

USAID/ TARABOT Project

Civil Service Reform (CSR) Team

Report on visit of CSR team to Babil Governorate, Hila

November 6, 2012

Background

An effective civil service is necessary to support local government operations in delivering services to the population and implementing economic and social policies. The Civil Service Reform (CSR) component of USAID/TARABOT has been working with the provincial authorities on four aspects of provincial civil service reform: establishing a provincial civil service commission, human resource management, human resource management information system (HRMIS), and training and development. The Civil Service Reform team is responsible for supporting the implementation of these reforms in federal ministries and fifteen provincial governments. Babil Governorate is one of the pilot governorates for the CSR team's work with Provincial Governorates. All objectives of this visit have been achieved by the CSR team.

Summary of Deliverables

- TARABOT/Civil Service Reform team held discussions with the Governor, Deputy Governor and other senior officials of Babil governorate;
- Framework for establishment of a Provincial Civil Service Commission (PCSC), presented to the senior officials of Babil governorate;
- HR Functions, structure and operationalization of modern Human Resource Management Department (HRD) in the Babil governorate was presented to the senior officials of the governorate;
- Modalities for establishing an electronic database system, containing accurate and relevant information (HRMIS) was presented to senior officials of the governorate;
- Role of a comprehensive training system, in development of provincial civil servants and establishment of a training centre, was presented to the senior officials of governorate.

Name/ Designation of Babil Governorate officials

1. Mr. Mohammed Ali Al-Masoudi, Governor of Babil Province
2. Mr. Basim Al-Qais, Deputy Governor for Legal Affairs
3. Mr. Mohammed Al-Amshawi - Deputy Governor for Administrative affairs
4. Mr. Falah Hassan, Governor's office Manager
5. Mr. Mustafa Hadi, Human Resources Manager
6. Mr. Abbas Zuhair, Manager of the IT Center
7. Mr. Sattar Jabbar Jawad, Member of the IT Center
8. Mr. Rabie Yassein Dana, Member of the IT Center.

Members of the USAID- Tarabot/ CSR team

1. Mr. Rajeev Kumar Goel, Senior Civil Service Management Adviser
2. Mr. Anthony Bateman, Senior HR Management Adviser
3. Mr. Abdallah Zwaidah, Senior HRMIS Adviser
4. Mr. Tom Rousseau, Senior Training and Development Adviser
5. Ms. Safa Agaidey, CSR Senior Specialist
6. Ms. Dina Imad Al-Hami, CSR Provincial Specialist, Babil Province

Travel

The five team-members of CSR team travelled by road from Baghdad to Hila, the provincial head quarter of the Babil Governorate. The team proceeded to Hila in the morning of 6th November and returned to Baghdad in the evening of the same day, after accomplishing the provincial-mission, successfully.

Meeting with the Governor

The CSR team met with the Governor of Babil province and explained him the purpose of Tarabot/ CSR team's visit. He was explained the technical assistance being provided by the CSR team in establishing a provincial civil service commission, a human resource management department, human resource management information system (HRMIS), and civil service training system in the Babil province. The CSR team also briefed him regarding the future activities in the province. To explain its work in detail, the CSR team proposed to make presentations before senior provincial officials. The Governor welcomed the CSR team and appreciated the assistance being provided by the CSR team. He also took keen interest in civil service reform programme in general and expressed his desire to establish a training centre for training and development of provincial civil servants, in particular.



CSR Team with H.E the Governor of Babil Province, Mr. Mohammed Ali Al-Masoudi.

Meeting with the senior provincial officials

The CSR team met with the senior official of the Babil Province and made following presentations on- provincial civil service commission's framework, operationalization of modern Human Resource Management Department (HRD), modalities for establishing a human resource management information system (HRMIS), and to develop a comprehensive training system and establish a training centre for development of provincial civil servants;

Provincial Civil Service Commission

The Provincial Civil Service Commission (PCSC) is an independent regulatory body that makes rules and regulations for the provinces' civil service. PCSC is responsible for developing a professional civil service, based on merit principles and transparency in Babil. FCSC law (# 4 of 2009) broadly defines function, structure, roles and responsibilities of FCSC. However, it does not specify these attributes regarding PCSCs, nor does it elaborate on the methodology of civil service management in provinces. The CSR team presented various issues relating to establishment and operationalization of a PCSC viz. legal provisions relating to PCSC; proposed draft framework & functions of PCSC; tasks required to be accomplished for establishment of a PCSC; likely organization structure, staffing needs, duties & responsibilities; and, reporting relationship of PCSC. The CSR team proposed to constitute a task force, consisting of senior provincial officials from the Governor's Office and Provincial Council, for the purpose of discussing these issues for establishing a PCSC. The team proposed the task force's terms of reference and offered its assistance in establishing a PCSC in the province. The team will also assist in defining PCSC's relationship with the FCSC as well as provincial entities- provincial council, governor's office and, provincial offices. The provincial officials appreciated the CSR team's proposal of the task force. It was agreed that the CSR team will work closely with the proposed task force in defining PCSC's framework, functions, organization structure and staffing needs and assist the provincial authorities in establishing and operationalizing a PCSC in the province.



Photo 1: CSR Team, making a presentation on the PCSC framework to the senior officials of



Photo 2: CSR Team, making a presentation on the PCSC framework to the senior officials of

Human Resource Management

The CSR team introduced the methodology used to assist Provincial Governorates to implement the organizational structure and functions of a modern Human Resource division (HRD). The background to the establishment of HRDs in all Governorates and federal Ministries was explained. All the functions of the standard HRD structure approved for Ministries and Provinces were described and implications for the Governorate were discussed. The provincial officials confirmed that the approved HRD structure had been implemented, but the HR Planning and Studies section existed in name only. The CSR team said that training in the procedures for the functions of this important section would be given as a follow-up to the introductory workshops attended already by managers and staff of the Babil Governorate's HRD. The Deputy Governor wants to introduce a formal work planning process for all managers and staff and the CSR team confirmed that a new procedure for work planning and review was already being implemented in some Ministries, and training and advice on this would be provided to the Governorate. The Deputy Governor stressed the need for job descriptions for all positions in addition to those provided by the federal Government. The CSR team said that 52 proposed standard job descriptions for HRD managers and staff had been approved by the CSR High Committee for distribution to HRDs for them to review and propose any changes needed and these would be given to the Governorate.



Photo 1: CSR Team, making a presentation on HRMD to senior officials of Babil Governorate.



Photo 2: CSR Team, making a presentation on HRMD to senior officials of Babil Governorate.

Human Resource Management Information System (HRMIS)

The CSR team explained the benefits of a comprehensive civil service database system, containing accurate and relevant information. The team proposed to assist the Governor's office in carrying out an IT infrastructure assessment and to help in identifying the requirements and writing the Terms of Reference (TOR) for the governorate network and IT infrastructure project in addition to establishing a Human Resource Management Information System (HRMIS).



Photo 1: CSR Team, making a presentation on HRMIS to senior officials of Babil Governorate.

Training and Development

Establishing and operating a comprehensive training management system (TMS) is an essential part of civil service reform. All four components of TMS program need to be in place in order to have a successful training program: conducting needs analysis process, designed and developing curriculum, implementation and delivering training and finally evaluating the training program. These four components need to be present in order for civil servants to be developed and performance improved. The Governor is interested in establishing a training centre within his province and has asked the CSR/Tarabot Training consultant to provide an estimate for the cost of building and equipping a modern training centre. We have prepared an estimate based on a success facility recently constructed/ equipped for the Ministry of Finance. The CSR team made a presentation on civil service training and proposed to conduct further workshops and training sessions on training needs analysis (TNA) and TOT instruction for Babil staff to allow them to learn about TNA processes, methods for collecting information and approaches for analyzing and prioritizing training and development interventions, and to prepare their future instructors to train civil servants in a viable curriculum in the future Babil training centre. The CSR team will continue its assistance the Babil for establishment of a training center and a training system.



Photo: CSR Team, making a presentation on civil service training to officials of Babil Governorate.

Conclusion

The Tarabot/CSR team's visit to Babil was welcomed by the provincial authorities. Participatory discussions in the meetings contributed to an increased understanding of the need to strengthen all aspects of civil service management institutions, human resources management, civil service training and HRMIS at the provincial level. The roles to be played by the provincial civil service commission and the governorates' human resources division and training centre was explained. The governorate officials were enthusiastic about the training in modern HR to be provided by the CSR team. It was agreed that the CSR team will work closely with the Governor's office in the Babil province and provide technical assistance and expert counsel in provincial civil service reform: establishing a provincial civil service commission, human resource management, human resource management information system (HRMIS), and training and development.

TARABOT MEETING ASSESSMENT

COMPONENT:	Civil Services Reform <input checked="" type="checkbox"/>	National Policy Management <input type="checkbox"/>	Administration Decentralization <input type="checkbox"/>
DATE OF THE MEETING:	6-Nov-12		
PERSON RESPONSIBLE + CONTACT:	Rajev K. Goel/ rgoel@msi-iraq.com		
LOCATION:			
CITY:	Hila		
PROVINCE:	Babil		
REGION:	Babil		
VENUE:	Babil Governorate/ Governor's Office		
DURATION (HOURS):	4 Hrs		
# ATTENDEES (excluding Tarabot Staff) :	M	8	F 0
TOTAL:	8		
Attendee Organization(s):	Babil Governorate		
Attendee Titles:	Governor of Babil Province, Deputy Governor for Legal Affairs, Deputy Governor for Administrative affairs, Governor's office Manager, Human Resources Manager, Manager of IT Center, Two Members of the IT Center		

Type of Meeting	<input checked="" type="checkbox"/> Introductory <input type="checkbox"/> Assessment <input type="checkbox"/> Action Plan <input type="checkbox"/> Technical <input type="checkbox"/> Regular Meeting
PURPOSE/AIM OF MEETING:	To introduce a PCSC framework and to propose a task force for establishment of a Provincial Civil Service Commission (PCSC) in Babil province.
ISSUES DISCUSSED:	1. PCSC's framework, mandate, functions, organization structure and staffing needs introduced to the provincial officials. 2. Role and responsibilities of the task force in drafting a provincial legislation, for establishment and operationalization of PCSC in the Babil Province was discussed.
ISSUES RESOLVED:	1. PCSC's framework, mandate, functions, organization structure and staffing needs were introduced to provincial officials of Babil governorate. 2. Consent of the provincial officials was solicited to constitute a taskforce for establishment of PCSC, in Babil Province..
NEXT STEPS/GOALS:	1. To seek the consent of Provincial Council of Babil to establish the taskforce; 2. To assist the task force in drafting of a provincial legislation; 3. To assist the task force in defining PCSC's framework, mandate, functions, organization structure and duties and responsibilities of the divisions/units of PCSC; 4. To assist the provincial authorities in establishment and operationalization of PCSC, in Babil province..
DATE OF NEXT MEETING:	to be scheduled.

MEETING SUMMARY:	
<ul style="list-style-type: none"> • What was the meeting objective? <ul style="list-style-type: none"> o Were you successful in meeting the objective? o Why or why not? • What questions did attendees pose? <ul style="list-style-type: none"> o Were some questions unanswered? o Which ones and why? • Elaborate on all topics: <ul style="list-style-type: none"> o What was discussed? o What was the significance? o Are there any additional findings? • Next steps <ul style="list-style-type: none"> o What are the target activities? o What is the Target Time? o Who is responsible? 	<ul style="list-style-type: none"> • The meeting objective was achieved. PCSC's framework, mandate, functions, organization structure and staffing needs were introduced to provincial officials of Babil governorate. Consent of the officials of Babil Governorate was also solicited to constitute a taskforce for establishment of PCSC • There were some questions regarding the constitution and duties and responsibilities of the taskforce. The questions were answered and doubts were clarified. • The PCSC's framework, mandate, functions and structure and the duties and responsibilities of the task force, drafted by the CSR team were presented and the documents provided to the provincial officials for their comments. • The next target activities are : To seek the consent of Provincial Council of Babil to constitute a taskforce; to assist the task force in drafting of a provincial legislation; To assist the task force in defining PCSC's framework, mandate, functions, organization structure and duties and responsibilities of the divisions/units of PCSC; To assist the provincial authorities in establishment and operationalization of PCSC, in Babil province.

Attendance Sheet with List of Participants attached to this Assessment?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Agenda attached to this assessment?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>