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

Steering Group Meeting at Ministerial Level

Hosted by the Arab Republic of Egypt

LEBANON

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,
19 - 20 May, 2006

Lebanon: 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to reorganization with a view to increasing efficiency; analysis of rules and procedures with a view to eliminating outdated and unnecessary regulations and formulating new ones; strengthening institutional interdependence and coordination; providing proper tools and instruments for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 Lebanon

    1.1 Project to review the policies, procedures and general system of public service delivery particularly in the fields of education and public health and social services. While there is an official "Citizens Charter" and a system involving multiple NGOs in the delivery of service, citizen satisfaction is far from achieved. There are contradicting policies and the plans for establishing of "service delivery centers" have not materialized. The instruments of delivery differ in terms of capacity, competence and effectiveness and the need to improve the system is obvious.

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 Enhancing the independence and integrity within the judicial profession

2.2 Strengthening the Public Prosecutors' ability to effectively investigate and prosecute criminal cases, and ensure a fair trial.

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 Lebanon:

3.1 A project to review and assess existing legal provisions with view of citizens' right to access to information. Based on these assessments recommendations for reform could be developed on the basis of good practice. This project should lead to the promulgation of a law to guarantee access to information by citizens.

3.2 Creation of a special parliamentary committee for public sector reform, in order to garner government support and parliamentary commitment for public sector reform.

3.3 A project to review existing practices of the management of data and information relevant to citizens. The need to promoting a law on managing personal and private data has been particularly expressed in both countries.

3.4 The application of the code of conduct for officials. In Lebanon, there is a need to support the effective implementation of the code of conduct for public officials. Support could include the revisions of the codes of conduct and the identification of ways to ensure their application.

3.5 A project consolidating independent institutional procedures of complaints.

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

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

3.8 Activation of existing mixed national councils.

3.9 A project on new specialized national councils. Need for this support has been particularly expressed for the creation of a National Council for Statistics in Lebanon.

3.10 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: