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

Steering Group Meeting at Ministerial Level

Hosted by the Arab Republic of Egypt

TUNISIA

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

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to reorganization with a view to increasing efficiency; analysis of rules and procedures with a view to eliminating outdated and unnecessary regulations and formulating new ones; strengthening institutional interdependence and coordination; providing proper tools and instruments for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

    1.1 A project on reviewing the rules and regulations of business transactions, and improving the process of policy formulation and the drafting and issuance of rules and regulations.

    1.2 A project on evaluating the performance of public agencies in delivering public services particularly in the fields of health, education, environment, veterinary health, agriculture extension services, customs and tax collection.

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:

    1.1 Providing specialized legal training on economic issues

    1.2 Enforcement of judgments

    1.3 Computerizing case tracking and judicial assignment functions

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 Tunisia:

    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.

    3.6 The creation of a national monitoring center is needed, which would study the nature of inquiries and complaints of citizens. More specifically, the call for the creation of such a center was expressed by Tunisia.

    3.7 The need for Tunisia 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: