



Memorandum of Understanding.

This Memorandum of Understanding is executed on the 4th Day Of September 2006 between North Nazimabad Town Council, Karachi City Government and Transparency International Pakistan, for the purpose of cooperation on setting up of North Nazimabad Town-Complaint Center.

Whereas North Nazimabad Town Council and TI-Pakistan, Karachi agree to establish Town Complaint Center, it is agreed that TI-Pakistan will provide following assistance to the North Nazimabad Town Council to jointly,

- To Establish a Computerized Complaint Center to facilitate the citizen for registering their complaints at the Town Council, for improving transparency, accessibility and the quality of delivery of government services to the Citizens North Nazimabad Town.
- Make efforts and introduce systems to complete the Project in most economical cost and within the scheduled time.
- The Complaint Center will be inaugurated on 15th September 2006

It is therefore agreed that following services will be provided by North Nazimabad Town Council and TI Pakistan at their own costs;

Requirements of the Project to be provided by the Town Council:

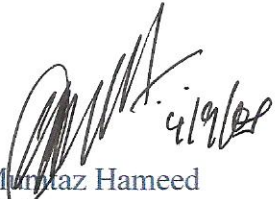
- Air Conditioned Complaint Centre.
- 1 Computer for Complaint Center & Software (Server).
- 2 Computers for Complaint Center Front Desk.
- 2 Computers, 1 for Nazim and 1 for TMO.
- 1 Laser Printer.
- Furniture for Complaint center.
- All computers should be connected by internal networking.
- Phone lines with each computer of Complaint Center.
- Stationary

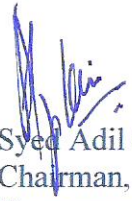
- Supervisor and Staff to operate Complaint Center.

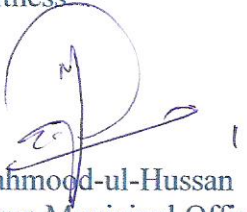
Technical assistance and Services to be provided by Transparency International Pakistan free of cost:

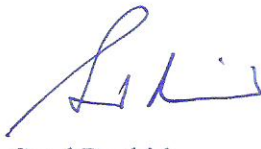
- Transparency International Pakistan will be responsible for complaint center software and website, from preparing, hoisting, loading, running, training of Town Staff on operating the computers and website.
- IT Experts of TI-P will deploy software and web site in two steps.
- In the first step complaint center software will be installed, and setup the database and application server.
- In the second step complaint center web site will be hosted, and setup the database.
- IT Experts of TI-P will maintain the software and upgrade future entries.

This MOU will be effective from the date of signing and will expire in 12 months, unless mutually agreed for extension.


Murtaz Hameed
Nazim,
North Nazimabad Town,
Karachi.


Syed Adil Gilani
Chairman,
Transparency International,
Pakistan, Karachi.

Witness

Mahmood-ul-Hussan
Town Municipal Officer
North Nazimabad Town


Saad Rashid
Executive Director,
Transparency International
Pakistan, Karachi.