



The National Assembly of The Gambia Research Unit – Service Charter

1. Statement of Service

The National Assembly of The Gambia Research Unit provides accurate, timely, and expert research and information designed to help National Assembly Members be well-informed in the many aspects of their role. All responses to enquiries are impartial and confidential.

Members also have access to the Library, with a reading room and high-quality reference, electronic and information resources.

We provide the information Members need when they need it. We analyse, select and advise Members to identify the information they need, and we aim to respond by agreed deadlines.

2. Services we provide

The Research Unit provides two key services. A confidential and impartial research enquiry service for Members on issues related to National Assembly business and constituency work.

Examples of what you can ask us for include:

- a confidential, impartial briefing on a specific topic or policy area;
- advice on the complexities of budget and financial scrutiny;
- a detailed briefing in support of plenary or committee work;
- reliable statistics to lend weight to a point a Member wants to make in debate;
- briefing or clarification on a complex constituency issue;
- a literature review or analysis of existing research findings; or
- information for speeches, visits or media appearances.

We also provide publicly available research briefings on topical issues to help Members in their legislative, representative and oversight roles. This includes summaries of Bills being considered by the National Assembly.

3. Service priorities

Our aim is to provide Members with the information that they need. With finite resources, the Service has to strike a balance between supporting the scrutiny and legislative functions of the National Assembly and supporting Members dealing with specific issues raised by individual constituents.

We will give highest priority to dealing with requests that relate directly to the formal business of the National Assembly.

During plenary sessions, we will only provide research relating to items discussed in plenary.

4. What we cannot provide

We cannot:

- Draft speeches or articles;
- Provide answers to questions arising from personal, business or commercial interests of Members (or their staff, family or friends);
- Answer requests for personal information about another Member or individual where this is not already in the public domain;
- Answer requests where the value in collecting the information is outweighed by the time and effort involved. We can give advice on alternative ways of collecting the information needed or suggest other possible sources;
- Provide case-specific legal, financial or other advice to constituents;
- Provide assistance with constituents' academic studies; or
- Purchase publications or other materials for individual Members (although Members can suggest relevant new material to be purchased and made available via the Library).

5. Deadlines

We aim to meet requests for our services from National Assembly Members within deadlines that are agreed in advance. We appreciate as much notice as possible, and where a deadline is very short it may be possible to provide only a limited service.

When demand for our services is high, we may need to agree a longer deadline with you when responding to constituency enquiries. If you need a response urgently, we will provide information if it is readily available, or signpost you to sources of information and advice and then negotiate deadlines for producing a detailed written response if this is still needed.

6. Availability

The services of the Research Unit are available during weekdays, 8am until 4pm.

Where necessary, the Unit will work beyond normal working hours.

7. How to use the service

You can submit a research enquiry by:

- Completing a paper enquiry form in the Library;
- Emailing your enquiry to lresearchservices@gmail.com, or
- Call the Library enquiry desk on +220 9976441 / 2381419.

Your enquiry will be logged and allocated to a researcher as soon as possible, and they will contact you by phone or email to discuss. The information you request will be confidential unless otherwise agreed.



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