Good Governance for Development (G*f*D) in Arab Countries Initiative

Steering Group Meeting at Ministerial Level

Hosted by the Arab Republic of Egypt

JORDAN

INTEGRATED DRAFT COUNTRY ACTION PLANS

IN THE FIELD OF PUBLIC SERVICE DELIVERY, PUBLIC PRIVATE PARTNERSHIP, THE ROLE OF THE JUDICIARY AND ENFORCEMENT O JUDGMENTS, AND THE ROLE OF CITIZENS AND CIVIL SOCIETY IN PUBLIC SECTOR REFORM

(THEMES IV-V-VI)

Sharm El Sheikh, Egypt,
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Jordan: Potential Areas of Assistance for G*f*D Phase II

Based on the activities completed, the outputs produced and the discussions held in national and regional meetings, the priority areas that may call for assistance from the partners are synthesized for Themes IV, V and VI below. These areas are based on the analysis of the policies and priorities of the participating Arab countries and their needs for financial and technical assistance. The core of that assistance will be to a) further detail the action plans for which there are now simple "outlines", b) prepare feasible projects for each area and c) intensively engage in a capacity building process for institutions involved in the reform process and its' human resources. Capacity building includes institutional reviews leading to reorganization with a view to increasing efficiency; analysis of rules and procedures with a view to eliminating outdated and unnecessary regulations and formulating new ones; strengthening institutional interdependence and coordination; providing proper tools and instruments for task performance; enhancing the use of modern information systems and increasing the motivation, knowledge and skills of staff.

1. Potential Areas of Assistance under Theme IV: Under Theme IV, a sample of the possible priority needs in selected countries have been proposed and discussed for Jordan

    1.1 Project to improve the delivery of public services. Issues of efficiency and effectiveness have been identified in the fields of education, public health, public transport, environmental protection and water security. While each of these areas call for a project on its own, the project to be developed would emphasize the first two areas to ensure equity, quality and acceptable cost of services rendered. Particularly important is the delivery of public services in all areas outside Amman, the capital city. Involving the civil society, increasing public participation in service delivery and ensuring access of disadvantaged groups to public services would be key elements in and objectives of that project.

    1.2 Project to reform the rules and regulations that impede the full participation of the private sector in development activities. The private sector in Jordan has been traditionally the major engine of

growth and Jordan has always followed practices of market economy, yet rules of entry in the market and the establishment of new enterprises have limited the potential of the private sector to be an effective partner of the government in economic and social development of the country. Successful project design would be based on the participation of private sector institutions both at the central and local levels to ensure that the project would respond to their needs. Such institutions should equally be involved in the project implementation, monitoring and evaluation.

2. Potential Areas of Assistance under Theme V: Under Theme V, and based on the continuous dialogue held among the different actors, three reform projects were formed with draft pilot action plans in the following areas:

    2.1 Implementation of the United Nations Convention against Corruption

    2.2 Providing specialized legal training on economic issues

    2.3 Enforcement of judgments

3. Potential Areas of Assistance under Theme VI: Under Theme VI, a number of potential areas of assistance have been suggested, most of which are common to all the participating Arab countries. The following is a general draft action plan for Jordan:

    3.1 A project consolidating independent institutional procedures of complaints.

    3.2 A project improving proximity in public service delivery to citizens.

    3.3 Improved consultation and participation of citizens and civil society by Arab governments by establishing and strengthening relevant national institutions.

    3.4 Activation of existing mixed national councils.

    3.5 A project on new specialized national councils. Need for this support has been particularly expressed for the creation of: National Council for Partnerships in Jordan, and a National Council for Statistics in Jordan

3.6 The creation of a national monitoring center in Jordan is needed, which would study the nature of inquiries and complaints of citizens.

3.7 The need for several Arab countries to improve means of communication by developing and consolidating adequate tools. This would include a center, the Client's Voice, located in the ministry which would be in charge of receiving citizens' complaints and processing them to the concerned institutions. Support for consolidating this initiative was specifically requested by Jordan.