments
 - Branch performance monitoring
- Develop reporting calendars for:
 - Daily reporting
 - Weekly reporting
 - Monthly reporting
 - Quarterly reporting

F. Build Staff Capacity

The Consultant shall:

- Conduct orientation and training sessions for MIS staff, branch staff, and related departments.
- Train staff on:
 - Data interpretation
 - Reporting systems
 - Dashboard usage
 - Data quality management

G. Experience & Qualification

The Consultant shall have:

At least **3 years** of relevant professional experience in the field related to the assignment.