



Memorandum of Understanding between Khyber Pakhtunkhwa Right to Information Commission and Centre for Governance and Public Accountability (CGPA)

The Khyber Pakhtunkhwa Right to Information Commission (hereinafter referred to as the first party) and the Centre for Governance & Public Accountability (hereinafter referred to as the second party) have reached a mutual understanding to install a Toll Free Helpline with a view to facilitating the citizens of Khyber Pakhtunkhwa to exercise their constitutional right to information.

To give this mutual understanding a formal shape, the parties hereby agree to sign the following Memorandum of Understanding (MoU):-

1. The Toll Free Helpline will be installed within the premises of the first party's Office/Secretariat.
2. The Toll Free Helpline will include one Universal Access Number (UAN) acquired and approved from Pakistan Telecommunication Authority (PTA), supplemented by 3 PTCL telephone lines connections and a call routing facility box.
3. The second party will provide monetary and capacity building support including appointment of helpline facilitator(s), acquisition and installation of Toll Free number from PTA and its requisite hardware.
4. The second party will bear the expenses of Toll Free Helpline billing charges for the project period, infrastructure setup cost, transportation cost, installation cost, installation services cost, hardware costs and advertisement cost.
5. This memorandum of understanding is being signed for an initial period of eleven months from the time of commencement of the project i.e. installation of facilities and appointment of staff.
6. The period of MoU can be extended with mutual agreement.
7. Staff responsible for handling the Toll Free Helpline will be recruited/hired by the second party in consultation with the first party.
8. To enable the hired staff to effectively facilitate citizens, an extensive training will be arranged for the appointed person(s) by the second party in matters associated with the Khyber Pakhtunkhwa Right to Information Act, 2013, service delivery to facility users and technical facility handling. In this regard, the candidate to be appointed should have knowledge about law and / or Telecommunications discipline, and excellent communication & presentation skills.



9. The staff to be appointed by the second party will observe the administrative instructions of the first party during the continuation of the MoU.
10. The first party will not be bound to regularize the services of the staff to be appointed by the second party.
11. The first party shall, have the right to dispense with the services of the staff without any notice if it is not satisfied with the performance of the hired staff.
12. Promotion and creation of awareness regarding Khyber Pakhtunkhwa Right to Information Toll Free Helpline through mass media will be carried out by the second party at time of launching this facility, with the consent of the first party at all times.
13. In case of any confusion or difficulty, the decision of the first party shall have finality and binding force.

Sahibzada Muhammad Khalid
21/3

(Sahibzada Muhammad Khalid)
Chief Information Commissioner
on behalf of Khyber Pakhtunkhwa
Right to Information Commission

Muhammad Anwar
20/3/2015

(Muhammad Anwar)
Executive Director
on behalf of Centre for Governance
and Public Accountability

Witness-1

Mushtaq Ahmad
20/3/15
Name: Mushtaq Ahmad

Designation: Secretary, RTI, K.

Witness-2

Masood ur Rehman
20/3/15
Name: Masood ur Rehman

Designation: Program Manager CGPA