

## **Proposal for LLL Prototype Refinement**

Submitted by:

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## **Motivation**

I am applying for this consultancy as a user-centred designer and product consultant with experience in making complex systems clearer, more usable, and more practical for real-world use. My work spans fintech platforms, social platforms, and social-impact initiatives, where I focus on improving clarity, accessibility, and usefulness rather than creating solutions that only work in theory.

Alongside my design work, I have worked closely with civil society organisations and networks, both as a designer supporting their initiatives and as an active participant in civic leadership and facilitation spaces. Through long-term involvement in Rotary, Rotaract, Toastmasters, and my current work with the Global Peace Foundation, I have gained practical insight into how civil society actors operate, collaborate, and navigate different levels of capacity, influence, and resources, particularly in Global South contexts.

The Local Leadership Labs initiative strongly resonates with my experience of working across diverse groups who may approach problems from different positions but share a common interest in meaningful change. I am particularly motivated by LLL's focus on strengthening locally led processes and ensuring that tools and approaches are usable, inclusive, and grounded in lived realities.

Through this consultancy, I am motivated to support CIVICUS by helping refine existing prototypes so they are clear, coherent, and ready for real-world testing, while remaining responsive to the practical needs and constraints of diverse civil society actors.

## **Technical Approach**

My approach to this consultancy is practical, collaborative, and user-focused. The goal is not to create something new from scratch, but to refine existing prototypes so they are clearer, easier to use, and ready for real-world testing by diverse civil society actors. I will organise the work into four clear phases.

## **1. Understanding the Prototype and Its Context**

I will begin by working closely with the CIVICUS Local Leadership Labs team to develop a shared understanding of the existing prototype. This includes understanding what the prototype is intended to achieve, who it is meant to support, and how it has been developed so far.

At this stage, I will focus on identifying areas where the prototype may feel unclear, complex, or difficult to use in practice, especially when considered across different organisational capacities and contexts.

## **2. Improving Clarity, Usability, and Accessibility**

Using user-centred and participatory design methods, I will refine the prototype to improve clarity and usability. This will include simplifying language, clarifying steps and processes, and improving overall structure so the prototype is easier to understand and apply.

Where relevant, I will review user journeys or process flows to ensure expectations, roles, and decision points are clearly defined. The aim is to strengthen usability while keeping the original intent and values of the prototype intact.

## **3. Preparing for Testing and Feedback**

To ensure the prototype is ready for piloting, I will support the design of simple and realistic testing and feedback methods. This includes preparing clear guidance for users or facilitators, reflection or feedback questions, and basic indicators to understand what is working and what may need adjustment.

These methods will be designed to be lightweight and practical, so they can be applied without placing unnecessary burden on civil society partners.

## **4. Finalising and Packaging Materials**

In the final phase, I will consolidate and finalise all refined materials. This includes organising the prototype into user-ready formats, preparing clear documentation and visuals, and developing a slide deck that summarises the refined prototype, key insights, and recommended next steps for piloting.

All materials will be prepared so they can be used both internally and externally and adapted as the work continues.

## **How I Will Work**

Throughout the consultancy, I will work in close collaboration with the CIVICUS team, communicate clearly and regularly, and remain flexible as new insights emerge. My focus will remain on producing clear, usable, and practical outputs that support real-world application and learning.

# **Proposed Workplan**

(25–30 working days | January–February 2026)

## **Phase 1: Orientation and Understanding (Days 1–5)**

I will begin by reviewing all existing Local Leadership Labs prototype materials and related documentation. I will work closely with the CIVICUS LLL team to understand the purpose of the prototype, the intended users, and the contexts in which it is expected to be applied.

This phase will focus on building a shared understanding of what currently works well and identifying areas where the prototype may feel unclear, complex, or difficult to use in practice.

### **Outputs:**

- Shared understanding of the prototype and its intended use
- List of priority areas for refinement

## **Phase 2: Improving Clarity and Usability (Days 6–15)**

I will refine the prototype with a focus on clarity, usability, and accessibility. This includes simplifying language, clarifying steps and processes, and improving overall structure so the prototype is easier to understand and apply across different organisational capacities.

Where relevant, I will review and refine user journeys or process flows to ensure roles, expectations, and decision points are clearly defined, while maintaining the original intent and values of the prototype.

### **Outputs:**

- Updated and refined prototype drafts
- Summary of key usability improvements and open questions

## **Phase 3: Preparing for Testing and Feedback (Days 16–22)**

To support real-world piloting, I will prepare simple and practical testing and feedback tools. This includes developing clear guidance for facilitators or users, reflection or feedback questions, and basic indicators to help understand what is working and what may need adjustment.

These tools will be designed to be lightweight and realistic, ensuring they can be applied without placing unnecessary burden on civil society partners.

### **Outputs:**

- User testing protocol and facilitation guidance
- Feedback questions and proposed indicators

## **Phase 4: Finalisation and Packaging (Days 23–30)**

In the final phase, I will consolidate and finalise all refined materials. This includes organising the prototype into user-ready formats, preparing clear documentation and visuals, and developing a slide deck that summarises the refined prototype, key insights, and recommended next steps for piloting.

All materials will be packaged for both internal and external use and designed to be easily adapted as the work continues.

Outputs:

- Fully refined, user-ready prototype materials
- Slide deck summarising the work and next steps
- Practical roadmap for piloting

# **Work Samples**

## **Example 1: Designing and Refining a First-of-Its-Kind Financial Data Aggregation Prototype**

- *OnePoint Financial Services*

### Context

OneData is a financial account aggregation platform designed to allow individuals to link multiple financial accounts and control how their data is shared with other organisations. At the time of development, there were no existing account aggregation platforms in Nepal, making this a first-of-its-kind initiative in the local context.

### My Role

I worked as the user-centred design lead, supporting the product from early concept development through iterative prototyping and refinement, with a focus on usability, trust, and real-world applicability.

### Approach

- Worked closely with financial and domain experts to understand existing data-sharing practices and constraints
- Developed early concepts and prototypes to test unfamiliar ideas with stakeholders
- Refined user journeys and permission flows to make complex data-sharing concepts understandable iterated designs based on feedback, feasibility considerations, and ecosystem realities

### Outcome

The prototype evolved from early concepts into a clear and usable product that addressed a critical gap in the local financial ecosystem, helping prepare the platform for real-world use by making a complex concept accessible and practical.

## **Example 2: Refining multiple fintech products across customer-facing & back-office systems**

- *IME Digital Solutions / Swift Technology*

### Context

While working within the IME Digital Solutions ecosystem and in close collaboration with Swift Technology, I contributed to the design and refinement of multiple fintech products serving different user groups and markets. These included customer-facing digital wallet and remittance applications, international remittance platforms, and internal back-office systems used by business and operational teams.

### My Role

I worked as a product designer supporting the refinement of existing products and features, helping align user needs, business requirements, and technical feasibility across diverse products and stakeholders.

### Approach

- Collaborated with business, technical, and project teams to understand product goals and operational constraints
- Refined user journeys and system flows for different user groups, including end users, operational staff, and business teams
- Translated complex requirements into clear, usable designs through iterative discussions, demos, and feedback cycles
- Adapted designs to different markets and contexts, including international partners

### Outcome

The refinement process improved clarity and usability across multiple products, supporting smoother workflows, improved operations, and more consistent user experiences across varied contexts.

## **Example 3: Supporting Civil Society Initiatives Through Visual Design and Communication**

- *Global Peace Foundation*

### Context

I worked with a civil society organisation focused on peacebuilding and community engagement, supporting communication and outreach initiatives. This work focused on communication and visual clarity rather than digital product or UI/UX design.

### My Role

I supported program teams through visual design and communication work, helping translate complex social issues and program objectives into clear and accessible materials.

### Approach

- Worked closely with program and communications teams to understand audiences and messaging needs
- Designed visual materials to improve clarity, accessibility, and engagement
- Adapted designs based on feedback and contextual requirements

### Outcome

The resulting materials supported clearer communication of program goals and were used across campaigns and outreach activities, helping strengthen engagement with diverse audiences.

# **Curriculum Vitae**

## **Dipesh Acharya**

User-Centred Design & Product Consultant | Kathmandu, Nepal

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## **Profile Summary**

User-centred design and product consultant with 7+ years of professional experience across fintech platforms, digital products, and civil society organisations. Strong background in iterative prototype design and refinement, stakeholder collaboration, and translating complex systems into clear, usable, and real-world-ready solutions. Experienced working across customer-facing applications, back-office systems, and international contexts, with long-term engagement in civic leadership and civil society networks.

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## **Core Skills**

User-centred design • Participatory and iterative design • Prototype refinement • Journey mapping & service design • Stakeholder engagement • Usability & accessibility thinking • Requirements clarification • Design documentation & communication • Facilitation & presentations

Tools: Figma, Miro, FigJam, Adobe Creative Suite, Microsoft Office Tools, Google Work Suite

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## **Professional Experience**

### **OnePoint Financial Services**

Oct 2025 – Present

Product Designer / User-Centred Design Lead

- Leading user-centred design for financial infrastructure platforms, including OneData, a financial account aggregation application
- Supported products from early concepts through iterative prototyping and refinement
- Worked closely with domain experts to understand trust, data-sharing, and institutional constraints

- Refined user journeys and permission flows to make complex financial concepts understandable and usable

## **Global Peace Foundation**

Sep 2024 - Present

### Visual Design Contractor

- Supported communication and visual design needs for peacebuilding and community initiatives
- Worked closely with civil society practitioners to translate complex ideas into accessible materials
- Adapted designs based on feedback, audience needs, and context

## **IME Pay / Khalti**

Dec 2021 - Oct 2025

### Product Designer to Product Owner / Product Manager

Worked across the IME Digital Solutions and Swift Technology ecosystem on IME Pay / Khalti, a large-scale digital wallet and fintech platform serving 3 to 5 million users, along with related customer-facing, remittance, and back-office products

- Led user-centred design for customer-facing applications, international remittance products, and internal operational tools
- Owned multiple features end-to-end, from ideation and design through iteration, validation, and development handoff
- Worked closely with business, engineering, and project teams to clarify requirements, align expectations, and manage feasibility constraints
- Facilitated discussions to reconcile differing business and technical needs, translating complex requirements into clear and usable designs
- Progressed into a Product Owner / Product Manager role, owning feature-level decisions across design, engineering, and business teams
- Supported roadmap planning, prioritisation, and iterative delivery readiness to ensure products were prepared for real-world use across diverse contexts

## **Namchey – Travel Social Platform**

January 2016 - Present

### Co-Founder / Creative Lead

- Co-founded a travel-based social platform addressing fragmented travel information in Nepal
- Led product design, branding, and content structure
- Designed participatory features for sharing authentic travel experiences
- Supported early concept development and user feedback



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## **Civil Society Leadership & Engagement**

- **Rotaract Club of Tripureswor** Member since 2013 - Present  
*President (2019–2020)*
- **Rotary District 3292 (Nepal & Bhutan)** 2020 - 2024  
*District RYLA Sub-Committee*  
*District Publication Committee*  
*District Public Image Committee*
- **Toastmasters International – IME Pioneers Toastmasters Club** 2022 - Present  
*President (2024–2025)*

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## **Education**

**Bachelor's Degree in Computer Information System** 2013-2018  
Pokhara University (Apex College)

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## **Languages**

1. Nepali - Native
2. English - Proficient
3. Hindi - Proficient

## **References**

### **Reference 1**

Name: Takae Goto

Role/Title: Director of Communications

Organisation: Global Peace Foundation

Relationship: Professional reference

Email: tgoto@globalpeace.org

### **Reference 2**

Name: Catherine 'Cat' Lockman

Role/Title: Chief Development Officer (former)

Organisation: Global Peace Foundation

Relationship: Professional reference

Email: cat.lockman@gmail.com

## **Financial Quotation**

Duration: 15 January – 23 February 2026

Estimated number of workdays: **28 days**

Proposed daily consultancy rate: **USD 320 per day**

**Total consultancy fee: USD 8,960**

*This quotation is inclusive of all professional services required to deliver the scope outlined in this proposal.*