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

Steering Group Meeting at Ministerial Level

Hosted by the Arab Republic of Egypt

MOROCCO

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to reorganization with a view to increasing efficiency; analysis of rules and procedures with a view to eliminating outdated and unnecessary regulations and formulating new ones; strengthening institutional interdependence and coordination; providing proper tools and instruments for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

    1.1 A project on assessing the cost and efficiency of public service delivery .

    1.2 A project in the area of public-private partnership to create new mechanisms to expand and strengthen the partnership of the two sectors

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 Morocco:

3.1 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.

3.2 The application of the code of conduct for officials. In Morocco, 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.

3.3 A project for incorporating in a legal framework the rights and duties and the code of conduct governing the relation between citizens, civil servants and the public sector. This could include the support the promulgation of a law to improve the interaction between citizens and the public sector.

3.4 Capacity-building of public sector officials and employees towards participatory management. Assistance is required to improve the dealing of public sector officials with citizens by expanding training on participatory planning and participatory management, covering a detailed assessment of training needs and the design and implementation of training modules.

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 the National Body for the Evaluation of Public Policies in Morocco

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:

3.11 Providing assistance for the establishment of centers for legal and administrative advice for citizens, which would be free of charge and operated by either a public side or by a civil society organizations, was requested by Morocco. Several Arab countries have also expressed the requirement to support and strengthen the use of opinion polls to measure the satisfaction of citizens as users and beneficiaries. Support would also include the strengthening of the role of independent bodies and institutions to conduct these opinion polls.

3.12 Public sector performance would be improved significantly by creating the necessary incentives.