



Memorandum on the preparation of the Kingdom of Morocco's action plan on Open Government

Morocco has firmly committed itself to joining the Open Government Partnership (OGP), considered as an essential process to consolidate the progress made in terms of transparency, equity, integrity, and participatory democracy.

The country has endeavoured to meet the conditions for accessing this partnership by launching and carrying out various projects in the areas that render it eligible for the OGP, especially those concerning budget transparency, access to public information, integrity, and citizen participation.

To meet this objective, a national committee, that comprises high-level representatives from the main ministerial departments in Morocco, was established in 2012. Its mission was to promote the membership in this partnership and to coordinate the projects undertaken by Morocco in the areas related to Open Government. A secretariat was also set up within the Ministry of Administration Reform and Civil Service to coordinate and oversee the steering committee's work and take all the necessary steps to support the membership process.

Considering the fundamental role played by civil society in implementing the principles of Open Government, the steering committee was expanded to become a multi-stakeholders committee by including members of civil society, who are interested in Open Government.

In this same vein, consultations were held with the Organisation for Economic Cooperation and Development (OECD) to assess the criteria for joining the OGP, and a report, which includes a complete assessment of the status of Open Government in Morocco, was drawn up in collaboration with experts from the OECD. This report focuses mainly on citizen involvement in drafting public policies, budget transparency, integrity, and the use of ICT.

To implement the various recommendations stated in this report and to accelerate Morocco's efforts to join the OGP, the steering committee has developed an Open Government Action Plan. To do so, it has established five (5) themed sub-commissions composed of representatives from ministerial departments, governance institutions, the private sector, and civil society. They are in charge of **budget transparency, integrity and anti-corruption, access to information, consultation and citizen participation in drafting public policies, and communication.**

A small drafting committee was also created to draw up an action plan on Open Government. It comprises the coordinators of the sub-commissions, a representative from civil society, and the Open Government Secretariat in Morocco.

With the goal of further involving civil society in the process of cocreation of this action plan, various seminars, colloquia, and study visits have been organised in collaboration with the OECD and in the presence of OGP experts.

These included workshops organised with the OECD on “Involving Moroccan Society in Open Government: Increasing Civil Society’s Participation in the OGP Process in Morocco,” held on 29 September 2015, and on “The Role of Civil Society in Open Government,” held on 17 February 2016, both in Rabat. A large number of representatives from civil society participated in the workshops, which produced a set of recommendations on involving civil society in prompting the principles of Open Government.

The first draft of the Open Government Action Plan, drawn up in collaboration with representatives from civil society, was presented at the Steering Committee Meeting held on 3 November 2016. A videoconference was organised for this occasion with OGP experts from France and Great Britain, who provided their feedback and recommendations on the draft of the action plan.

On 4 October 2017, the Ministry organised a seminar on Open Government in Morocco, in collaboration with the OECD, on the theme: “Towards a more effective participation of citizens in public life,” during which the draft of the action plan was presented. This was an opportunity to discuss the role of the media and youth in creating a more Open Government and increasing participation in public life.

The Minister also presented this draft action plan to the Government Council on 16 November 2017. Following this presentation, it was recommended that this draft be updated to match the new directions and priorities adopted by the Moroccan government.

Consequently, the draft action plan was the subject of a consultation with members of the steering committee, namely representatives of ministerial departments, governance bodies, and civil society, all of which made comments and proposals that were incorporated into the new action plan.

With a view of sharing international best practices on Open Government, a seminar was also organised on 23 and 24 January 2018, in collaboration with the Spanish Agency for International Cooperation (AECID), to learn more about the Spanish experience in this domain.

And with the publication of Law No. 31.13 on Access to Information on 12 March 2018 in the Official Gazette, Morocco fulfilled the eligibility criteria to join the OGP.

To this end, a meeting for the Open Government steering committee was scheduled on 22 March 2018 at the Ministry of Administration Reform and Civil Service to agree upon the updated commitments, which outline Morocco’s new Open Government Action Plan from August 2018 to August 2020.

Following the official announcement of Morocco's joining the OGP, the ministry organised several workshops with focal points (project managers in charge of implementing the commitments) to finalise the commitment letters according to the OGP's most recent framework and to emphasise the commitment's impact, with a further specification of the milestones and the indicators.

This final version was shared with civil society at an event organised by Transparency International Morocco on 07 July 2018, the purpose of which was to present the final version of the action plan to representatives of civil society working in the field of OGP. It was also an opportunity to get their feedback, and to consider the ways in which government and civil society can work together, as well as the role that civil society has to play in implementing and assessing each commitment.

Lastly, a Moroccan delegation, comprising representatives from government and civil society, participated in the OGP Global Summit held in Tbilisi on 17-19 July 2018 with the aim of learning as much as possible about OGP best practices in general, and about strengthening the role of civil society in developing, implementing, and assessing OGP commitments, in par.

Moving forward, a dedicated governance structure will be setup to ensure an efficient co-implementation and co-evaluation process with civil society.

The OGP governance structure would need to answer the following three main questions:

- Accountability: Build a space to provide supervision via periodic feedback and input to the whole OGP process.
- Commitment tracking: Build a space to monitor the progress on the success of different commitments and manage its risks and challenges.
- Awareness raising: Build a community around OGP to promote principles of openness and provide opportunities for proposals and suggestions.
- The latest proposes considers three governing structures:
- A steering committee: a mixed committee of Government representatives and Civil Society representatives with a balance between the two representations.
- An implementation committee: A committee of government only representatives. Its role is to closely monitor the implementation of the OGP NAP and to identify opportunities and challenges to succeed this plan.
- A CSO Forum: would be open to different CSOs interested on OGP topics. CSOs shall be encouraged to create thematic and/or territorial structures for further collaboration on the OGP process.

List of Morocco's commitments on Open Government

Access to Information

Commitment 1: Increasing public awareness about the right of access to information

Commitment 2: Designating and training information officers within public agencies and institutions

Commitment 3: Establishing administrative bodies in charge of archives and training of trainers on archives management

Commitment 4: Increasing the publication and reuse of open data

Commitment 5: Establishing a mechanism for environmental data sharing (National Observatories for Environment and Sustainable Development)

Commitment 6: Setting up a transparency portal

Integrity and anti-corruption

Commitment 7: Setting up an integrity portal

Commitment 8: Establishing a legally binding framework of public services

Commitment 9: Improving reception facilities for users by experimenting the use of IDARATI scheme in pilot sites

Commitment 10: Strengthening the mechanisms for receiving, overseeing, and processing users' complaints, observations and suggestions related to public services

Budget Transparency

Commitment 11: Promoting budget transparency by publishing budget reports in line with international standards

Commitment 12: Implementing the provisions of Organic Law No. 130-13 on the finance law relating to budget transparency and performance-oriented budgeting

Commitment 13: Strengthening mechanisms to promote transparency on public funding of civil society organisation using the "Charaka" portal

Citizen Participation

Commitment 14: Dynamize the consultative process at the national and regional levels

Commitment 15: Setting up an electronic platform for "citizen participation"

Commitment 16: Strengthening citizen participation through the civil society's appropriation of the mechanisms of participatory democracy

Commitment 17: Strengthening access of civil society to audio-visual media

Communication and raising awareness about Open Government

Commitment 18: Communicating the fact that Morocco joined the OGP at a large scale and informing the public about its progress in terms of Open Government

Commitment 1 Increasing public awareness about the right of access to information	
December 2018 -December 2019	
Lead implementing agency/actor	Ministry of Administration Reform and Civil Service
Commitment description	
What is the public problem that the commitment will address?	<p>In March 2018, Morocco adopted a new law on the right of access to information, which shall enter into effect one year after its publication.</p> <p>This is the first time in Moroccan history that a law of the Right of Access to Information is adopted, and the popular awareness about its existence has been limited so far.</p> <p>The full enjoyment of this right by Citizens requires a degree of awareness about the law and its provisions.</p> <p>An appropriate communication strategy is necessary to reach different target audiences.</p>
What is the commitment?	<p>This commitment consists of:</p> <ul style="list-style-type: none"> ▪ Developing a communication plan around the law on the right of access to information ▪ Developing informational content on right of access to information ▪ Defining the appropriate media to use to facilitate the flow of information pertained to this right ▪ Producing the means of popularisation on the basis of informational content developed in several languages ▪ Disseminating the means of popularisation on the most appropriate channels, in accordance with the communication plan. <p>The commitment will:</p> <ul style="list-style-type: none"> ▪ Familiarise the public with the right of access to information how to benefit from it ▪ Ensure a positive reactivity from public officials and servants to proactive requests for information and publication ▪ Help the public effectively enjoy this right. <p>The implementation of this commitment will be assessed on the basis of the following indicators:</p> <ul style="list-style-type: none"> • Number of forms of communication produced • Percentage of the communication plan's implementation. • Number of requests for information made by people requesting information
How will the commitment contribute to solve the public problem?	<p>The production of means of popularisation and the organisation of communication and awareness-raising campaigns right of access to information will help the public know its rights in terms of the types of information, relevant government bodies, procedures for obtaining information, and means and procedures for appealing.</p>

	Once the public is aware of this law, it will enjoy its right to access information.	
Why is this commitment relevant to OGP values?	The public awareness and enjoyment of the right to access to information, is a condition for more transparency, better accountability and citizen participation.	
Additional information	Related commitments: <ul style="list-style-type: none"> • Commitment 2 • Commitment 4 • Commitment 6 	
Milestone Activity with a verifiable deliverable	Start date	End date
Developing a communication plan around the law of the right of access to information	December 2018	January 2018
Developing informational content on the right of access to information	January 2018	June 2019
Defining the appropriate media to use to facilitate the flow of information pertained to the right of access to information	June 2019	June 2019
Producing the means of popularisation on the basis of informational content developed in several languages	July 2019	September 2019
Using the means of popularisation in accordance with the communication plan on the most appropriate channels	September 2019	December 2019
Organisation of meetings at the central, regional, and local levels	September 2019	December 2019
Contact information		
Name of responsible person from implementing agency	Mr Hatim MOURADI	
Title and department	Head of Division of Innovation and Modernisation Programmes / Ministry of Administration Reform and Civil Service (MRAFP)	
Email and telephone	h.mouradi@mmsp.gov.ma / 00212 5 37 67 99 61	
Other actors involved	State actors involved	

	NGOs, private sector, international organisations, and working groups	
Commitment n° 2		
Designating and training information officers within public agencies and institutions		
From January 2019 to June 2019		
Lead implementing agency/actor	Ministry of Administration Reform and Civil Service (MRAFP)	
Commitment description		
What is the public problem that the commitment will address?	<p>Article 13 of the new Law on the Right to Access Information articulates the need to designate of points of contacts responsible for receiving, reviewing and providing the requested information, and assisting the applicants in this regard.</p> <p>For the time being, government bodies and public institutions do not have contact points in charge of providing information in line with the Law on the Right of Access to Information.</p> <p>The lack of points of contact would hinder the proper application of the law and the enjoyment of the right to access to information, as requests for information will remain unanswered.</p>	
What is the commitment?	<p>This commitment consists of:</p> <ul style="list-style-type: none"> ▪ Defining the criteria for designating the information officers and their substitutes based on the human resources and size of each government body ▪ Developing a training plan for the persons in charge of delivering information ▪ Developing course units for the training ▪ Drafting an official letter issued by the Head of Government calling on government bodies and public institutions to designate the information officers and their substitutes. ▪ Conducting a training programme in collaboration with civil society for the designated information officers. <p>The implementation of this commitment will:</p> <ul style="list-style-type: none"> ▪ Guarantee that requests for information are managed appropriately ▪ Ensure that government bodies react positively to applicants' request for information ▪ Ensure the effectiveness of rules to exercise the right 	

	to access information	
How will the commitment contribute to solve the public problem?	The designation and training of information officers and their substitutes will help government bodies and public institutions interact with applicants' request for information through the identification of a recognised, well-trained contact point. The latter will respond to the applications, thus guaranteeing the effectiveness of the Law on the Right to Access Information.	
Why is this commitment relevant to OGP values?	<p>Designing the information officers, tasked with receiving, reviewing and delivering the requested information, will ensure the effectiveness of the law to access information, thus having a positive impact on citizens' daily lives. The information officers shall check the eligibility of requests and deliver only publicly accessible information. If necessary, they shall assist applicants in preparing their requests.</p> <p>This will better help the public access the requested information</p>	
Additional information	<p>Related commitments:</p> <ul style="list-style-type: none"> • Commitment 1 • Commitment 3 • Commitment 4 • Commitment 6 	
Milestone Activity with a verifiable deliverable	Start date:	End date:
Defining the criteria for designating the information officers and their substitutes based on the human resources and size of each government body	January 2019	March 2019
Developing a training plan for the persons in charge of delivering information	January 2019	March 2019
Developing course units for the training	January 2019	March 2019
Drafting a circular letter issued by the Head of Government calling on government bodies and public institutions to designate the information officers and their substitutes.	January 2019	March 2019
Conducting a training programme in collaboration with civil society for the designated information officers.	June 2019	June 2019

Contact point details		
Name of contact point (project manager)		Mr Hatim MOURADI
Position/department		Head of Division of Innovation and Modernisation Programmes / Ministry of Administration Reform and Civil Service (MRAFP)
Email and telephone		h.mouradi@mmsp.gov.ma / 00212 5 37 67 99 61
Other actors involved	State actors involved	<ul style="list-style-type: none"> ▪ ▪ ▪ Government bodies Public institutions Any legal person under public law
	NGOs, private sector, international organisations, and working groups	<ul style="list-style-type: none"> ▪ ▪ Civil society organisations Non-governmental organisations
Commitment n° 3		
Establishing administrative bodies in charge of archives and training of trainers on archives management		
From August 2018 to June 2020		
Lead implementing agency/actor	Archives of Morocco	
Commitment description		
What is the public problem that the commitment will address?	<p>Article 5 of Law n° 69.99, issued on 30 November 2007, states that “persons, bodies and institutions, referred to in Article 3 of the present Law, shall, in collaboration with the Archives of Morocco, and in line with its tasks, draw up and implement a programme to manage and their current and intermediate archives. This programme sets out the structures, resources and rules to manage these documents, starting from their creation until their final archiving in a public archiving unit or their destruction”.</p> <p>“To this end, an archive committee, run and managed by an administrative body, shall be established within government bodies” (Article one of decree n° 2.14.267 issued on 4 November 2015 setting terms, conditions and rules to manage, sort and destroy current and intermediate archives, and deliver the final archives”</p> <p>However, following a research conducted by the Archives of</p>	

	<p>Morocco on “the status of the Archives and Archiving Practices within the central government bodies”, the majority of the government bodies lack administrative bodies responsible for managing their entire documentary heritage. Only 18 out of 44 ministerial departments have administrative bodies, which manage the documentary heritage. These departments do not have relevant governance bodies, including, in particular, planning and monitoring committees, and the tasks entrusted to the administrative structures responsible for archives are limited to managing the documents for a few administrative entities (staff, finance and accounting files, etc.).</p> <p>The absence of dedicated administrative structures raises major issues such as the preservation, management, and communication of the archives, hence making government bodies unable to respond as timely as possible to requests for information. This has a negative repercussion on transparency, public accountability, and citizen participation in public life.</p>
<p>What is the commitment?</p>	<ul style="list-style-type: none"> ▪ For the 18 ministerial departments with existing structures: Creating archive committees, replacing the administrative structures under the direct authority of the General Secretariats, creating bodies responsible for the archives the devolved units, tallying their tasks with the ones listed in Article 5 of the aforementioned decree ▪ For the other 26 ministerial departments without structures: Creating archive committees, administrative structures to be placed under the direct authority of the General Secretariats, and bodies responsible for the archives within the devolved units; ▪ Training managers of the structures responsible for managing the archives within the ministerial departments, and empowering them to transfer their knowledge, acquired during the training, to their colleagues in charge of managing the government body’s information and documents. This step will enable managers and colleagues to master rules and procedures for managing current and intermediary archives, as detailed in the Reference Guide for Managing Public Archives.
<p>How will the commitment contribute to solve the public problem?</p>	<p>This commitment will enable government bodies to have operational and decision-making bodies and well-trained staff in terms of archiving and managing information according to professional standards and best practices. Information managed in this way is more accessible and can easily be available to the public, either at the government’s initiative or upon request.</p>
<p>Why is this commitment relevant to OGP values?</p>	<p>Structuring/institutionalising archive management within government bodies is key to the successful implementation of the right to access information.</p> <p>Once the public can access information, it will be familiar with public decisions projects in preparation. Consequently, citizens will be aware of public management, be able to hold public officials accountable, and boost government action by monitoring projects in progress.</p> <p>Thus, a logic and effective archive management is relevant to transparency, public accountability, and civic participation.</p>
<p>Additional information</p>	<p>This commitment is a part of the National Strategy on</p>

	<p>Archives. The 2018-2021 National Plan on Democracy and Human Rights also promotes this strategy through a certain number of measures regarding legislative and institutional aspects, communication, awareness raising, and stakeholder capacity building (5th sub-axis: preserving and safeguarding archives – 4th axis of the Plan: Legal and institutional framework).</p> <p>The Plan's goals in terms of archives are: The overall goal:</p> <ul style="list-style-type: none"> ▪ Strengthening the National Strategy on Archives <p>The specific goals:</p> <ul style="list-style-type: none"> ▪ Applying the legal and regulatory provisions on archives; ▪ Promoting a culture of archives in the public and private sector; ▪ Promoting the organisation, safeguarding, and development of archives; ▪ Promoting the culture of archives within society to preserve national memory. <p>Structuring the archive management and capacity building of government staff in this area is a part of a national policy to further the process of political reforms, strengthen rule of law, protect and promote human rights, and support initiatives that strengthen participatory democracy.</p> <p>Related Commitments:</p> <ul style="list-style-type: none"> • Commitment 2 	
Milestone Activity with a verifiable deliverable	Start date:	End date:
General diagnosis of the status of the archives (review of the status of the archives and archiving practices within the central government departments)		
Data collection	January 2015	December 2015
Assesment of collection tools (questionnaires, interviews, site reports)	January 2016	March 2016
Drafting and publication of final report	April 2016	December 2017
Implementation of the project's operational plan		
Calculation of the level of structuring the archive management within the ministerial departments	August 2018	September 2018
Classification of the ministerial departments into two categories (category 1: upgrade [18 departments], category 2: establishment [26 departments])	September 2018	October 2018
Preparation of the training sessions (trainers, logistics, budget, targets, etc.)	November 2018	December 2018

Structuring of the archive management		
Provide the category 1 departments with the necessary technical assistance to upgrade their archive management programmes, especially in terms of readjusting the administrative bodies responsible for the archives and creating Archive Committees	January 2019	February 2019
Provide the category 2 departments with the necessary technical assistance to develop their archive management programmes, especially in terms of creating the structures and the Archive Committees	January 2019	February 2019
Development of the training plan		
Development of the training programme	June 2019	September 2019
Designation of the beneficiaries	March 2019	April 2019
Identification of the trainers	September 2019	October 2019
Implementation of the training plan		
Group 1: 11 beneficiaries	January 2020	January 2020
Group 2: 11 beneficiaries	February 2020	February 2020
Group 3: 11 beneficiaries	March 2020	March 2020
Group 4: 11 beneficiaries	April 2020	April 2020
Assessment of the training	May 2020	June 2020
Contact point details		
Name of responsible person from implementing agency	Mr Mhammad HAMMOUMI	
Position/department	Person in charge of managing the division of archives for central government departments and public institutions, Archives of Morocco	
Email and telephone	archives.publiques@archivesdumaroc.ma 00212 5 37 77 66 85	
Other actors involved	State actors involved	<ul style="list-style-type: none"> ▪ Ministerial departments ▪ The High Commissions ▪ The General Delegation of Prison Administration and Reinsertion

	<p>NGOs, private sector, international organisations, and working groups</p>	<ul style="list-style-type: none"> ▪ Training firms ▪ School of Information Sciences (ESI) ▪ National Association of Information Scientists (ANI)
<p>Commitment n° 4 Increasing the publication and reuse of open data</p>		
<p>From August 2018 to August 2020</p>		
<p>Lead implementing agency</p>	<p>Ministry of Administration Reform and Civil Service (MRAFP)</p>	
<p>Commitment description</p>		
<p>What is the public problem that the commitment will address?</p>	<p>The new Law on the Right to Access to Information No. 31-13 specifies the need for a proactive publication of data. Even though Morocco set up an open data platform, already in place in 2011, 'data.gov.ma', usage of this platform remains very limited in terms of:</p> <ul style="list-style-type: none"> - The number of member institutions that share data with the public - The quantity of data published and accessible to the general public - The reuse of this data by the various actors 	
<p>What is the commitment?</p>	<p>This commitment consists of:</p> <ul style="list-style-type: none"> • Creating a national data strategy ▪ Creating governance for open data to coordinate the policy of openness and the sharing and reuse of public data to include all stakeholders, including the private sector and civil society. ▪ Implanting an organisation within the ministerial departments, public institutions, and territorial authorities that enables the selection, collection, categorisation, and validation of data to be provided to the public or published according to the laws in force. ▪ Developing a manual setting rules for collecting, processing, disseminating, and updating open data. ▪ Training data officers within government departments and public institutions on rules for collecting, processing, disseminating, and updating open data. ▪ Communicating and raising public's awareness (government departments, citizens, companies, researchers, tourists, investors, civil society, etc.) about the benefits of openness, sharing, and reuse of data. <p>The impact of this commitment will be assessed on the basis of the following indicators:</p> <ul style="list-style-type: none"> - Number of institutions participating in the Open Data Strategy (to be increased by 100%: from 16 to 32) 	

	institutions) - Number of data sets published on the platform data.gov.ma (to be increased by 100%: from 136 to 300 data sets) - Number of data reuse initiatives: 20 initiatives	
How will the commitment contribute to solve the public problem?	Creating an Open Data governance system and promoting the publication and reuse of open data will directly support the more proactive publication of data, as stated in the Law on the Right to Access to Information.	
Why is this commitment relevant to OGP values?	A better Open Data Policy leads to: <ul style="list-style-type: none"> - greater transparency through proactive publication, as stated in the Law on the Right to Access to Information - greater accountability through an easier factual assessment of the government department's performance - citizen participation in promoting a culture of reusing public data and requesting information. 	
Additional information	Related commitments: <ul style="list-style-type: none"> • Commitment 1 • Commitment 2 • Commitment 5 • Commitment 6 	
Milestone Activity with a verifiable deliverable	Start date:	End date:
Benchmarking data strategies	October 2018	December 2018
Assessing the status of data in Morocco	December 2018	April 2019
Developing the strategy rules of procedures of public data	May 2019	October 2019
Creating a governance devoted to open data	November 2019	January 2020
Preparing the procedures manual for collecting, processing, disseminating, and updating open data	November 2019	January 2020
Training government departments on publishing open/proactive data	February 2020	March 2020
Communicating and raising awareness about the benefits of open data	January 2020	June 2020
Contact point details		
Name of contact point (project manager)	Ms Samia CHAKRI	
Position/department	Director of Information Systems, Ministry of Administration Reform and Civil Service	

Email and telephone		
Other actors involved	State actors involved	<ul style="list-style-type: none"> ▪ Ministry of Industry, Trade, Investment, and Digital Economy (MICIEN) ▪ Ministry of Relations with Parliament and Civil Society ▪ High Commission for Planning ▪ Other ministerial departments and public institutions
	NGOs, private sector, international organisations, and working groups	<ul style="list-style-type: none"> ▪ Civil society organisations interested in transparency ▪ Civil society organisations interested in promoting digitalisation ▪ Universities and research centres ▪ International organisations for the promotion of Open Data

Commitment 5
Establishing a mechanism for environmental data sharing (National Observatories for Environment and Sustainable Development)

From July 2018 to August 2020

Lead implementing agency/actor

Secretariat of State in charge of Sustainable Development (SEDD)
Directorate of Observation, Studies, and Planning

Commitment description

What is the public problem that the commitment will address?

Many issues arise when it comes to accessing information on environment and sustainable development at the regional level and its circulation, namely:

- The non-institutionalisation of regional networks for information and data sharing
- The absence of a dynamic regional platform to share information and data on environment and sustainable development.

What is the commitment?

This commitment will strengthen and revitalise the Regional Monitoring Centres on Environment and Sustainable Development (ONEDD), which manage and share environmental data and information with partners and the public. It is within this context that the Secretariat of State in charge of Sustainable Development began a large-scale project to supply each region with a Regional Information System on Environment and Sustainable Development (SIREDD).

This commitment consists of:

- Using and deploying a technology platform to manage and share environmental data;
- Updating the SIREDDs by collecting and adding data;
- Training and supporting regional partners to feed and update the SIREDDs;
- Developing a geo-catalogue and supplying it with data and

	<p>the anticipated services.</p> <p>The impact of this commitment will be assessed based on the following indicators:</p> <ul style="list-style-type: none"> ▪ Number of regional networks to share information and data institutionalised with gubernatorial decrees signed by the Walis (Governors) of the regions: 9 out of 12 of the Kingdom's regions; ▪ Number of SIREDDs deployed: 3 out of 12 of the Kingdom's regions. 	
How will the commitment contribute to solve the public problem?	The creation of regional information sharing networks and the development of the SIREDDs will invigorate the circulation of environmental information at the regional level.	
Why is this commitment relevant to OGP values?	<p>The importance of this commitment lies in the fact that it helps the regions to:</p> <ul style="list-style-type: none"> ▪ Invigorate the circulation of information and meet the needs of users from the public, private, and NGO sector with regard to environmental information through the development of a Regional Portal for Environmental Information; ▪ Provide a support tool for decision making and technological monitoring with regard to managing and protecting the environment and sustainable development; ▪ Set up a platform for the updating, production, and regular dissemination of environmental information and data; ▪ Build capacity among the regional managers with regard to the production, management, and use of information on environment and sustainable development. 	
Additional information	<p>The SIREDDs will be supplied with new modules and functionalities to monitor climate change indicators and the sustainable development goals (SDG).</p> <p>Related commitment: Commitment 4</p>	
Milestone Activity with a verifiable deliverable	Start date:	End date:
Creating the SIREDDs	July 2018	December 2018
Institutionalising the regional networks to exchange and share information on environment and sustainable development (SIREDD)	July 2018	December 2019
Capacity building for the regional managers on using the SIREDDs.	September 2018	December 2019
Contact point details		

Contact point name (project manager)		Ms Bourous Saida
Position/department		Head of Environmental Databases Unit Secretariat of State in charge of Sustainable Development (SEDD)
Email and telephone		Email: bourousaida1960@gmail.com bourous@environnement.gov.ma Telephone: (Landline) 05 37 71 77 62 (Mobile) 212 661 70 24 40
Other actors involved	State actors involved	<ul style="list-style-type: none"> ▪ Wilayas, Regions, Provinces, Prefectures, and Municipalities; ▪ Regional offices of Ministerial departments; ▪ Public Water Authorities; ▪ Regional Investment Centres; ▪ Regional Offices of the National Department of Water and Electricity; ▪ Universities and Research Institutes; ▪
	NGOs, private sector, international organisations, and working groups	<ul style="list-style-type: none"> ▪ NGOs and Civil Society; ▪ Private sector; ▪ German Agency for International Cooperation (GIZ).
Commitment n° 6		
Setting up a transparency portal		
From 30 August 2018 to 30 August 2020		
Lead implementing agency/actor	Ministry of Administration Reform and Civil Service (MRAFP)	
Commitment description		
What is the public problem that the commitment will address?	<p>Morocco has launched several projects to promote transparency, including:</p> <ul style="list-style-type: none"> - A national anti-corruption strategy - The law on the right to access information (proactive publication of public data, requests for access to information, etc.) - Joining the OGP <p>However, these efforts have been communicated to the public in a limited and fragmented manner, and citizens cannot easily obtain information related to the transparency projects.</p>	
What is the commitment?	This commitment is about the creation of a national transparency portal that allows for:	

	<ul style="list-style-type: none"> ▪ Submitting and monitoring requests for information, ▪ Publishing proactively the information held by government departments ▪ Publishing open data ▪ Publishing and monitoring the implementation of the National OGP Action Plan ▪ Citizen participation in drafting public policies on Open Government ▪ Publishing statistics and indicators on the Moroccan Government 	
How will the commitment contribute to solve the public problem?	This commitment highlights the efforts made to promote transparency and facilitates recognised access to different kinds of information.	
Why is this commitment relevant to OGP values?	The portal will increase transparency and access to information and update the public on achievements regarding Open Government.	
Additional information	Related commitments: <ul style="list-style-type: none"> • Commitment 1 • Commitment 2 • Commitment 4 	
Milestone Activity with a verifiable deliverable	Start date:	End date:
Organising a seminar to present the project and involve stakeholders	September 2018	September 2018
Identifying the portal's contents and services	September 2018	October 2018
Developing the portal	November 2018	December 2018
Preparing guides for updating the portal	January 2019	January 2019
Organising training sessions on the portal's management and use for partner government departments	February 2019	March 2019
Contact point details		
Contact point name (project manager)	Ms Ouiame EL MOUSTAMIDE	
Position/ department	Head of Division of Studies and Legislation, Ministry of Administration Reform and Civil Service	
Email and telephone	o.elmoustamide@mmsp.gov.ma 00212 5 37 67 98 95	
Other actors involved	State actors involved	<ul style="list-style-type: none"> ▪ Government departments

	NGOs, private sector, international organisations, and working groups	<ul style="list-style-type: none"> ▪ <p>Civil society</p>
Commitment n° 7		
Setting up an integrity portal		
From March 2018 to November 2019		
Lead implementing agency/actor	Central Authority for Prevention of Corruption (ICPC)	
Commitment description		
What is the public problem that the commitment will address?	<p>The Kingdom of Morocco has launched several projects to strengthen integrity, promote transparency, and fight corruption.</p> <p>However, communicating these efforts to the public is fragmented and limited. It is difficult to gather information on integrity and anti-corruption using one sole medium.</p> <p>Hence, establishing a national integrity portal will be a strong push. This project is specifically part of Axis 3, (“Transparency and Access to Information”) of the 2015-2025 National anti-corruption Strategy.</p>	
What is the commitment?	<p>The portal seeks to:</p> <ul style="list-style-type: none"> - Familiarise the public with the achievements and national actions developed in terms of integrity, and highlight the efforts made by the various stakeholders working on integrity and anti-corruption, - Provide users with a knowledge base that comprises all the data on integrity and related issues (fighting and preventing corruption, transparency, accountability, conflicts of interest, ethics, etc.); - Direct visitors to the entire platforms developed as part of the creation of a national integrity system and the national anti-corruption strategy; 	

	<ul style="list-style-type: none"> - Enable visitors to express their expectations, suggestions and complaints regarding integrity through a participatory virtual space; - Identify actions to be taken by different stakeholders related to integrity and anti-corruption. <p>The impact of this commitment will be evaluated on the basis of the following indicators:</p> <ul style="list-style-type: none"> - Number of institutions enriching the integrity portal; - Number of visitors; - Frequency of the portal's update. 	
How will the commitment contribute to solve the public problem?	This anticipated portal must provide its future users with a sector-specified and thematic view of all programmes conducted by stakeholders specialising in integrity in Morocco. It will constitute a main point of access to information on integrity.	
Why is this commitment relevant to OGP values?	The fulfilment of this commitment will strengthen efforts made to promote the principles of integrity, transparency, and good governance.	
Additional information	The success of this project will depend significantly on the involvement and willingness of the stakeholders, considered as vital sources of information who guarantee the portal's reliability and durability. Hence, special focus will be laid on the portal's governance and management, especially aspects concerning the collection of data and channels for interaction, all of which fall within the framework of agreements concluded by the Central Authority for Prevention of Corruption with its partners.	
Milestone Activity with a verifiable deliverable	Start date:	End date:
Designing the portal	March 2018	November 2018
Identifying the portal's content and services	December 2018	May 2019
Developing the portal	June 2019	August 2019
Preparing guides for updating the portal and organising training sessions for the partner government departments	September 2019	October 2019
Launching the portal	November 2019	

Contact point details	
Name of responsible person from implementing agency	Mr Abdellatif Mouatadid
Title and department	Director / Support Unit
Email and telephone	Email: mouatadid@icpc.ma Telephone: 0537578654 / 0661161260
Other actors involved	State actors involved
	NGOs, private sector, international organisations, and working groups
<ul style="list-style-type: none"> - Ministerial departments/government bodies; - Judiciary / Public Prosecutor's Office; - Parliament; - Control, audit, and inspection institutions; - Royal Gendarmerie, Central Police Administration, Customs and Indirect Taxes Authority; - Territorial authorities/regional councils; - National institutions. 	
<ul style="list-style-type: none"> - Civil society; - Mass media; - Labour federations and unions; - International bodies (GIZ, UNDP, OECD, World Bank, DCAF, Council of Europe, etc.). 	
Commitment n° 8	
Establishing a legally binding framework of public services	
September 2018 – June 2020	
Lead implementing agency/actor	Ministry of Administration Reform and Civil Service (MFPMA)
Commitment description	
What is the public problem that the commitment will address?	<p>Currently, public services are framed by different legal mechanisms (laws, decrees, circulars, orders, and memos). In many cases, these legislative texts are not respected: when it involves additional rules and stakeholders, requests for supporting documentation and fees, etc.</p> <p>Furthermore, rules related to public services are not always openly published and accessible to the public.</p> <p>This situation creates an imbalanced relationship between the citizen and the administration, which leads to abuse of power and corrupt practices.</p> <p>This situation can be avoided by setting a regulatory framework that requires government bodies to transcribe terms and</p>

	<p>conditions as well as rules, and necessary steps for public service delivery. They will help citizens react to any difference or discrepancy between the provision of an administrative service and what has been published.</p>
<p>What is the commitment?</p>	<p>The commitment involves provisions to be included in the public services charter, stated in Article 157 of the Constitution, which will:</p> <ul style="list-style-type: none"> • Require government bodies to transcribe terms and conditions, as well as rules and steps necessary for public service delivery, using a uniform and standardised model, posted on the national public services portal • Enforce the publication of what has been transcribed on the national public services portal and any other available medium to enable users to obtain the information they need. This will help them perform an act or access a public service • Update data on public services posted on the national public services portal following any change or modification • Ensure the respect of terms, conditions and rules related to public services published on the national public services portal or any other means of official communication or publication; see the “Principle of Enforceability” • Require public servants, in charge of delivering public services, to perform their tasks in a way that respects what has been communicated to users through the national public services portal or any other official means of publication or posting • Enable users to react to any difference or discrepancy between the delivery of a public service and what has been published. <p>This commitment will also:</p> <ul style="list-style-type: none"> • Establish a binding legal framework for government bodies with regard to public services delivered. • Improve the transparency of the services provided by government bodies • Force government bodies to remedy any abuses resulting from the non-respect of services published on the national public services portal "service-public.ma".
<p>How will the commitment contribute to solve the public problem?</p>	<p>The implementation of this commitment will provide a binding legal framework. Its application will force government bodies to normalise publish and respect public services, subject to sanctions. Thus, citizens will make sure that services consulted will be respected. If not, they will have legal guarantees to enforce the respect of these rules.</p>
<p>Why is this commitment relevant to OGP values?</p>	<p>The relevance of this commitment arises from the obligation to ensure transparency of public services delivered by each government body on the one hand, and to transcribe and publish all public services provided to users on the web portal “service-public.ma”, on the other.</p> <p>Thus, government bodies must provide users with reliable, clear information about public services delivery, thereby enabling them to react to any difference or discrepancy from what has been</p>

	published. This commitment would also push for better accountability as it enables service users to demand the public administration to respect the established guidelines.	
Additional information	Related commitment: Commitment 10	
Milestone Activity with a verifiable deliverable	Start date:	End date:
Inserting the project's provisions in the public services charter	September 2018	October 2018
Sharing the charter with all stakeholders	November 2018	December 2019
Adopting the charter	January 2019	June 2020
Contact point details		
Name of contact point (project manager)	Mr Hatim MOURADI	
Position/ department	Head of Division of Innovation and Modernisation Programmes / Ministry of Administration Reform and Civil Service (MRAFP)	
Email and telephone	h.mouradi@mmsp.gov.ma / 00212 5 37 67 99 61	
Other actors involved	State actors involved	<ul style="list-style-type: none"> ▪ Government bodies ▪ The judiciary ▪ Territorial authorities ▪ Public institutions and any other legal person under public law ▪ Any other public or private entity in charge of public service delivery
	NGOs, private sector, international organisations, and working groups	<ul style="list-style-type: none"> ▪ Non-governmental associations and organisations
Commitment n° 9		
Improving reception facilities for users by experimenting the use of IDARATI scheme in pilot sites		
From 2018 to 2021		
Lead implementing agency/actor	Ministry of Administration Reform and Civil Service	

Commitment description		
What is the public problem that the commitment will address?	<ul style="list-style-type: none"> ▪ Citizens experience public services as a power relationship that is unfavourable to them, and the service provided considered as a privilege rather than a right ▪ Insufficient or inadequate methods and tools used to tackle this issue ▪ Current reform attempts signal the lack of a comprehensive vision and coordinated approach ▪ Ununified reception facilities established within the government departments ▪ Low use of information and communication technologies to improve reception facilities 	
What is the commitment?	<p>This commitment consists of:</p> <ul style="list-style-type: none"> ▪ Supplying all public bodies with organisational tools and modes based on common terms of reference, which incorporates the principles of efficiency, transparency, and equality among users ▪ Ensuring that there are available staff who will help citizens and users process all the relevant forms. Staff must be qualified and trained on how to receive users and manage relationship with them. ▪ Organising the reception facilities in a way that respects the standardised rules and conditions ▪ Clarifying rules and framework for providing public services to restrict nepotism, favouritism, and corrupt acts. <p>The impact of this commitment will be assessed on the basis of the following indicators:</p> <ul style="list-style-type: none"> ✓ Corruption Perception Index ✓ Number of institutions participating in the programme ✓ Number of sectors affected by the programme ✓ ... 	
How will the commitment contribute to solve the public problem?	<p>Extending the use IDARATI scheme, via updating the pilot sites, training staff, and simplifying the procedures, along with its gradual generalisation, will improve the quality of reception facilities (access, orienting and serving users, handling complaints, and listening to their suggestions). It will also help fight corruption and improve government-citizen relationship.</p>	
Why is this commitment relevant to OGP values?	<p>The new approach promotes:</p> <ul style="list-style-type: none"> - Transparency on the procedures of public administrations - Citizen participation on providing feedback to improve the service of the public administration. <p>▪</p>	
Additional information	<ul style="list-style-type: none"> ▪ The programme designed to improve reception facilities forms part of the other programmes launched by the MRAFP in this domain: the national anti-corruption strategy, the public services charter, the simplification and dematerialisation of procedures, and the Open Government programme ▪ This programme helps achieve two sustainable development goals: objective 10, “reducing inequalities”, and objective 16, “peace, justice, and effective institutions”. <p>Related commitment: Commitment 10</p>	
Milestone Activity with a	Start date:	End date:

verifiable deliverable			
Updating the "Rabat vehicle registration centre" pilot site		2018	2019
Updating the "El Jedida provincial hospital" pilot site		2018	2019
Updating the "Moroccan Consulate in Algeciras " pilot site		2018	2019
Technical support for updating the Ain Sbaa Casablanca "oukacha" penitentiary pilot site		2018	2018
Contact point details			
Contact point name (project manager)		Mr Abderrahim HASSIA	
Position/department		National Director of the Programme to Improve Reception Facilities, Ministry of Administration Reform and Civil Service	
Email and telephone		a.hassia@mmsp.gov.ma / 00.212.5.37.67.99.83	
Other actors involved	State actors involved	<ul style="list-style-type: none"> ▪ Government bodies ▪ Territorial authorities ▪ State-owned companies and public institutions 	
	NGOs, private sector, international organisations, and working groups	<ul style="list-style-type: none"> ▪ United Nations Development Programme (UNDP) 	
Commitment n° 10			
Strengthening the mechanisms for receiving, overseeing, and processing users' complaints, observations and suggestions related to public services			
From 30 June 2018 to 30 June 2020			
Lead implementing agency/actor		Ministry of Administration Reform and Civil Service (MRAFP)	
Commitment description			
What is the public problem that the		Service recipients are unable to locate easy, accessible channels to lodge their complaints, observations, and suggestions. The	

<p>commitment will address?</p>	<p>traditional methods remain relatively inaccessible and ill suited. Following up the King's Speech delivered on 14 October 2016, and based on Decree No. 2.17.265, which sets out rules to receive, monitor and process users' complaints, observations, and suggestions, Morocco launched a national, multi-channel platform in January 2018 enabling users to lodge, monitor and process processing their complaints, observations, and suggestions. This platform entered into effect within 61 public bodies.</p> <p>However, this project remains unfinished, the mechanism has not yet been fully adopted, and timeframe to respond to users' queries leave room for improvement.</p> <p>A regular follow-up system and performance indicators must also be developed to measure the efforts made by the government to improve public service delivery.</p>
<p>What is the commitment?</p>	<p>The commitment shall:</p> <ul style="list-style-type: none"> - Increase the number of government bodies that have adopted the mechanism to receive, monitor, and process users' complaints, observations, and suggestions. - Enable the drafting and publication of periodical reports that highlight complaints, observations, and suggestions lodged by users, and the efforts made by the various government bodies to improve public service delivery based on data collected. <p>This commitment also involves the implementation of a follow-up and assessment process:</p> <ul style="list-style-type: none"> • Technical support to new bodies joining the platform • The training of new bodies joining the platform • The preparation by each government body of an annual report on the complaints, observations, and suggestions received from users that specifically contains: <ul style="list-style-type: none"> - A classification of the complaints, observations, and suggestions according to the types of public services provided - A list of measures adopted or to be adopted by the government body to improve these public services. • The preparation of a summary report by the Ministry of Administration Reform and Civil Service based on sector-specified reports and the indicators created on www.chikaya.ma platform. • The publication of sector-specified reports and the summary report after their approval. <p>The performance indicators for this commitment are:</p> <ul style="list-style-type: none"> • Increasing the number of participating government bodies by 50%, that is, from 61 to 90 government bodies, • Ensuring a 70% complaint response rate • Ensuring the respect of a 70% legal response timeframe • Ensure a response quality level with a 10% rate of renewed complaints.
<p>How will the commitment contribute to solve the public problem?</p>	<p>This commitment seeks to strengthen the implementation of a new mechanism that helps create a uniform means of recourse for service recipients and make government-user relationship more fluid.</p> <p>It will facilitate lodging and monitoring complaints at any time and anywhere, and save time and effort.</p> <p>This mechanism will promote channels of interaction between government bodies and users, assess the government's performance and improve the quality of its services.</p>

Why is this commitment relevant to OGP values?	<p>This commitment is essential to restore public trust in government through the creation of complaint channels and an increase in public accountability.</p> <p>This mechanism seeks to create solid relations that are characterised by the commitment will also favour the principle of social justice and anti-corruption, and it will offer an opportunity to citizens to participate in the improvement of public services.</p>	
Additional information	<ul style="list-style-type: none"> • The Ministry of Administration Reform and Civil Service will develop a guide for managing users' complaints, observations, and suggestions. It is considered as a tool to support the relevant government bodies in handling these stuffs. The guide will specifically provide a sector-specified report model that seeks to render this type of report uniform. • The project to prepare this guide is part of Programme 1 of the National anti-corruption Strategy; it is funded by the programme designed to support the implementation of this strategy, in partnership with the UNDP. • Related commitment: Commitment 8 	
Milestone Activity with a verifiable deliverable	Start date:	End date:
Technical support to the new bodies joining the platform	February 2018	December 2019
Training the new bodies joining the platform	February 2018	December 2019
Preparing a guide to manage users' complaints, observations, and suggestions	June 2018	October 2018
Distributing the guide to manage users' complaints, observations, and suggestions to the relevant government administrations	October 2018	December 2018
Preparing the annual sector-specified reports	January 2019	March 2019
Consolidating the annual sector-specified reports and preparing the annual summary report	April 2019	June 2019
Submitting the summary report to the Head of Government	June 2019	June 2019
Publishing the summary and sector-specified reports	July 2019	December 2019
Contact point details		
Contact point name (project manager)	Ms Ikram HIMMI	
Position/ department	Head of Division of Simplification Procedures and Ethics Support, Ministry of Administration Reform and Civil Service	
Email and telephone	i.himmi@mmsp.gov.ma / 002125 37 67 99 96	

Other actors involved	State actors involved	<ul style="list-style-type: none"> ▪ Government bodies ▪ Public institutions and any other legal entity under public law ▪ All other public or private entity in charge of public service delivery
	NGOs, private sector, international organisations, and working groups	<ul style="list-style-type: none"> ▪ Non-governmental associations and organisations



Commitment 11

Promoting budget transparency by publishing budget reports in line with international standards

From August 2018 to August 2020

Lead implementing agency/actor	Ministry of Economy and Finance
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Commitment description

What is the public problem that the commitment will address?	Over the past years, Morocco has made great efforts to promote budget transparency, especially with the enactment of the new Organic Law related to the Finance Bill, thus improving, in particular, its Open Budget index, and scoring 45/100 during the last survey conducted in 2017. Nevertheless, work still needs to be done, including the production and publication of three reports that Morocco has yet to produce, according to the last open budget survey, on the one hand, and the enrichment of contents of reports that Morocco does publish with a greater involvement of civil society, on the other.
What is the commitment?	<ul style="list-style-type: none"> ▪ Application of IBP standards on budget reports and their publication timeframes ▪ Involvement of civil society in the production of the Citizen Budget
How will the commitment contribute to solve the public problem?	By working on the production and publication of the eight reports required by the IBP (including the Citizen Budget) according to the predefined criteria, the Ministry of Economy and Finance will: <ul style="list-style-type: none"> ▪ Improve the quality and pertinence of information provided to the public and, consequently, create greater budget transparency ▪ Involve civil society in drafting a better-targeted citizen budget that responds more to citizen expectations in terms of information
Why is this commitment relevant to OGP values?	The publication and production of the eight budget documents according to international standards will: <ul style="list-style-type: none"> ▪ Provide the public with access to more exhaustive, higher quality information

	<ul style="list-style-type: none"> ▪ Enable civil society to interact better with the content of the Citizen Budget, and to work with the ministry on the constant improvement of this document to meet citizens' expectations. 	
Additional information	The commitment is fully consistent with the government programme to strengthen the values of integrity, public service reform, and the anchoring of good governance, especially with the goals set by the Ministry of Economy and Finance through the Budget Transparency Committee.	
Milestone Activity with a verifiable deliverable	Start date:	End date:
Producing a preliminary budget report according to international standards for the 2019 draft law of finance	July 2018	September 2018
Producing a preliminary budget report according to international standards for the 2020 draft law of finance	July 2019	September 2019
Extending the concept of the Citizen Budget to other phases of the budget cycle by developing a Citizen Budget in relation to the Budget Review law for the year 2016.	January 2019	March 2019
Extending the concept of the Citizen Budget to other phases of the budget cycle by developing a Citizen Budget in relation to the Budget Review Law for the year 2017	January 2020	March 2020
Hold consultations with civil society on the form and content of the Citizen Budget	May 2019	June 2019
Contact point details		
Contact point name (project manager)	Ms Hajar CHERKAOUI	
Position/ department	Head of Citizen Budget Unit, Ministry of Economy and Finance	
Email and telephone	cherkaouihajar@db.finances.gov.ma /+212610050908	
Other actors involved	State actors involved	<ul style="list-style-type: none"> ▪ All ministerial departments
	NGOs, private sector, international organisations, and	<ul style="list-style-type: none"> ▪ Members of civil society working in the field of transparency of public finance.

	working groups	
Commitment 12		
Implementing the provisions of Organic Law No. 130-13 on the finance law relating to budget transparency and performance-oriented budgeting		
From June 2018 to March 2020		
Lead implementing agency/actor	Directorate of Budget (Ministry of Economy and Finance)	
Commitment description		
What is the public problem that the commitment will address?	The need to implement constitutional provisions that consecrate the right to information, preserve balanced public finances, promote good governance, and strengthen accountability to meet the expectations of citizens, who are increasingly aware of their rights within a modern, democratic state.	
What is the commitment?	Increasing budget transparency while improving government performance and strengthening the role of Parliament on the budget debate and public finance scrutiny.	
How will the commitment contribute to solve the public problem?	<ul style="list-style-type: none"> ▪ Enriching budget information that are available to the Parliament and the public; ▪ Improving the budget's legibility by passing towards a per-program presentation of public policy, with the consolidation of the regional dimension, ▪ Communicating the Finance Bill on a large-scale, ▪ Consecrating the principles of assessment and accountability; ▪ Strengthening fundamental budget principles (budget and accounting sincerity, and rationalising of the creation and use of Independently Managed Special Accounts of Treasury and State Agencies). 	
Why is this commitment relevant to OGP values?	<p>The commitment is relevant because it makes budget information available to the public. The latter improves its quality and accessibility.</p> <p>The commitment is relevant in terms of public accountability, because each ministry prepares a Performance Report to support the budget review law for the year in question. This report compares the achievements with the initial forecasts, and it explains any discrepancies that may arise.</p>	
Additional information		
Milestone Activity with a verifiable deliverable	Start date:	End date:
Preparing the Annual Performance Report	2019	31 March 2020
Preparing the Performance Audit Report	2019	31 March 2020
Presenting the State's	June 2018	January 2019

overall, three-year budget programme and the budgets for the ministerial departments			
Contact point details			
Contact point name (project manager)		Mr Ahmed BERRADA	
Position/department		Associate Director in Charge of the Implementation of the Organic Finance Law, Directorate of Budget, Ministry of Economy and Finance	
Email and telephone		berrada@db.finances.gov.ma / 00 212 537 67 72 68 / 00 212 673 99 52 86	
Other actors involved	State actors involved	All ministerial departments	
	NGOs, private sector, international organisations, and working groups		
Commitment No. 13			
Strengthening mechanisms to promote transparency on public funding of civil society organisation using the “Charaka” portal			
30 June 2018 – 30 June 2020			
Lead implementing agency/actor		Ministry delegate to the Head of Government, in charge of Relations with Parliament and Civil Society, Government Spokesperson.	
Commitment description			
What is the public problem that the commitment will address?		<p>The Ministry delegate to the Head of Government, in charge of Relations with Parliament and Civil Society launched the Charaka portal in 2017 to increase transparency and good governance in the system for publicly financing associations by publishing all data on civil projects financed with public funds on this portal.</p> <p>Even though the portal has been operational for more than one year, the anticipated goal of this project has not been achieved. The uploading to the portal of continuous, reliable data by institutional actors has not taken place, despite the existence of the Prime Minister’s Circular No. 7/2003, which sought to lay the groundwork for a new partnership policy, understood as the whole of relations with associations, the participation and sharing of human, material, and</p>	

	<p>financial resources to provide social services, the carrying out of development projects, and the provision of services in the collective interest.</p> <p>The goal now sought to resolve this problem is to give new strength and momentum to this instrument so that government actors respond with greater seriousness, responsibility, and assiduousness, and to achieve the goals set by the government program through the regular uploading of data on public financing to the Charaka portal.</p>
<p>What is the commitment?</p>	<p>The Ministry delegate to the Head of Government, in charge of Relations with Parliament and Civil Society launched the “Charaka” portal to translate the Government’s willingness to promote partnerships with civil society organisations, considered as a solid instrument to Spearhead the new policy of proximity. It also facilitates access to information through support provided by the state to non-governmental organisations and publication of the Partnership’s call for proposals.</p> <p>This commitment seeks increased involvement by all the government actors involved in the disbursement of public funding to civil society organisations.</p> <p>It also enables civil society actors and other stakeholders to receive useful information on public funding awarded to civil society organisations.</p> <p>The indicators for this commitment are:</p> <ul style="list-style-type: none"> ▪ Drafting and adopting the Executive decree on partnership between the state and civil society organisations, ▪ Increasing the number of government bodies involved in public funding of civil society organisations from 20% to 70%, ▪ Increasing the number of government bodies committed to publication in the Portal from 20% to 70%, ▪ Mapping the distribution of public funds by region, type of project financed, and contact details of the beneficiary associations; ▪ Ensuring the publication of calls for proposals at (50%), to reach (80%) by 2020; ▪ Drafting and publishing an annual report that assesses public funding awarded to civil society organisations.
<p>How will the commitment contribute to solve the public problem?</p>	<ul style="list-style-type: none"> ▪ The adoption of an Executive Decree on the partnership between the state and civil society will have a legally imperative force that will oblige institutional actors to upload data regularly to the portal related to public funding of civil society organisations, ▪ Supporting the portal’s regulatory and technical functioning with a mixed committee (government departments and civil society) to oversee and assess the “Charaka” portal will incite institutional and civil actors to respond to requests from the portal’s direct managers; ▪ The publication of an annual, large-scale assessment report will hold institutional actors responsible, and provide civil actors with means to apply additional pressure to demand greater compliance with the goals set and to hold the government accountable.
<p>Why is this commitment relevant to OGP values?</p>	<p>The commitment is relevant to integrity and fighting corruption:</p> <ul style="list-style-type: none"> ▪ Achieving accountability and holding public and civil actors responsible by applying imperative rules and adequate mechanisms on the forms and manners of public spending allocated to civil society organisations.

	<p>The commitment is relevant to access to information:</p> <ul style="list-style-type: none"> ▪ The commitment helps the dissemination of information on public funds granted to civil society organisations, ▪ Opening the data allows for its reuse by citizens and civil society. <p>The commitment is relevant to budget transparency:</p> <ul style="list-style-type: none"> ▪ It creates greater transparency on the spending of public funds allocated to civil society organisations; ▪ It ensures equitable access to public funding granted to civil society organisations; ▪ It guarantees good financial governance in terms of public funds. <p>The commitment is relevant to civic participation:</p> <ul style="list-style-type: none"> ▪ Information on public funding improves the public offering and the good governance of publicly funded projects by involving civil society actors ▪ The standardisation of rules on public funding provides significant opportunities to citizens and civil society organisations to participate to the monitoring, implementation, and assessment of public projects steered by public or civil actors. 	
Additional information	<p>The commitment's budget is covered by the Ministry in charge of Relations with Parliament and Civil Society, and it also receives funding and technical support from the European Union to improve the Charaka project (state-civil society partnership);</p> <ul style="list-style-type: none"> ▪ Direct link with the first axis (promotion of the role of civil society) and the second axis (consolidation of good governance) of the government's programme; ▪ Link to the Country/OECD Programme; ▪ Link with the National anti-corruption Strategy; ▪ Link with SDG goals 16 and 17; ▪ Link with the European Union programme "Success for Advanced Statute II" regarding the support for the process of institutional convergence and reinforcement. 	
Milestone Activity with a verifiable deliverable	Start date:	End date:
Drafting and adopting the Executive decree on partnership between the state and civil society organisations	January 2019	January 2020
Mapping the distribution of public funds by region, type of project financed, and contact details of the beneficiary associations	February 2020	August 2020
Drafting and publishing an annual report that assesses public funding awarded to civil society organisations.	October 2018/2019	
Contact information for the focal point		
Name of focal point (Project manager)	Mr Nour Eddine ZAALAMI	

Title and department		Ministry delegate to the Head of Government, in charge of Relations with Parliament and Civil Society. Government Spokesperson.
Email and telephone		zaalaminoureddine2020@gmail.com, n.zaalami@mcrpsc.gov.ma 00212661796552
Other actors involved	State actors involved	<ul style="list-style-type: none"> ▪ Head of Government, ▪ Government departments, ▪ Public institutions,
	NGOs, private sector, international organisations, and working groups	<ul style="list-style-type: none"> ▪ Civil society
Commitment 14		
Dynamize the consultative process at the national and regional levels		
August 2018 – August 2019		
Lead implementing agency/actor	Ministry delegate to the Head of Government, in charge of Relations with Parliament and Civil Society	
Commitment description		
What is the public problem that the commitment will address?	<ul style="list-style-type: none"> ▪ The non-accomplishment of the implementation of the legal framework for a participatory democracy at the national and local levels (system of petitions at the level of local government councils, consultation and dialogue bodies); ▪ The non-accomplishment of the creation of nationally and locally mechanisms for consultation and dialogue that enable civil society organisations to participate in the drafting, execution, and assessment of public policies; ▪ Weak communication and awareness raising among civil society organisations and citizens regarding the new legal framework for citizen participation. 	
What is the commitment?	<p>This commitment consists of:</p> <ul style="list-style-type: none"> ▪ Raising civil society organisations and citizens' awareness to the ways in which they can participate in day-to-day public management by organising a national communication and awareness-raising campaign to this end and by formulating a communication plan on citizen participation; ▪ Improving services of call and support centre provided civil society organisations, ▪ Organising regional meetings in partnership with the Kingdom's 12 regions to promote participatory democracy and to initiate the creation of consultation and dialogue bodies at the level of local 	

	<p>government councils,</p> <ul style="list-style-type: none"> ▪ Developing simplified guides that facilitate the work of consultation bodies and check the availability of resources, ▪ Coordinating the consultation and dialogue actions initiated by constitutional institutions and the various committees created for this purpose; ▪ Setting up and testing “sample” mechanisms at the level a pilot site to encourage citizen participation and to apply them on a widespread basis in all other towns, prefectures and provinces. 	
How will the commitment contribute to solve the public problem?	This commitment will encourage the participation of civil society organisations in the drafting, execution, and assessment of public policies;	
Why is this commitment relevant to OGP values?	This commitment will improve citizens and civil society organisations’ participation in the drafting, execution, and assessment of public policies.	
Additional information	<p>Related commitments:</p> <ul style="list-style-type: none"> • Commitment 15 • Commitment 16 	
Milestone Activity with a verifiable deliverable	Start date:	End date:
Launch a communication campaign on the legal framework for participatory democracy	September 2018	November 2018
Improving call and support centre services, provided to civil society organisations, and creating an e-library on participatory democracy	October 2018	December 2018
Publicising of the platform in the 12 regions and the various trainings organised by the Ministry for associations	October 2018	July 2019
Organising regional events in partnership with the Kingdom’s 12 regions to promote participatory democracy and to initiate the creation of consultation and dialogue bodies at the level of local community councils	5 meetings have been organised The other meetings will be held in 2018-2020, that is, an event to be held every 2 months	December 2019
Preparing simplified guides to facilitate the work of consultation bodies	January 2019	August 2020

Setting up and testing “sample” mechanisms at the level a pilot site to encourage citizen participation and to apply them on a widespread basis in all other towns, prefectures and provinces.		January 2019	August 2020
Contact information for the focal point			
Name of focal point (project manager)		Ms Halima GHATE	
Title and department		Head of Legal Affairs and Public Relations Division at the Ministry delegate to the Head of Government, in charge of Relations with Parliament and Civil Society	
Email and telephone		+212608853612, +2126654090783 h.ghiate@mcrpsc.gov.ma , ghiatehalima69@gmail.com	
Other actors involved	State actors involved	<ul style="list-style-type: none"> ▪ Government departments ▪ The Parliament ▪ Local governments 	
	NGOs, private sector, international organisations, and working groups	<ul style="list-style-type: none"> ▪ Civil society 	

Commitment 15	
Setting up an electronic platform for “citizen participation”	
August 2018 – August 2019	
Lead implementing agency/actor	Delegated Ministry to the Head of Government, Responsible for Relations with Parliament and Civil Society
Commitment description	
What is the public problem that the commitment will address?	<p>The legal framework for citizen participation was created for petitions and motions. It is now being developed for public consultations.</p> <p>An electronic platform is in the process of being set up to this end, to render the provisions of this legal framework operational, and to help citizens exercise their new right related to citizen participation.</p>
What is the	The commitment consists of setting up a “citizen participation” electronic

commitment?	<p>platform that covers the three processes: petitions, motions, and public consultations, as well as all training, technical support, and maintenance services.</p> <p>Citizens would be able to submit petitions via the online portal to the parliament, to the government or to local governments following the legal procedures.</p> <p>Citizens can also use the portal to submit legislative motions to the parliament.</p> <p>Additionally, public authorities can use the site to launch a public consultation about questions, decisions or policies.</p>	
How will the commitment contribute to solve the public problem?	<p>The commitment will have the following goals:</p> <ul style="list-style-type: none"> ▪ Help citizens exercise their new rights tied to citizen participation (presentation of petitions to public authorities, legislative motions, and public consultations); ▪ Expand the exercise of this right across all of Morocco. 	
Why is this commitment relevant to OGP values?	<p>This project is a measure that renders citizen participation operational.</p>	
Additional information	<ul style="list-style-type: none"> ▪ This platform will support citizens and civil society associations in exercising their new rights of citizen participation ▪ Related commitment: Commitments 14 & 16 	
Milestone Activity with a verifiable deliverable	Start date:	End date:
Launch of the platform	July 2018	In the test phase
Training on the platform (platform user guide)	September 2018	
Awareness raising about the platform in the 12 regions and through the various trainings organised by the Ministry for associations	October 2018	July 2019
Contact information for the focal point		
Name of focal point (project manager)	Ms Halima GHIATE	
Title and department	Delegated Ministry to the Head of Government, Responsible for Relations with Parliament and Civil Society	
Email and telephone	+212608853612, +2126654090783 h.ghiate@mcrpsc.gov.ma , ghiatehalima69@gmail.com	
Other actors involved	State actors involved	<ul style="list-style-type: none"> ▪ Ministerial departments ▪ The Parliament ▪ Local political bodies
	NGOs, private	<ul style="list-style-type: none"> ▪ Civil society

	<p>sector, international organisations, and working groups</p>	
<p>Engagement 16 Strengthening citizen participation through the civil society's appropriation of the mechanisms of participatory democracy</p>		
<p>30 July 2018 – 30 June 2020</p>		
<p>Lead implementing agency/actor</p>	<p>Delegated Ministry to the Head of Government, Responsible for Relations with Parliament and Civil Society. Government Spokesperson.</p>	
<p>Commitment description</p>		
<p>What is the public problem in response to which the commitment has been made?</p>	<p>The constitution's adoption in 2011 through a national referendum granted citizens and civil society new roles in terms of their participation in the crafting, implementing, oversight, and assessment of public policies. The government adopted new organic laws on participatory democracy that define the mechanisms through which citizens and associations exercise their right to file petitions and legislative motions.</p> <p>These legislative provisions alone are not sufficient to achieve a level of effective citizen participation that meets the goals set by Moroccan lawmakers. Awareness raising and capacity building of civil actors (citizens and associations) are also required in order to strengthen in practice these participatory mechanisms.</p>	
<p>What is the commitment?</p>	<p>This commitment consists of facilitating the appropriation of citizen participation mechanisms by civil actors (citizens and associations) to reach a real, effective, and widespread exercise both at the national and local levels. This will occur through:</p> <ul style="list-style-type: none"> ▪ carrying out of an awareness-raising and concertation campaign in all twelve regions, conducted through open meetings (10 meetings) with civil actors, and by distributing publications, brochures, and guides on the subject of participatory democracy (petitions and legislative motions); ▪ Planning a detailed training program (both theoretical and practical) on participatory democracy across a two-years period (2018-2020) with a special focus on the exercise of the rights of petitions and legislative motions. ▪ organising training seminars on participatory democracy (petitions and legislative motions) in all twelve regions. The goal is to train: <ul style="list-style-type: none"> ➢ 1,200 managers of associations each year on the process of filing petitions and legislative motions, selected from all 12 of the Kingdom's regions in several phases: <ul style="list-style-type: none"> ▪ Phase One: 360 actors from associations; ▪ Phase Two: 560 actors from associations; ▪ Phase Three: 280 actors from associations. ➢ Organizing a yearly program of training for trainers targeting 100 association trainers covering the following subjects: 	

	<ul style="list-style-type: none"> ▪ participatory democracy (petitions and legislative motions); ▪ the crafting, implementation, oversight, and assessment of public policies; ▪ Advocacy techniques to file complaints, projects, and lawsuits to national and local public authorities; ▪ Techniques of animation, communication and trainings 	
How will the commitment contribute to solve the public problem?	A theoretical and practical training in participatory democracy will lead to the appropriation of all participatory mechanisms by civil actors and to their effective participation in the decision-making process related to public policies and projects.	
Why is this commitment relevant to OGP values?	This commitment is an effective measure that will facilitate and encourage citizen participation through the mastery of the legal framework, process and techniques of proper exercise of participatory democracy mechanisms.	
Additional information	<ul style="list-style-type: none"> • The budget is covered by the Ministry Responsible for Relations with the Parliament and Civil Society; • A close link to the 1st axis of the government programme to promote citizen participation; • Link with the Country-OECD programme; • Link with SDG goals 16 and 17; • Programme to support civil society financed by the European Union; • UNDAF Programme on citizen participation and advanced regionalisation, in conjunction with the Ministry of the Interior and UNIFEM. • Related commitment: Commitment 14 	
Milestone Activity with a verifiable deliverable	Start date:	End date:
Trainer of trainings	July 2018	July 2020
Trainings on Participatory democracy	October 2018	June 2020
Contact information for the focal point		
Name of focal point (Project manager)	Mr Nouredine Zaalami	
Title and department	Delegated Ministry to the Head of Government, Responsible for Relations with Parliament and Civil Society, Government Spokesperson.	
Email and telephone	zaalaminouredine2020@gmail.com , n.zaalami@mcrpsc.gov.ma /+212661796552	
Other actors	State actors involved	

involved		
	NGOs, private sector, international organisations, and working groups	
Commitment n° 17		
Strengthening access of civil society to audio-visual media		
From October 2018 to June 2020		
Lead implementing agency/actor	Ministry delegate to the Head of Government, in charge of Relations with Parliament and Civil Society	
Commitment description		
What is the public problem that the commitment will address?	<p>Several civil society recommendations and requests were made in relation to “civil society’s access to audio-visual media” during the meetings, discussions, and trainings conducted by the ministry for the benefit of civil society. The latter:</p> <ul style="list-style-type: none"> ▪ Faces difficulties in accessing media and audio-visual media, ▪ Suffers from unbalanced territorial representation and the lack of diversity in representations and opinions, ▪ Lacks the expertise on the legal framework related to mass media and audio-visual media, <p>The Ministry delegate to the Head of Government, in charge of Relations with Parliament and Civil Society launched a concertation process, which lasted from 20 December 2017 to 07 January 2018, to receive proposals from civil society organisations and actors on developing a framework to enable balanced and diverse access of civil society to audio-visual media.</p> <p>The ministry received dozens of letters from civil society organisation following this concertation, and it grouped them into a letter sent to the High Audio-Visual Communication Authority (HACA) on 20 January 2018. The letter is entitled “towards an equitable, balanced, and diverse access by associations to audio-visual media services”.</p>	
What is the commitment?	<p>This commitment consists of:</p> <ul style="list-style-type: none"> ▪ Raising awareness about the legal framework for audio-visual media and the High Audio-Visual Communication Authority’s new decision number 20.18 issued on 7 June 2018 on access to audio-visual media services. The decisions will enter into effect on October 2018. Moreover, six seminars will be organized for 12 regions over two years to raise awareness of the legal framework for audiovisual media (1 seminar for 2 regions), 	

	<ul style="list-style-type: none"> ▪ Training 80 individuals each year among civil society activists from different categories of associations in all 12 regions of Morocco ▪ Producing a guide to facilitate access and use of audio-visual media services <p>Commitment indicators are:</p> <ul style="list-style-type: none"> - Organization of 6 seminars of awareness raising - Training of 160 civil society actors 	
How will the commitment contribute to solve the public problem?	<p>This commitment will enable:</p> <ul style="list-style-type: none"> ▪ Increase knowledge about the legislative framework for audio-visual media, ▪ Strengthen skills of civil society actors in terms of audio-visual media, ▪ Reach greater diversity and representation of civil society in audio-visual media, ▪ Create guide to help civil society access and use audio-visual media. 	
Why is this commitment relevant to OGP values?	<p>The commitment is relevant because it guarantees:</p> <ul style="list-style-type: none"> - The promotion of civic participation via these communication channels - A better public accountability by offering to civil society new channels of advocacy, monitoring and evaluation of public policies. 	
Additional information	Related commitment: Commitment 16	
Milestone Activity with a verifiable deliverable	Start date:	End date:
Organization of 3 awareness raising seminars to cover 6 regions	December 2018	June 2019
Organization of 3 awareness raising seminars to cover 6 regions	December 2019	June 2020
Training of civil society actors (group 1)	December 2019	June 2019
Training of civil society actors (group 2)	June 2020	June 2020
Preparing guides on the use of audio-visual media	October 2018	Mars 2019
Contact point details		
Contact point name	Ms SELMA EL MOUDNI	

(project manager)		
Position/ department		Head of Communication Unit, Ministry delegate to the Head of Government, in charge of Relations with Parliament and Civil Society
Email and telephone		elmoudniselma@gmail.com / 0608878239
Other actors involved	State actors involved	<ul style="list-style-type: none"> The High Audio-Visual Communication Authority (HACA)
	NGOs, private sector, international organisations, and working groups	<ul style="list-style-type: none"> Civil society



Commitment n° 18
Communicating at a large scale about Morocco's joining the OGP and its progress in terms of Open Government

September 2018 – August 2020

Lead implementing agency/actor	Ministry of Administration Reform and Civil Service (MRAFP)
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Commitment description

What is the public problem that the commitment will address?	Morocco recently joined the Open Government Partnership (OGP). This partnership seeks to accelerate the advancement of the values of transparency, accountability, and citizen participation. However, Morocco's joining the OGP has not been extensively communicated, which may be viewed as a missed opportunity to create a culture of greater openness and sharing.
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What is the commitment?	This commitment consists of developing and implementing a communication plan to support Morocco's joining of the OGP and the implementation of its commitments in terms of Open Government.
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How will the commitment contribute to solve the public problem?	This commitment serves as a decisive support measure for successfully implementing the Open Government National Action Plan.
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Why is this commitment relevant to OGP values?	Raising awareness of the general public about Morocco's OGP commitments will be an instrument for pressuring and recognizing the commitment holders to help them succeed in their missions. This will have a positive impact on the quality of the OGP deliverables.
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Additional information	Related commitments: all commitments
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Milestone Activity with a verifiable deliverable		Start date:	End date:
Development of a communication plan about Open Government		September 2018	October 2018
Implementation of the communication plan		October 2018	December 2019
Assessment of the communications actions carried out		January 2020	June 2020
Contact information for the focal point			
Name of the focal point (Project manager)		Ms Amal ALAMI	
Title and department		Head of Communication Division, Ministry of Administration Reform and Civil Service	
Email and telephone		+212 5 37 67 98 46 / a.alami@mmsp.gov.ma	
Other actors involved	State actors involved	<ul style="list-style-type: none"> ▪ Government departments 	
	NGOs, private sector, international organisations, and working groups	<ul style="list-style-type: none"> ▪ Civil society 	