

The Fourth National Action Plan 2018 – 2020

Under the Open Government Partnership Initiative (OGP)

The Hashemite Kingdom of Jordan
Ministry of Planning and International Cooperation
31st October 2018

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**Disclaimer: The English version is a translation of the original in Arabic. In case
of a discrepancy, the Arabic original shall prevail.**

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1. Introduction

1.1 Why Open Government?

The current government, which was formed in June 2018, has prioritized transparency and public participation in response to the Letter of Designation of His Majesty King Abdullah II to the government, through which His Majesty has called for deepening dialogue, communication and building consensus as the most important tools and pillars the government should employ in its openness and communication with other authorities and citizens. The letter of Designation has urged the government to transparently and objectively explain the difficult economic conditions, and to employ the outcomes of dialogue and communication in the elaboration of the necessary measures and legislation to overcome them.

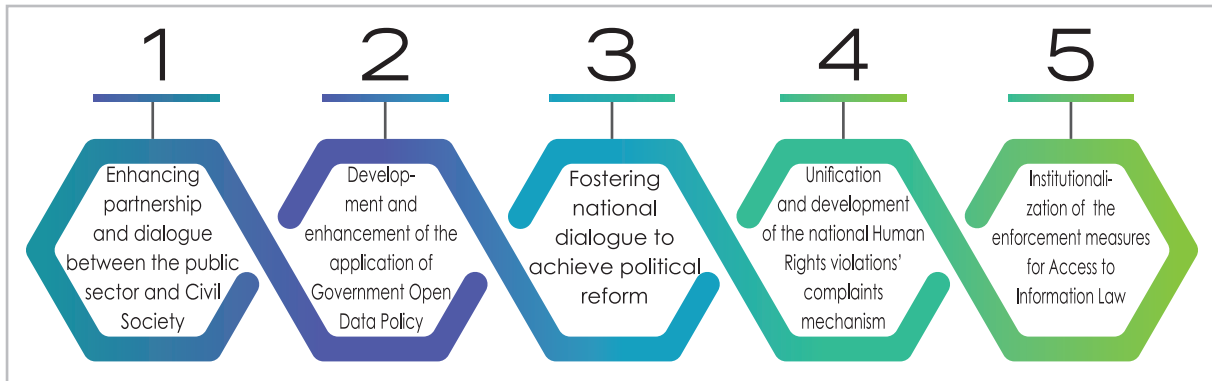
Pursuant to this approach, the government seeks to be more open and transparent by setting priorities through real partnership mechanisms, public disclosure of achievement, openness to accountability from different segments of society, field visits by decision makers to different segments of local community, and the promotion of dialogue to formulate, review and discuss reform laws in all economic, political and social fields.

In order to apply such approach, the government embarked upon launching a comprehensive national renaissance project, which is based on developing capacities, launching creativity and improving services, establishing social justice and developing the administrative apparatus that provides services to citizens to ensure quality service to Jordanian citizens in all fields.

Accordingly, the Government has implemented its commitments under The Fourth National Action Plan for the Open Government Partnership Initiative to be part of this approach and to seek the most important national priorities pursued by the Government. These commitments were among the most advanced and reformed plans set by Jordan under the Initiative.

1.2 National Priorities Addressed by the 4th NAP

Jordan's Fourth National Action Plan was systematically developed to address the reform priorities stated in the government's ministerial statement, which should meet citizens' needs at all levels.



First: Enhancing partnership and dialogue between the public sector and Civil Society

Civil Society in Jordan has witnessed remarkable development during the past 10 years, as its organizations became a key partner in the reform process pursued by state's actors. The tasks of Civil Society's Organizations overlap with many tasks of public sector's institutions, and thus, the Government has recognized the importance of civil society organizations as partners in democratization, political, social and economic reform and in responding to national challenges, particularly those organizations with deep expertise and effective communication tools with local communities. These organizations can play an important role in assisting the Government in setting policies and enacting laws, raising awareness of their programs, and delivering the voices and demands of local communities to decision makers, thereby enhancing their response to these communities, therefore, the Government considers developing the partnership relationship with these organizations and facilitating their work as a national priority. It also believes that the governance of this sector is also an important priority to ensure efficiency, transparency and professionalism in its work, and thus, deepening the developmental impact it has on the communities with which it works.

Second: Development and enhancement of the application of Government Open Data Policy

The rapid acceleration of the information technology sector requires the government to keep up with its requirements through the application of legislations and programs that are compatible with both international best practices and the local context in Jordan. The Government has pledged to continue with the e-government program which was initiated several years ago. The Government, therefore, considers working on its Open Data platform as a national priority that contributes to supporting all aspects of the development process.

Third: Fostering national dialogue to achieve political reform

The Government pays great attention to political reform. It seeks to reconsider the legislations regulating political life. The Government also fosters the role of political parties, and supports both Governorates and Municipal Councils to enable them to carry out their duties. The agendas of the Government seek to establish dialogue as an essential tool in the decision-making process and to promote the integration of all sectors, including youth, women, elected council members, community representatives and university students. The program also seeks to increase participation in the decision-making process between citizens and government officials. The government also focuses on the aspirations of the Jordanians and the Letter of Designation of His Majesty King Abdullah II through which the King called on the government to proceed with political reform and build on what has been achieved in previous years, and to reconsider the legislations regulating political life. Continual, what in turns strengthens the role of political parties and enables them to take a part at the House of Representatives and to support the Governorates and Municipal Councils to carry out their duties in a manner responsive to community needs.

Fourth: Unification and development of the national Human Rights violations' complaints mechanism

Providing an electronic platform to receive citizens' complaints and protecting informants were at the center of the priorities of Government's program, which may also contribute to an improvement of services provided to citizens through holding civil servants accountable, in addition to detect corruption. It provides an easy-to-use, cost-effective, and effortless reporting tool. In compliance with the government's intention to develop this framework, it decided to improve the status of Human Rights by activating these platforms to receive complaints on such violations. The Government is also committed to implement the National Human Rights Action Plan to ensure citizens' right to hold the government or any of its public servants accountable for any violations they may face or in case of default.

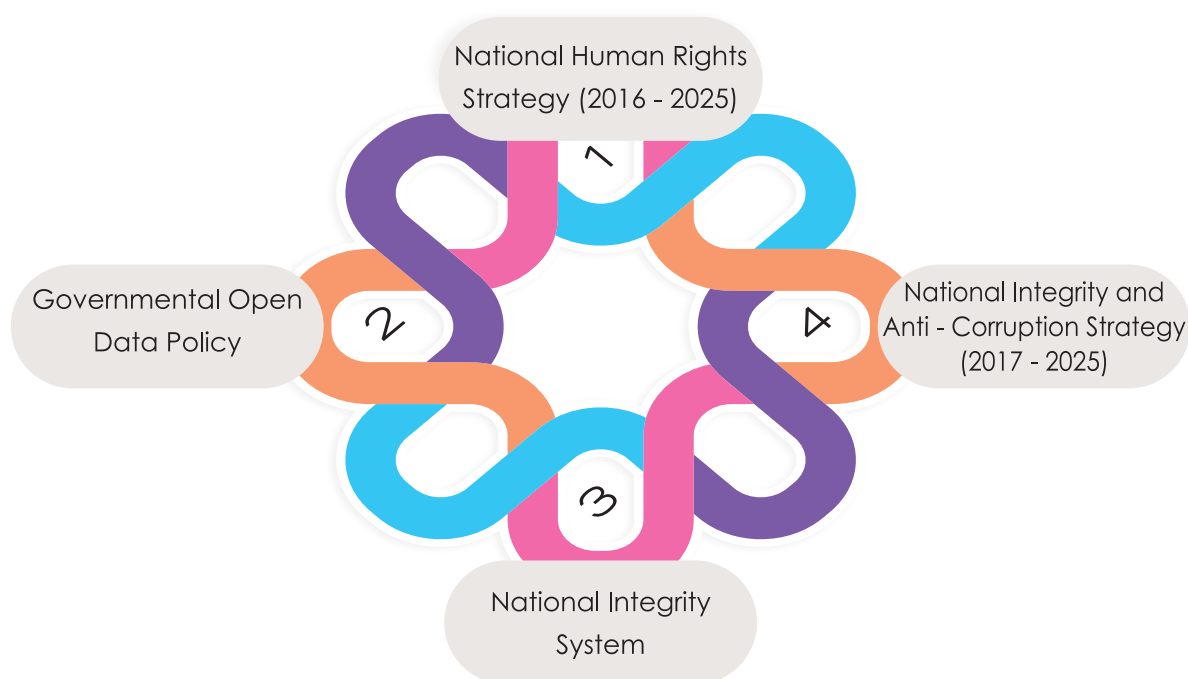
Fifth: Institutionalization of the enforcement measures for Access to Information Law

Access to Information is considered as a fundamental right for citizens. Ensuring this right is a considered as a national priority in order to enhance the status of Human Rights in Jordan. This right is stipulated pursuant to Article "19" of the Universal Declaration of Human Rights, Article "19" of the International Covenant on Civil and Political Rights and Article 10 of the United Nations Convention against Corruption-. Article "10" of the United Nations Convention against Corruption stipulates that public administrations have to empower citizens to access to information and to take measures to exercise such right in order to promote transparency and good governance. Jordan was the first Arab country that enacted a law that ensures access to information in 2007. The enforcement of this law has been challenged at the organizational and practical levels. The lack of enforcement measures has hindered individuals' access. Due to the importance of access to information right as a practice of democracy, this plan implies a commitment related to this priority, which should reflect positively on strengthening the rule of law, combating corruption and enhancing public accountability.

2. Efforts of Open Government to date

Jordan joined OGP in 2011 as the first Arab country in the initiative. To date, Jordan has submitted three national plans. This document outlines its fourth plan for the years 2018 - 2020. While the previous three plans included various political, economic, and social reforms, the current plan included a series of national plans and strategies that enhance the government's transparency and openness:

2.1 National Initiatives



1. National Human Rights Strategy (2016 - 2025)

The National Human Rights Strategy has been launched y on 19 / 3 / 2016, with a wide public participation of CSOs. The strategy included a framework to be committed by the government to achieve a set of goals related to Human Rights in the civil, economic, and political arenas, with a focus on the most vulnerable groups of society.

2. Governmental Open Data Policy

The government of Jordan has launched its Open Data Policy on 26 / 7 / 2017, during which the government sought to facilitate citizen access to its datasets, with the exception of confidential information or information if disclosed it would create an illegal violation of privacy. Accordingly, information is provided to be provided openly and free of charge, and based on a set of clear and accurate principles entailed by the policy.

3. National Integrity System

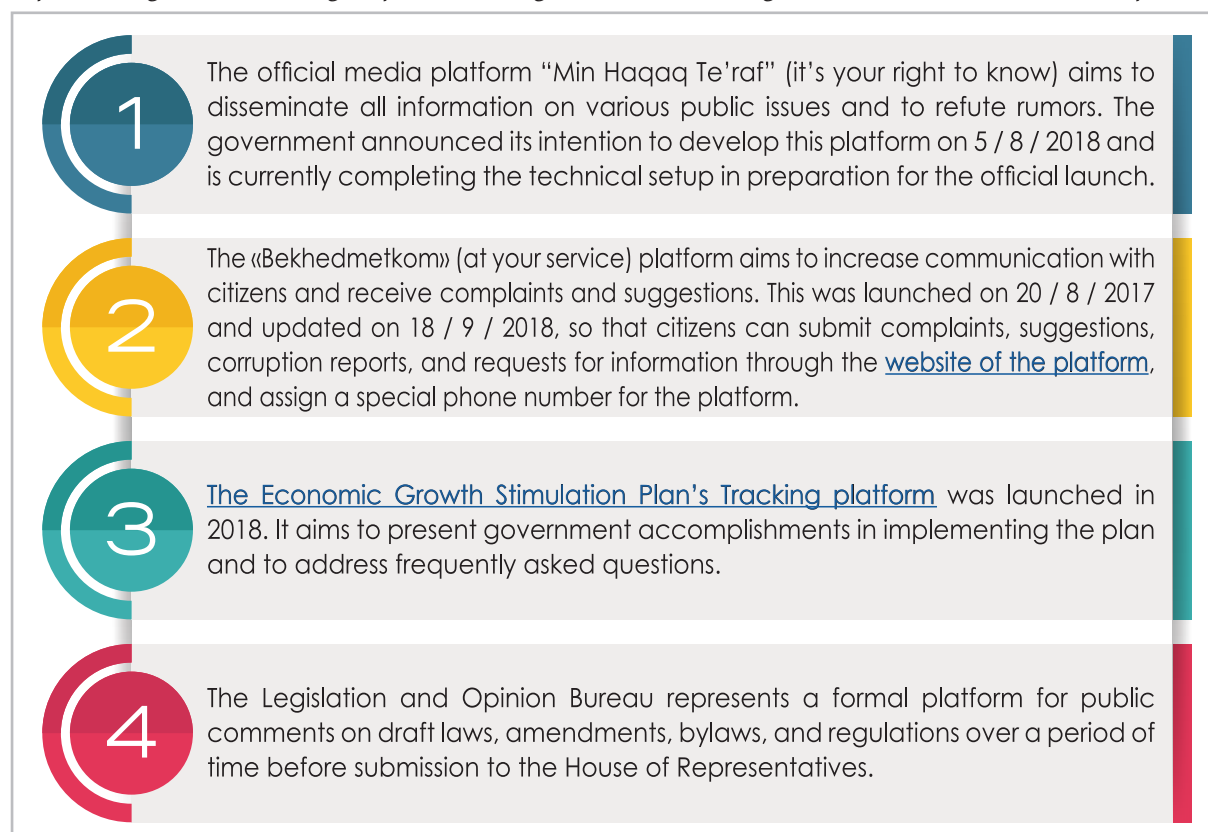
The National Integrity System was announced in 2013, as a system that focuses on the need to institutionalize governance, rule of law, combatting corruption, and public participation in the decision-making process. The National Integrity System included 168 commitments to be realized through projects implemented until 2018 and beyond.

4. National Integrity and Anti-Corruption Strategy (2015 - 2017)

The National Strategy was launched on 8 / 12 / 2016 with the aim of supporting the National Integrity System and The National Integrity System corruption. These goals are achieved by creating a national corruption-inhibiting environment, supporting awareness and education on the negative impact of corruption, and addressing gaps in legislation that had served as reasons beyond corruption-related practices. The system also aims to strengthening partnerships, complementary efforts, and institutional capacities.

2.2 National Portals for Public Participation and Citizen Inclusion in Decision-Making process

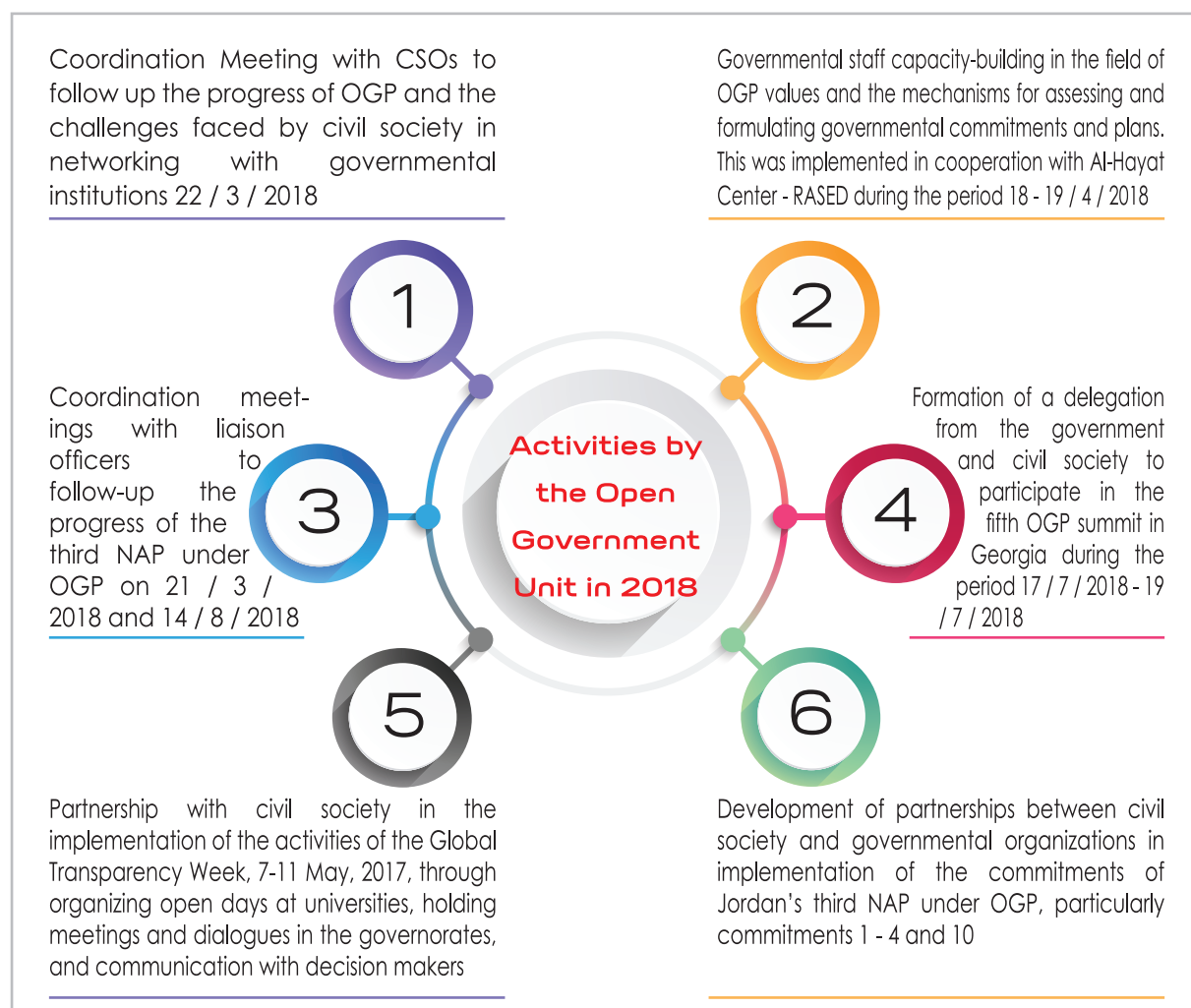
The government has launched digital portals and platforms to ensure the participation of citizens and stakeholders in the decision-making process, and to receive complaints and suggestions. The government has also launched a comprehensive dialogue on a set of vital laws, such as the draft Income Tax Law, where the government has consulted with civil society groups, political parties, and parliamentary blocs representing various social groups across the governorates. The figure below shows some of such portals.



2.3 Institutionalization of the Open Government

The Government of Jordan, in collaboration with the Organization for Economic Co-operation and Development. (OECD), has established a unit for the Open Government at the Ministry of Planning and International Cooperation (MOPIC). The Open Government Unit assists the Ministry, the multi-stakeholder's forum (established by a Cabinet decision), relevant governmental and non-governmental bodies, and stakeholders in following Jordan's participation in the OGP Initiative. In addition to promoting transparency, enhancing and institutionalizing a participatory consultative approach in the management of public affairs. Another key aspect is networking among all key players in public affairs, including state actors, civil society, and relevant international institutions, within a framework of coordination and cooperation. A civil society activist and subject-matter expert was appointed to coordinate the unit's work. This expert has acted as independent reporting officer appointed by for Jordan's first and second NAPs. Since its establishment, the unit has established, and is still implementing various activities aiming at strengthening participatory and cooperative endeavors to support the achievement of Jordan's commitments.

2.4 Activities by the Open Government Unit in 2018



1. Coordination Meeting with CSOs to follow up the progress of OGP and the challenges faced by civil society in networking with governmental institutions 22 / 3 / 2018



2. Governmental staff capacity-building in the field of OGP values and the mechanisms for assessing and formulating governmental commitments and plans. This was implemented in cooperation with Al-Hayat Center - RASED during the period 18 - 19 / 4 / 2018





3. Coordination meetings with liaison officers to follow-up the progress of the third NAP under OGP on 21 / 3 / 2018 and 14 / 8 / 2018



4. Formation of a delegation from the government and civil society to participate in the fifth OGP summit in Georgia during the period 17 / 7 / 2018 - 19 / 7 / 2018



5. Partnership with civil society in the implementation of the activities of the Global Transparency Week, 711- May, 2017, through organizing open days at universities, holding meetings and dialogues in the governorates, and communication with decision makers



6. Development of partnerships between civil society and governmental organizations in implementation of the commitments of Jordan's third NAP under OGP, particularly commitments 1 - 4 and 10



2.5 Consistency of the fourth NAP with Jordan's previous NAPS under OGP

Three of the commitments under the Fourth NAP are linked to a set of commitments under the Third NAP, as the second commitment in the Fourth NAP «Development and enhancement of the application of Government Open Data Policy» is considered as a continuation of the 10th of the Third NAP. The 4th commitment of the 4th NAP concerning “Unification and development of the national Human Rights violations’ complaints mechanism” is considered as a continuation of 4th –A commitment of the Third NAP. The fifth commitment in the Fourth Plan «Institutionalization of the enforcement measures for Access to Information Law» is considered as a continuation of the 1st commitment of the Third NAP. The Government has undertaken consultations to review these commitments and the results achieved with the relevant ministries in order to set commitments in the Fourth NAP on what has been already achieved, along with lessons learned. The Fourth Plan complements the efforts of all previous plans in political and administrative reform, deepening dialogue and participation in decision-making by all relevant stakeholders.

3. 4th NAP development process

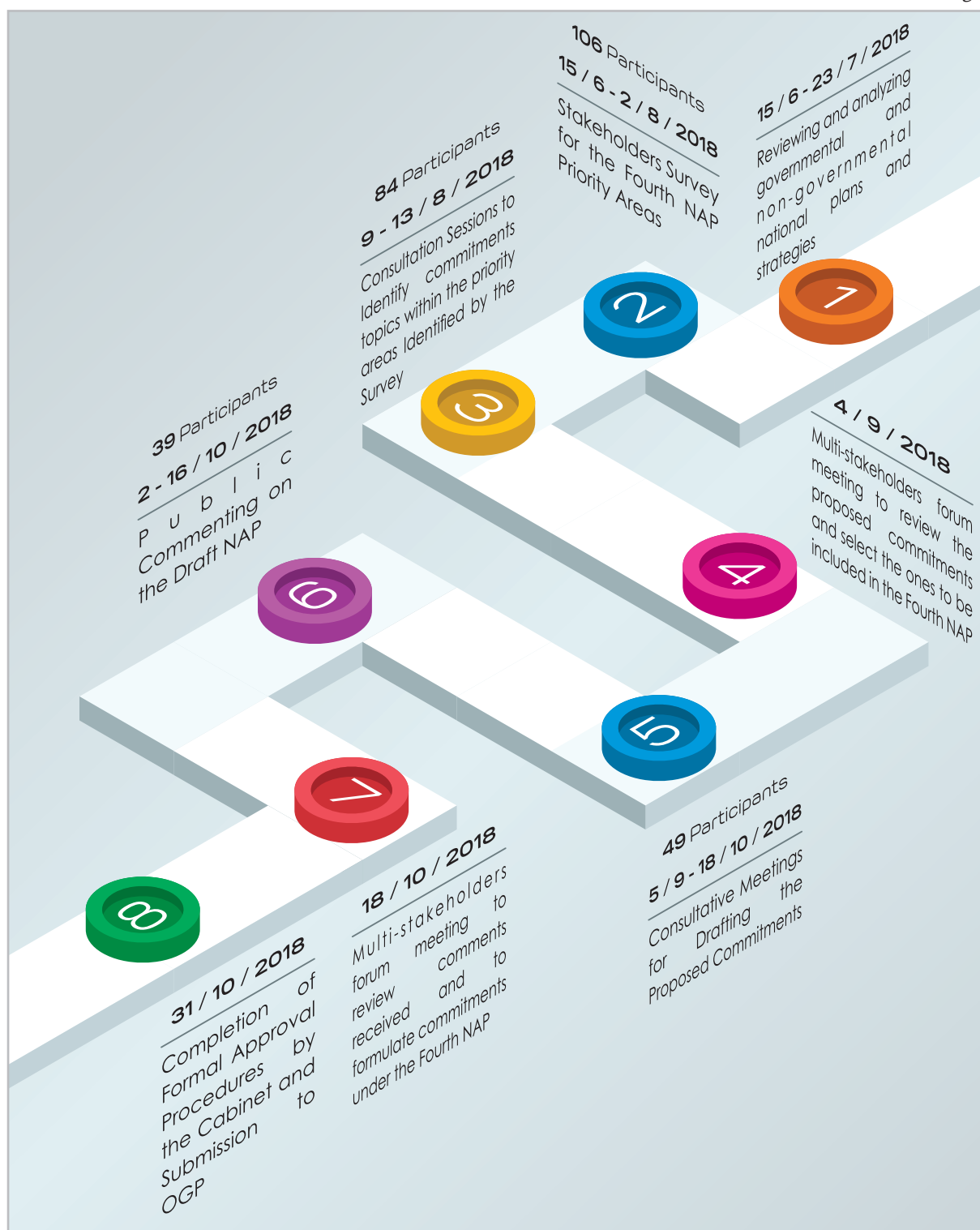
3.1 Advanced Consultation Approach

The efforts to develop Jordan's OGP Fourth NAP (2018 - 2020) began in mid-May 2018, using the Advanced Consultation Approach within OGP guidelines. Under the guidance of the multi-stakeholder's forum, the process started with holding a consultation workshop to discuss and agree on the consultation design and [development Approach of the NAP](#) with 136 participants from governmental and non - governmental Organizations.



3.2 Genuine Government-Civil Society Partnership with a Clear Framework

In addition to the consultation workshop on the NAP formulation, a series of other consultative activities with various stakeholders in governmental and non-governmental organizations, including international entities, were launched. This series of consultation activities entailed the following:

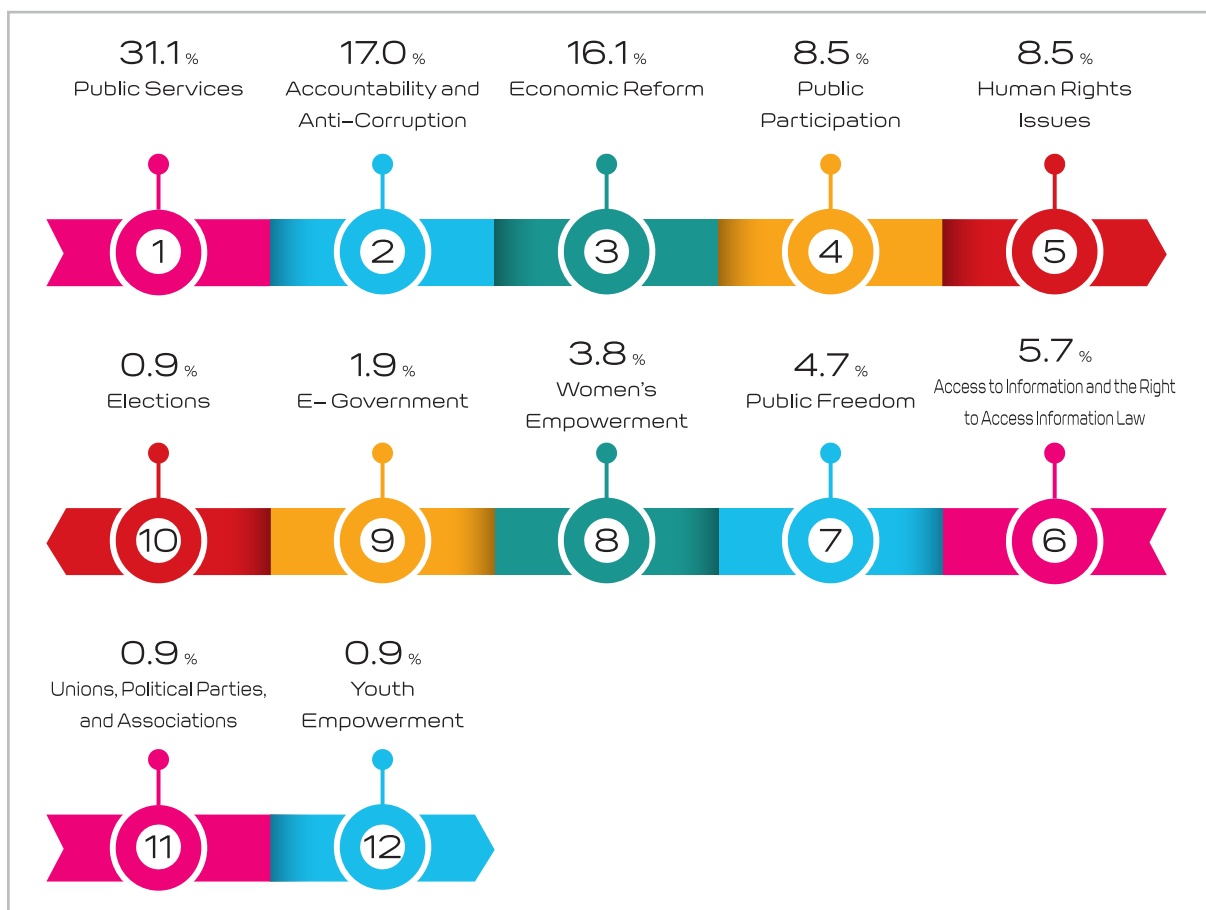


1. Reviewing and analyzing governmental and non-governmental national plans and strategies between 15 / 6 / 2018 and 23 / 7 / 2018

The NAP formulation team reviewed a set of ministerial plans and strategies relevant to OGP values, and has undertaken an analysis of the latest reports and readings issued by Jordanian CSOs that relate to OGP objectives and values.

2. Stakeholders Survey for the Fourth NAP Priority Areas 15 / 6 / 2018 - 2 / 8 / 2018

A questionnaire was developed and distributed on 170 stakeholders (CSOs, chambers of industry and commerce, unions, academics) considering gender of respondents. 118 respondents have responded to the questionnaire, while 106 were valid for analysis. Respondents had to choose thematic priorities to formulate commitments as shown in the chart below, where 12 priority areas were revealed. The [survey results](#) were published, alongside a [short explanatory video](#) on 02 / 08 / 2018.



3. Consultation Sessions to Identify commitments topics within the priority areas Identified by the Survey: 9 - 13 / 8 / 2018

Three sessions were held to discuss with stakeholders the potential commitments that could be included in the fourth NAP, within the priorities identified by the survey.



The participants have agreed that the results of the survey were in-line with their views and priorities, and suggested that some of these priorities were to be incorporated into joint commitments. Participants have also requested to include the issue of decentralization within those priorities, as well as the importance of guaranteeing the rights of persons with disabilities during setting commitments in general. During the CSOs' session, participants proposed 18 commitments to be included in the fourth NAP. [A detailed report](#) on this phase and all proposed commitments were published on 25 / 9 / 2018.

4. Multi-stakeholders forum meeting to review the proposed commitments and select the ones to be included in the Fourth NAP on 4 / 9 / 2018

The multi-stakeholder's forum meeting was held⁽¹⁾ in order to review the 18 topics proposed during the consultative sessions with civil society and to select five topics the most consistent with the following criteria:

- OGP values (civic participation, public accountability, access to information, use of technology to increase accountability).
- National plans and strategies, in addition to ministerial and departmental plans.
- Commitments are not related to policies or legislation within the government's short-term work agenda; as it is difficult to predict the results of the work agenda, and therefore, it is difficult to formulate commitments accordingly.



Five commitments were finally selected:

- Enhancement of the partnership and dialogue between the public sector and civil society organizations (CSOs).
- Development and enhancement of the enforcement of governmental Open Data Policy.
- Fostering a national dialogue to achieve the political reform.
- Unifying and developing the national Human Rights violations complaints mechanism.
- Institutionalization of the enforcement measures for the Access to Information Law.

(1) The Multi-stakeholder's forum was formed on 26/11/2017, with equal representation from government and civil society. It consists of 11 members headed by the Ministry of Planning and International Cooperation, representatives of civil society organizations and government bodies, namely: Chairman of Jordanian Businessmen Association, Secretary General of Ministry of Foreign Affairs and Expatriates, Secretary General of the Ministry of Political and Parliamentary Affairs, Secretary General of Ministry of Public Sector Development, Director General of the General Budget Department, Head of the Integrity and Anti-Corruption Commission, Secretary General of The Jordanian National Commission for Women, Commissioner-General of All Jordan Youth Commission, Secretary General of Jordanian Forum for Women, and a representative of "HIMAM".

5. Consultative Meetings for Drafting the Proposed Commitments 5 / 9 - 18 / 10 / 2018

The second phase of consultation sessions was launched to draft the commitments. During this stage, six working groups were built, each of which was tasked with drafting a commitment, in addition to a working group tasked with reviewing the commitments from gender perspective. The working groups included representatives of governmental and non-governmental organizations concerned with the subject of commitment. The working groups met and discussed commitments under the terms and values of OGP, and continued to communicate and discuss until the final draft of commitments was prepared.



6. Public Commenting on the Draft NAP 2 - 16 / 10 / 2018

The [draft NAP](#) was published and the space for public comments was opened during the period 2 - 16 / 10 / 2018, where the OGP Unit received 39 comments on the various commitments included in the draft. [The report on the public commenting period](#) was published on 21 / 10 / 2018. The report included the distribution of comments over commitments, the topics of general comments and a list of proposals received and actions to be taken for further consideration.

7. Multi-stakeholder's forum meeting to review comments received and to formulate commitments under the Fourth NAP 18 / 10 / 2018

The multi-stakeholder's forum meeting was held aiming at reviewing and discussing comments and proposing necessary amendments to the language of commitments, and accordingly, the final version of the plan was formulated.

8. Completion of Formal Approval Procedures by the Cabinet and Submission to OGP on 31 / 10 / 2018



Distribution of participants in the OGP's fourth NAP consultation process out of 52.715 Participants⁽²⁾

3.3 Access to Information, pre- and post-Disclosure of Consultation Activities

The Ministry of Planning and International Cooperation (MOPIC), through its official platforms ([website](#) and [social media accounts](#)), has published invitations to participate in these meetings in advance, providing a fair space for participation in the meetings. MOPIC has also disseminated the results of each stage of the consultative approach, and its website has provided an integrated archive on the consultation process and the detailed progress reports. In this regard, the Ministry worked to disseminate the consultation documents in the open format (as much as possible) as a model for this process, including the results of the stakeholder's priority survey and the outputs of public commenting provided in Excell sheet format in order to review the original answers of the participants before analysis and ensuring the deletion of respondents' personal information.

(2) These figures allow Repetition of participants within different stages and tools of consultations.



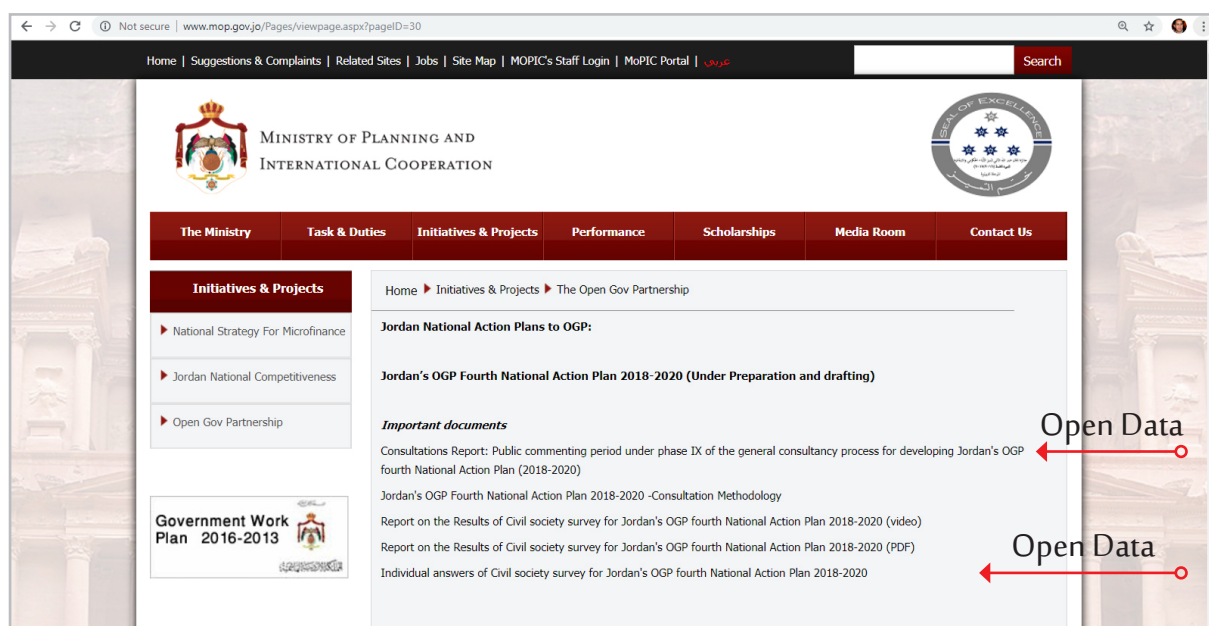
Ministry of Planning and International Cooperation - Jordan

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اختتمت وزارة التخطيط والتعاون الدولي في 16 الشهر الحالي باب التعليقات العامة على مسودة الخطة الوطنية الرابعة لمبادرة شراكة الحكومات الشفافة للأعوام 2018-2020.

ويسر الوزارة ان تشارككم نتائج التعليقات العامة في التقرير المنشور على موقع الوزارة على الرابط التالي: <https://bit.ly/2CXvAKH>
للاطلاع على سير عمل منهجية صياغة خطة العمل الرءاء الضغط على الرابط التالي: <https://bit.ly/2vEMJn7>، ولمزيد من المعلومات حول مشاركة الأردن في المبادرة، يمكن زيارة صفحة المبادرة على الموقع الالكتروني للوزارة: <https://bit.ly/2dkp3gS>

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www.mop.gov.jo



3.4 Links for soft copy

1. Jordan's OGP Fourth National Action Plan 2018 - 2020 -Consultation Methodology: <https://bit.ly/2RjyD32>
2. Report on the outputs of consultations sessions with CSOs on Jordan's OGP National Action Plan 2018 - 2020 (Arabic) <http://bit.ly/2AmV0z3>
3. Report on the Results of Stakeholders Survey for Jordan's OGP fourth National Action Plan 20182020- (video): <https://bit.ly/2SjUuJ3>
4. Report on the Results of Stakeholders Survey for Jordan's OGP fourth National Action Plan 20182020- (PDF): <https://bit.ly/2AvAe0b>
5. Individual answers of Civil society survey for Jordan's OGP fourth National Action Plan 20182020- (Excel) on the page <https://bit.ly/1XYHELT>
6. Consultations Report: Public commenting period under phase IX of the general consultancy process for developing Jordan's OGP fourth National Action Plan (2018 - 2020) <https://bit.ly/2RwrRHt>
7. OGP Webpage on the Ministry of Planning and International Cooperation official website <https://bit.ly/1XYHELT>
8. The official Facebook page of the Ministry of Planning and International Cooperation <https://web.facebook.com/MoPIC.JORDAN>

4. COMMITMENTS

Commitment

1

Enhancing partnership and dialogue between the
public sector and Civil Society



1 / 9 / 2018 - 30 / 6 / 2020



Lead implementing agency

Ministry of Social Development; and the Companies Control Department / Ministry of Industry, Trade and Supply



Commitment Description

What is the public problem that the commitment will address?	This commitment will address the lack of trust between government and CSOs which is the result of poor prior dialogue and participatory practices in decision-making. While CSOs complain about the difficulty of governmental procedures on funding and other regulations and practices, the government, on the other hand, complains about the weak governance framework at CSOs.
What is the commitment?	The commitment seeks to establish dialogue between the government and CSOs (namely associations, non-profit companies, charities among others) on the mechanisms of approving these institutions to receive foreign funding, on their standards of governance, and on policies to improve their work.
How will the commitment contribute to solve the public problem?	Achieving a common vision between the government and CSOs on the policies that govern the work of these institutions will contribute to supporting the democratic transition, through an effective partnership between the two parties. Enhancing the governance framework at CSOs will improve the performance of the sector and rebuild trust in it, not only by governmental bodies, but also by various societal components.
Why is this commitment relevant to OGP values?	This commitment is in line with the value of Civic Participation, since the commitment requires participatory actions from governmental and non-governmental actors throughout its implementation.
Additional information	This commitment is linked to the government's plans and directions, which position CSOs as significant development partners, and is in line with SDG 16. Particularly sub-goal 16.7 to "Ensure responsive, inclusive, participatory and representative decision-making at all levels".

Milestone Activity with a verifiable deliverable		Start implementation Date	End implementation Date
Review of procedures for approvals of receiving foreign funding through dialogue with different target audiences, with a view to adopting uniform, clear, transparent and simplified procedures, in line with best standards.		1 / 4 / 2019	30 / 4 / 2020
Adopting a set of voluntary and mandatory standards for the development of governance within targeted civil society organizations in consultation with the various target groups mentioned above. This may include the declaration of annual budgets and the enforcement of legal frameworks relating to social security, submission of income tax returns, transfer of employees' salaries (through banks, etc.), and considering the development of clear procedures to monitor the enforcement of these standards.		1 / 9 / 2018	30 / 4 / 2020
Launching a voluntary, participatory (non-binding) civil society strategy in partnership with governmental agencies and donors that sets development priorities and performance improvement policies for CSOs to be consistent with national priorities, challenges, available resources and best practices.		1 / 1 / 2019	30 / 6 / 2020
Contact Information			
Name of responsible person from implementing agency		Lama Qutaishat Awad Al-addouss Waleed Elshatarat	
Email and Phone		lama.qutaishat@ccd.gov.jo +962777755855 awad.aladdous@ccd.gov.jo +962795319583 welshatarat@gmail.com +962785199099	
Other Actors Involved (CSOs and Experts) Name of the CSOs and experts who applied for the voluntary assistance to the implementation of the 4th NAP. Open call of interest was launched during 2 -17 / 12 / 2018.		<ul style="list-style-type: none"> - Union of Environmental Associations - The Social Development Committee - QUDRAT for Community Development - AFAQ Jordan for Development and Training - Nama Strategic Intelligence Solutions - Generations of culture's forum - Abu Alanda Association for Social Development - Ta'aioush for training and humanitarian development - Creativity and Charitable Development - ARD for Human Development and Training - Future for Environmental Protection and Sustainable Development Association - Good Land Charity Society - Our Children Cultural Association - We Participate for Civil Society Development - Society for Humanity Development of the Community - Karak Castle Center For Consultations and Training - Tadaeem Center for Developing Local Communities - Al-Shamaa Charitable Association for Family Care - Youth for Tomorrow's Center for Civil Society Development - Jordan Association for Entrepreneurship - We Rise Center for Sustainable Development - Renas Women Cooperative Association - Ro'ya Charitable Association - Jordanian Association of Transparency - Al-Hayat Center - Rased - Transparency International - Jordan 	

Commitment

2

Development and enhancement of the application of Government Open Data Policy



1 / 9 / 2018 - 30 / 6 / 2020



Lead implementing agency

Ministry of Information and Communications Technology



Commitment Description

<p>What is the public problem that the commitment will address?</p>	<p>This commitment will address the weak dissemination and pre-disclosure of governmental data, which affects citizens' right to access information, and weakens their understanding of governmental conduct, which in turn lowers their willingness to participate in public decision-making processes. In addition, the commitment will address the issue of conflicting information provided by various media and non-media sources due to the absence of a reliable source of information. It also will address the problem of poor access of stakeholders to sets of information they require for their studies, research or to make decisions related to investments and/or work, especially for entrepreneurs. Such lack of access to information limits overall national economic development. Although efforts to promote governmental open data have been initiated since 2017, the legislative and regulatory framework (from the point of view of civil society) is the biggest challenge hindering easy access to governmental data, disseminated institutionally by all governmental bodies and agencies.</p>
<p>What is the commitment?</p>	<p>The commitment seeks to promote the legislative and practical basis for improving the dissemination of governmental open data in Jordan, through issuing binding instructions for institutions to publish their datasets and develop tools to measure their quality. It also raises awareness of the importance of disseminating governmental open data, and encourages the adherence to publishing datasets as an evaluation requirement for King Abdullah II Excellence Awards.</p>

How will the commitment contribute to solve the public problem?	<p>The dissemination of open government data contributes to the creation of a reliable source of information that provides citizens and all stakeholders with the following advantages: 1) making appropriate decisions about their work; 2) actively participating in the decision-making process, making recommendations and providing feedback based on published datasets; 3) practicing constructive accountability and limiting the dissemination of inaccurate information; 4) enhancing the right of citizens to access information; and 5) improving public trust in governmental decisions, as a result of understanding the basis of information on which decisions are made.</p> <p>The development of legislative and regulatory frameworks, raising awareness of good practices, and incentivizing implementation are the cornerstones for establishing a culture and applying any new practices.</p>		
Why is this commitment relevant to OGP values?	<p>The dissemination of datasets in open formats for enabling all citizens to access, store, use and republish them, in addition to setting research parameters and building positions accordingly, is the essence of OGP values. Such values are embodied in making information available, and reducing the costs and efforts required to access governmental data. The impact of this commitment enhances the adherence to other OGP values, since it enables individuals to interact with the government based on reliable information, and thus fosters informed public participation in decision-making processes. Additionally, open data facilitates informed accountability practices by citizens over official conduct. And finally, publishing data through an electronic platform aligns with the values of technology and innovation for openness and accountability.</p> <p>This commitment is also in line with the value of Civic Participation, as it requires collaborative participatory actions by state and non-state actors throughout its implementation.</p>		
Additional information	<p>This commitment complements governmental efforts in the electronic government program, associated with the executive development program 20162018-, within the Ministry of Information and Communications Technology's projects. Particularly, the Open Data project of 2017 and the activation of the governmental Open Data policy project 20182019-.</p> <p>The commitment also addresses SDG 16 of 2030, in particular the goal, which is to «ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements».</p> <p>This commitment is a continuation of work on commitment 10 of Jordan's NAP under OGP 20162018-, and was designed based on its progress evaluation.</p>		
Milestone Activity with a verifiable deliverable		Start implementation Date	End implementation Date
Issuing instructions by the cabinet for governmental agencies to publish their open datasets through the designated platform, based on a proposal submitted after consultations with civil society and relevant stakeholders.		1 / 9 / 2018	1 / 4 / 2019
Development of procedural frameworks for classifying, measuring and evaluating the quality of governmental open datasets, based on consultations with civil society and relevant stakeholders, and then publishing the results to inform the public and to receive feedback.		1 / 10 / 2018	30 / 6 / 2020

Listing governmental Open Data as an evaluation requirement for King Abdullah II Excellence Awards.	1 / 11 / 2018	30 / 6 / 2020
Preparation and implementation of an awareness-raising plan on the importance of and mechanisms to disseminate governmental open datasets, targeting various sectors of stakeholders in consultation and partnership with representatives of each sector.	01 / 01 / 2018	30 / 6 / 2020
Contact Information		
Name of responsible person from implementing agency	Nada Khater	
Email and Phone	Nada.khater@moict.gov.jo +962798510405	
Other Actors Involved (CSOs and Experts) Name of the CSOs and experts who applied for the voluntary assistance to the implementation of the 4th NAP. Open call of interest was launched during 2 -17 / 12 / 2018.	<ul style="list-style-type: none"> - Jordan Association for Entrepreneurship - Al-Hayat Center - Rased - Jordan Open Source Association - Transparency International - Jordan - Center for Defending Freedom of Journalists 	

Commitment

3

Fostering national dialogue to achieve political reform



1 / 9 / 2018 - 30 / 6 / 2020

**Lead implementing agency**

Ministry of Political and Parliamentary Affairs

**Commitment Description**

What is the public problem that the commitment will address?	This commitment addresses the weak integration of citizens into public decision-making processes, and achieving consensus on key political legislations in Jordan. It also addresses the social and political challenges faced by citizens during their daily lives, which have not been addressed by legislations relevant to this commitment.
What is the commitment?	This commitment seeks to implement a National Dialogue on Election; Political Parties; Decentralization; and Municipalities laws, concluding in a road map towards a comprehensive political revitalization based on justice, equal opportunity and the rule of law.
How will the commitment contribute to solve the public problem?	Including citizens in decision-making is a cornerstone for justice and trust-building. The principle of public participation in decision-making is based on the fact that stakeholders become more aware of the public's needs. Through this commitment, citizens will be engaged in the revision of prominent political legislations, widely viewed as obstacles hindering political reform. Therefore, this commitment will increase the level of trust between citizens and their government, raise the level of public satisfaction with political reform, as they will be key partners in the process, moving towards a more mature political era, and higher legitimacy of governmental decisions on political reform.
Why is this commitment relevant to OGP values?	This commitment is directly linked to the OGP value of Civic Participation, as it entails an inclusive dialogue among all relevant parties on political reform. It also has added value, considering the nature of the topics and laws under discussion. The commitment is also in line with the value of Access to Information, as it focuses on the continuous dissemination of the dialogue outputs, progress indicators, recommendations and results, through the use of interactive platform, promoted through social media and governmental digital platforms, which also makes the commitment consistent with value of technology and innovation for openness and accountability. As the commitment focuses on providing feedback to citizens, who are considered partners at all dialogue stages, it paves the way for public accountability over governmental processing and consideration of their views.

Additional information	This commitment is linked to the principle of public participation in decision-making, around which many NAPs are designed. It is also consistent with SDG 16, particularly sub-goal 16.10 to "Ensure responsive, inclusive, participatory and representative decision-making at all levels".	
Milestone Activity with a verifiable deliverable	Start implementation Date	End implementation Date
Launch of a national dialogue to improve the legal frameworks governing political reform in Jordan, including the Election, Political Parties, Decentralization and Municipalities laws. All relevant stakeholders will be included in the dialogue creation process, particularly political parties, youth institutions, national facilities for women empowerment and CSOs. The activities and agenda of the national dialogue should be pre-publicized and utilize direct approaches (participatory discussion sessions) and indirect approaches (social media and e-government platforms).	1 / 10 / 2018	30 / 9 / 2019
Timely dissemination of dialogue progress reports and their interim results to the public, through interactive platforms on social media and various e-government platforms, in order to allow for public commenting and feedback by the largest possible number of stakeholders, and in line with citizen participation in the decision-making process.	1 / 10 / 2018	30 / 06 / 2020
Analysis of the results of the National Dialogue and developing a final set of recommendations to amend existing legal frameworks. Then publishing the analysis and recommendations for public viewing, ahead of submitting them to the Parliament.	1 / 10 / 2019	30 / 06 / 2020
Contact Information		
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Other Actors Involved (CSOs and Experts) Name of the CSOs and experts who applied for the voluntary assistance to the implementation of the 4th NAP. Open call of interest was launched during 2 -17 / 12 / 2018.	<ul style="list-style-type: none"> - Friends of the Jordanian Parliament Association - Cancer Awareness Association - Nuha Domor(Activist) - The Jordanian National Commission for Women (JNCW) - Afaq Al-Wehdat for Civil Society Development - Al-Hayat Center - Rased - National Center for Human Rights - Jordan Association for Entrepreneurship - May Shalabiah (Expert) - Transparency International - Jordan 	

Commitment

4

Unification and development of the national
Human Rights violations' complaints mechanism

1 / 9 / 2018 - 30 / 6 / 2020

**Lead implementing agency**

The State Minister for Institutional Development and the Office of the Governmental Coordinator for Human Rights

**Commitment Description**

<p>What is the public problem that the commitment will address?</p>	<p>This commitment was developed to address the current situation of submitting complaints about human rights violations in the public sector. The complaints process suffers from the dispersion of mechanisms and receiving entities, the poor processing approaches, the difficulty of follow-up processes and lack of ability to retrieve statistics. While the Office of the General Coordinator for Human Rights represents the governmental body to receive complaints (without a legislative framework), a group of CSOs and official human rights organizations play the mediation role, communicating with the office of the Government's Coordinator on behalf of the complainant, (in writing or through phone calls), where the absence of a clear and specific case-processing mechanism causes many to refrain from submitting complaints.</p>
<p>What is the commitment?</p>	<p>This commitment seeks to promote a citizens' right to submit complaints about violations conducted against them in public sector institutions at no cost. Complaints about HR violations will be available through the traditional methods and via a designated electronic platform. The commitment also seeks to institutionalize the Office of the Governmental Coordinator for Human Rights' legislative and regulatory framework on the jurisdiction to receive human rights violations complaints and subsequent referrals to competent authorities. In addition, the commitment aims to raise public awareness on the use of this mechanism and to share their feedback about it periodically.</p>

How will the commitment contribute to solve the public problem?	The presence of a legislative and regulatory framework and a unified mechanism to receive complaints contributes to solving the problems of the dispersion of mechanisms, receiving complaints, and poor processing approaches. It also facilitates the use of conventional and unconventional pathways (via an electronic platform) without the need of in-person presence, in addition to ensuring a qualified team receives complaints and refers them to the competent authorities, in an easy and speedy fashion. It will also encourage the dissemination of reports on received complaints and the processing of each, incentivizing those who are abused to submit complaints, and to strengthen their confidence in governmental administration to handle them properly. This would, in turn, enhance public accountability practices and improve governmental performance in line with human rights.		
Why is this commitment relevant to OGP values?	This commitment reinforces the value of Public Accountability, as it relates to the notion of human rights complaints in the public sector. It also establishes the access to relevant information through periodic reporting on received complaints, which includes the numbers and processing outputs, while maintaining the privacy of personal information. Furthermore, it is in line with the value of technology and innovation for openness and accountability, through the use of an electronic platform for filing complaints and other follow-up processes. The commitment is consistent with the value of Civic Participation as well, since it requires participatory actions gathering state and non-state actors throughout its implementation.		
Additional information	<p>This commitment is linked to the National Human Rights Strategy prepared by the Office of the General Coordinator for Human Rights, and is linked to SDG 16, particularly sub-goals 16.6 to « develop effective, accountable and transparent institutions at all levels» and 16.3 to «promote the rule of law at the national and international levels and ensure equal access to justice for all».</p> <p>This commitment comes as a continuation of the work on Commitment 4-(a) of Jordan’s third NAP under OGP 20162018-, and has been designed based on progress evaluation.</p>		
Milestone Activity with a verifiable deliverable		Start implementation Date	End implementation Date
Adopting a legislative framework to regulate the work of the Office of the Government Coordinator for Human Rights, and its capacity to receive complaints related to human rights violations and then refer them to the competent authorities.		01 / 09 / 2018	31 / 08 / 2019
Preparing a regulatory framework for the Office of the General Coordinator for Human Rights to govern its capacity to receive complaints, including, but not limited to: A. Forming a team to receive complaints, filing them and referring them to the competent authorities. In addition to preparing a manual for reporting, processing and referring complaints, and coordinating coordination approaches with other governmental and non-governmental bodies that receive complaints related to human rights violations. B. Building the team’s capacity to properly respond to these complaints in a timely manner and follow-up with the relevant reference accordingly.		09 / 01 / 2018	31 / 08 / 2019

<p>Launching the e-complaints platform by adding a feature to the e-government platform, where citizens can submit complaints about human rights violations in public sector. This platform is the link between the complainant and the Office of the General Coordinator for Human Rights, and it will provide the following:</p> <p>A. Ability to draft and send complaints in an easy manner while ensuring the confidentiality of the complainant, in order to encourage citizens to file complaints while maintaining their identity undisclosed.</p> <p>B. Follow-up section for complaints to track their complaint processing electronically at all stages, so that they remain informed.</p> <p>C. An option for non-state institutions to submit complaints on behalf of citizens (through one of their employees) and follow up accordingly.</p>	09 / 01 / 2018	31 / 08 / 2019
<p>Launching a non-electronic platform to enable all groups to file complaints, either through the Public Services Offices and the complaints box or by assigning a hotline for this purpose.</p>	01 / 09 / 2018	31 / 08 / 2019
<p>Launch a national awareness plan on complaints mechanisms implemented within this commitment.</p>	1 / 10 / 2019	30 / 6 / 2020
<p>Prepare a periodic report on the complaints received by the Office of the General Coordinator for Human Rights, including the number of complaints and processing outputs, in addition to disseminating reports and undertaking discussions with stakeholders both through direct approaches (participatory discussion sessions) and indirect approaches (social media platforms and various governmental digital platforms).</p>	1 / 10 / 2019	30 / 6 / 2020
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<p>Other Actors Involved (CSOs and Experts)</p> <p>Name of the CSOs and experts who applied for the voluntary assistance to the implementation of the 4th NAP. Open call of interest was launched during 2 -17 / 12 / 2018.</p>	<ul style="list-style-type: none"> - Lowers Without Borders - Association of Humanitarian Ambassadors for Democracy and Human Rights - Jordanian National Observatory for Human Rights - Academy of Change for Democracy and Development Studies - Jordan Association for Entrepreneurship - Rawan Ababneh (Expert) - Al-Hayat Center - Rased - Wesam Al Ataa Charity Association - Awareness Center for Media and Human Rights 	

Commitment

5

Institutionalization of the enforcement measures for Access to Information Law



1 / 9 / 2018 - 30 / 6 / 2020



Lead implementing agency

Department of the National Library, the Ministry of Information and Communications Technology, and the Integrity and Anti - Corruption Commission (the fourth milestone of the commitment)



Commitment Description

What is the public problem that the commitment will address?	This commitment was made to address the current situation of the enforcement of the Access to Information law, issued in 2007. Government institutions lack a clear and uniform system for the classification and management of information. The process of acquiring information by journalists and other stakeholders is characterized with difficulty and excessive bureaucracy, making the information useless when finally acquired. There are significant deficiencies in the procedural framework of requesting information, processing requests and providing information, resulting sets of information with poor quality. Despite the existence of the law and some of the instructions issued thereunder, the main problem remains as application and compliance, due to either technical reasons or to the awareness by governmental officials on the importance of access to information.
What is the commitment?	This commitment seeks to strengthen the enforcement of the Access to Information law, through participatory efforts by relevant state and non-state actors. It also aims to build a unified system for the classification and management of governmental information, while considering the differences between governmental institutions. Furthermore, the commitment pursues a goal of compliance with the classification of information by the competent agency.
How will the commitment contribute to solve the public problem?	A unified system for the classification and management of information, that takes account of the differences between governmental institutions, will contribute to facilitating the process of obtaining and benefiting from information in a timely manner. It will also contribute to increasing the awareness of governmental officials on the importance of access to information and shall encourage them to comply and promote a culture of informational openness.

Why is this commitment relevant to OGP values?	<p>This commitment is based on the notion of making access to information an integral right for citizens, one of OGP’s major values. The commitment also relates to Public Accountability, as a result of better access to information.</p> <p>The commitment is consistent with the value of Civic Participation as well, since it requires participatory actions gathering state and non-state actors throughout its implementation.</p>		
Additional information	<p>This commitment is linked to the E-Government Program at the Ministry of information and Communications Technology. The fourth milestone of this commitment is linked to the National Strategy for Integrity and the Combating Corruption 20172025- (Project 23) and the National Human Rights Strategy 20162030-.</p> <p>The commitment is in line with SDG 16, particularly sub-goal 16.10 to “ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements”.</p> <p>This commitment comes as a continuation of the work on Commitment 1 of Jordan’s third NAP under OGP 20162018-, and has been designed based on progress evaluation.</p>		
Milestone Activity with a verifiable deliverable		Start implementation Date	End implementation Date
Forming a team of experts from relevant government agencies, non-governmental organizations and institutions concerned with human rights (civil society, journalists, local and international experts, legal specialists, academics, NCHR), to work jointly within the following scope: A. Setting a vision for an institutional protocol to enforce access to information, with best practices, especially those related to receiving and handling information requests, and the classification, management and archiving of governmental information. This entails clear procedures and standards to facilitate acquiring and retrieving information in a speedy manner, and the provision of a “fast-track approach” for journalists. The protocol will be unified and will consider the differences between governmental institutions, in order to fill the gaps in current application status, and to promote voluntary pre-disclosure of information to serve public interests. B. Developing tools to measure the quality of information granted to applicants, in addition to pre-disclosed information published voluntarily. C. Reviewing existing government regulations and instructions concerning the enforcement of the Access to Information law, and comparing them with the protocols and guidelines recommended by the Expert Group (milestones 1, 2 and 3) to prevent any duplication or conflict.		1 / 9 / 2018	30 / 9 / 2019

Issuing the protocols / instructions and circulating them to all relevant ministries and governmental institutions, and disseminating them on various governmental digital platforms and social media accounts.	1 / 10 / 2019	30 / 12 / 2019
Developing and implementing an awareness plan on the importance of information classification and pre-disclosure, through direct tools (meetings and awareness sessions), and indirect tools (publishing through governmental platforms, media, social media and billboards in government institutions). This plan is aimed at senior positions in governmental bodies and officials responsible for disseminating information and receiving requests for information (electronic and direct), in addition to reception staff, in order to enhance the understanding and application of approved procedures.	1 / 1 / 2020	30 / 6 / 2020
Monitoring the compliance of public administration institutions with the classification of information by conducting an evaluation of relevant governmental institutions, issuing a report, then circulating and publishing it, as a prelude to an annual evaluation process that seeks to promote the practices and culture of access to information.	1 / 1 / 2020	30 / 6 / 2020
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Other Actors Involved (CSOs and Experts) Name of the CSOs and experts who applied for the voluntary assistance to the implementation of the 4th NAP. Open call of interest was launched during 2 -17 / 12 / 2018.	<ul style="list-style-type: none"> - Friends of the Jordanian Parliament Association - Gateway Development Association for Studies, Research and Training - Family Awareness and Guidance Center - Community Media Network - Academy of Change for Democracy and Development Studies - Center for Defending Freedom of Journalists - Arab World Center for Democratic Development - TAMKEEN Initiative - National Center for Human Rights - Jordan Association for Entrepreneurship - Al-Hayat Center - Rased - Jordanian Association Of Transparency 	



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