

# **Reimbursable Advisory Services (RAS) Agreement between the Kurdistan Region of Iraq and the International Bank for Reconstruction and Development (World Bank Group)**

## **KRG Shura Council Capacity Building Program (Phase II)**

Through the Framework Arrangement for Reimbursable Advisory Services between the Kurdistan Region of the Republic of Iraq (KRG) and the International Bank for Reconstruction and Development (the Bank) dated March 10, 2013, the KRG requested the Bank provide the KRG Shura Council with the specific reimbursable advisory services described below (the Specific Advisory Services), to which request the Bank has agreed. The Bank will provide the specific advisory services upon the terms and conditions set forth in the Framework Arrangement.

On the basis of the foregoing, the KRG and the Bank hereby agree as follows:

1. **Objective:** The objective of the Specific advisory services is to provide technical assistance in the form of capacity building to the Shura Council of the KRG and to enhance the capacity of the Shura Council to: (i) provide effective case management of administrative disputes; (ii) improve human resources and organization practices; and (iii) develop and implement communication and outreach measures.
2. **Advisory Services :** The Bank will perform the following Specific Advisory Services:
  - Improve the system of managing complaints filed with the Shura Council for both the Administrative Court and the Disciplinary Board through the following activities: (i) development and implementation of an automated case management database based on streamlined procedures, including of appropriate software; and (ii) training relevant of the Shura council to council to operate case management system.
  - Assess the current organizational structure and human resource management practices, including: (i) updating the first draft of the five-year Shura Council Strategic Plan; (ii) revising all job descriptions and preparing a methodology for performance evaluation of all staff of the Shura Council; and (iii) training eight staff of the Shura Council on Public Financial Management.
  - Improve awareness of the role of the Shura Council and the procedures for filing complaints through the following activities: (i) development of an interactive multilingual website (Kurdish, Arabic and English) and training of four staff from the IT department. Of the Shura Council to operate it; (ii) development of an adequate communication strategy to enhance the Shura Council's public relations; and (iii) training four staff of the Shura Council on communication and outreach.



3. **Timetable:** January 1st, 2015to June 30th, 2016.

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