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PAKISTAN LEGISLATIVE STRENGTHENING PROJECT

Quarterly Report (October 1 - December 31, 2008)

Contract No. DFD-I-00-04-00129-00
(14th Quarterly Report for Task Order 01)

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This report was produced for submission to the United States Agency for International Development. It was prepared by Development Alternatives, Inc., submitted by Christopher Shields, Chief of Party.

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This quarterly report is submitted to the Project CTO Humaira Ashraf of the Office of Democracy and Governance of USAID-Pakistan Mission under the guidelines as stated in Clause A.6 of the contract.

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I. OVERVIEW

During this quarter, three years of diligent effort of PLSP in cooperation with the National Assembly and Senate culminated in: the National Assembly's passage of the Bill formally establishing the Pakistan Institute of Parliamentary Services (PIPS); transfer of the land designated for PIPS; nomination of the Executive Director; and approval of the Legislative Development Steering Committee (LDSC) of the PIPS building conceptual design. The formal establishment of PIPS through an Act of Parliament has created a means of providing necessary training, skills enhancement, and quality research facilities for the first time in the Parliament's history. This is a major achievement for USAID and PLSP as it has been a primary focus of the Mission since the start of the Project in 2005. It will now provide a venue for not only parliamentary trainings and public forums, it provides a critical vehicle for effective institutional strengthening of the Parliament and Provincial Assemblies of Pakistan.

By the end of 2008, a total of 48 Bills had been introduced in the National Assembly, and five were passed, including the annual Finance Bill and a pro-labor law to repeal the controversial Musharraf-era Industrial Relations Ordinance 2002. This included passage of the PIPS Bill, which was only the third private members bill to be passed in the National Assembly since 1985.

Political activities in parliament during this quarter were overshadowed by both the aftermath of the security situation created by the September bombing of the Marriott Hotel, the murder of a USAID contractor in Peshawar in November and the serious tensions that developed between Pakistan and India following the December terrorist attacks in Mumbai. By the end of the quarter, however, the National Assembly (NA) had elected Chairs for 23 of its 46 committees; the NWFP Assembly had elected the Chairs of most of its 32 committees, while Punjab and Sindh Assemblies have named Committee members but no chairs. The Public Accounts Committees in the National Assembly and NWFP have been particularly active in auditing past government accounts, which date back more than a decade. The NA Education Committee, which PLSP has previously supported, initiated a probe regarding extra exam marks allegedly given to the daughter of the Supreme Court Chief Justice to ease her entrance into medical school.

By mid-quarter, previous security restrictions had eased and as a result the project was able to regularly access the Interim PIPS and to hold more frequent trainings with members at the national level and in Punjab and Quetta. Karachi suffered several outbreaks of violence resulting in occasional closing of the Provincial Information and Technology Resource Center (PITRC) facility in the Sindh Assembly. Following the murder of a USAID contractor in Peshawar and subsequent evacuation of foreign aid workers, PLSP international staff travel was temporarily halted to the NWFP Provincial Assembly, but the PLSP office remained open. In December, the project managed to hold the first LDSC meeting of the current Assembly in NWFP, with attendance of the CoP and the USAID CTO.

The main programmatic focus of the quarter included preparations for the introduction of a Strategic Planning Process in each Assembly, including hosting an All Secretaries Conference in Islamabad on December 1-2, where strategic planning was the main topic. The project was successful in obtaining understanding and enthusiastic buy-in from the Secretaries and Focal Persons, setting up a full-fledged process to begin in January.

The project also completed a two-part Member Survey regarding parliamentary services, which will provide a benchmark in establishing priorities for strategic planning.

One important achievement in this regard was that for the first time in Pakistan's parliamentary history, opposition members were elected Chairs of key standing committees.

II Crosscutting/Supporting Tasks

Task 0.1 – Regular Meetings of the Legislative Development Steering Committees Instituted

National Assembly and Senate: This quarter the project supported two national LDSC meetings, in November and December respectively. In November, the agenda focused on the PIPS building conceptual design, as presented by USAID contractor CDM and their architects. This followed a previous meeting whereby key LDSC members were asked to comment on the initial design. The group asked detailed questions and acknowledged their approval and appreciation of the design.

The second national LDSC meeting was Chaired by Senator Ishaq Dar (Acting Chair), as the Deputy Speaker was called to the Office of the Prime Minister just prior to the start of the meeting. The agenda focused on the presentation of the findings of a sub-committee for the selection of the PIPS Executive Director (see Page 13), the presentation of a feasibility report related to the PIPS building, and a presentation on the findings of the Secretaries Conference. The LDSC agreed unanimously to approve the feasibility study of the PIPS Building, subject to the comments made during the meeting. They also accepted the Executive Director choice as a final decision.

NWFP: CoP Christopher Shields with USAID's Humaira Ashraf led the first meeting of the LDSC on December 23. Assembly Speaker Kiramatullah Khan chaired the event but subsequently turned the meeting over to MPA Israrullah Gandapur due to a prior commitment. The agenda focused on current and future potential legislative strengthening activities, as well as a brief presentation on strategic planning. Participants requested further support for the development of the committee system (including an international study tour), upgrading of the library, and the preferred use of local experts (including former members of parliament) as trainers. The Secretary reminded PLSP of the request (initially raised in the Secretaries' Conference) for web-based codification of laws. This and other requests will be included in recommendations to USAID regarding the follow-on project.

Punjab: DCoP Carmen Lane led the first LDSC meeting in Punjab on November 19. In the absence of Deputy Speaker Rana Mashood Ahmed Khan, Member Mehr Ishtiaq Ahmed chaired the meeting (the Deputy Speaker arrived during the last 20 minutes.) The meeting included a presentation by Hugh Jenkins of CDM on the PIPS building design. The participants were also told about future possibilities (pending extension of PLSP and USAID's interest in launching another project in July) and asked for feedback. Participants requested reactivation of the internship program, international study tours (and if that was not possible, at least more frequent meetings between Assemblies), video conferencing facilities for the aforementioned purpose, and printing the Laws of Punjab Assembly in a book form with the help of PLSP.

Task 0.2 – Coordination of Project Activities with Secretaries – Secretaries Conference

On December 1-2, PLSP facilitated an annual meeting of the Secretaries of the National Assembly, Senate and four Provincial Assemblies. Those present included the respective Secretary and/or his designate, Focal Persons from each Assembly, PLSP staff and guest presenters/facilitators.

The purpose of the meeting was to bring these critical administrative actors together to discuss their respective house's current and future needs with regard to USAID assistance, and to introduce them to a process of parliamentary Strategic Planning. On the second day of the event, the participants completed a Strengths-Weakness-Opportunities-Threats (SWOT) exercise, led in Urdu by a local expert, to determine the biggest obstacles and opportunities to strengthen the secretariats and parliament institutions in Pakistan. During the event, PLSP also shared its preliminary findings of the 2008 Member's Survey (outlined below).

It should be noted that while many of the initial discussions on day one for future assistance revolved around equipment and technology, over the two-day period and through the SWOT analysis participants strongly revealed that the most pressing problem of the parliament institutions is the lack of qualified human resources, and poor practices related to identifying and hiring staff. The participants were enthusiastic about the prospect of strategic planning, and highly encouraged that Speakers be informed through a similar forum. (Although it will be difficult to get all Speakers in one place, PLSP ensured participants that it has and will continue to have one-on-one meetings with Speakers about the strategic planning process.)

The project produced a draft report, requesting feedback from participants. In addition, a summary report was sent to all Speakers. The final report will be distributed in early January.

Task 0.3 – Project Monitoring and Evaluation

A quarterly update of Monitoring and Evaluation of PLSP results is appended, along with a qualitative narrative. During this quarter, the project completed a two-part survey with input from 110 Members from all political parties, in each Assembly. The responses to relevant questions are compared to a member survey conducted by PLSP in October 2007. The findings and attachments are in the appendix.

III. NATIONAL AND PROVINCIAL LEVEL PROGRAMMING

INTRODUCTION AND SUMMARY

This quarter's highlights include major advancements on the realization of a professional, state of the art training and research institution to serve all the Assemblies, including: the November passage of the PIPS bill, the nomination of a new PIPS Executive Director, and the introduction of the PIPS building design to the enthusiastic approval of members.

A second focus was on preparations for a five-month strategic planning process in each Assembly. The Secretary's Conference, held on December 1st and 2nd, presented a forum for obtaining the Secretary's buy-in and understanding of the process. PLSP also took advantage of having the group in one place to conduct a SWOT exercise, which highlighted key strengths and weaknesses which will underpin strategic planning.

In the meantime, the project continued to manage the PIPS interim facility at the Parliament Lodges, providing research support services and utilizing the facility for Phases II and III of Member Orientation. PLSP staff and trainers conducted a total of seven workshops during the quarter at national and provincial levels, including on **Legislative Drafting, Media Relations; Interpersonal Communication/Conflict Resolution; Use of Online Social Networking sights for Parliamentarians; Orientation session on Strategic planning/SWOT Analysis exercise, and parliamentary website use for media/civil society**. These trainings were attended by 94 participants including 37 female participants.

Key Activities and Accomplishments

Improved Representation

- Over the previous quarter, the average number of total unique visitors to the Websites continued to increase from approximately 8,800 per month to almost 11,200 per month.
- With the support of PLSP, women members of the Punjab Assembly drafted bylaws for a new Women's Caucus. The Caucus plans its official launch in January.
- The project developed a plan to assist the NA Public Accounts Committee build a new Website to increase public access to information and transparency.

Improved Law-making and Oversight

- PIPS bill passed the National Assembly in November, and was enacted into law in mid-December. It included all of the PLSP and LDSC recommendations concerning funding, etc.
- PLSP conducted a joint Policy Dialogue on Electoral Reform with IFES, primarily for members of the Senate and NA Committees on Law, where a number of legislative issues were highlighted.

- The project solidified a relationship with the new National Assembly Public Accounts Committee Chair, staff and key members, offering a package of assistance to be launched during the next quarter.
- In cooperation with USAID's DTW project, PLSP presented findings of the Survey on Local Government Reform to key parliamentary leaders.

The following local short-term consultants completed assignments during the quarter:

- Chief Technical Advisor Khan Ahmad Goraya, who gave overall advice to the project including facilitating the passage of the PIPS bill and land transfer.
- Former NA Speaker Mr. Fakhar Imam, who helped facilitate strategic planning sessions.
- Pakistani female journalist Ms. Asma Shirazi, for media training.
- Ms. Nighat Rivzi of KZR Associates, for strategic planning and SWOT analysis at the Secretaries Conference.
- Mr. Imran Rivzi of KZR Associates, for conflict resolution training.

Summary of Plans for Next Quarter

- Launch Strategic Planning processes in all houses.
- Conduct member orientation for new Senators to be elected in March 2009.
- Support key committees, beginning with the Public Accounts Committee. We will support a Conference of Committee Chairs to reinvigorate recommendations for additional committee resources/powers and related Rules of Procedure changes.
- Continue to support parliamentary participation in government dialogues on local government reform at provincial levels.
- Launch Balochistan Website (postponed due to USAID inability to travel due to security concerns)
- Launch new National Assembly Public Accounts Committee (PAC) website.

COMPONENT 1: Representation Improved

Summary and Impact

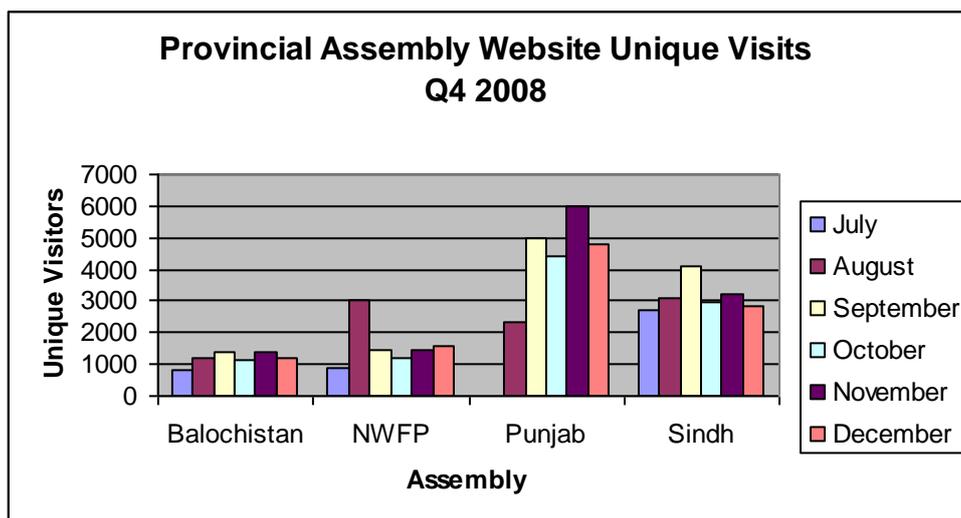
PLSP staff and experts identified telecasting equipment needs and obtained local and international bids. The project was prepared for the launching of the procurement process as soon as the cost extension was to be signed (in late December.)

The project conducted the last of a series of interactive media workshops for women members. Twenty-two members of the National Assembly participated, closing what has been one of the most well-received training events for PLSP.

The Public Accounts Committee (PAC) of the National Assembly has agreed in principle to have the project's assistance in setting up a PAC website to keep the public updated about its work and findings. The Representation, Law-making and Oversight teams are working together on various endeavors with the PAC.

Task 1.1 – Websites Development

The websites of the provincial assemblies are updated regularly as the assemblies meet, and a sizeable number of visitors are visiting these websites. In the orientation sessions for the three websites – in **NWFP, Punjab and Sindh** – journalists covering the assemblies took part along with the representatives of the civil society organizations.



The sessions also solidified relationships between civil society and the Assemblies' Public Relations Office (PRO), as the PRO helped to present the websites and led to animated discussions with CSOs and journalists. Journalists were interested in knowing how quickly the websites are updated and how quickly the debates, bills and resolutions go online. Journalists also wanted to know in advance about the schedules of the Standing Committees' meetings so that they could attend.

Project staff met with three NA Members designated by the Public Accounts Committee Chairman. In that meeting the three Members unanimously agreed in principle that the committee should have a website. A website would serve to alert the public to the role of the committee and act as a conduit for sharing information, for example reports of PAC

committees, profile of members, press notifications, and copies of PAC reports to the Auditor General. During the next quarter, PLSP will assist the Committee in prioritizing information for the website, and provide local IT services to design the site. The Project will also work to identify and place three or four interns with the PAC to assist it in clearing its considerable backlog of work.

Task 1.2 – Broadcasting of Parliamentary Sessions

PLSP began the procurement process for telecasting equipment both locally and internationally, based upon a recommended equipment list from the NA which was vetted and amended by our international parliamentary telecasting consultant. The project received three qualified local bids, and procurement will begin next quarter.

Task 1.4 – Media Training

The media trainings for the Women parliamentarians, initiated in the last quarter, were completed with the last workshop in the National Assembly. Twenty-two women MNAs, representing all the major parties in the National Assembly, attended the workshop, including Ms. Khush Bakhat Shujaat, an MQM MNA, who has been a known media personality for the last 25 years. The women MPs discussed their interaction with the media and the ways how to improve their image. They also discussed the hurdles within the party that stop them from highlighting their work in the parliament.

The women parliamentarians also identified the need for PLSP assistance in other legislative and non-legislative areas – including computer literacy and sessions on Business of the House.

Following on the success of the media skill building workshops, the PLSP is planning similar sessions in the five assemblies for all the Members, male and female.

Task 1.6 – Policy Dialogue

Round Table on Electoral Reforms with IFES

PLSP and the USAID-funded IFES project held a policy dialogue on the Electoral Tribunal Process on December 22, inviting members of the Senate and National Assembly Committees for Law, Justice and Human Rights. These committees are responsible for oversight of election policy and legislation. MNA's from PML-N, PPP, and MQM actively participated in the dialogue.

The session included the first ever presentation by IFES on the findings of its Election Tribunal Monitoring Project, which highlighted serious gaps within the legal system to handle election-related disputes. The key findings of IFES' study include:

- Out of the total 265 elections petitions filled in 2008, only four petitions were disposed of as of October, which was the conclusion of the 120-day period mandated by law.
- Election Commission of Pakistan (ECP) took an average of 15 days to initiate the process, and no less than 8 different persons have undergone the petition twice before being sent to the Courts. It is noteworthy that internationally, election bodies

take no more than 3 days to process the same; thus there is undue administrative time wasted on the part of ECP.

- Respective High Courts take on average interval of 20 days between Election Tribunal hearings.
- Election Petitions have the status of a civil procedure code, which may take up to three years to complete.

The conclusion was that International Principles of Effective Remedy and Fair Public Hearing need to be adopted in Pakistan impacting both the Election Commission and the judiciary. This will require legislative action dealing with such issues as:

- Independence of the ECP from executive branch, as the current lack of independence means the ECP may be politically influenced and prevented from enforcing the letter and spirit of election laws;
- Election of Special Election Tribunals must be appointed consisting of reputable former High Court Judges who must be mandated to complete Election Petitions well in time for the 120 day mandatory period.
- Reinstitution of whistle-blower laws, which would protect election-related bureaucrats who need to raise the alarm of any election regularities;
- Examination of Articles 62 and 63 of the Pakistan Constitution, which related to the qualifications of a candidate for parliament. IFES deems that they are redundant and not enforceable.

Summary of Plans for Next Quarter

- Procurement and installation of telecasting equipment
- Implementation of PAC Website
- Media skills workshop for all members
- Follow-on Policy Dialogue on Electoral Processes

COMPONENT 2: Improved Lawmaking

Summary and Impact

The project achieved significant progress with regard to institutionalization of the Pakistan Institute for Parliamentary Services. The PIPS bill passed the National Assembly of Pakistan on November 18 after its approval from the Senate during the last quarter; the design and feasibility for construction of PIPS building was approved by the Legislative Development Steering Committee; and the Executive Director was nominated by the LDSC.

PLSP also co-hosted a successful policy dialogue on Electoral Reforms in collaboration with International Foundation for Electoral Systems IFES, as outlined under “Representation”. This event was led by the Lawmaking team, who also provided related research.

During this period, the PLSP’s Lawmaking Advisor and team also played an important roll in developing and issuing the Members’ Survey outlined in the PMP narrative, and contributed to preparations and research for strategic planning.

Task 2.1 – Conduct Members Orientation 2008

Workshop on Interpersonal Skills – National Assembly

PLSP held an interactive training session on Interpersonal Skills covering Conflict Resolution and Communication Skills for Members of National Assembly on 23rd December 2008. The purpose of this session was to help members further develop interpersonal and negotiation skills related to their role as Parliamentarians. The session also focused on the role of parliamentarians in resolving conflicts and explains the importance of self awareness in resolving internal conflicts to avoid external conflicts. Local communication expert Imran Rizvi facilitated the session attended by 18 members of National Assembly.

Topics covered include;

- Three Vs (Visual, Verbal and Vocal)
- 10 Principles of Effective Communication for parliamentarians.
- Importance of Self Awareness and Internal challenges
- Types of Communication (Assertive, Passive and Aggressive)
- Gender Sensitive Communication
- Basic Tips for Enhancing Interpersonal Skills
- Conflict Resolution and Causes of Interpersonal Conflicts
- Conflicts Styles and Its Consequences in Parliaments

Legislative Drafting Training in Punjab

A session on Assessing Legislation (legislative drafting) was conducted in Lahore with members of the Punjab Assembly. The Module developed on Assessing Legislation in the last quarter was pre-tested, and Mohsin Naqvi, one of the participants of our earlier Legislative Drafting Course, contributed as a Resource Person with PLSP staff. Given the feedback from the presentation, the drafting module is being refined, with more emphasis on exercises to assess a model bill. The same training has been scheduled for members of the National Assembly and Senate for the next quarter.

In addition, the NWFP Provincial Coordinator has been sharing information with a local Private Law college affiliated with Peshawar University which is interested in starting a legal drafting diploma program. This would assist in creating a pool of legal drafters available to the Assembly and government.

Task 2.1 – Develop Pakistan Institute for Parliamentary Services (PIPS)

Support the Planning and Institutional Development of PIPS

Hiring of the Executive Director: In November, the Deputy Speaker formally nominated a sub-committee of LDSC members to review the candidates PLSP had presented from the fourth round of PIPS Executive Director (ED) recruitment. In addition to the Deputy Speaker, the members included Senator Anwer Bhinder, MNA Ayaz Sadiq and Senator Rukhsana Zuberi. Before the meeting of November 27, the Project prepared a list of finalists who met the general criteria, along with CVs, and distributed it to the subcommittee.

During the meeting, the members concluded that none of the applicants were of a quality that they deemed an improvement over any of the finalist applicants selected in the three previous attempts to recruit an Executive Director, and would have effectively resulted in resubmission of the same names previously interviewed and rejected.

Having come to this conclusion, MNA Sadiq stated that subcommittee parliamentarians discussed reaching out to someone who had not applied but, in their view, would be an excellent candidate: Mr. Khan Ahmed Goraya, former Secretary General and current technical advisor to the PLSP project. The subcommittee then consulted with the Secretary of the Senate and with Mr. Goraya himself.

Upon completion of his comments, MNA Ayaz Sadiq moved that the subcommittee dispense with the other applicants and put forward Mr. Goraya as the sole recommendation of the subcommittee for the position. Mr. Goraya recused himself from the vote, and the result was unanimous among those voting. Mr. Goraya stated that while he was not seeking the position, he would accept it if his was formally approved, and formally requested by the Senate and National Assembly.

During this quarter, the Deputy Speaker sent a letter to Madam Speaker of the NA requesting her concurrence. We anticipate that this will be formalized and Mr. Goraya will join the project in January.

Passage of PIPS Bill: MNA Marvi Memon tabled the PIPS legislation during the NA's first session in November. Due to a technical glitch (it was erroneously deemed a "finance" bill because it including financing mechanisms for PIPS operations), the bill was not passed. However, PLSP intervened and Senator Bhinder and MNA Dr. Azra Pechuho arranged that she would introduce motion to move forward with the PIPS bill the following week (as MNA Memon was out of town.) The bill was passed for Presidential signature, and subsequently published in the Gazette on December 15, making it a formal Act. It was only the third private member's bill to be passed by the National Assembly since 1985.

The bill contained all the desired clauses of the original Senate version, including commitments by the NA and the Senate to fund PIPS operations in a 2:1 ratio, with undefined contributions from the Provincial Assemblies.

Support to PIPS Operations: During this quarter, the senior local members of LDSC met three times with personnel from CDM to discuss how the PIPS building design could ensure maximum functionality. In this way PLSP has helped to advance the design and feasibility study of the building and has ensured that Members' desires and concerns will be taken into account.

Development of Research Services and Documents

The Policy Resource Guide on Electoral Reforms drafted in the last quarter was finalized and published in this quarter. The Policy Resource Guide (PRG) focused on providing relevant access to informational, human and institutional resources to honorable members of all six Houses. In this context, the PRG on Electoral Reforms was dispatched to Honorable Members of the Standing Committees on Law, Justice and Human Rights in the National Assembly, the Senate and the four respective Provincial Assemblies, which are responsible Committees to guide the process of electoral reforms in the country. The PRG on Electoral Reforms has been sent to relevant stakeholders, including civil society groups working for the electoral reforms in Pakistan.

A brochure was designed for re-commencing Research on Request in the forthcoming quarter. While the Project's PIPS Logistics Manager provided all production support, the Legislative Capacity Advisor and Research Program Associate contributed to the text. An Urdu version was also prepared for printing and dissemination in the next quarter so as to offer the PIPS Research on Request to honorable members of the Parliament.

The law-making team responded to comprehensive research requests. For example, MNA Dr. Donya Aziz requested PIPS do a detailed research paper on Islam and Reproductive Health, with a focus on family planning. She also requested case studies from other Muslim countries regarding efforts to obtain support from society and from religious groups in particular to enhance family-planning initiatives. The Legislative Capacity Advisor prepared the said Paper (**see appendix A**) within two weeks. Dr. Aziz thanked the PLSP and expressed its helpfulness in supporting her to assess the existing legislation on family planning in Pakistan.

Other – Support Development of Women's Caucuses

The DCoP conducted follow-up meetings in **Punjab and Balochistan** regarding the establishment of women's caucuses. She assisted the women Members form "Steering Committees" – multiparty groups of up to six interested members. These members were given samples of draft by-laws for caucuses to produce their own draft.

In **Punjab** the steering committee completed a draft in December, and PLSP provided comments. Accordingly, the project began to prepare a formal launch of the Caucus in January or early February, where the by-laws would be amended/adopted and the Caucus Executive committee would be elected.

Summary of Plans for Next Quarter

- PLSP will work with IFES to hold at another Policy Dialogue on Electoral Process Issues in February 2009, upon finalization of IFES' report and its production in Urdu.

- Prepare a matrix comparing the mandate and working of the Public Accounts Committees, of four established parliaments of UK, Canada, Australia and India so as to provide insight to the Pakistan National Assembly's Public Accounts Committee on international best practices with regard to PAC.
- Work on Comparison of the Rules and Procedures of all Houses to harmonize these with regard to Committee Effectiveness, Public Hearings and Telecasting.
- Market PIPS Research on Request Services to all members of the new Parliament and cater for any Research/ Informational Requests.
- Orient PIPS Executive Director, and assist with strategic planning.

COMPONENT 3: Oversight/Accountability

3.1.1. Strengthening the Public Accounts Committee (PAC) of the National Assembly

Under the Oversight and Accountability component of the project, PLSP achieved significant success in empowering the standing committees in increasing their role of government oversight and simultaneously enhancing member's capacity in their role as legislators. Working closely with treasury and opposition benches of the previous assemblies, PLSP conducted several workshops on committee effectiveness, focusing on key legislative tools to enhance the role of the parliament in government's decision making. These varied from creating awareness in Budget scrutiny and oversight to the importance of Business of the House which included important tools like Question Hour, Call Attention Notices and Parliamentary Privilege etc. The collective success of all these interventions is the awareness that was created among members that unless committees were empowered and made effective, the parliament would not be able to function or play its due role as seen in developed legislatures.

An important achievement in this regard was that for the first time in Pakistan's parliamentary history opposition members were elected Chairs of key standing committees. This also included the key Public Accounts Committee of the National Assembly, when opposition leader Ch. Nisar Ali Khan of the PML(N) was elected as its Chairman¹. The Public Accounts Committee is the "audit committee" of Parliament and as such is the core institution of public financial accountability.

The Oversight Advisor this quarter was heavily involved in the Strategic Planning component, helping to tie together the .

Assistance to the Public Accounts Committee (PAC)

Following the election of the PAC Chairman in September 2008, PLSP established contacts with the committee through the Deputy Secretary PAC, M.A Soomro. This was a follow-up from the previous PAC when the then Chairman, MNA (late) Malik Allahyar Khan had also shown keen interest to collaborate with the project to strengthen the committee. Due to his illness and national elections, work was stalled.

The current Chairman of the PAC has also welcomed PLSP's initiative to work closely with the current committee. In December 2008, Project Director Christopher Shields and program staff met with a deputation assigned by the Chairman of three PAC members and the Deputy Secretary responsible for the PAC, to identify areas of mutual collaboration. Prior to the meeting a concept working paper prepared by the project was also shared with the committee.

The following PAC members nominated by the Chair attended the meeting:

1. MNA Ayaz Sadiq – PML(N)
2. MNA Yasmeen Rehman – PPPP
3. MNA Zahid Hamid – PML(N)

¹ Ch. Nisar Ali Khan is among the very few MNA's who have returned to the National Assembly for the seventh consecutive time. His appointment is also in line with the "Charter of Democracy" in which PML(N) and PPP agreed that the Chair of the PAC would be a member of the opposition.

Project Director Christopher Shields briefed the members on the achievements of the project and the various interventions in enhancing the effectiveness of committees that PLSP had worked through its project cycle.

Members were also given a feature story published in the monthly *Herald* magazine which covered an in-depth analysis of the Public Accounts Committee. Quoting a previous Chairman of the PAC, Mr. H.U Baig, the story highlighted that “the level of expertise the members of the committee have in financial affairs also determines the information they receive. If they have the capacity to ask the right questions they are likely to get the right answers.”

Following the meeting PAC members expressed their keen interest in utilizing the resources of PLSP in four broad areas recommended during the meeting:

1. Develop a PAC website with public interface
2. Provision of External Technical Assistance to PAC (3-4 interns)
3. Enhance Capacity of PAC staff to assist members
4. Facilitate Legislative Exchange Missions to other parliamentary PACs

PLSP also put a request to meet with the Chair or the three nominated members to discuss recommendations to USAID for types of longer-term assistance to the PAC for consideration in the follow-on legislative assistance project.

Task 3.2- Improved Accountability of the Budget Process

Presentation of Federal Resource Monitor

The recently developed Federal Resource Monitor (FRM) was demonstrated to MNA Fauzia Wahab, Chair of the National Assembly Standing Committee on Finance and Revenue at the interim PIPS facility.

The Oversight Advisor along with Project Director shared with the Chair the significant features of the Resource Monitor. The presentation included the various levels of information that has been presented in the monitor which include detail breakdown of revenue resources available to the Federal Government. These include revenue break-down from every tax and non-tax facility. The monitor demonstrates historical data for the last 8 years covering the period from 2001 to 2008.

The Chair was specifically interested to see the trend of proceeds from privatization and the level of external resources (foreign loan, aid, grant etc) that were available to the government. Following the FRM presentation, the Chair was briefed on the powers of the committee as provided for in the Rules of Procedures of the National Assembly. She was also given a copy of the Training Module on Committee Effectiveness. The Project Director requested that upon her permission PLSP was available to demonstrate the tool in detail and to other members of her Standing Committee.

Summary of Plans for Next Quarter

- Detailed orientation session on Committee Effectiveness with recently elected Chairs and members

- PLSP will work with key committees such as Public Accounts Committee and the Senate and National Assembly Standing Committees on Finance to share the FRM. The provincial PRMs will be shared with the respective provincial Standing Committees on Finance².
- All other standing committees for which the Budget Analysis Tools (BAT)³ have been developed will also be oriented on the usage of the tool.
- Initiate detailed training on Budget Processes
- Introduce the concept of Public Hearings to Committee Chairs and assist a key committee to hold a hearing.
- Continue facilitation of the Districts That Work (DTW) project in linking them with the relevant parliamentary standing committees and organizing policy dialogue(s) involving legislators on local government reform.

² This is subject to formation of committees and election of Committee Chair

³ These are Education, Health, Environment, Food Agriculture and Livestock, Labour Manpower and Overseas Pakistanis, Population Welfare, and Communications.

COMPONENT 4: Improved Management/Infrastructure

2008 Member Survey

PLSP conducted a two-part survey of members of the National Assembly, Senate and four Provincial Assemblies between October and December, 2008. The first part analyzed members' perceptions of the workings of their respective houses, including how the Secretariats are functioning. The second part asked questions specific to PLSP performance (A comparison of findings related to research services and the PRC services between 2007 – 2008 is contained in the PMP Narrative). The survey questionnaires can be found in Appendix 4.

The Survey was undertaken for multiple purposes:

- As a performance monitoring tool, to compare project progress year on year;
- As a benchmark of attitudes for the new Assembly elected in 2008;
- As environmental data for consideration during strategic planning;
- As a way to enhance or improve PLSP services; and
- As a tool for USAID in deciding future activities for legislative strengthening, based upon identified strengths and weaknesses of the parliaments and members needs.

Design: The first three components of Part I focused on attitudes towards the performance of the houses related to representation, legislative, and oversight functions – both what they are doing and what they *should* be doing. Questions were drawn from two main sources – the Commonwealth Parliamentary Union *Recommended Benchmarks for Democratic Legislatures* and the Interparliamentary Union's *Self-Assessment Toolkit for Parliaments*. Part II included questions which had been asked in the 2007 survey, and others which related to PLSP's key training and support activities.

Both parts included multiple choice questions, rating scales and open-ended questions to capture member's comments

Data Collection: Hardcopies of the survey in English and Urdu were sent to each member at the parliament lodges. In addition, the survey was available to complete online at the PRC and PITCR. In addition, the project took advantage of training seminars and visitors to the resource centers to obtain more feedback. Finally, a team went to each province to conduct small focus groups, to ensure that members understood the survey and its methodology.

For Part 1 of the Survey, the project aimed for 10 percent in the larger houses (National Assembly, Punjab and Sindh) and 15 percent response in the smaller houses. A total of 120 members completed the first survey, and 60 completed the review of PLSP services.

Findings: The overall findings are presented in Appendix 5. Preliminary results were presented to the Secretaries Conference in December. In January, the project will present the findings of each house to the respective Speaker, Secretary, LDSC and other key members and staff.

Strategic Planning

Strategic planning is a management tool that will assist the Secretariats and Members to develop medium/long-term institutional goals and to build their annual budgets for areas such

as human resources and IT infrastructure based upon these goals and accompanying objectives. During the quarter, the project worked toward the introduction of the concept of parliamentary strategic planning to internal staff and to the Assemblies, culminating in the December Secretaries Conference outlined above.

In October, PLSP conducted an in-house presentation on strategic planning for parliament, attended by Islamabad and provincial-based program staff as well as USAID officials. The event include a PowerPoint presentation on strategic planning, a brain-storming session on how strategic planning could be implemented in each assembly, and examples of successful parliamentary strategic plans PSLP gathered from such developed institutions as the U.K. House of Commons and Australia provincial assemblies, as well as emerging institutions such as the National and Provincial parliaments of South Africa. Subsequent to this, PLSP staff began to promote the concept of strategic planning through interactions with members, including LDSC meetings and meetings with the Secretaries and Speakers of Punjab and Balochistan Assemblies. The project identified local strategic planning experts.

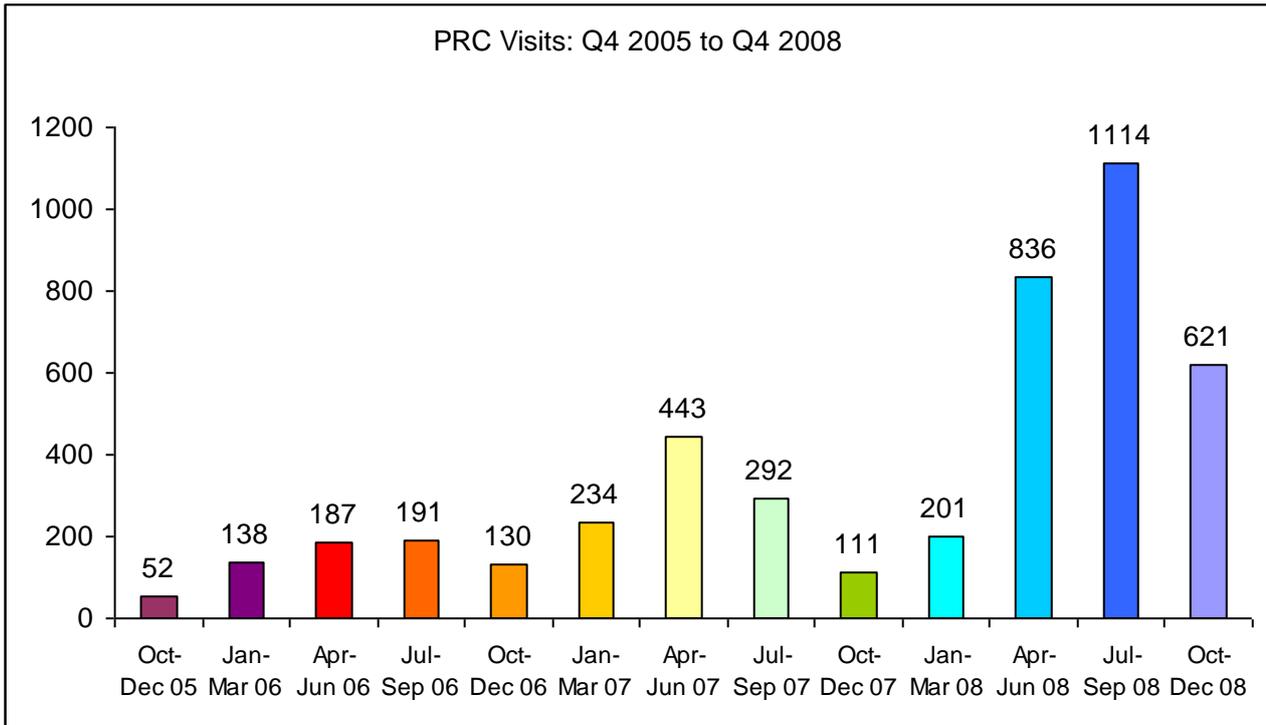
Following the Secretaries Conference, PLSP sent a summary report of the Conference to each Speaker, and requested that they nominate six members (or less, depending upon the size of the institution) to formulate a strategic planning committee within each Assembly. In January, the project will continue to follow up with each Speaker to ensure there is political support and understanding, and that the committees are named forthwith.

Task 4.1 - Resource Centers (PRC and PITRCs)

In the fourth quarter of 2008, the Parliamentarians' Resource Center (PRC) continued its Activities. Different political party grouping of MNAs and Public Accounts Subcommittees continued meeting in the PRC conference room on a regular basis. The PRC also introduced the "*Usage of Online Social Networking in Parliamentary Affairs for MPs*" seminars in collaboration the Information and Resource Center (IRC) of the American Embassy. Members responded positively to these PRC initiatives, requesting a continuation of similar these kinds of programs in future.

MNAs and Senators continue to utilize a number of PRC services, such as Internet, photocopying, fax services, printing documents, newspapers, document scanning and other facilities. MPs showed considerable interest in computer and English language courses through their increased participation.

Members' usage of the PRC was lower this quarter, owing to the spike of usage in July 2008 following passage of the new National Budget passed at the end of June. During this quarter, 123 individual Parliamentarians (22 female MPs and 101 Male) utilized the PRC, compared to 192 last quarter, the total number of visitors is 621(536 MNAs and 85 Senators), compared to 1114 last quarter. The PRC served on 6.75 average users per day in this quarter, compared to 12.10 users during the last quarter.



PITRCs (Provincial Level): The PITRCs of the four provincial assemblies remained a central point for providing services and skills enhancement opportunities for Members and Assembly staff during this quarter. The PITRCs continued to provide meeting space, venues for Computer Training for Assembly Staff and members, research services, and expanded Internet Service to key officers of the Houses. The **NWFP Assembly** continued to utilize the PITRC as a room for Committee meetings (NWFP Assembly now has 32 committees, while it has only one committee hall). However, now the Secretary has agreed to renovate the space adjacent to the PITRC, which can be shared by both the project and the committees.

In **Balochistan** Computer classes were continued for Librarians, Print Shop staff and Katibaan throughout the quarter. A total of 13 participants were involved in these trainings from Katibaan, Print shop and Library branches.

Other IT Improvements

In **NWFP**, PLSP staff conducted regular meetings with Press Gallery representatives. The Speaker has directed the renovation of a separate small hall to be used by Press Gallery. PLSP will deliver the equipment to Press Gallery once the space is completely renovated, with electricity and internet connections, etc.

Summary of Plans for Next Quarter

- PLSP will continue to operate the Parliamentarians' Resource Center at Parliament Lodges and the Parliamentarians Information & Technology Resource Centers in the four Provincial Assemblies, until they are turned over to PIPS.
- One final review of training needs will be conducted during the next quarter to ensure that all trainings related to the current project have been completed.

- PRC will conduct the following seminars: English Language, Computer Skills and Web Techniques 2.0 for Parliamentarians.

IV. COOPERATION WITH OTHER DONORS/PROJECTS

- The Project continues to cooperate with its USAID Partner Organizations, IFES and UI/DTW, having held policy dialogues for Members, with plans to hold more in the coming quarter.
- The Project has made initial contacts with UNDP-SDPD to coordinate efforts to conduct New Member Orientation for Senators who will be elected in February by the four Provincial Assemblies.

V. ADMINISTRATIVE MATTERS

- The project submitted and USAID approved a new budget for a six-month cost extension.
- The project still awaits formal approval of the work plan revisions submitted in September from the last cost extension (April – December, 2008).

VI. CHALLENGES ENCOUNTERED AND REMEDIAL SOLUTIONS

- **Security Situation and Parliament Lodges Access**

Problem: Increasingly restrictive measures, coupled with the inclusion of additional security entities have considerably limited the project's access to the interim PIPS facilities and the Parliamentarians' Resource Center at Parliament Lodges.

Remedial Solution: Project has worked with security personnel to obtain permanent passes for all relevant PLSP staff.

- **Security Situation and Provincial Travel for USAID D&G Officials**

Problem: Due to the increasingly unstable security conditions and resultant travel restrictions on USG personnel – particularly in Karachi, Peshawar and Quetta, it is becoming increasingly difficult to conduct public events with the Provincial Assemblies with full USAID D&G Office participation. This has caused postponement of at least one major Project event.

Remedial Solution: Project has worked with Provincial Assemblies to ensure sufficient time for security arrangements to be made, when possible. However, owing to the uncertain political situation, this remains difficult.

- **Security Situation and Project Travel to NWFP**

Problem: Increasingly unstable security situation in Peshawar, interrupting travel for the Project to the NWFP Provincial Assembly.

Remedial Solution: Project has worked with DAI security personnel to develop plans for secure transport for PLSP staff.

Appendix 1 – Project Background

The **Pakistan Legislative Strengthening Project (PLSP)** is a three and one-half year initiative funded by the US Agency for International Development (USAID) and implemented by Development Alternatives, Inc. (DAI). The project is working with the National Assembly and Senate and the provincial assemblies in NWFP, Balochistan, Sindh and Punjab. The project will operate from September 2005 through December 2008. DAI IQC subcontractors include the National Conference of State Legislatures, Social Impact and the State University of New York Center for Legislative Development.

Program activities in each of the legislatures focus in four general technical areas. While some activities are common to each house, PLSP is responsible for ensuring that implementation is tailored to the specific needs of each assembly. The main areas of PLSP work include:

Representation – Assisting Pakistani parliaments provide information to the public and receive input from citizens during the legislative process. Key tasks include: media coverage of parliament, public hearings, parliamentary websites, dissemination of legislative records, parliamentary public relations strategies.

Law Making – Assisting Pakistani parliaments, including members and staff, improve the structures and mechanisms by which legislation is analyzed, debated, and passed. Key tasks include: committee structures, library and research, legislative drafting and development of a Pakistan Institute for Legislative Studies.

Oversight/Accountability– Assisting Pakistani parliaments oversee government operations, particularly in the area of budget formulation and implementation. Key tasks include: budget formulation, budget process, question time, and public auditing

Management/Infrastructure – Assisting Pakistani parliaments improve the day to day management and operation of the legislative process. Key tasks include: equipment and hardware and software improvements, archiving and legislative records management.

The Pakistan Institute for Parliamentary Services (PIPS) will be the key institutional legacy of the project. All training and technical assistance activities will be designed to support the future operations of PIPS.

Each assembly has identified “focal persons” to coordinate with PLSP staff and each has established a Legislative Development Steering Committees to develop work plans and prioritize institutional needs. The Steering Committees serve as the formal interface with the PLSP.

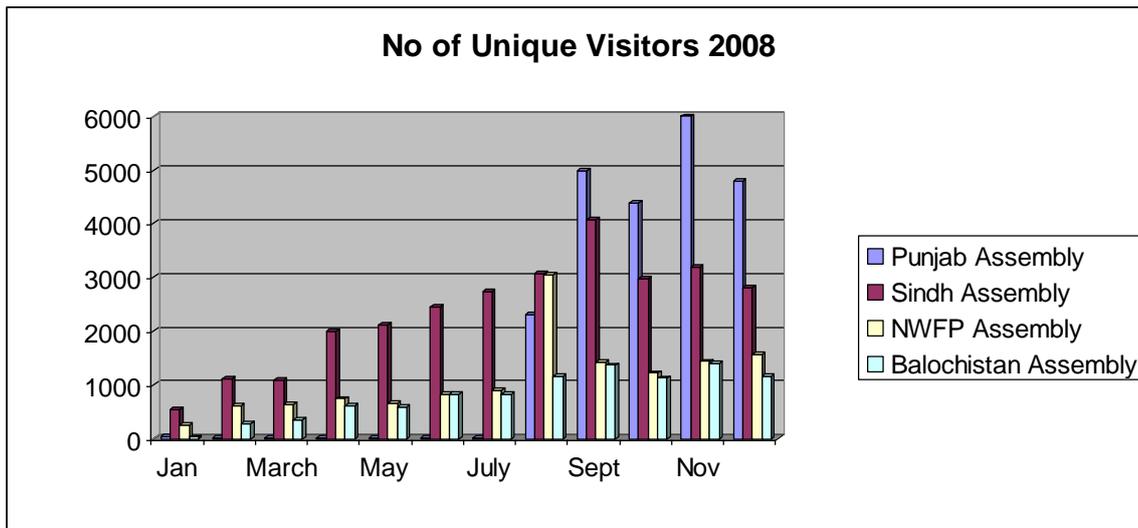
This activity supports USAID/Pakistan mission’s Strategic Objective (SO) 4.0 seeking the promotion of a “More participatory, representative and accountable democracy in Pakistan,” and specifically Intermediate Result (IR) 4.1 “Improved Representation and Responsiveness of National and Provincial Legislatures.”

Appendix 2 – PMP narrative
(Also see separate matrix in electronic attachment)

Performance Monitoring Plan Update **Quarter 4, October – December 2008**

Table I attached shows updated figures in the performance monitoring plan for year to date 2008. The use of the parliamentary websites and resource centers have dropped since the last quarter, which had achieved record highs during the budget session and after the official public launching of the websites. Still, usage is overall favorable compared to the average of previous quarters and exceeds initial expectations. See the charts below on internet usage.

All other indicators are meeting or exceeding targets.



During this quarter, PLSP also conducted a two-part **survey of members of the National Assembly, Senate and four Provincial Assemblies** between October and December, 2008. The first part analyzed members' perceptions of the workings of their respective houses, including how the Secretariats are functioning. The second part asked questions specific to PLSP performance. (Questionnaires and all findings are found in the Annexes to the Quarterly Report.)

The following analysis focuses on questions from both 2008 surveys that can be compared to findings of a 2007 PLSP survey for the National Assembly, to see if there are changes in opinions regarding parliament or PLSP services. Namely, this includes perceptions of Research Services and of the Parliamentary Resource center. In some cases we filter those NA responses in the 2008 survey to capture Members who served both in the last parliament and the current Assembly, to ensure opinions aren't simply linked to the different attitudes of new members.

Relevant comparative questions between 2007 and 2008 include: Survey Part I - questions one through six, questions 38 through 41; Survey Part II – questions one through six, questions 14 through 21. Overall, answers to these questions reveal significant improvement year over year in research services, and in the frequency and types of use of the Parliamentary Resource Center.

We note that in 2007, PLSP had also undertaken questions related to Members roles and views of Committee functioning in all houses. Unfortunately, Standing Committees were only beginning to operate as the 2008 survey was being conducted, and the same questions would not have provided relevant comparative data. PLSP plans to undertake a Committee focused survey before the end of the project.

Respondent Profile

In 2008 in total, the MNA respondents (32) were nearly equally split between those new to the Assembly and those who had served previously. They represent six different political parties, plus a few self-identified independents. Fifty-four percent are male, and 46 percent female. A significant percentage – 43% serve on three or more Standing Committees. The 2007 survey included 20 members from nine parties.

In 2008, fifty-three percent of the NA respondents reported they have utilized PLSP services, such as trainings through the interim PIPS, research services, and the Parliamentary Resource Center.

National Assembly Research Unit

The Research Unit is being used by those participating in the survey, and the National Assembly perceptions on how well the unit serves their needs has improved over 2007. In 2007, almost all NA participants reported that they used the Research Unit once or twice per month, while in 2008, 30% of respondents report using it more frequently - at least once per week.

Respondents were asked to rank from 1 (lowest) to 10 (highest) how they rated the NA Research Unit. In 2007 the average rating was “5”, while in 2008 the average rating was “6”. When filtered for respondents who have served in both 2002 and 2008 Assemblies, this holds true.

MNAs use the Research Unit for analytical services more frequently than before. Respondents were asked to rank the services offered by the NA Research Unit in the order of frequency that they use them. In 2007, “Drafting Questions” and “Newspaper Clippings” were both ranked first by the respondents; Policy Briefing Papers were not ranked first or second by any of the MNAs.

However, in 2008, the MNA respondents rate “Background Information on Policy Issues” and “Policy Briefing Papers” as the most frequent services utilized. This analysis holds true when we filter only for respondents who have served both in the past and current Assembly. Responding to an open-ended question regarding Secretariat Services, three of six of those who provided comments mentioned research services:

“The Research Unit needs to be improved.” PML-N MNA

“Members should be motivated to use, whatever facilities are there regarding research and other information. Frequent use will definitely improve all above mentioned (secretariat) services.” PPP MNA

“We would now utilize the services of research unit.” MQM MNA

PLSP Parliamentary Resource Center

MNAs use the Resource Center much more frequently than before. A rising number of MNAs responding to the question (60 percent) indicate they use the Resource Center “at least once per week.” In the 2007 survey, the majority of MNAs indicated they used it once or twice per month; only 19 percent indicated they use it once per week. Those who report they “never” use the PRC has dropped significantly – from about 30 percent to 10 percent. Afternoon hours are the most popular, and respondents continue to tend to visit the Resource Center earlier in the week, less often on Friday and significantly diminishing on the weekends.

MNAs use the Resource Center more frequently for “Assisted Internet Research” than before. Access to daily newspapers, which was previously the most popular feature, is not high on the list, which is ranked as follows:

1. Faxing
2. Printing
3. Assisted Internet Research
4. Photocopies
5. Meeting Rooms (use of)
6. Daily Newspapers
7. Policy Resource Guides
8. Books & Journals

In 2007, through open comments MNAs ranked “Current books on Pakistan” was ranked first by MNAs for additional materials needed at the Resource Center. In 2008, participants ranked “International Journals” as first, followed closely by copies of “Pakistani Legislation.”

In both 2007 and 2008, MNAs indicated that “additional research services” would be useful at the Resource Center. In 2008, this tied with requests for “computer training.” The 2008 ranking is as follows:

1. Additional Research Service & Computer Training
2. Language Classes
3. Word Processing/ Secretarial Services
4. Remote Access to National Assembly Library and Research Services
5. More Books and Materials
6. Viewing Stations for Multimedia Presentations (Documentaries, Etc.)
7. Dictation/Speech Writing

**Appendix 3 – Secretaries Conference Report
(See separate electronic attachment)**

Appendix 4 – Members Survey Instrument

Members' Parliamentary Assessment - Survey 2008

1. INTRODUCTION

Honorable Member of the _____ Assembly/ Senate

The all important roles of public representation, legislation and oversight of the executive branch make it imperative for legislators to undertake a regular assessment of their performance, and the performance of the Secretariat which serves them. Your participation in this survey will assist the PLS project and USAID to determine areas of priority, where we can better serve to support your institution now and in the future. In this context, we would appreciate your attention in answering the following queries at your earliest convenience.

1. How many years have you served in the Assembly/ Senate? _____
(If less than one year, please mark "1")
2. How many Standing Committees are you assigned to? _____
3. What party do you belong to? _____
4. Gender M / F
5. Have you been a Member of the 2002-07 Assembly/ Senate Yes / No
6. What are the three most important issues facing your constituents today?

2. PARLIAMENTARIANS AS LEGISLATORS

(Circle the number that best accords to your answer)

2.1 OVERSIGHT

2.11 Members have mechanisms to obtain information from the Executive Branch sufficient to exercise its oversight function in a meaningful way.

1 Strongly Agree 2 Agree 3 To Some extent 4 Not at all

2.12 The parliament is able to influence and scrutinize the national budget, through all its stages.

1 Strongly Agree 2 Agree 3 To Some extent 4 Not at all

2.13 Parliament has rigorous and systematic procedures such as Question Hour, Parliamentary Committees, etc. whereby members can question the executive and secure adequate information from it.

1 Strongly Agree 2 Agree 3 To Some extent 4 Not at all

2.14 Parliamentary Committees conduct regular oversight over Government Ministries.

1 Strongly Agree 2 Agree 3 To Some extent 4 Not at all

2.15 Committees review and approve budget of their respective Government Ministries.

1 Strongly Agree 2 Agree 3 To Some extent 4 Not at all

2.16 The Legislator has a reasonable period of time in which to review the proposed annual budget.

1 Strongly Agree 2 Agree 3 To Some extent 4 Not at all

2.17 Committee Meetings should be open to the Public and Media including regular holding of public hearings.

1 Strongly Agree 2 Agree 3 To Some extent 4 Not at all

2.2 LEGISLATION

2.21 A subject bill is debated openly and fully in the parliament.

1 Strongly Agree 2 Agree 3 To Some extent 4 Not at all

2.22 The Parliament has systematic and transparent procedures for consultation with relevant groups and interests in the course of legislation.

1 Strongly Agree 2 Agree 3 To Some extent 4 Not at all

2.23 Committee procedures for scrutinizing and amending legislation are effective.

1 Strongly Agree 2 Agree 3 To Some extent 4 Not at all

2.24 Members have the opportunity and support required to draft legislation.

1 Strongly Agree 2 Agree 3 To Some extent 4 Not at all

2.3 REPRESENTATION

2.31 Debates and proceedings of the House should be telecasted on National media for public information and accountability.

1 Strongly Agree 2 Agree 3 To Some extent 4 Not at all

2.32 Citizens have the opportunity to influence policy making or legislation (e.g. through policy dialogues, citizens' initiative, referendum, constituency member interaction, etc)

1 Strongly Agree 2 Agree 3 To Some extent 4 Not at all

2.33 Citizens or citizens groups, via Members, have adequate opportunity to influence the budget debate.

1 Strongly Agree 2 Agree 3 To Some extent 4 Not at all

ADDITIONAL COMMENTS ON ANY OF THE ABOVE RESPONSES:

3. SECRETARIAT SERVICES

3.1 Your respective Assembly Secretariat provides adequate assistance to all Members.

1 Strongly Agree 2 Agree 3 To Some extent 4 Not at all

3.2 Parliamentary proceedings are maintained and published in time and are readily available to members.

1 Strongly Agree 2 Agree 3 To Some extent 4 Not at all

3.3 The Secretariat public relations office promotes public knowledge of the work and role of the Parliament.

1 Strongly Agree 2 Agree 3 To Some extent 4 Not at all

3.4 The Committees Wing’s Support to the Committees is adequate.

1 Strongly Agree 2 Agree 3 To Some extent 4 Not at all

3.5 You are satisfied with the human resource support provided to the Committees in terms of research.

1 Strongly Agree 2 Agree 3 To Some extent 4 Not at all

3.6 You are satisfied with the level of following services offered by the different sections of the Secretariat.

(Tick each row, as it accords to your perception. If these offices do not apply to your Assembly, you may skip that row.)

Services	Efficiency Standards	Strongly satisfied	Satisfied	To some extent	Not at all
Questions Wing	Speed of Response				
	Quality of advice				
	Courtesy of Staff				
	Professionalism and Knowledge				
Translation Office	Speed of Response				
	Quality of advice				
	Courtesy of Staff				
	Professionalism and Knowledge				
Committees Wing	Speed of Response				
	Quality of advice				
	Courtesy of Staff				
	Professionalism				

	and Knowledge				
Motion Wing	Speed of Response				
	Quality of advice				
	Courtesy of Staff				
	Professionalism and Knowledge				
Publications Office	Speed of Response				
	Quality of advice				
	Courtesy of Staff				
	Professionalism and Knowledge				

3.7 Would you know how to make a complaint about the following service should you need to? *If these offices do not apply to your Assembly, you may skip that row.*

(Tick each row as per your feelings.)

Service	Yes	No
IT Services		
Pay and Allowances		
Committee and Meeting Rooms (booking)		
Mail		
Office Maintenance Issues		
Security		
Stationery		
Document Provision		
Proceedings		
Library Services		
Dealing with visitors		
Parking		
Transport		

3.8 INFORMATION TECHNOLOGY

(Circle the number that best accords to your feelings.)

3.91 A sufficient INTER-NET and INTRA-NET communication facilities are available to all members.
1 Strongly Agree 2 Agree 3 To Some extent 4 Not at all

3.92 The House has an Information Management System which handles all parliamentary business electronically, e.g. Question Hour, Resolutions, Motions, etc.

1 Strongly Agree 2 Agree 3 To Some extent 4 Not at all

3.93 The information technology department of the House is effective and qualified to run the process electronically.

**Appendix 5 – Members Survey Results
(See separate electronic attachment)**