

Second action Plan of the Hashemite Kingdom of Jordan Presented to the OGP 2014-2016

Name of the Project	Procedures for project execution	Timeframe	Detailed time frame											
			2014	2015			2016							
Enhancing the Role of internal control units														
1- Adopt a standardized organizational structure for internal control units that encompass financial and administrative controls and identifies the party to which each unit reports (the minister, president of commission, or chairperson)	Develop an organization structure.	First quarter 2014- Second quarter 2014												
	Coordinating with ministry of finance to Embed the internal control bylaw (which substitute’s the financial control bylaw) with the roles and responsibilities and specifying the audit control unit affiliation.													
Upgrade and Publish Government Service Delivery Standards														
2- Identify and list government services and their providers and work on improving service delivery through the following: <ul style="list-style-type: none">• Provide continuing specialized training to service delivery professionals.• Enhance programs and e-	Unify governmental services “information form”.	First quarter 2014- fourth quarter 2015												
	Prepare a services guide for the governmental institution services (25 manuals per year).													
	Conducting training programs in the field of services development (restructuring, simplifying procedures, specifying the needs and measuring the customer satisfaction), (4 training programs per year).													

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linkage systems to support the one-stop-shop approach. • Review, develop and simplify the required steps for accessing services. • Improve the service delivery environment in terms of locations and facilities.	Listing and sorting the needs of governmental departments to deliver their services and prepare suitable suggestions to provide these services, and implement electronic connections in cooperation with departments possessing information and the Ministry of Communications and Information Technology. (4 institutions per year)													
	Prepare technical reports for the reengineering processes for desired services (9 services per year)													
3- Develop service delivery standards and targets so as to limit the use of discretionary powers in providing services, meet customers’ needs and expectations by listening to them, align with best practices, and take into consideration financial and legislative limitations.	Continue in providing requirement for services development bylaw No.64 year 2012 that reinforce governmental departments to develop and publish services delivery standards.	First quarter 2014-fourth quarter 2015												
	Prepare and publish a governmental institutions services’ manuals and make them accessible to the customers electronically and in the services delivery locations (25 manuals per year).													
	Reinforce governmental institutions to publish services delivery standards and to commit to them by preparing services charters.													

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4- Obligate institutions and departments that provide services to publish service delivery standards and in manuals that include the procedures, responsibilities, timeframe, fees (if any), and needed documentation for each service. These manuals should be made available by publishing them on websites, customer service centers, etc.	List and sort the services provided by governmental institutions in a form of service card template that includes all information specified by the project. (25 manual per year)	First quarter 2014- fourth quarter 2015												
5- Intensify monitoring of and accountability procedures to ensure full compliance with service delivery standards.	Conduct a periodic assessment for institutions to assure they provide requirements of the services development bylaw No 64 for the year 2012	First quarter 2014- continuous												
6- Conducting unannounced periodic assessment for the service delivery process and identify areas and opportunities for potential improvements, and implementing them in	Conduct field visits and prepare assessment reports and report them to the cabinet and relevant parties (9 visits per quarter)	First quarter 2014- continuous												
	Continues Monitoring and evaluation of the development plan throughout the implementation.													

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cooperation with the concerned government institutions.														
7- Upgrading the government services provided in governorates and remote areas to reach the level at which they are served in the capital.	List and sort the services provided by governmental institutions and their directorates in the governorates.	First quarter 2014-continuous												
	Study the possibility of simplifying procedures for the services delivery process in the governorates by the delegation of authority, and electronically connecting the divisions in the center with their directorates in the governorates.													
	Cooperate and coordinate with the E-Government Program to study the possibility and applicability of the connection.													
8- Developing an monitoring body for assess government services and measuring customer satisfaction.	Setting up the observatory’s technical specifications.	First quarter 2014-fourth quarter 2016												
	Training workshops.													
	Launching the observatory.													
	Receiving suggestions and comments from the customers.													
	Monitoring reports.													
Public Administration Development														

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9- Public sector restructuring: <ul style="list-style-type: none"> • Review the components of government (independent agencies, government departments, ministries, etc.) • Amend relevant legislation. • Carry out restructuring processes in the public sector. • Develop the organizational structures of government agencies, and revise their administrative organization bylaws to prevent any conflict with the Civil Service Bylaw. 	Implementing the “restructuring of institutions and government departments” law that as approved by the parliament in April 2014, which contains (dissolving\merging\ change of affiliation) for number of governmental institutions. The implementation include: <ul style="list-style-type: none"> - Legislations amendments proposals. - Human resources reallocating plans. - Organization structures for the affected institutions. 	First quarter 2014- fourth quarter 2016												
	Conduct new restructuring studies: <ul style="list-style-type: none"> - Study the possibility and feasibility of restructuring the institutions and companies included in the governments units’ budget law. And Sectoral restructuring (2 sectors in 2014). - Submit the recommendations to the cabinet for endorsement. 													
	<ul style="list-style-type: none"> - Legislations amendments proposals. - Implantation 													

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	Develop organizational structures for the government ministries\ institutions\ departments (16 institutions per year)													
10- Update the Civil Service Bylaw: <ul style="list-style-type: none"> • Revise the Civil Service Bylaw to reflect latest developments and changes in civil service. • Embed in the Civil Service Bylaw provisions concerning civil servants and civil service derived from the National Integrity System so as to limit the use of discretionary powers by civil servants and put emphasis on clear and declared procedures. • Build the capacity of the Civil Service Bureau. 	Modifying and adopting the instructions issued according to the civil service bylaw, and conducting specialized awareness workshops for human resources to introduce the most prominent amendments on the bylaw and instructions.	First quarter 2014- third quarter 2014												

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11- Activate the Code of Ethics and Professional Conduct in Civil Service by conducting a series of training programs and awareness sessions.	Awareness workshops for human resources managers													
	Awareness workshops for heads of human resources departments													
	Coordinating with public administration institute to embed the code of conducts inclusions in the training courses for middle and top management, in addition to new employees.													
12- Build the institutional capacity of human resources units in the public sector, with special focus to the following aspects: • Develop and adopt an operational manual containing all policies and procedures that	Issue of HRM assessment and operational manuals	First quarter 2014- fourth quarter 2016												
	implementing the project in five pilot institution.													

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<p>govern the work of HR management units and guarantees transparency and fairness in the implementation of these procedures.</p> <ul style="list-style-type: none"> • Train HR units' personnel in modern HR management and development techniques and practices. • Provide HR units' personnel with skills and knowledge related to the national integrity system. 	Monitoring reports and updating the manuals													
Enhance the Principles of Good Governance in the public and private sectors and civil Society Institutions														
13- Applying the principles of good governance in the public and the private sectors and civil society organizations. Formulate and adopt good governance policies and programs and include them in relevant legislation to bridge gaps in this area. Promote societal and institutional awareness using all means of communication with	Develop a the governance practices manual	First quarter 2014- fourth quarter 2016												
	Conduct awareness and training workshops.													
	Prepare monitoring reports													

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society and institutions to ensure adoption of good governance policies.														
Civil integrity and oversight institutions														
14- Restructuring the media sector to upgrade its performance.	List, sort, and analyze the current roles of the institutions working in the sector and specify the roles and responsibilities to be carried out by the governmental body and to distribute it among those institutions Specify the institutions that will be exposed to (merging, dissolving, change affiliation, and developing new organization structure and human resources reallocation plan). Legislations amendments proposals approved by the government. Follow up the implementation	First quarter 2015- fourth quarter 2015 (this sector was restructured by the “restructuring of institutions and government departments” law, which approved by the												

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		parliament in April 2014)												