

Consultancy Study
on
20 Most Important Services
Assessment for Pakistan

GOVERNMENT SERVICES
INVENTORY QUESTIONNAIRE
(Phase 1)



GOVERNMENT SERVICES INVENTORY QUESTIONNAIRE

The World Bank awarded NCS Pte. Ltd. (NCS) to conduct a nation-wide survey that assesses “20 Most Important Government Services” for the citizens of Pakistan. In the first of the questionnaire series, NCS along with Electronic Government Directorate (EGD) is conducting a research study to compile and consolidate a list of currently provided government-to-citizen services in Pakistan. This research study will generate insights to gauge the e-Government readiness of the Pakistan Government and hence will be instrumental to enable NCS to develop a citizen questionnaire to identify and prioritize 20 most “doable” government services to benefit the citizens.

We appreciate your fullest corporation in completing this form to the best of your ability and returning it to EGD by **1 Apr 2006**.

Name of the Ministry :

Address :

Contact Person :

Designation :

Email Address :

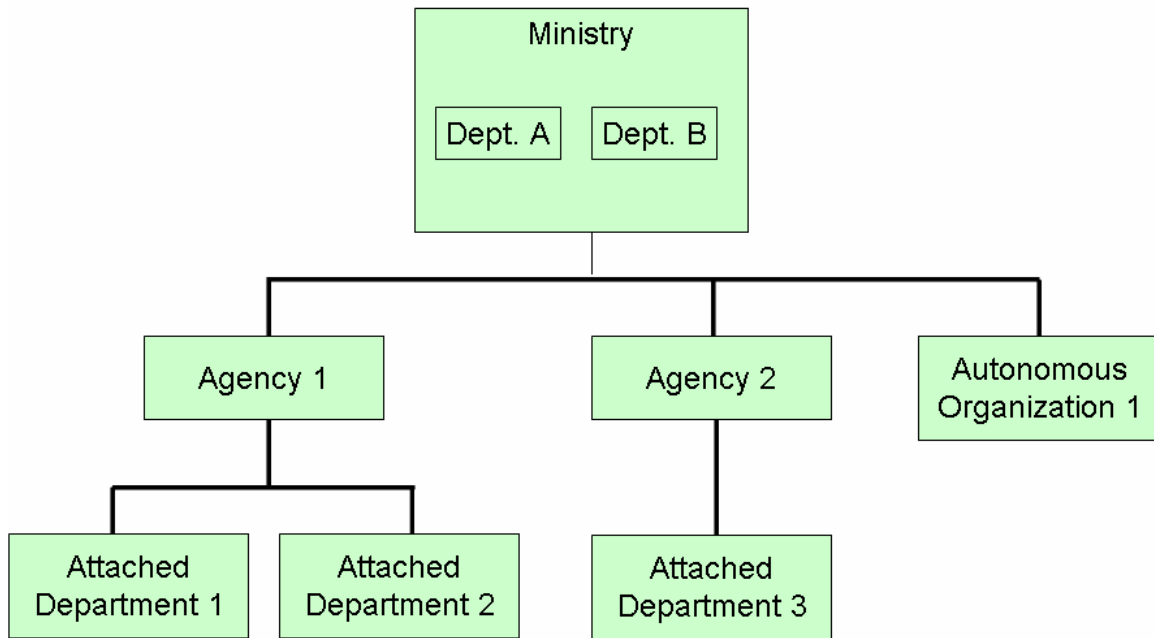
Office Contact No. :

Please note that this questionnaire has to be filled by the Chief Information Officer or equivalent and if not by the person designated to be responsible for all ICT related decisions in the Government Agency.

Please fill in your response in the attached booklet. Thank you for your cooperation.

GOVERNMENT SERVICES INVENTORY QUESTIONNAIRE

- Q1. Please attach an organization structure of your ministry. The organization chart should depict all the government agencies and autonomous organizations under it. A sample organization chart is illustrated as follows:



GOVERNMENT SERVICES INVENTORY QUESTIONNAIRE

Q2. Please list all the services provided by the respective Government Agencies and Attached Department/Autonomous Organization to both citizens and businesses.

For each service, please provide the following details:

- (a) Name and Description of service. Examples of services are:
 - i) issuance of new passport
 - ii) change of address
 - iii) amendment of birth certificate details
 - iv) payment of water and electricity bills
- (b) Profile of users
- (c) Volume of transaction and frequency of usage

GOVERNMENT SERVICES INVENTORY QUESTIONNAIRE

Q1. Please attach the organization chart of the organization delivering the service.

GOVERNMENT SERVICES INVENTORY QUESTIONNAIRE

Q2a. State down a list of services your Agencies and Autonomous Department/Organizations are currently providing to citizens and businesses.

For office use only	Service No.	Name of Service	Description	Federal Government Agency		Provincial Government Agency	District Government Agency	Name of Autonomous Department/Organization (Leave the field blank if the Ministry is directly providing the service).
				Ministry	Agency			
		Land Title Issuance	Issuance of a land title after purchase				X	District Department of Land
		Land Title Copy	Issuance of a copy of the land title				X	District – Department of Land
		Land Title Inheritance	Distributing Land Titles according to inheritance law				X	District – Department of Land.
		Motor Vehicle Registration	Registration of new motor vehicles	X				Chief Commissioner
		Property Tax	Payment of property tax	X				Capital Development Authority
	(1)							
	(2)							
	(3)							

GOVERNMENT SERVICES INVENTORY QUESTIONNAIRE

For office use only	Service No.	Name of Service	Description	Federal Government Agency		Provincial Government Agency	District Government Agency	Name of Autonomous Department/Organization (Leave the field blank if the Ministry is directly providing the service).
				Ministry	Agency			
	(4)							
	(5)							
	(6)							
	(7)							
	(8)							
	(9)							
	(10)							
	(11)							
	(12)							
	(13)							

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For office use only	Service No.	Name of Service	Description	Federal Government Agency		Provincial Government Agency	District Government Agency	Name of Autonomous Department/Organization (Leave the field blank if the Ministry is directly providing the service).
				Ministry	Agency			
	(14)							
	(15)							
	(16)							
	(17)							
	(18)							
	(19)							
	(20)							
	(21)							
	(22)							

GOVERNMENT SERVICES INVENTORY QUESTIONNAIRE

For office use only	Service No.	Name of Service	Description	Federal Government Agency		Provincial Government Agency	District Government Agency	Name of Autonomous Department/Organization (Leave the field blank if the Ministry is directly providing the service).
				Ministry	Agency			
	(23)							
	(24)							
	(25)							
	(26)							
	(27)							
	(28)							
	(29)							
	(30)							
	(31)							
	(32)							

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For office use only	Service No.	Name of Service	Description	Federal Government Agency		Provincial Government Agency	District Government Agency	Name of Autonomous Department/Organization (Leave the field blank if the Ministry is directly providing the service).
				Ministry	Agency			
	(33)							
	(34)							
	(35)							
	(36)							
	(37)							
	(38)							
	(39)							
	(40)							
	(41)							

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				Ministry	Agency			
	(42)							
	(43)							
	(44)							
	(45)							
	(46)							
	(47)							
	(48)							
	(49)							
	(50)							

GOVERNMENT SERVICES INVENTORY QUESTIONNAIRE

Q2b. State the profile of users using the services.

For office use only	Service No.	Circle the user profile of the users of service(s) Please refer to code table.												
		1	2	3	4	5	6	7	8	9	10	11	12	13
	(1)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(2)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(3)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(4)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(5)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(6)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(7)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(8)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(9)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(10)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(11)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(12)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(13)	1	2	3	4	5	6	7	8	9	10	11	12	13

CODE TABLE
1: General Public 2: Academics 3: Students 4: Employees 5: Self-Employed 6. Unemployed 7: Senior Citizens 8: Foreigners 9: Minorities 10: People with disabilities 11: Business 12: Farmers 13: Government Employees

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		1	2	3	4	5	6	7	8	9	10	11	12	13
	(14)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(15)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(16)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(17)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(18)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(19)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(20)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(21)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(22)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(23)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(24)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(25)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(26)	1	2	3	4	5	6	7	8	9	10	11	12	13
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	(29)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(30)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(31)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(32)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(33)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(34)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(35)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(36)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(37)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(38)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(39)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(40)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(41)	1	2	3	4	5	6	7	8	9	10	11	12	13

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	(43)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(44)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(45)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(46)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(47)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(48)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(49)	1	2	3	4	5	6	7	8	9	10	11	12	13
	(50)	1	2	3	4	5	6	7	8	9	10	11	12	13

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