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

Steering Group Meeting at Ministerial Level

Hosted by the Arab Republic of Egypt

YEMEN

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

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to reorganization with a view to increasing efficiency; analysis of rules and procedures with a view to eliminating outdated and unnecessary regulations and formulating new ones; strengthening institutional interdependence and coordination; providing proper tools and instruments for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

    1.1 Capacity building project: There is a strong need to build the institutional capacity of agencies involved in delivery of public services. While all institutions at central and local levels need this kind of assistance, priority should first be given to central institutions operating in the fields of education and public health. Institutions need to be reviewed in terms of policies, rule-making, definition of mission and formulating of feasible objectives, organizational structure and human resources management. Staff adequacy in terms of number of staff needs also to be reviewed. Staff knowledge and skills need to be developed particularly in the areas of policy planning, program design, customer participation, activity implementation, evaluation of policies and rules, transparency of actions and management accountability.

1.2 A project to review the laws, rules and regulation as well as administrative procedures regulating the relationship between the public and private sectors. This review should lead the formulation of new policies and the drafting of new regulations that should strengthen, facilitate and encourage the involvement of the private sector as a partner in development. This is a fertile field for renewal to allow for an active involvement of the private sector in development activities.

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 Implementation of the United Nations Convention against Corruption

   2.3 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 Yemen:

   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 Supporting 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:

3.7 Several Arab countries, including Yemen, have 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.

3.8 Supporting better public sector performance by creating the necessary incentives. Representatives from Yemen suggested supporting the creation of a Higher Council for Excellence that will be in charge of rewarding outstanding work and projects with annual prizes. Another request from *Yemen* has been the support of an Initiatives Fund, with government resources and foreign donors contributions, which funds projects that aim at improving the services and at simplifying administrative procedures for citizens.