The Citizen and the Public Sector:

Analytical framework for citizens' participation in public sector reform in the Arab countries

This analytical framework focuses on the participation of the female/male citizens as individuals in public sector reform. Such participation requires first the good treatment of female/male citizens in the public administrations as well as the fulfillment by the female/male citizens of their obligations towards the administration. It also requires that necessary information be made available to them. Furthermore, regulatory frameworks for the submission of administrative petitions, consultation with the government, and citizens' participation in the provision of public services are strongly required for the achievement of such a goal.

I. Citizens' right to good treatment

1. Do employees deal with citizens fairly and objectively without any ethnic, religious, sexual or political discrimination?

2. Do citizens feel that employees dealing with them are qualified, professional, correct and politically impartial?

3. Are there any disciplinary regulations for public administration employees determining their rights and obligations towards citizens?

4. Are there any deadlines for the completion of administrative formalities?

5. Is the volume of documents and certificates required for the completion of administrative formalities compatible with the content of the application?

6. Are citizens provided with a certified copy of the individual administrative decisions related to them stating the basis upon which such decisions have been taken?

7. Do the provided administrative services comply with world standards and criteria, including those related to environmental protection?

II. Citizens' obligations

1. Do citizens treat employees with respect and politeness?

2. Do citizens have recourse to power abuse or to bribes in their administrative formalities?

3. Do citizens settle their due taxes and charges?

4. Do citizens comply with the rules and regulations of the public administration?

5. Do citizens respect public premises and properties? Do they participate in associations spreading awareness of the citizen's obligation to respect public premises and properties?

6. Are there any regulations determining citizen rights and obligations towards the administration?

III. Citizen's access to information

1. Does the government recognize the citizen's right to **access** to information?

2. Does the government provide reception offices in the public administrations and institutions and municipalities to provide citizens with the necessary information?

3. Does the government provide citizens with booklets, posters and publications (citizen guide) in which it explains how the ministries and the public administrations work at local and national levels and in which it outlines the programs of the public sector and how to participate in such programs?

4. Does the government carry out information campaigns on public sector programs (including municipalities' activities)?

5. Are there signs placed in areas of executed public projects that include the main information about such projects? Do the concerned administrations have relevant documentation related to these projects and to which the citizen may have access?

6. Does the government announce in the media how public funds are being spent?

7. Do public administrations and institutions and municipalities publish information about their budgets?

8. Do laws and administrative instructions stipulate the necessity of preparing public reports on the public sector performance?

9. Does the government have websites displaying information about ministries and public administrations?

10. Are the citizens able to contact ministries and administrations by email?

11. Do citizens get reasonably fast replies to their questions and letters conveyed by post, by email or by phone**?**

12. Is information given to citizens useful, complete and accurate?

IV. Citizen's right of recourse

1. Do complaint offices exist within the different administrations?

2. Is there any ombudsman available to deal with the different administrations?

3. Are citizens entitled to file petitions to the public institutions? (Requirements and conditions of petitions submittal should be clarified).

4. Are citizens allowed to initiate legal proceedings in case they are not convinced of a given administrative decision?

V. Consultation with the citizen

1. Are there official bodies within the ministries and public administrations dedicated to the consultation with citizens?

2. Does the government survey the impact of its policies on people (through appropriate questionnaires, statistics and surveys)?

3. Does the government hold referenda on public sector policies?

4. Are there commissions or associations comprised of citizens whose mission is to give opinion on the public sector projects and on the quality of the provided services (at both national and local levels)?

5. Do ministries and public administrations organize round-table discussions and debates for citizens (including round-table talks regarding the budget)?

6. Is there any system allowing citizens and employees to submit proposals for the improvement of the administrative work within the different administrations?

VI. Participation of citizens in public policies and services

1. Do citizens participate in conferences on public services?

2. Are there any cooperation projects between municipalities and citizens groups to provide public services (street cleaning, tree planting, awareness campaigns, organization of tourist activities, etc.)?

3. Do the public administrations call on citizens to test new and advanced services (public phone system, new system for public buses, etc.)?

4. Are there cooperation programs between government and schools to encourage young people to participate in the process of formulating public policies?

5. Does the government carry out awareness campaigns to urge citizens to participate in the formulation and implementation of public policies?

6. Do the government websites offer discussion groups for the citizens?