

## **AGREEMENT**

On December 1, 2001 an agreement was signed between **Gulshan-e-Iqbal Town Nazim Abdul Wahab and Transparency International – Pakistan Project Director Syed Adil Gilani**, amongst other programmes, also to implement the On-line Procedures Enhancement for Civil Applications System “OPEN System.

Accordingly the ICT program “**Improving the Quality, Transparency and Effectiveness of Pro-Poor Public Services using ICTs**”, with support of DFID, UK was envisaged by Transparency International Pakistan to improve the service delivery of Water and Sewerage facilities to the residents of the Shanty Towns and Lower Income Communities of Gulshan Town. This programme include not only a means by which the Citizens can approach the authorities but that the authorities will be able to communicate with the citizens and in turn solve their grievances. It is anticipated that the ICT program will help bring all the stakeholders closer. It is also envisaged that the program will bring pressure on the authorities to perform more efficiently and help them put their act together towards a better management of the utilities.

Following facilities are provided by the Gulshan Town with support of Transparency International Pakistan;

1. Setting up a Website towards an OPEN system of government to reduce the possibility of Corruption.
2. Assisted in Establishment of an efficient “Computerized Complaint Centre” and provided interactive software.
3. Assisted in Organizing Regular “Meet the Citizens” Public Meetings by Gulshan Town where the authorities meet the Public to hear their grievances, and also the authorities discuss future development programs with public.

With a view that the Complaint Centre Gulshan Town which is being quoted all over the World as Roll Model of excellent public service facility by a local body, shall be a sustainable programme, Transparency International Pakistan has again offered its support to take over the operation of complaint centre website, by providing technical support at the Complaint Centre, and backup support at the Secretariat of Transparency International Pakistan for one year period.

This AGREEMENT (hereinafter called the "Agreement") is made the **28th day of the month of June 2005**, between, on the one hand, Town Nazim, Gulshan Town, (hereinafter called the "Town" which expression shall include the successors, legal representatives and permitted assigns) and, on the other hand, Transparency International Pakistan (hereinafter called the "TIP" which expression shall include the successors, legal representatives and permitted assigns).

**WHEREAS**

(a) the Town has requested the TIP to provide the services to take over the operation and upgradation of the complaint centre website, by providing one expert as technical support at the Complaint Centre, and one senior expert as backup support at the TI Pakistan Secretariat and

(b) the TIP, having offered to the Town that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Agreement;

NOW THEREFORE the Parties hereby agree as follows:

The mutual rights and obligations of the Town and the TIP shall be as set forth in this Agreement, in particular:

(a) the TIP shall carry out the Services in accordance with the provisions of the Agreement for a period of 12 months, **free of cost**; and

(b) the Town shall provide equipment and manpower and maintain the records, office, furniture, building to operate the complaint centre for 12 months under direct supervision of TIP Experts.

(c) the town will reimburse the cost of 12 months incurred by TIP in case it fails to abide by its obligations defined in para 2 (b) above, Rs 500,000 plus salaries of Technical Expert of TIP posted at the Complaint Centre and TIP Secretariat.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be signed in their respective names in two identical counterparts, each of which shall be deemed as the original, as of the day and year first above written.

For and on behalf of Gulshan Town

For and on behalf of Transparency  
International Pakistan

**Abdul Wahab  
Gulshan Town Nazim**

**Syed Adil Gilani  
Vice Chairman**

**Saad Rashid  
Project Advisor**

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**Date: 28<sup>th</sup> June, 2005**