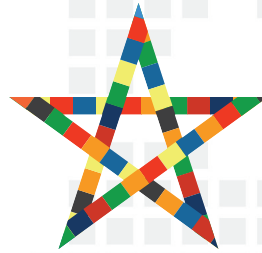




KINGDOM OF MOROCCO



**OPEN
GOVERNMENT
MOROCCO**

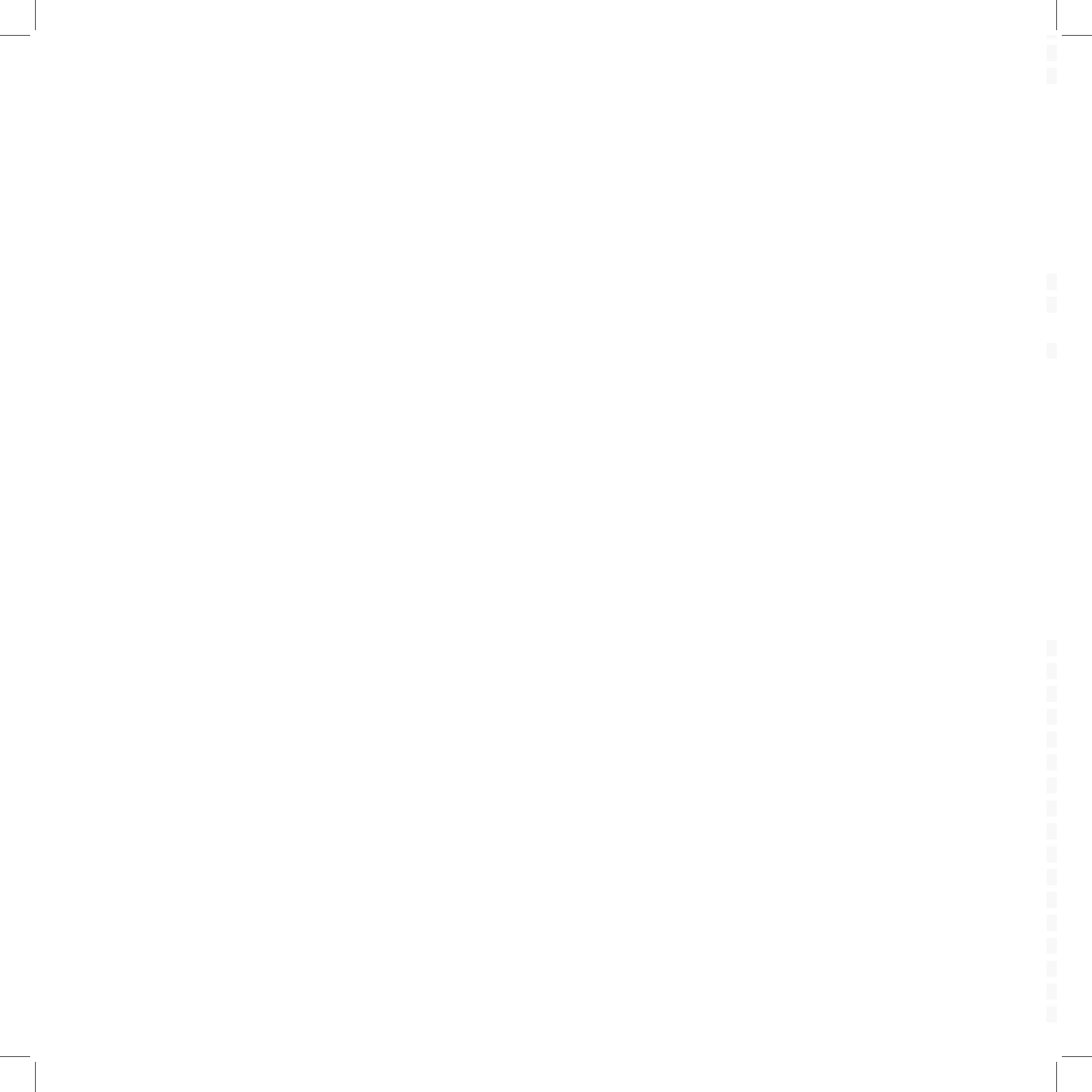
الحكومة المنفتحة بالمغرب
GOUVERNEMENT OUVERT MAROC

OPEN GOVERNMENT NATIONAL ACTION PLAN

2021 - 2023

**OPEN GOVERNMENT
NATIONAL ACTION PLAN**

2021 - 2023



INTRODUCTION

Morocco has embarked on a reform process to consolidate the values of participatory democracy, transparency and anti- corruption with the aim of adopting new governance models designed to meet the needs of the Moroccan citizens, in accordance with the constitution.

As part of our country's ambition to reinforce its democratic development path, three Moroccan institutions: Government, House of Representatives of Parliament, and local administration represented by the Regional Council of Tangier-Tetouan-Al Hoceima have joined the Open Government Partnership (OGP) respectively in April 2018, May 2019, and October 2020.

In this perspective, and to be in line with international recommendations, and in accordance with transparency standards of the Open Government partnership initiative, the Moroccan Government has developed a national portal for open government, «www.gouvernement-ouvert.ma», to share the country's various commitments and enable progress monitoring by the general public. This portal also serves as a tool to strengthen the interaction between the administration and citizens, through digital spaces dedicated to receive suggestions and comments on the national action plans of open government.

In order to ensure the success of this important process, a dedicated governance model was put in place based on a strong partnership with civil society, with equal representation between civil society and government representatives in the steering committee, as well as with a system of turnover to ensure an effective and inclusive representation of civil society. This model enabled managing the Open Government process within a framework of complementarity, coordination and positive interaction between the different stakeholders.

This dynamic joint effort has contributed in achieving the open Government commitments as outlined in the first National Action Plan for the period of 2018-2020, which includes eighteen (18) commitments in the following areas: access to information, integrity and anti-corruption, budget transparency, citizen participation, communication and awareness, with a completion rate of 84%, achieved by December 2020.



In order to consolidate the ongoing efforts, the cocreation process of the second national action plan for open government for the period of 2021-2023 was launched, based on a participatory approach jointly defined with civil society representatives of the steering committee. This approach is as follows:

1. Identification of the themes
2. Gathering of ideas and suggestions submitted by citizens and civil society
3. Analysis and triage of the received proposals
4. Drafting of the proposed commitments
5. Validation and adoption of the National Action Plan.

In this context, 10 theme-based co-creation events were organized to discuss the most important challenges and problems related to the ten themes selected in the first phase, and to propose solutions to be considered as part of the second national action plan.

In parallel with the cocreation events, a digital cocreation space was launched under the national open government portal "www.gouvernement-ouvert.ma", in order to simplify the interaction and participation in the drafting process regarding the second national action plan, by submitting ideas and suggestions through the portal, as well as registering to the theme-based cocreation events.

These cocreation events were attended by public actors and officials from various institutions and departments involved in the related themes. It was also an opportunity to engage relevant civil society actors at the local and regional levels to contribute to this important national workshop. More than 800 citizens and civil society actors participated in co-creation and 230 ideas were submitted. These proposals were shared with the various institutions and departments involved, in order to be processed, analyzed and included in the draft commitments for the period of 2021-2023.

As a result, a set of draft commitments were proposed by 11 public institutions. Then, a public consultation was conducted on these proposed commitments through the national open government portal.

The final version of the new national action plan includes 22 commitments in the fields of transparency, quality of public services, citizen participation, open justice, equality and inclusion, and open local government.



It is worth noting that there was a particular communication plan to support the cocreation process that was heavily based on digital communication due to the constraints of the Covid-19 pandemic. The communication goal was to have a large reach of citizens and civil society.

In accordance with the principles of transparency and proactive publication of information, all information, submitted proposals, its corresponding responses, statistics and detailed reports of all stages of the co-creation process have been published on the Open Government Portal.

For more details on the co-creation approach of this action plan, kindly consult the report published under the following link:

<https://www.gouvernement-ouvert.ma/documentation.php?lang=fr>



LIST OF COMMITMENTS FOR THE PERIOD 2021-2023

TRANSPARENCY AND QUALITY OF PUBLIC SERVICES

1

Strengthening budget transparency

2

Promoting the implementation of the Right of Access to Information within ministerial departments and public institutions

3

Promulgation of the Public Service Charter and assisting in its implementation

4

Transcription, publication and simplification of administrative procedures and formalities with the purpose of their digitalization

5

Proactive publication of data and statistics related to the national education sector

6

Setup a governance system within the healthcare sector

7

Strengthening transparency and participation in the management of health services

8

Implementation of an integrated health information system

9

Setting up a National Integrity Portal

10

Promoting the publication and reuse of open data

EQUALITY AND INCLUSIVITY

11

Promotion of gender equality and women's participation in the public life as well as their economic empowerment

12

Strengthening access to information for people with disabilities

13

Improving the quality of public services related to child protection

COMMITMENTS

COMMITMENTS

OPEN JUSTICE

14

Publication of legislative texts, court judgments, decisions and jurisprudence

15

Providing a legal framework for the use of electronic means in the civil proceedings

16

Increasing the involvement of court officers in the digital transformation of the justice system

CITIZEN PARTICIPATION

17

Launch of a national portal for training NGOs online

18

Implementation of mechanisms to support transparency of public funds granted to civil society organization

19

Strengthening citizen participation through the implementation of legal frameworks related to public consultation and contractual volunteering

20

Mobilization and capacity building of civil society organizations to improve their participation in the monitoring and implementation of environmental policy

OPEN COMMUNITIES

21

Strengthening access to information and citizen participation at the territorial collectivities

22

Developing and sharing a toolkit to strengthen communication and citizen participation at the subnational government level

COMMITMENTS

COMMITMENTS

COMMITMENTS



TRANSPARENCY AND QUALITY OF PUBLIC SERVICES



COMMITMENT

1

Strengthening budget transparency



Entity responsible for implementation

Ministry of Economy, Finance and Administrative Reform – Budget Department



COMMITMENT DESCRIPTION

■ CHALLENGE

Morocco has been engaged for years in a process of continuous improvement of budget transparency, especially after the adoption and entry into force of the Organic Law relating to the Finance act in 2016.

This has resulted in notable progress of the open budget index, with Morocco ranking in a very honorable position in the Middle East and North Africa (MENA) region. In order to further progress in the area of budget transparency and to better communicate with citizens, Morocco aims to move forward by proactively providing financial information in a simple and appropriate manner to meet citizens' aspirations.

However, it is not always easy for the government to simplify financial information and the content of the state budget for the benefit of the Moroccan citizen, mainly due to the technical aspect of finance acts and public policies, the different expectations of citizens according to their personal and professional interests and the absence of a permanent consultation mechanism allowing citizens to help improve financial reporting.

In this regard, the government is committed to developing and publishing the mid-year report, with the aim of updating the information relating to the assumptions on which the finance acts are based in terms of planned expenditure on the one hand, and the revenue expected to be collected at the end of the year on the other hand; these often experience change due to changing external and internal factors, especially those linked to global economic conditions and climatic fluctuations. Since this data is not the subject of a detailed report unlike with the Finance acts (which provide accurate information on global and national economic conditions, revenue and expenditure forecasts, as well as the level of public debt, and the priorities that support the Finance act). Another example, is the monthly public finance statistics bulletin (which presents statistics about revenues and expenditures during the year, with an explanatory for the variation in the rate of change compared to the previous year).

As a reminder, it should be noted that Morocco has already prepared and published the preliminary 2019 budget report, as part of the first national action plan for open government for the period 2018-2020 (commitment 11), except that the set publication deadlines were not met for technical reasons, which made it difficult for citizens to obtain timely information in order to have a better interaction with the provisions of finance acts.



■ PROPOSED SOLUTION

Regarding the alignment of information intended for citizens, in particular relating to finance acts, a permanent consultation mechanism will be created to allow citizens to identify their requirements for budget information that should a citizen budget contains, with the aim of improving this document in terms of form and content. For better budget transparency and in accordance with international standards in this area, a mid-year review will be produced and will contain updated data in comparison with the initial forecasts on which the proposal finance act was established, while ensuring that the deadlines for the publication of the pre-budget report are met.

In addition, a consolidated report will be prepared and published within the time frame allotted, where the mid-year report and the pre-budget report will be integrated. Thus, 7 reports, out of the 8 reports that are recommended internationally, will be published.

■ SCHEDULED ACTIVITIES

Regarding the alignment of information intended for citizens, in particular relating to finance laws, a permanent consultation mechanism will be created to allow citizens to contribute to the citizen budget development with the aim of improving it both in terms of form and content. For better budget transparency and in accordance with international standards in this area, a mid-year report will be produced and will contain updated data in comparison with the initial forecasts on which the draft finance law was established, while ensuring that the deadlines for the publication of the pre-budget report are met.

In addition, a consolidated report will be prepared and published within the time frame allotted, where the mid-year report and the pre-budget report will be integrated. Thus, 7 reports, out of the 8 reports that are recommended internationally, will be published.

■ EXPECTED RESULTS

- Setup a permanent consultation mechanism to involve citizens in drafting the “Citizen’s Budget” document ;
- Citizens will be able to observe the budget forecast accuracy as well as the upcoming preparation of the next finance draft law, through the publication of a combined report composed of the mid-year report and the pre-budget report.

■ PERFORMANCE INDICATORS

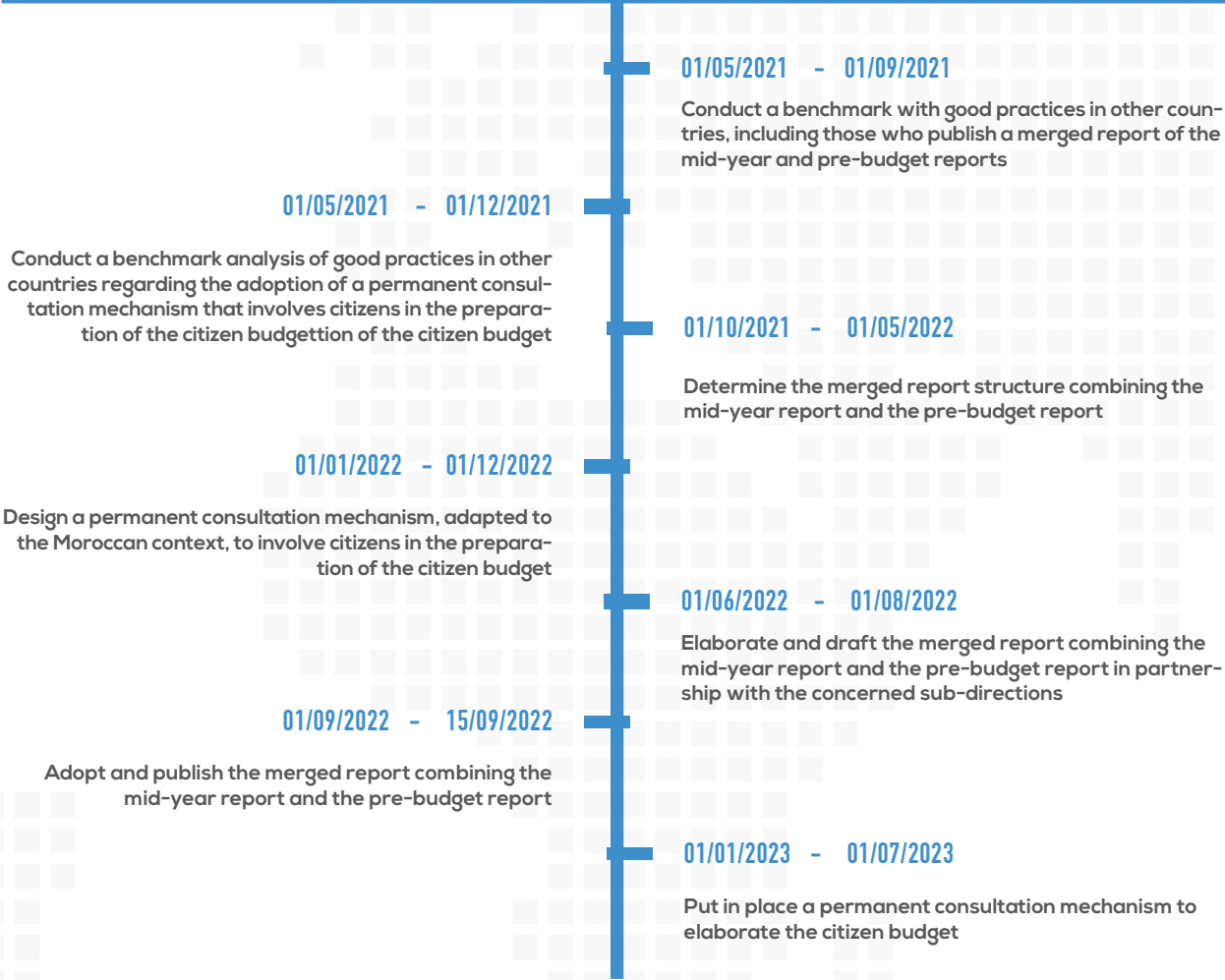
- Number of reports published on time.

■ IMPACT INDICATORS

- Improving Morocco’s open budget score, in the context of the 2023 open budget survey.



🕒 **Scheduled activities**





COMMITMENT

2

Promoting the implementation of the Right of Access to Information within ministerial departments and public institutions



Entity responsible for implementation

Ministry of Economy, Finance and Administrative Reform - Department of Administrative Reform





COMMITMENT DESCRIPTION

■ CHALLENGE

- Following the promulgation of the law on the right to access information No. 31.13 and its effective application date on March 12, 2020, several measures have been adopted by public Administrations to ensure its implementation. These measures include the designation of about 1850 information officers, the organization of a training session for trainers, the launch of the access to information portal to facilitate the submission and processing of information requests as well as the generation of appropriate statistics.
- Despite these measures and the efforts made by the institutions and bodies concerned, the rate of responsiveness to requests for access to information remains insufficient in quantitative and qualitative terms, and this is due to different reasons, the most important of which are:
 - Lack of a support and capacity-building mechanism to assist information officers ;
 - Lack of proactive publication of information as stipulated in article 10 of the 31-13.

■ PROPOSED SOLUTION

This commitment involves putting in place mechanisms aiming to foster the implementation of the right to access to information through :

- Implementing a network composed of information officers to exchange experiences, provide expertise and capacity building ;
- Setup an online platform to share experiences, expertise and provide assistance to the members of the network ;
- Establishment of a unified platform for the proactive publication of information under the national portal of access to information «chafiaya.ma», which will allow access to public information available in institutional sites or through other channels in accordance with Article 10 of Law 31.13 relating to right to access to information.

■ EXPECTED RESULTS

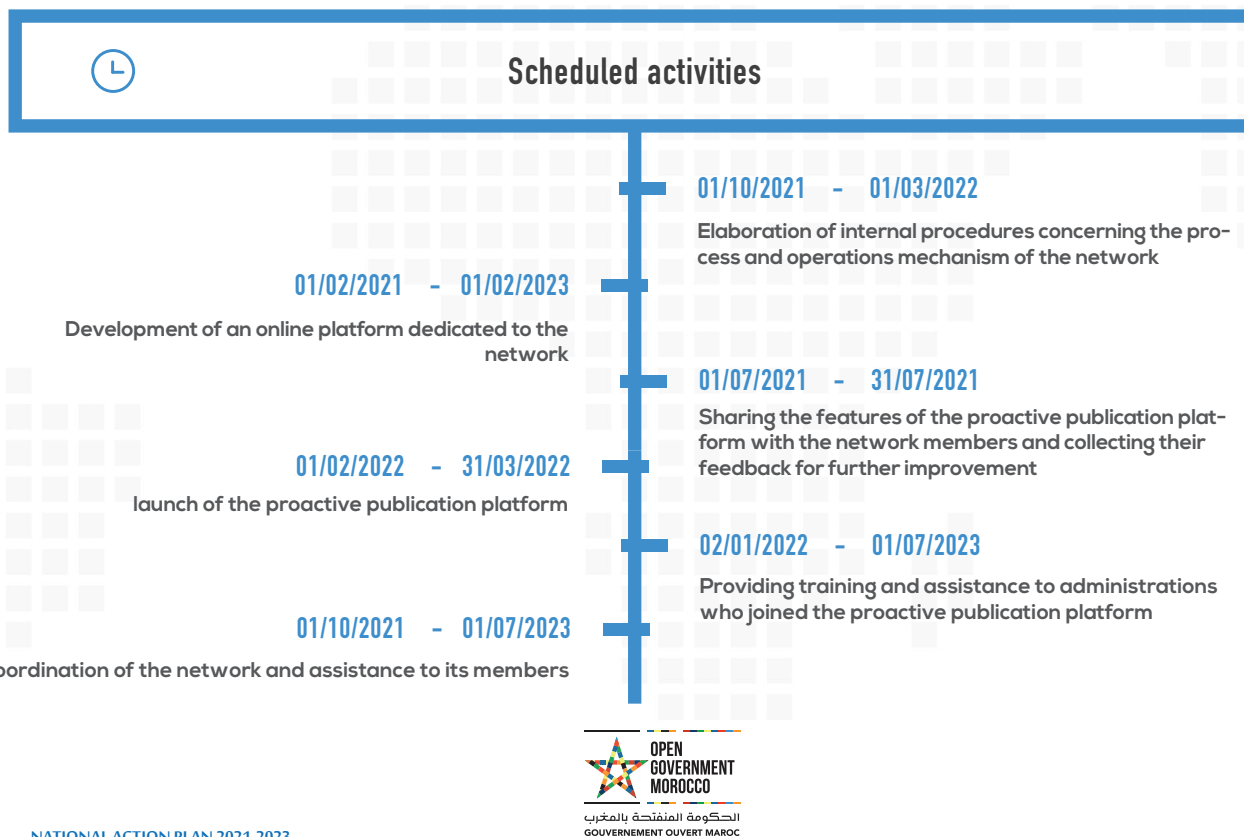
- Enable information officers to develop the required skills to process the submitted requests ;
- Have a unified portal dedicated to the access to information either proactively or upon request ;
- Access to the maximum amount of information through the proactive publication portal without the need to submit an official request to the administration.

■ PERFORMANCE INDICATORS

- Progress rate of the online platform development dedicated to the network ;
- Number of administrations who have joined the platform of proactive publication.

■ IMPACT INDICATORS

- Rate of requests processed via the access to information portal ;
- Rate of information published proactively via the access to information portal.





COMMITMENT

3

Promulgation of the Public Service Charter and assisting in its implementation



Entity responsible for implementation

Ministry of Economy, Finance and Administrative Reform - Department of Administrative Reform





COMMITMENT DESCRIPTION

■ CHALLENGE

The relationship between public services and their users experiences disparities in terms of responding to their aspirations and needs, due to the divergence in organization and management of resources. In addition, the environment of public services is changing and evolving, as highlighted in numerous reports mentioned in royal speeches.

This is due to :

- The multiplicity of types of public services and the divergence of legislation and regulations governing each of these public services (around 35 ministerial departments, 1,600 territorial collectivities, and more than 800 establishments and public entities, in addition to the other public and private organizations invested in public service) ;
- The quality of services provided to users varies according to the type of public service ;
- The lack of professionalism in the delivery of services due to the absence of a system that oversees the relationship between public services and users, from the point of accessing these services to obtaining the requested service ;
- The lack of a coherent and hierarchical framework of laws and regulations ;
- The shortcomings of the current system in implementing the principle of accountability as well as the various recommendations issued by governance institutions.

In this context, the Moroccan Constitution has dedicated specific provisions to good governance, outlining the foundations and principles for the management of public services. Article 157 foresees the development of a public service charter, specifying the rules of good governance related to the operation of public administrations, and local authorities. However, this charter has not yet been adopted.

■ PROPOSED SOLUTION

Adoption of a public service charter that outlines the principles and rules of governance in public administrations, regions and territorial collectivities, this includes the following:

- The efficiency and effectiveness of public services in terms of human resources management and facilities management;



- The relationship of public services with users in terms of openness and communication, delivery of public services, claims processing and carrying out judicial decisions;
- Enhancing the morality of public services through the development of codes of ethics and programs to promote values of integrity ;
- The creation of a national observatory of public services in order to monitor the level of efficiency of public services, their performance and quality.

In order to give a concrete aspect to the Charter and to ensure the mobilization of all the actors concerned in the implementation of its provisions, a roadmap will be elaborated around the implementation mechanisms for the of governance model and training and communication actions.

■ EXPECTED RESULTS

- Apply the same rules and principles of management to the different categories of public services;
- Ensure the convergence and coherence of programs, integration of initiatives and synergy of public service resources ;
- Improve the quality of services provided to beneficiaries.

■ PERFORMANCE INDICATORS

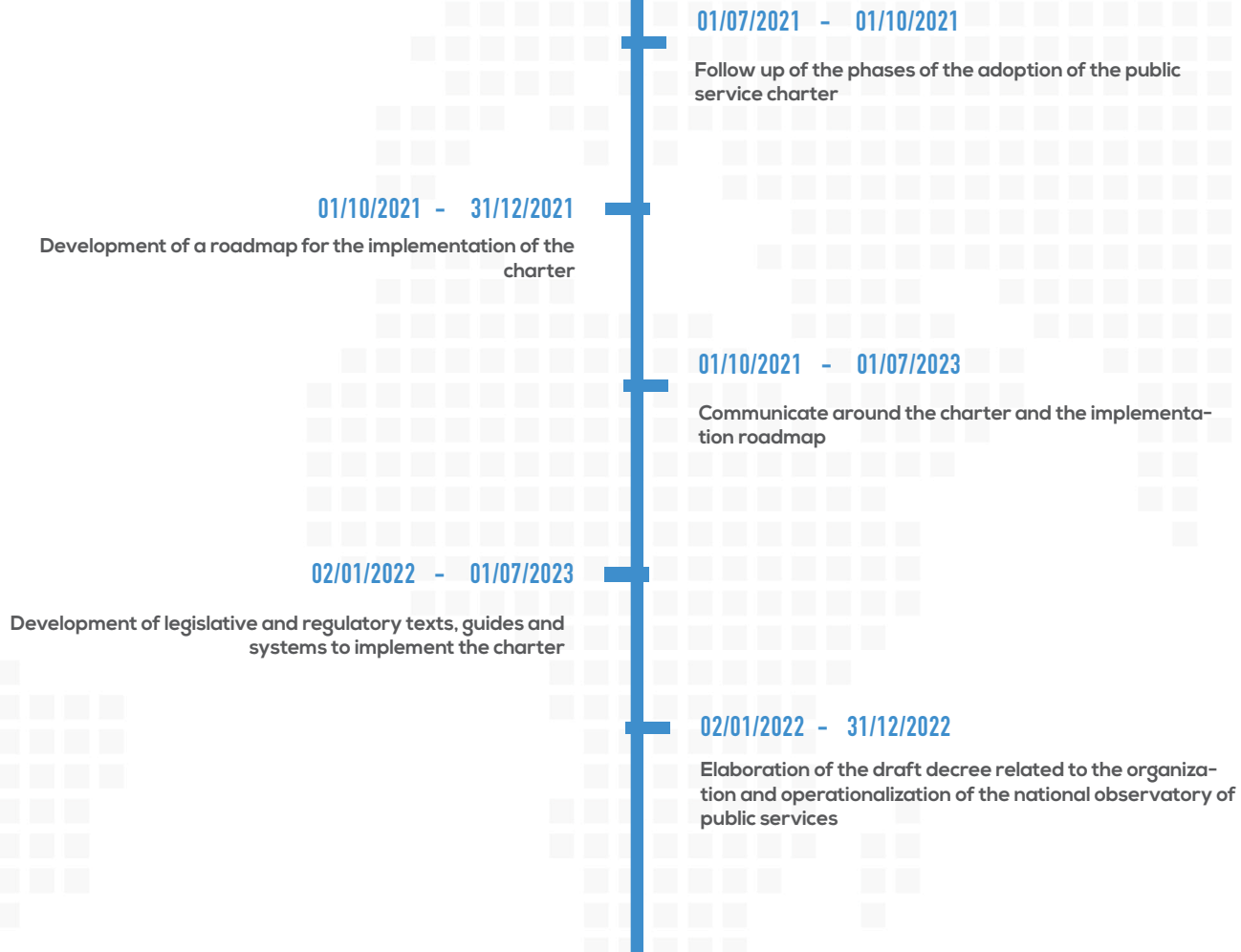
- Publication of the charter in the official Gazette;
- Number of roadmap measures implemented ;
- Number of communication actions implemented to promote the charter.

■ IMPACT INDICATORS

- Number of public services having adopted the charter.



⌚ **Scheduled activities**





COMMITMENT

4

Transcription, publication and simplification of administrative procedures and formalities with the purpose of their digitalization



Entity responsible for implementation

Ministry of Energy, Mining and the Environment - Department of the Environment





COMMITMENT DESCRIPTION

■ CHALLENGE

There is a lack of transparency in the procedures and formalities related to the administrative decisions adopted to provide the services to users and oversee their relationship with the administration in order to protect their rights, which implies a lack of trust in the administration and the spread of corruption.

This is due to several factors:

- There is an absence of regular and instantaneous transcription and publication of formal procedures related to administrative decisions;
- The non-existence of a national, exclusive and consolidated database of administrative acts issued by public administrations;
- There is no obligation for the public administration to comply with the formal procedures released through the available means of publication;
- The complexity, redundancy and overlap in the processes and formalities related to administrative acts ;
- Lack of digitalization of procedures and formalities related to administrative acts.

■ PROPOSED SOLUTION

In order to resolve these issues and to frame the overall relationship between users and the administration, the law No. 55.19 on the simplification of administrative procedures and formalities has been promulgated and entered into force on September 28, 2020. This law aims to establish new rules for the relationship between the beneficiaries and the administration and to strengthen this relationship through a set of new provisions, the most important of which are:

- Establish the principle of transparency in procedures and formalities relating to administrative acts and establish the obligation to have a legal framework for these acts ;
- Impose on administrations the identification, documentation and transcription of administrative acts under their areas of expertise, and their publication on the national portal of administrative procedures and formalities ;



- Require administrations to provide a receipt of deposit to the beneficiary upon submission of his request ;
- Administrations are required to set a deadline to respond to beneficiaries requests ;
- Beneficiaries are guaranteed the right to appeal in the event of an unfavorable response from the administration or when the administration exceeds the time limits for processing administrative acts.

This law will be gradually implemented over a 5-year period starting from the date of its enactment.

In this context, the following actions will be carried out between October 2020 and June 2023:

- Collecting and approving administrative acts by the national commission for the simplification of administrative procedures and formalities
- Posting the approved administrative acts on the national portal of administrative procedures and formalities
- Simplifying procedures and formalities related to administrative acts through :
 - » The standardization of administrative procedures and formalities and the removal of non-justified procedures ;
 - » The reduction of the cost of these procedures for both the beneficiary and the administration
 - » Taking into consideration the reasonability between the topic of the administrative act and the documents requested by the beneficiary ;
- Begin with the digitalization of a first batch of the most used procedures and formalities, with the aim of completing the digitalization process of all administrative procedures and formalities by 2025 ;
- Develop and carry out a communication plan to promote the implementation of Law 55.19 related to the simplification of administrative procedures and formalities.

■ EXPECTED RESULTS

- Strengthening transparency through the launch of a unified national portal dedicated to the publication of administrative procedures and formalities, to be used by the administration and beneficiaries;
- Improvement of public services quality through the simplification and digitalization of a first batch of the most used administrative procedures and formalities.

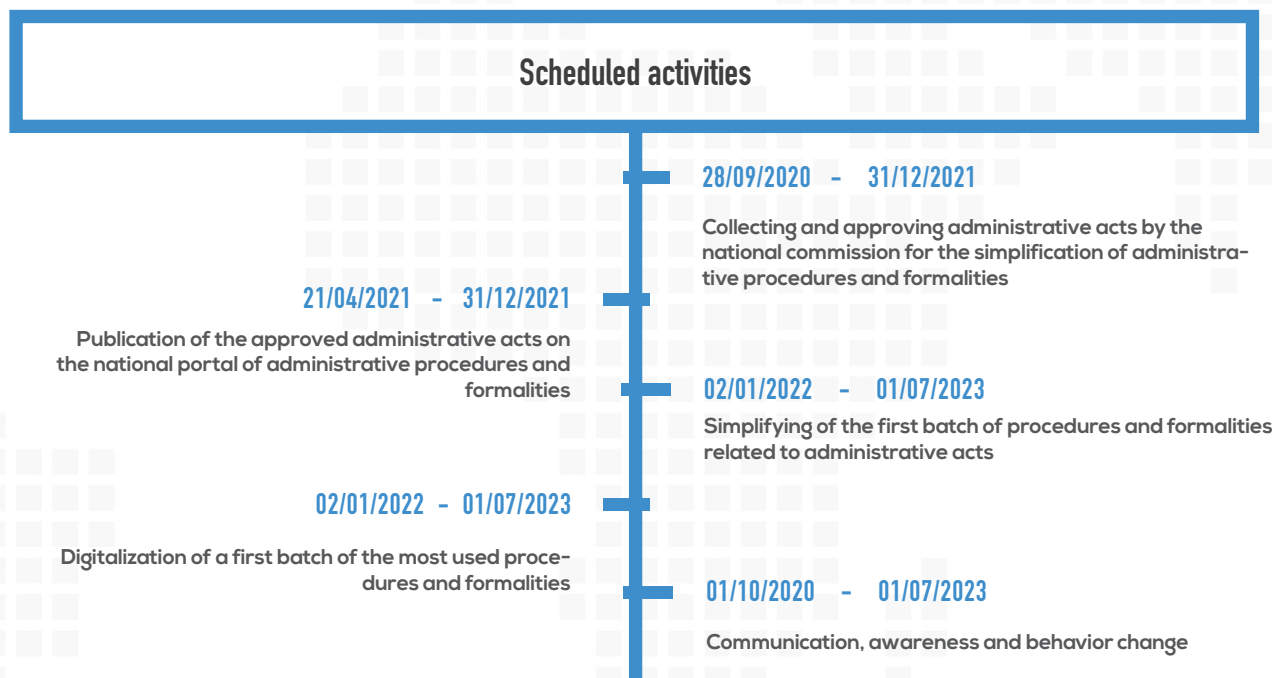


■ PERFORMANCE INDICATORS

- Number of administrative acts transcribed ;
- Number of approved administrative acts by the national commission and published on the national portal ;
- Number of simplified procedures and formalities ;
- Number of digitalized procedures and formalities.

■ IMPACT INDICATORS

- Number of legal appeals related to administrative procedures and formalities ;
- Rate of user satisfaction regarding the quality of public services





COMMITMENT

5

Proactive publication of data and statistics related to the national education sector



Entity responsible for implementation

Ministry of National Education, Vocational Training, Higher Education and Scientific Research - Department of National Education



COMMITMENT DESCRIPTION

■ CHALLENGE

The national education sector is equipped with an integrated information system that produces annual statistical data about the education sector. However, the accessibility to information and re-use of all data remain limited due to the format of publication (PDF format), and due to the lack of proactive publication as stipulated in article 10 of the law 31.13 about the right of access to information.

■ PROPOSED SOLUTION

Design and develop a dedicated online space for proactive publication of data and statistics related to the Department of National Education, through the institutional portal www.men.gov.ma. This space will offer:

- A proactive publication of information, as stipulated in article 10 of right of access to information law 31.13.
- A publication of statistical data related to the national education sector in open format (HR, school map, access to education services, ...)
- All data released in this space will also be accessible via the open data portal and via the platform of proactive publication of information as mentioned in the commitments about "Promoting the implementation of the Right of Access to Information within ministerial departments and public institutions » and "Promoting the publication and reuse of open data".

■ EXPECTED RESULTS

- Communicate around the numbers and data regarding the national education sector ;
- Support and strengthen scientific research through facilitating access and reuse of information ;
- Protecting citizens' rights by raising their awareness of legal aspects and by informing them of the administrative rules and procedures that apply ;
- Promote transparency standards as well as rules of openness and integrity ;
- Contribute to the establishment of a climate of trust between the administration and the citizens. At the same time, promote participatory democracy ;
- Help create an investment-friendly environment and improve the business conditions.



■ PERFORMANCE INDICATORS

- The creation and launch of a proactive publication space within the department's portal ;
- Rate of data proactively published compared to the data listed in Article 10 of Law 31.13 ;
- Number of published statistical data ;
- Rate of statistical data published in open format compared to all published statistics.

■ IMPACT INDICATORS :

- Satisfaction rate of people using the space ;
- Decreased number of access to information requests received by the department ;
- Number of cases where data has been reused.





Scheduled activities

01/09/2021 - 31/01/2021

Designing a dedicated space for proactive publication and identifying the correspondent content

03/01/2022 - 30/05/2022

Developing of the proactive publication space and data integrating

15/07/2022 - 31/12/2022

Launching the new space for the proactive publication of information and communicating around it

01/01/2022 - 30/06/2022

Linking information published in space with the national portal for proactive publication





COMMITMENT

6

**Setup a governance system within
the healthcare sector**



Entity responsible for implementation

Ministry of Health



COMMITMENT DESCRIPTION

■ CHALLENGE

The state is covering the expenses of patients affected by chronic diseases such as diabetes and hypertension, and has increased its funding contribution for medicines from 600 million dirhams to one billion and 600 million dirhams. However, and despite all the efforts made, the patients concerned do not all benefit from their medication continuously and adequately, mainly because of the procedure for granting these drugs and the absence of a dedicated monitoring information system.

■ PROPOSED SOLUTION

Putting in place an IT system dedicated to medical governance, to enable :

- The control the procedure for distributing medication to people with chronic illnesses ;
- The development of a database listing the medications provided to people with chronic diseases ;
- The development of a database of concerned patients in order to track and trace the provision of medicines to the beneficiaries ;
- Monitor stocks of medicines and their supply at the level of health delegations and dispensaries;
- The generation of statistics and indicators so as to improve the quality of public services provided in this field.

■ EXPECTED RESULTS

- Ensure that patients affected by chronic disease have access to their medicines in a regular and adequate manner ;
- Prohibit illegal trade in medicines ;
- Fight favoritism and clientelism , and promote transparency in this field.

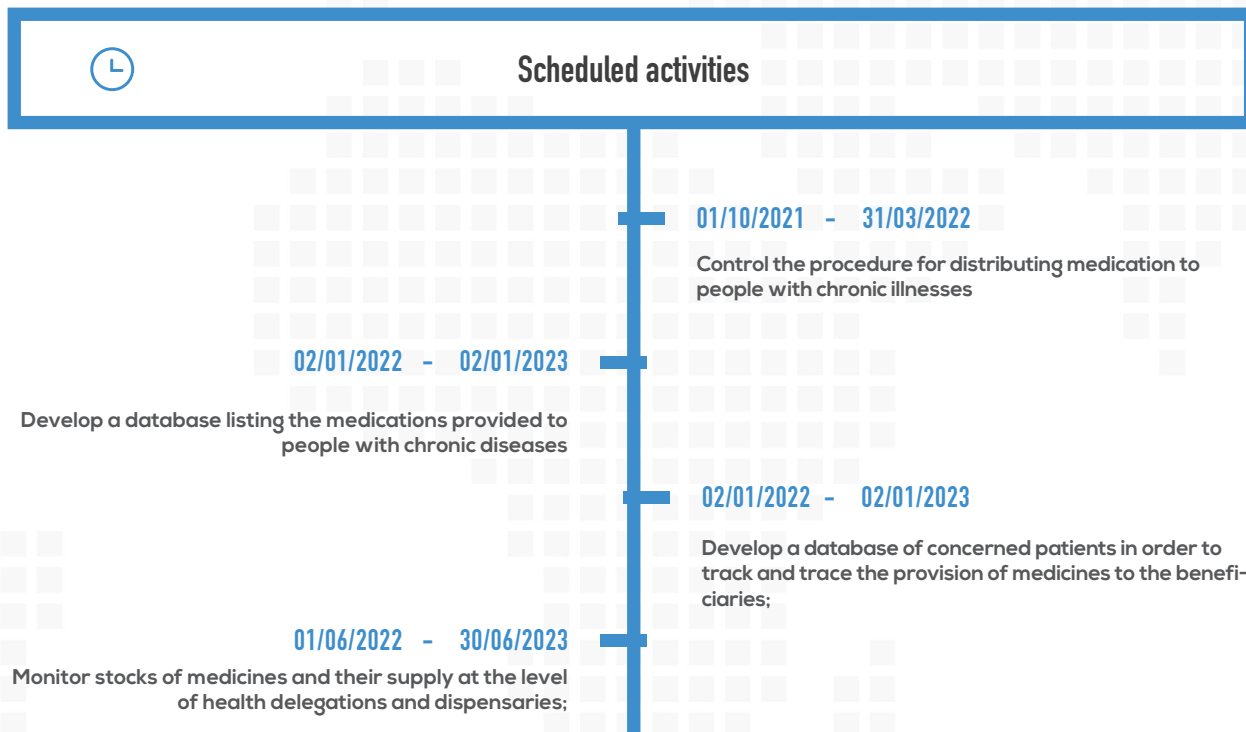


■ PERFORMANCE INDICATORS

- Create and update a database of chronic disease medication
- Create and update a database of chronic disease patients

■ IMPACT INDICATORS

- Rate of coverage of chronic disease medications
- Average time of treatment for patients





COMMITMENT

7

**Strengthening transparency and participation
in the management of health services**



Entity responsible for implementation

Ministry of Health



COMMITMENT DESCRIPTION

■ CHALLENGE

The lack of transparency in information and health service procedures ;

Weakness of mechanisms for citizen participation when it comes to setting priorities, designing, monitoring and assessing health-related programs at the local and national levels. This has an impact on the quality of health services.

■ PROPOSED SOLUTION

The following actions will be implemented to improve the transparency of information and health services procedures :

- Transcription and publication of health services procedures ;
- Proactive publication of health sector information ;
- Develop a national health services map ;
- Human resources, specializations, distribution ;
- Equipment ;
- Medications and drugs data ;
- Medical coverage data.

All this information will be released either in mapped or in Open Data format to enable easy access and reuse.

As for strengthening citizen and civil society participation to improve health services, a number of mechanisms will be deployed, particularly:

- Holding consultative meetings ;
- Conducting opinion polls ;
- Development of an online platform where citizens will have an opportunity to submit their proposals ;
- Preparation and publication of periodic reports on citizens' proposals.



■ EXPECTED RESULTS

- Strengthening of transparency and integrity within the health sector ;
- Improvement in the quality of health services provided.

■ PERFORMANCE INDICATORS

- Number of health services procedures that have been transcribed ;
- Number of health services procedures that have been published ;
- Number of health information published in mapped format ;
- Number of health-related information published in open format ;
- Number of participants who attended the consultative meetings ;
- Number of respondents to the opinion survey ;
- Progress rate in the development of the online platform receiving citizens' proposals.

■ IMPACT INDICATORS

- Number of visits to the platform ;
- Number of citizen proposals ;
- Rating of users' satisfaction towards health services.





Scheduled activities

01/01/2022 - 30/06/2022

Transcription and publication of health services procedures

01/07/2022 - 30/09/2022

Proactive release of health services procedures

01/10/2022 - 28/02/2023

Holding consultative meetings

01/03/2023 - 31/03/2023

Conducting citizen opinion polls

01/04/2023 - 30/09/2023

Development of an online platform to receive citizens' proposals

01/10/2023 - 31/12/2023

Preparation of periodic reports on citizens' proposals



COMMITMENT

8

Implementation of an integrated health information system



Entity responsible for implementation

Ministry of Health





COMMITMENT DESCRIPTION

■ CHALLENGE

- Lack of digitized data on patients and the history of their illnesses and treatments ;
- The need to keep paper records, X-rays and prescriptions and to bring them along to each medical consultation
- There is also a lack of reliable data about health operations and their beneficiaries, whether in the public or in the private sector.

■ PROPOSED SOLUTION

Develop an integrated health information system that helps all stakeholders in improving health services, including:

- Engaging concerned actors in designing this system ;
- Development of a health information system, based on patients' health records and hospitals' databases, with a perspective of including all citizens' medical records. The system will also ensure the protection of personal data ;
- Development of an online platform enabling the reception of suggestions from users and health professionals in order to continuously improve the system.

■ EXPECTED RESULTS

- Recording and storing patient health data ;
- Ability for healthcare professionals to instantly access and track patient medical records ;
- Improve the quality of health services.



■ PERFORMANCE INDICATORS

- Number of consultative meetings held with stakeholders ;
- Number of involved stakeholders ;
- Progress rate of the development of the health information system ;
- Progress rate of the development of the online platform to collect suggestions from users and health professionals.

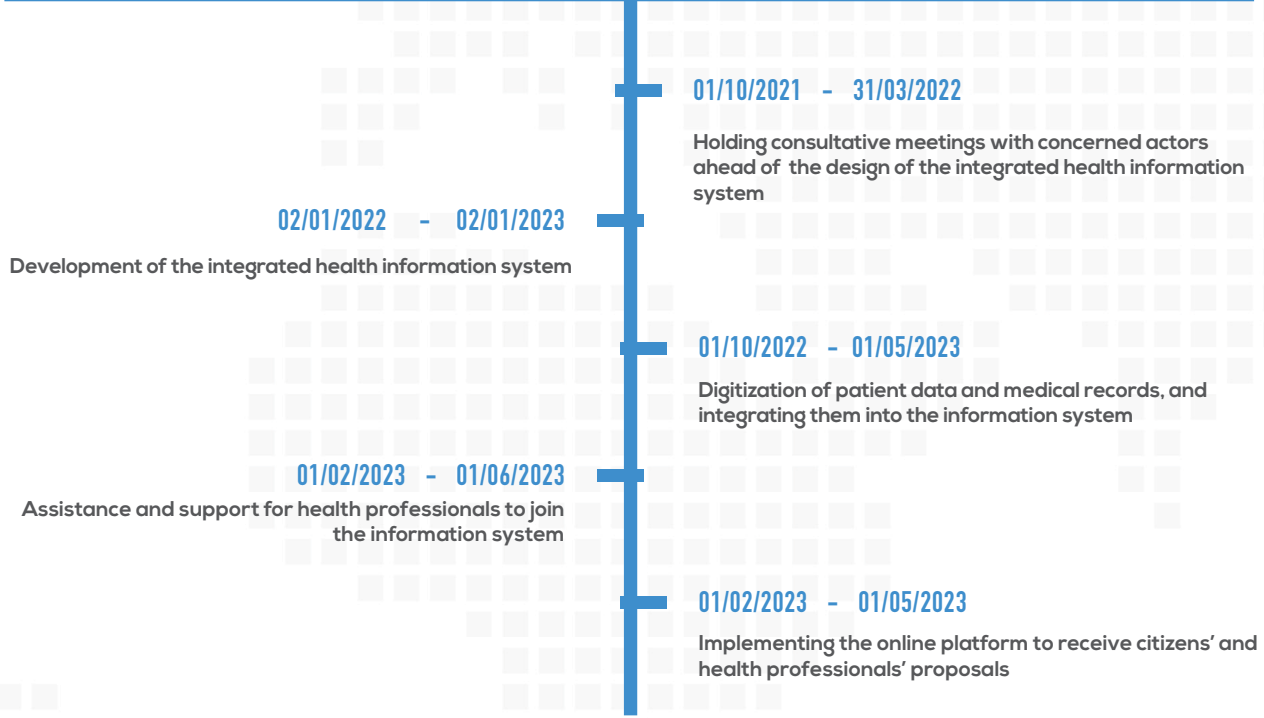
■ IMPACT INDICATORS

- Number of patient medical records stored and saved in the health information system ;
- Number of accounts created for healthcare professionals ;
- Number of actions (creation, consultation, update) performed by healthcare professionals on patient medical records via the health information system ;
- Satisfaction rate of health professionals in regard to the health information system ;

Satisfaction rate of citizens regarding the health information system and its role in improving health services.



🕒 **Scheduled activities**





COMMITMENT

9

Setting up a National Integrity Portal



Entity responsible for implementation

National authority for probity, prevention and fight against corruption
(INPPLC)





COMMITMENT DESCRIPTION

■ CHALLENGE

Morocco has committed to promote integrity, transparency, and anti-corruption principles through a series of projects. However, there is very limited communication around those projects, and no dedicated portal. This is a barrier to citizen participation, citizen engagement in public policy and to the promotion of integrity and transparency values.

■ PROPOSED SOLUTION

The national authority for probity, prevention and fight against corruption proposes to build a “national portal of integrity”. This commitment is particularly in line with the 3rd axis of the national strategy to fight against corruption 2015-2025 related to “transparency and access to information”. This initiative will reinforce the efforts deployed to strengthen the principles of integrity and transparency by allowing citizens to access reports, studies and information related to the field of integrity and the fight against corruption. They will also be informed of the initiatives undertaken by the INPPLC and its partners in this field. This portal also offers the possibility to submit opinions and suggestions to enhance its content and allows citizens to report their claims regarding corruption.

This portal will include the following areas:

- A section dedicated to publications (legal texts, reports, studies, guides, memorandums...);
- A section dedicated to national and international statistics published by the National Authority or by its partners in the field;
- A section dedicated to claims;
- A section dedicated to communication;
- A section for remote services which includes an online library and a remote training;
- A space dedicated to the media...



■ EXPECTED RESULTS

- Provide users with reports, studies and information related to probity, transparency and anti-corruption ;
- Collect, examine and respond to user's suggestions to improve the scientific content of this portal ;
- Direct users to other platforms where they can access information in this field ;
- Directing users to the various channels for submitting claims ;
- Strengthen communication around the achievements made by the National Authority and its partners regarding integrity and anti-corruption issues.

■ PERFORMANCE INDICATORS

- Number of organizations that are contributing to the integrity portal ;
- Number of institutions that have committed to provide up-to-date information..

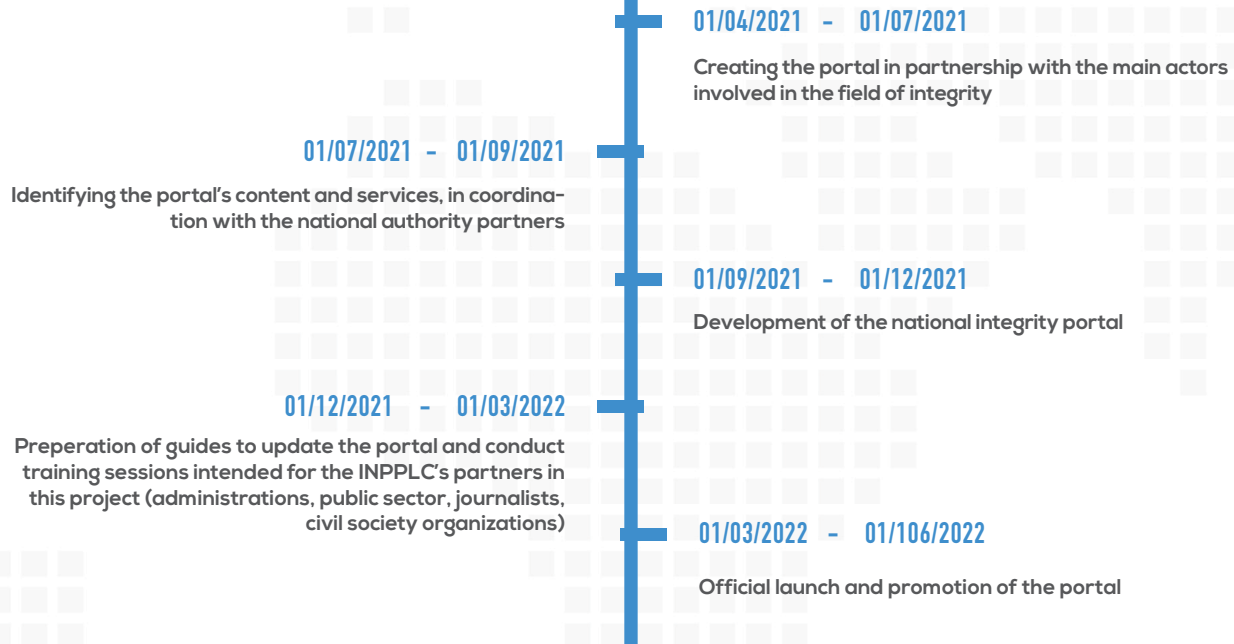
■ IMPACT INDICATORS

- Number of visits to the portal.





Scheduled activities





COMMITMENT

10

Promoting the publication and reuse of open data



Entity responsible for implementation

Digital Development Agency



COMMITMENT DESCRIPTION

■ CHALLENGE

In the era of digital transformation, Open Data and Big Data offer various opportunities to public organizations. In fact, the phenomenon of Big Data has disrupted both the economic realm and the public sector in recent years, as it enables better management of the contextual factors they face. Furthermore, digital transformation provides, using massive data, an additional way for any public or private organization to ensure better performance and competitiveness.

According to several studies and reports, open data activities are growing around the world; public organizations are releasing datasets, building portals, conducting hackathons, etc., with notable results in some countries.

At the national level, several actions have been undertaken to promote Open Data, in particular:

- The creation of the national Portal of Open Data: www.data.gov.ma (2011) ;
- The joining of Morocco to the Open Government Partnership (2018) ;
- The adoption of the law No.31.13 on the right of access to information (2018) ;
- The establishment of the Commission on the Right of Access to Information (2019) ;
- The establishment of an open data steering committee (2019) in charge of supervising and monitoring the implementation of this project at the national level. This committee, which is coordinated by the Digital Development Agency, is comprised of the various concerned institutions and entities;
- The achievement of a study by the Digital Development Agency in partnership with the World Bank and in coordination with the various concerned institutions and entities (2020). This study resulted in the elaboration of a national action plan for the promotion of the publication and reuse of open data ;
- Conducting awareness and communication workshops in the field of open data for the benefit of the managers of administrations, institutions and public companies (2020).



However, a number of issues that adversely impact the targeted objectives, are still existing mainly related to the governance, the management and the use of data:

- Data governance: ambiguous legal framework, weak commitment of stakeholders ;
- Data management: Lack of national open data standards, weak interoperability between public organizations' information systems, lack of data mapping ;
- Publication and use of data: Difficult access to open data held by public administrations, lack of awareness on of the importance of public data release and reuse, no lack of initiatives related to open data exploitation and reuse, lack of data anonymization practices, lack of data transparency culture within public administrations ;
- Absence of an open data release policy; absence of awareness-raising actions on the use and advantages of open data.

■ PROPOSED SOLUTION

Accelerating the execution of the national action plan for open data development, through the implementation of several actions mainly :

- Elaborating and publishing data repositories required for the collection, processing, release and reuse of open data ;
- Conducting more awareness campaigns and capacity building workshops related to Open Data for the benefit of ministries, public institutions/companies and territorial collectivities;
- Conducting more awareness campaigns targeting companies, particularly startups, to promote the open data reuse concept;
- Redesigning the unified national portal of the open data publication (www.data.gov.ma) ;
- The coordination and support of the concerned organizations and institutions for updating the portal contents;
- Setting up an appropriate legal framework for the promotion of public open data.



■ EXPECTED RESULTS

- Increasing number of open data released by the concerned organizations and institutions ;
- Strengthening transparency and trust between administration and citizens ;
- Promoting scientific research and innovation ;
- Promoting investment and entrepreneurship ;
- Promoting citizen participation and contributing to public policy debates through data and evidence.

■ PERFORMANCE INDICATORS

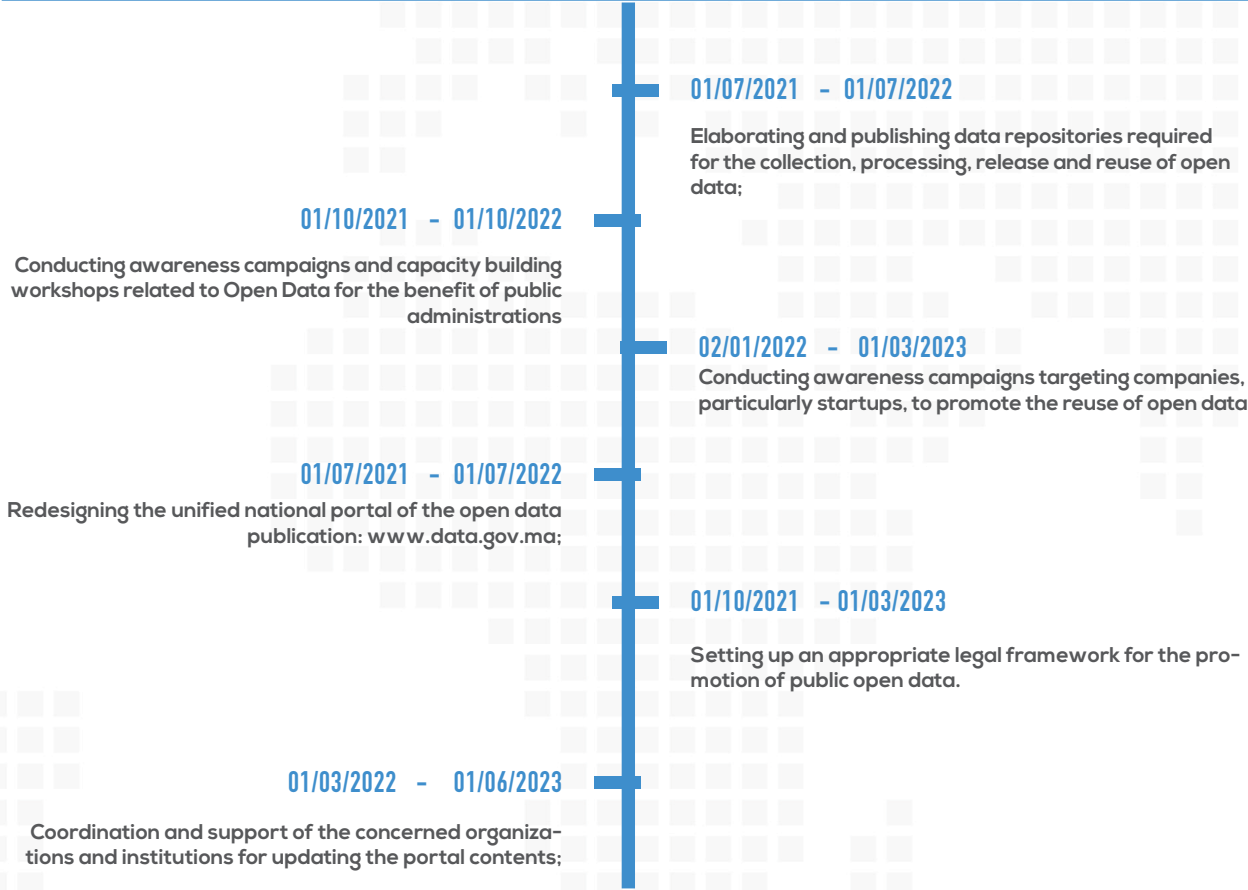
- Progress rate in building data repositories required for the collection, processing, release and reuse of open data ;
- Number of participants in training sessions for public administrations ;
- Number of companies participating in awareness campaigns ;
- Progress rate of the redesign of the unified national open data portal ;
- Progress rate of the elaboration of the legal framework necessary for the promotion of public open data ;

■ IMPACT INDICATORS

- Number of data published on the national portal ;
- Number of open data re-use cases ;
- Improving Morocco's global ranking in Open Data.



🕒 **Scheduled activities**





EQUALITY AND INCLUSIVITY



COMMITMENT

11

Promotion of gender equality and women's participation in the public life as well as their economic empowerment



Entity responsible for implementation

Ministry of Solidarity, Social Development, Equality and Family



COMMITMENT DESCRIPTION

■ CHALLENGE

The constitutional advances as well as the legislative and institutional reforms related to gender equality have been a turning point in the context of women's rights. This has had a positive impact on the situation of Moroccan women, helping to raise awareness around gender equality issues and fight against all forms of discrimination against women and girls. It has also enabled the inclusion of such issues in the general national dynamics related to human rights in Morocco as well as in public policies and programs, in particular the governmental plans for equality "Icram 1" and "Icram 2".

Despite all efforts, promoting gender equality remains one of the major concerns of Moroccan society. These concerns are embodied in various contexts, mainly related to:

- Women's socio-economic problems (women's participation rate in the labor market reached 19% in 2019),
- The low participation of women in public life (the representation of women in the House of Representatives was 21% in the last elections of 2016 and 17% in high-level positions and 24% for leadership positions) ;
- Stereotypes about women (Based on a study conducted in 2019, 65% of women believe that a woman should not work if the husband's income is sufficient to support the family),
- Access to education and training programs (the illiteracy rate among women was 44% as per 2018 statistics),
- Violence against women (percentage of abused women reached 54% in 2019),
- The weakness of gender-based strategic planning mechanisms, particularly at the territorial level.



■ PROPOSED SOLUTION

The Ministry of Solidarity, Social Development, Equality and Family, will address these issues through a participatory approach involving all actors and stakeholders, such as public authorities, national institutions, territorial collectivities, private sector, academia, civil society and international technical and financial partners:

1. Launch of the preparation process of the third governmental plan for equality, while taking into account the outcomes of the final assessment of the second governmental plan for equality. This includes the Challenges raised, including the impact of the pandemic on women ;
2. Operationalization of the measures of the “Morocco-Attamkine” program by working on the following aspects:
 - Legislative and institutional reform (setting a quota for women and girl entrepreneurs to access public contracts, setting a quota for the representation of women on boards of administration, setting a quota for the representation of women in unions, directing and transferring the support provided by the Tayssir program to mothers) ;
 - Gender-sensitive incentives and policies (granting tax exemptions for companies that provide decent work and achieve gender equality, and tax exemptions for companies that employ women with disabilities) ;
 - Changing representations and stereotypes (communicating court verdicts and rulings in favor of women victims of discrimination at work) ;
 - Sign partnership agreements with the regional and provincial councils in order to promote the “Morocco-Attamkine” program at the territorial level ;
 - Fixing a quota enabling girls to have access to technical professional training.
3. Opening of 20 multidisciplinary centers dedicated to women, bringing the total number of newly created centers in the country to 85
4. 4. Launching a regional plan for gender equality in the region of Rabat-Salé as a model region with a view to its expansion to the rest of the regions
5. 5. Assisting territorial collectivities in integrating gender in regional development plans for the period 2021-2026.



■ EXPECTED RESULTS

- Adoption of the third version of the government's plan for gender equality ;
- Increase the rate of women entrepreneurs' access to public procurement ;
- Increase the percentage of women's representation on the Board of Directors in companies, as well as in decision-making positions within unions ;
- Orient and transfer the financial assistance provided by the "Tayssir" program to mothers ;
- Increase the employment rate of women in general and particularly of women in precarious situations ;
- Contribute in changing stereotypes and in reducing discriminatory attitudes in the workplace ;
- Increase the participation rate of women in economic life at the territorial level ;
- Increase the percentage of girls' admission to technical professional training ;
- Include gender-based planning in regional development plans ;
- Support and assist women victims of violence.

■ PERFORMANCE INDICATORS

- Progress rate regarding the preparation and approval of the third version of the governmental plan for gender equality ;
- Operationalization rate of the "Morocco-Attamkine" program for the period 2021-2023 ;
- Number of field agreements signed in the area of economic empowerment ;
- Number of multifunctional spaces for women created ;
- Percentage of implementation of the regional plan for gender equality at the level of the Rabat-Salé region
- Number of agreements signed with regional councils to integrate gender planning into regional development plans for the period 2021-2026.



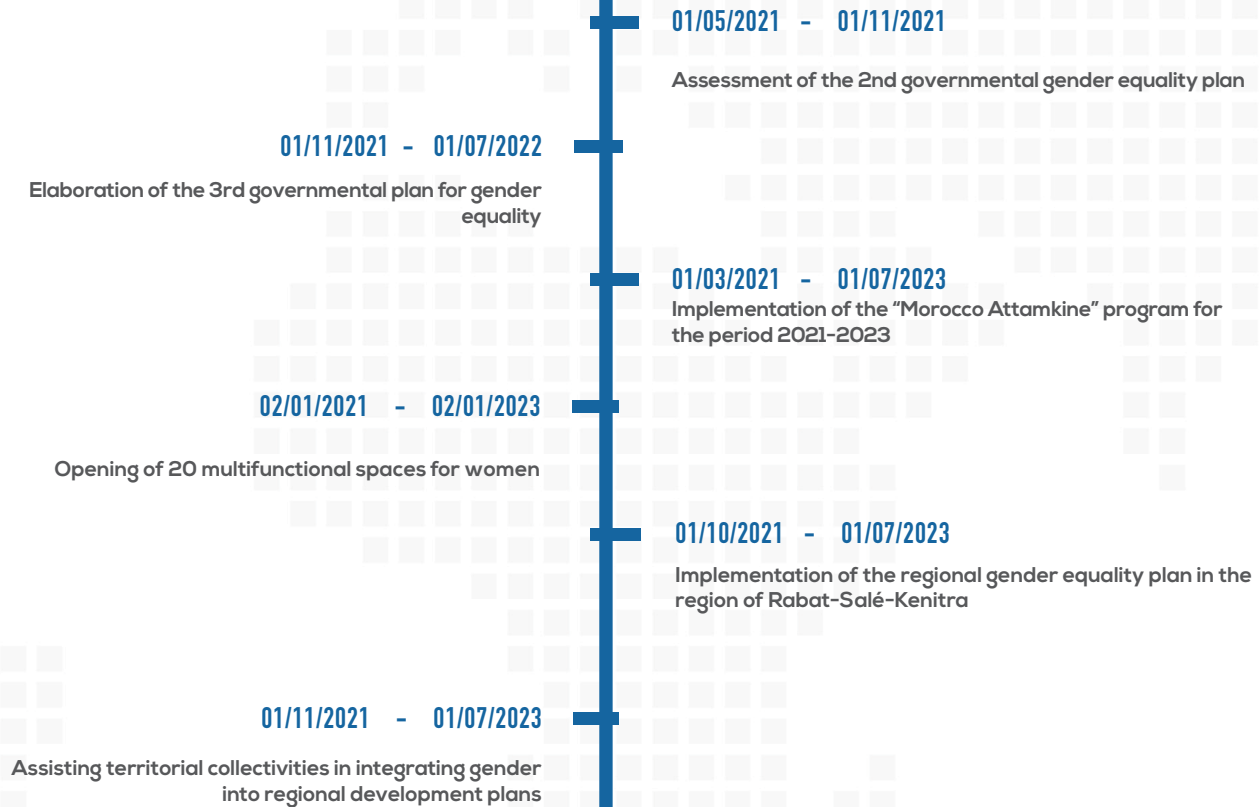
■ IMPACT INDICATORS

- Rate of access of women entrepreneurs to public procurement ;
- Percentage of women's representation on boards of directors and in decision-making within unions ;
- Number of mothers who have benefited from the Tayssir program ;
- Women's employment rate ;
- Percentage of employed women with disabilities ;
- Percentage of women benefiting from economic empowerment programs at the territorial level ;
- Percentage of girls graduating in technical fields in professional training institutions ;
- Number of available regional development plans on gender-sensitive programs.





Scheduled activities





COMMITMENT

12

**Strengthening access to information
for people with disabilities**



Entity responsible for implementation

Ministry of Solidarity, Social Development, Equality and Family



COMMITMENT DESCRIPTION

■ CHALLENGE

Despite the efforts made by the Ministry of Solidarity, Social Development, Equality and the Family, as a national body for coordinating and boosting projects and programs for the promotion of rights of people with disabilities, certain problems persist, in particular access to information, due to:

- The absence of sign language translation in some audiovisual media: Although efforts have been made to translate awareness-raising spots against COVID-19 into sign language, several audiovisual media remain unavailable to people with hearing disabilities ;
- The difficult access to information on institutional websites. Indeed, institutional websites are important and commonly used in the daily life of citizens (education, employment, trade, administration, health, culture, entertainment ... etc.). Hence, there is a need to make them accessible to people with disabilities.

■ PROPOSED SOLUTIONS

- Include translation to sign language in all audiovisual media produced by the Ministry ;
- Involve NGOs operating in the field of disability in organizing awareness campaigns ;
- Develop a web accessibility reference guidelines to support accessibility for people with disabilities to institutional digital platforms, with the involvement of NGOs working in the same field.



■ EXPECTED RESULTS

- Enhance access to ministry-produced audiovisual media for people with hearing disabilities ;
- Improving the quality of awareness campaigns and their alignment with the expectations of people with disabilities ;
- Availability of the web accessibility reference guidelines to support accessibility for people with disabilities to institutional digital platforms, with the objective of its implementation by the departments and organizations involved in the process.

■ PERFORMANCE INDICATORS

- Number of audiovisual productions translated into sign language ;
- Number of civil society organizations that were consulted during the preparations of the awareness campaigns;
- Number of administrations and organizations that contributed to the elaboration of the web accessibility reference guidelines ;
- Rate of progress in preparing the web accessibility reference guidelines.

■ IMPACT INDICATORS

- Satisfaction rate regarding awareness campaigns ;
- Rate of compliance of Ministry's portal with the provisions of the Web Accessibility reference guidelines;
- Number of concerned administrations and organizations that have adopted the implementation of the web accessibility reference guidelines.





Scheduled activities

	01/10/2021 - 31/12/2021	Conducting consultations with relevant civil society organizations on the awareness campaign scheduled for 2022.
01/01/2022 - 01/02/2022		Finalizing the design of the 2022 awareness campaigns while taking into consideration the outputs of the consultation meetings
	01/10/2022 - 31/12/2022	Organizing consultations meeting with the appropriate civil society organizations on the 2023 awareness campaign
01/01/2023 - 01/02/2023		Finalize the design of the 2023 awareness campaign while taking into consideration the outputs of the consultation meetings
	01/10/2021 - 01/06/2023	Translation of the Ministry's audiovisual productions into sign language during the period 2021-2023
10/12/2021 - 01/06/2022		Drafting the web accessibility reference guidelines for people with disabilities
	01/06/2022 - 01/12/2022	Initial diagnosis of public departments and NGOs working in the field of disability regarding the access of persons with disabilities to websites
01/12/2022 - 01/03/2023		Elaborating the web accessibility reference guidelines
	01/03/2023 - 31/05/2021	Dissemination and communication around the web accessibility reference guidelines





COMMITMENT

13

Improving the quality of public services
related to child protection



Entity responsible for implementation

Ministry of Solidarity, Social Development, Equality and Family



COMMITMENT DESCRIPTION

■ CHALLENGE

Protecting children from abuse, violence, exploitation, negligence neglect, requires the intervention of various public services, according to the needs of each child, as follows:

- Identification and reception of claims ;
- Prompt assistance in case of medical and social emergencies ;
- Reporting to the judicial authorities if needed ;
- Evaluating the social situation of the child and the family ;
- Provide medical-psychological and social support, and help with educational and social inclusion ;
- Monitoring and evaluation of the child's progress, and reporting.

The field experience has revealed some disparities between the different regions in providing services as well as the lack of coordination with programs implemented by different actors. Also, has revealed the lack of qualified human resources and the increasing need for a set of mechanisms and tools that facilitate the coordination and exchange of information between the actors concerned at the territorial level.

■ PROPOSED SOLUTIONS

The Ministry of Solidarity, Social Development, Equality and Family is working on the implementation of the Integrated Territorial Child Protection Units in eight (8) pilot provinces, with the objective of extending them to all provinces in Morocco.

This is essential in order to strengthen the protection system, as it achieves convergence between judicial, medical, psychological, social and educational services, as well as monitoring and evaluation processes. This is achieved in accordance with a unified protocol that defines the protection process, as well as the services intended for each phase of protection. The unified protocol also clarifies the roles and responsibilities of the public departments involved, as well as the procedures for child orientation as per the map of actors and institutions.



In this context, the following actions will be implemented in the pilot provinces:

- Creation of Provincial Committees for the Protection of Children, composed of representatives of the decentralized governmental departments and institutions, and also gives the option to representatives of justice, Public Minister and civil society organizations in its work ;
- Establishing Centers dedicated to the protection of children, in compliance with the terms of reference issued by the Ministry, specifying the missions and functions of the center, human resources profiles and the building specifications and standards ;
- Introduce an integrated information system enabling the supervision of the child. This system will be used by the local actors involved in the protection process ;
- Elaboration and implementation of a training program in the field of child protection intended for relevant actors within the targeted provinces ;
- Participatory elaboration of tools for monitoring the Integrated Territorial Child Protection Units. Supporting the convergence of multisectoral interventions and assisting the involved territorial actors to adopt these tools, i.e:
 - » Diagnostic guide for child protection structures and services at the provincial level
 - » Guide for elaborating provincial child protection action plans ;
 - » Child Protection Process ;
 - » Child Protection Framework Protocol ;
 - » National reference framework for a standardized assessment of situations of danger in child protection.

■ EXPECTED RESULTS

The pilot provinces shall have :

- Structures and tools to coordinate child protection programs and services according to the needs of the region.
- Qualified and specialized human resources in the field of social assistance to children in need of protection
- Integrated and effective local structures and services in the field of child protection
- Updated information and statistical data on the situation of children in need of protection



■ PERFORMANCE INDICATORS

- Number of provincial committees established ;
- Number of Child Protection Support Centers established ;
- Progress rate of the development of the integrated information system for monitoring children throughout the protection circuit;
- Number of completed training sessions ;
- Number of participants in the training sessions.

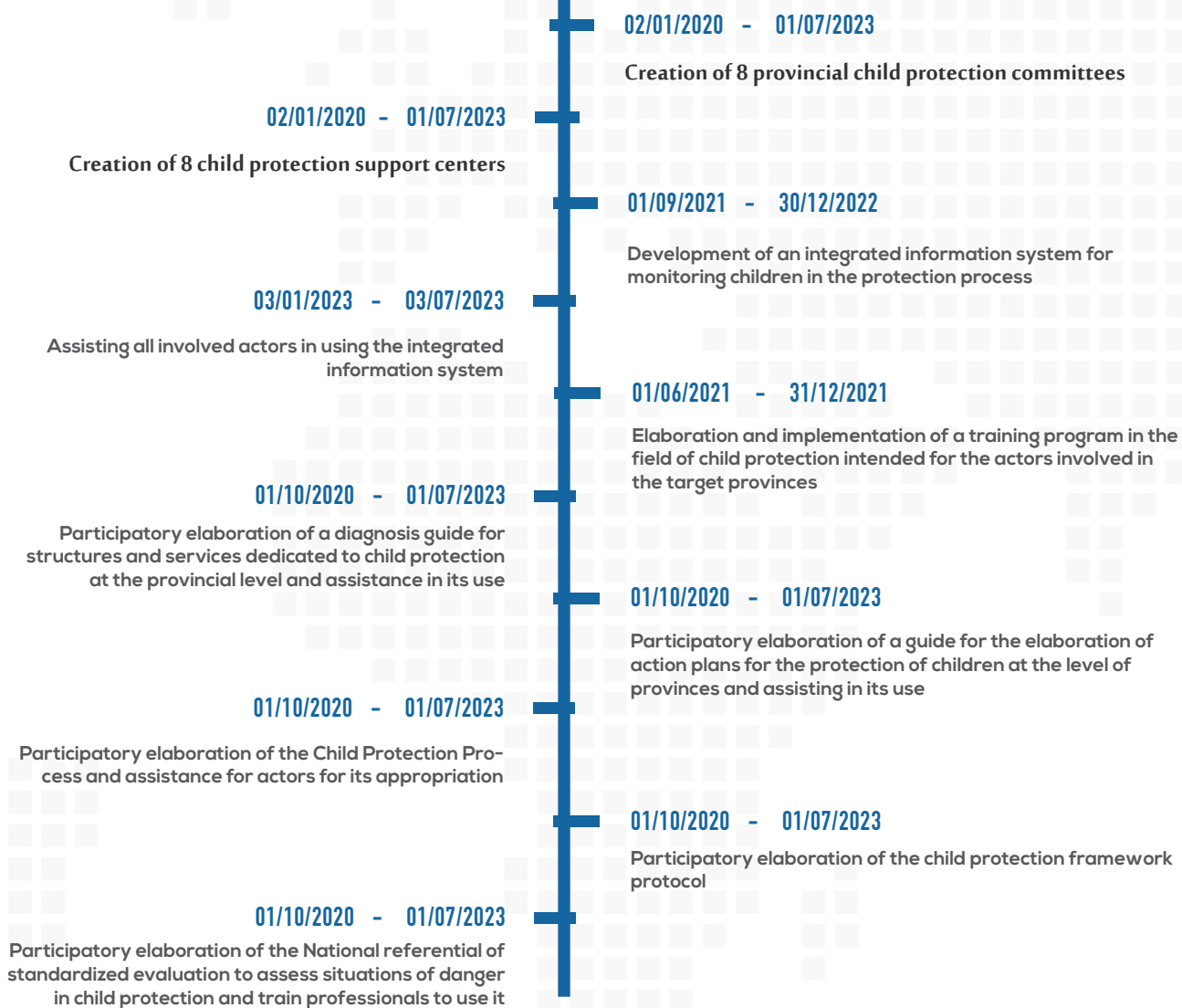
■ IMPACT INDICATORS

- Number of tools developed for the management of territorial mechanisms and convergence of multisectoral interventions .





Scheduled activities





OPEN JUSTICE



COMMITMENT

14

Publication of legislative texts, court judgments, decisions and jurisprudence



Entity responsible for implementation

Ministry of Justice



COMMITMENT DESCRIPTION

■ CHALLENGE

- Difficulty of accessing and researching legal information including legislative texts and judicial procedures
- Difficult access to information produced by the justice system, specifically courts decisions and jurisprudence;
- Difficulty of accessing information related to judicial performance ;
- Lack of mechanisms for sharing knowledge and visions about legal and judicial topics.

■ PROPOSED SOLUTION

Develop and launch an online platform dedicated to the publication of legislative texts, courts decisions and jurisprudence, composed of the following modules:

- Module for the online publication of legal texts and judicial proceedings in an official bulletin format or in the form of edited texts, with a free download option ;
- Module for the free and online publication and download of court judgments and decisions, while respecting the principle of personal data protection ;
- Module to share data on performance of the justice system, through the publication of statistics in open format (Open Data) ;
- Module allowing to researchers, specialists and professionals in the field of justice to publish their articles, research papers and studies.



■ EXPECTED RESULTS

- Promotion of transparency and consolidation of the right to access legal and judicial information rapidly and free of charge ; Increase knowledge and awareness about legal and judicial aspects through the publication
- of legal texts, court judgments, decisions and jurisprudence;
- Encouragement of scientific research in the field of legal and judicial studies by putting in place a “Legal and Judicial Virtual Library” which is continuously enriched
- Encouragement of investment through data availability to help understand the Moroccan judicial system ;
- Facilitation of the sharing of legal and judicial knowledge and best practices among professionals, researchers and the general public.

■ PERFORMANCE INDICATORS

- Number of modules developed ;
- Number of modules being launched online.

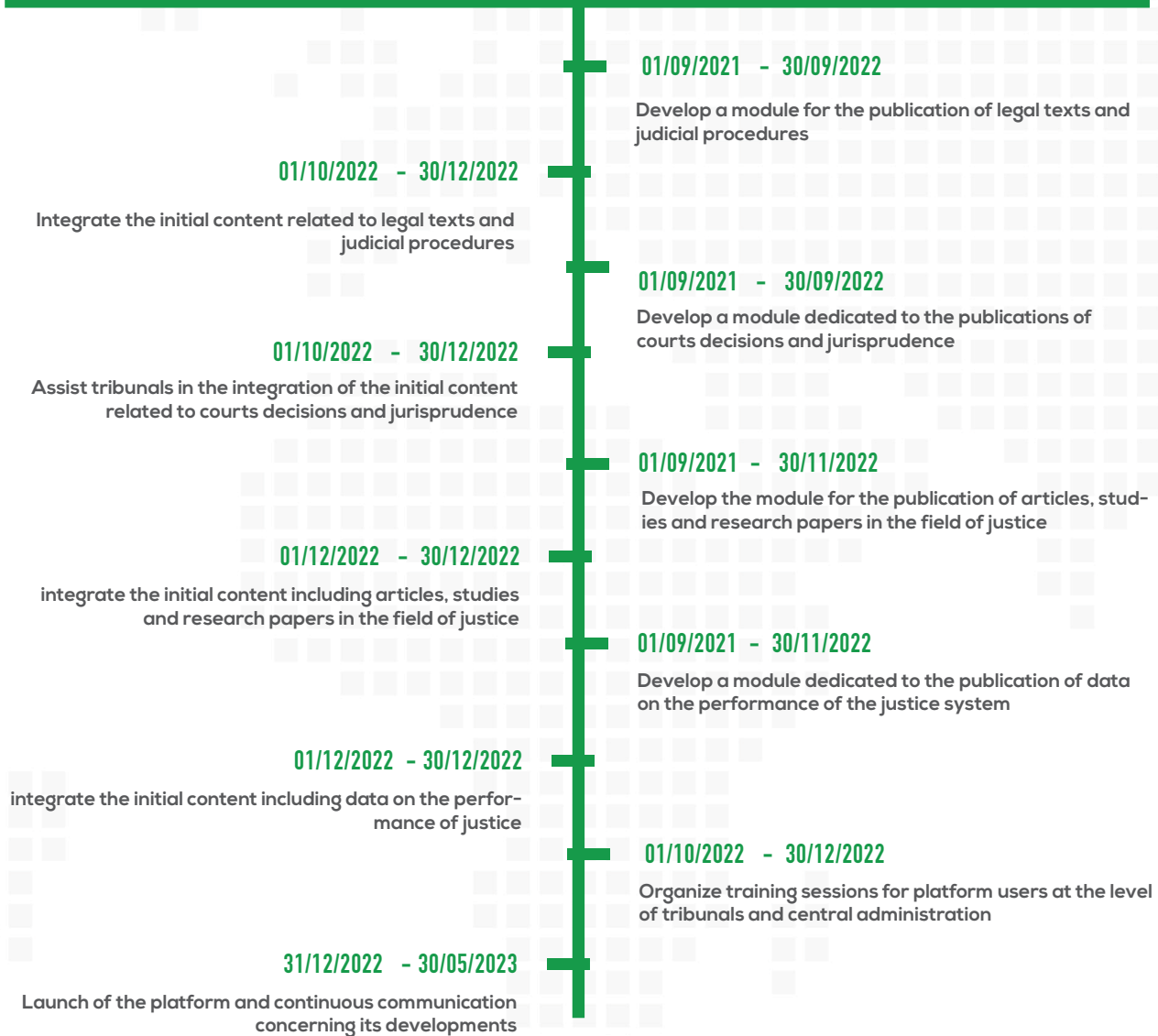
■ IMPACT INDICATORS

- Number of published legal texts ;
- Number of published courts judgments;
- Number of published court decisions ;
- Number of published jurisprudence ;
- Number of articles, studies, and research papers being published ;
- Number of statistics released in open format.





Scheduled activities





COMMITMENT

15

Providing a legal framework for the use of electronic means in the civil proceedings



Entity responsible for implementation

Ministry of justice



COMMITMENT DESCRIPTION

■ CHALLENGE

Given the absence of a legal framework regulating the use of electronic means in the field of court proceedings and the electronic exchange of judicial data, some problems raised within this context, including:

- High reliance on documents and papers, which leads to searching and storage problems, as well as damage or loss;
- Inability of some parties to be present in court sessions because of the long distance from the tribunal in which the judicial case is presented;
- Difficulty in transferring some prisoners from penitentiary establishments to tribunals, as this requires significant financial resources and effort;
- Slow judicial procedures due to the notification problem ;
- Slow judicial procedures caused by the mandatory hard copy exchange of statements, briefs and judicial police reports;
- Lengthy procedures to execute international letters rogatory ;
- Decentralization of national criminal records.

■ PROPOSED SOLUTION

This commitment aims to establish a specific legal framework that will regulate the substantive and formal rules of litigation as well as the exchange of judicial data using electronic tools, this include:

- Setting up legal procedures to conduct remote trials and defining cases and conditions of their use as well as benefiting parties;
- Creating legal procedures for the digital exchange of statements, briefs and judicial police reports, with the possibility that e-signatures will be appended to them;
- Organizing the process of electronic notification;
- Organizing the procedures for the execution of international letters rogatory ;
- Building a database to centralize national criminal records of Moroccan and foreign individuals and legal entities.



In this context, consultations will take place with all the actors involved in the justice system, namely: Superior Council of the Judicial Power, Presidency of the Public Ministry, Bar Associations and bailiffs. Two-track approach will be adopted to proceed these consultations: the first track is for presenting written observations on the draft law, while the second one is for holding various meetings in order to improve the draft law.

■ EXPECTED RESULTS

- Adoption of an open and efficient litigation mechanism;
- Reinforcement of the effectiveness and efficiency of the judiciary ;
- Reduction in burdens on all those involved in the justice system.

■ PERFORMANCE INDICATORS

- Number of completed consultations ;
- Progress rate achieved in the law drafting process;
- Draft law ratified by the Secretariat General of the Government;
- Draft law ratified by the Government Council.

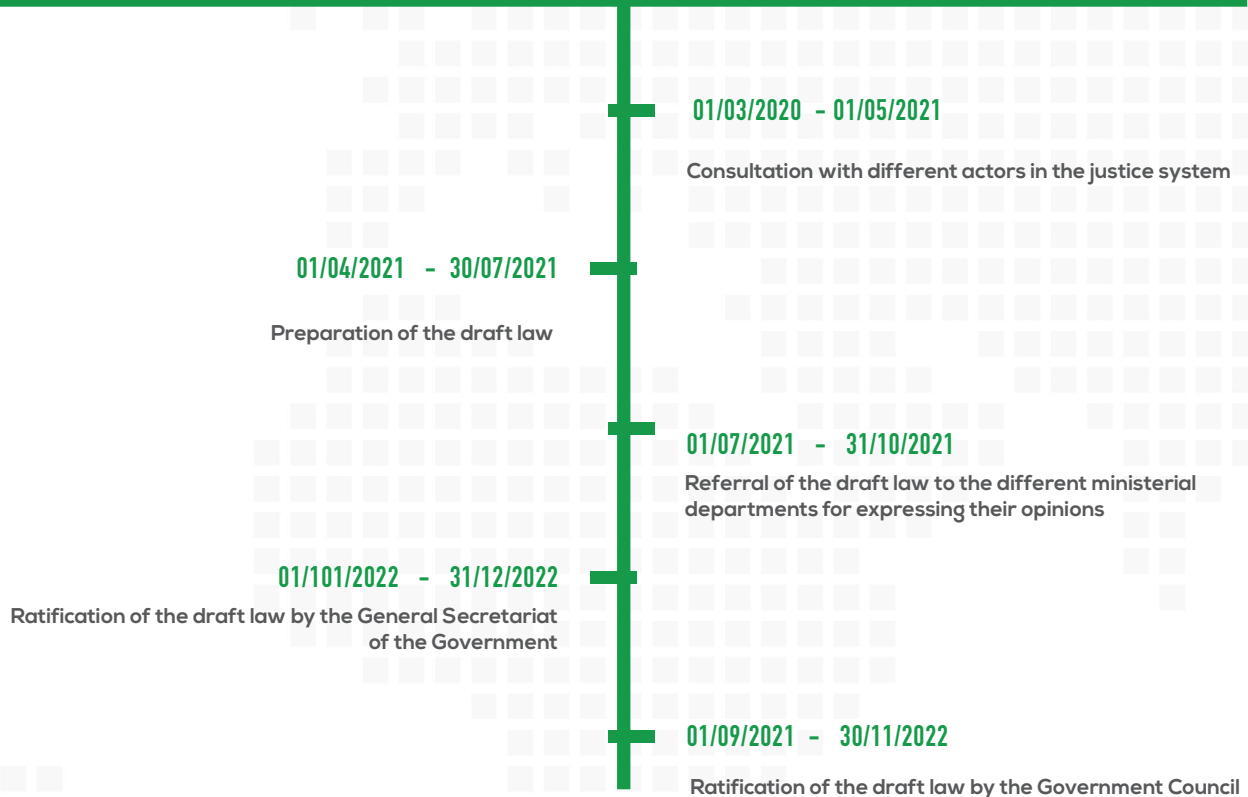
■ IMPACT INDICATORS

- Number of remote trials conducted;
- Number of benefiting prisoners;
- Number of files processed through electronic means;
- Number of electronic notifications ;
- Number of electronically exchanged statements and briefs;
- Number of electronically exchanged judicial police reports.





Scheduled activities





COMMITMENT

16

Increasing the involvement of court officers in the digital transformation of the justice system



Entity responsible for implementation

Ministry of justice



COMMITMENT DESCRIPTION

■ CHALLENGE

- Limited use of electronic applications and platforms introduced by the Ministry of Justice to serve all the different actors in the judicial system. This is due to the concerns over legal force and information security;
- Difficulty in the exchange of data and documents as well as in communication with courts in that judicial auxiliaries (lawyers, adults, experts, bailiffs) still have recourse to the traditional manual methods in the exercise of their functions;
- Difficulty in integrating all legal and judicial professions in digital transformation because of problems relating to training and qualification of those concerned in the field of digitization.

■ PROPOSED SOLUTION

- Adoption of a participatory approach ensuring the involvement of all justice actors in the digital transformation project;
- Launch of outreach programs to raise awareness on the importance of the digital transformation projects and their added values in order to improve the performance of the judicial administration in terms of time saving and high-quality provided services;
- Dematerialization of procedures of exchange between courts and judicial auxiliaries through the creation of online platforms to enable lawyers, adults, experts and bailiffs to rapidly and efficiently communicate with courts;
- Organizing Training sessions for users of the electronic platforms developed.



■ EXPECTED RESULTS

- Time and effort saving, and easier communication with court officers;
- Adoption of mechanisms to promote transparency in managing legal procedures related to the judicial auxiliaries;
- Provision of a mechanism for tracking the court procedures by citizens;
- Involvement of all justice components in the improvement of the services introduced, reinforcement of the judicial efficiency and reduction in judiciary delays.

■ PERFORMANCE INDICATORS

- Number of partnership agreements signed with the bar associations and the various professionals' bodies;
- Number of outreach and communication events conducted in favor of justice professionals ;
- Number of online modules developed within the electronic platforms ;
- Number of participants trained.

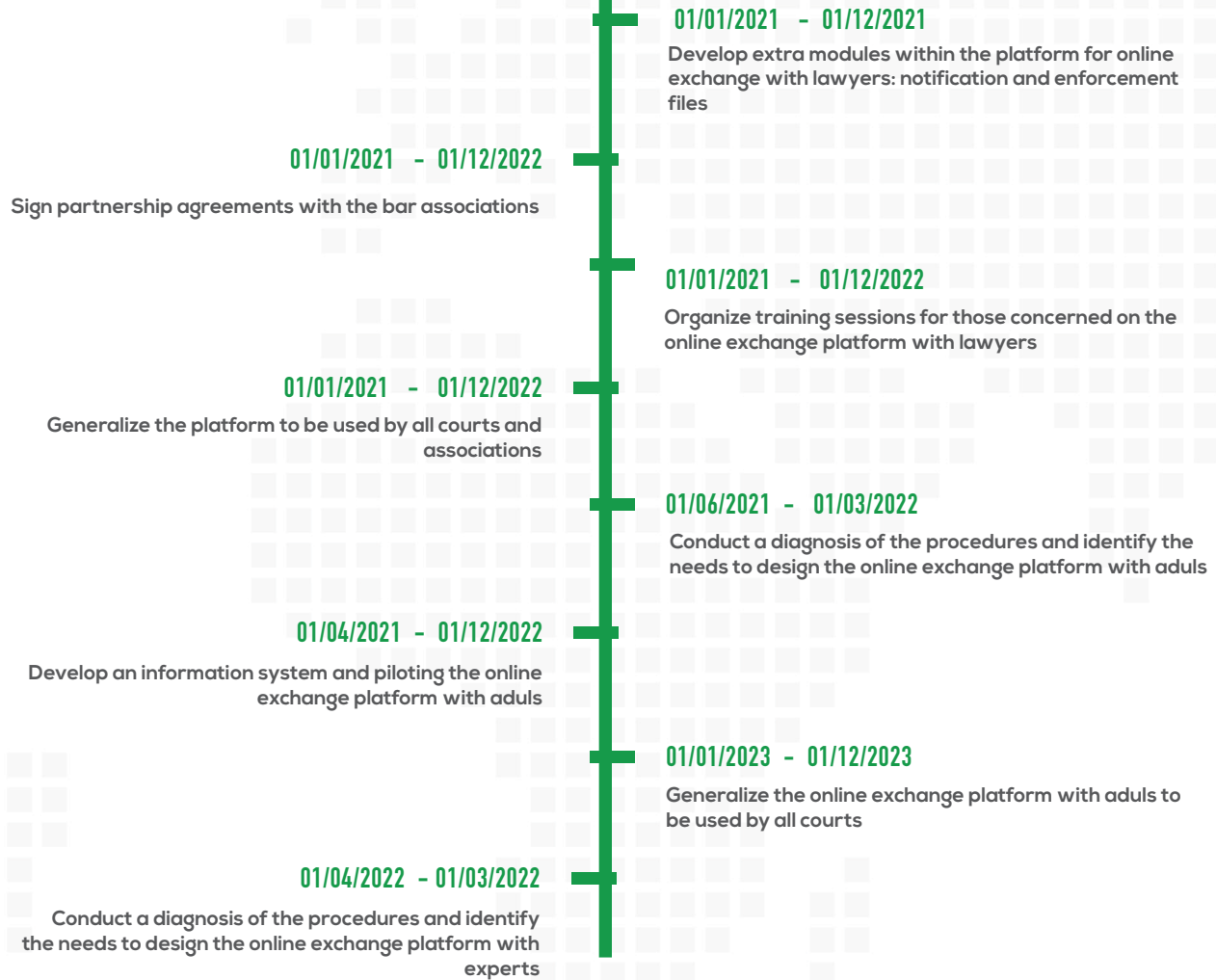
■ IMPACT INDICATORS

- Deployment rate of online platforms within the tribunals ;
- Number of user accounts created for lawyers ;
- Number of user accounts created for experts ;
- Number of user accounts created for Adouls ;
- Number of user accounts created for bailiffs ;
- Number of files electronically processed.



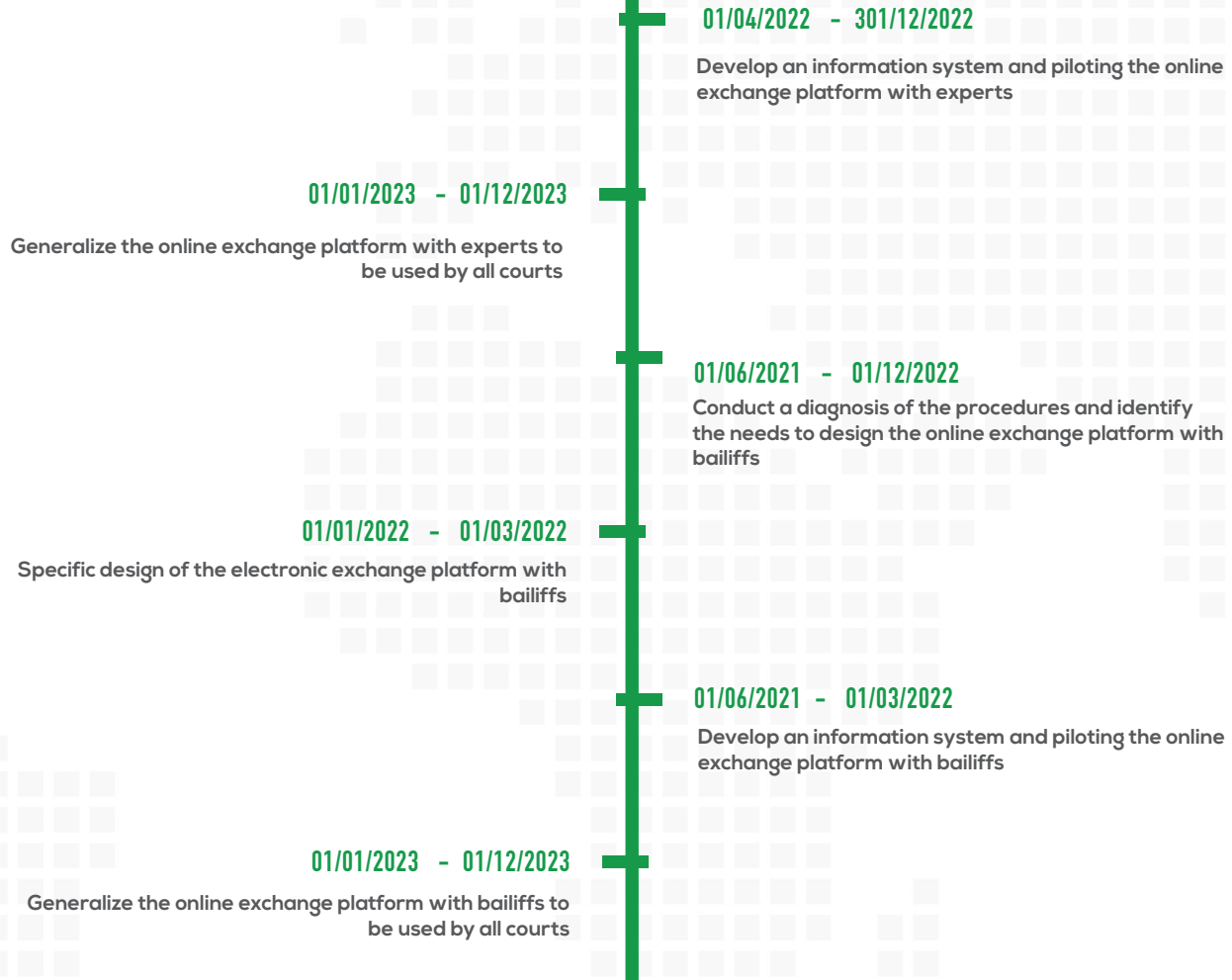


Scheduled activities





Scheduled activities





CITIZEN PARTICIPATION



COMMITMENT

17

**Launch of a national portal for training NGOs
online**



Entity responsible for implementation

Ministry in charge of Human Rights and the Relations with Parliament – Department of Relations with Parliament



COMMITMENT DESCRIPTION

■ CHALLENGE

More than 200,000 NGOs in Morocco experience challenges in accessing programs for capacity building in both general and specific fields, such as administrative and financial management, advocacy, communication, as well as participation in public policy. Therefore, and with the aim of promoting associative work, there has to be access to simplified training content for those who are interested in creating and managing NGOs.

■ PROPOSED SOLUTION

Build an e-learning national portal dedicated to NGOs, where training modules on topics related to citizen participation and community life would be offered.

As a first step, the portal will offer a training module on participatory democracy which capitalizes on the in-person training NGO programs, which were carried out in the context of commitment 16 of the first Open Government National Action Plan. This module was improved based on the suggestions of the beneficiaries of the training program.

The portal's content will be progressively expanded by adding new training modules, mainly focusing on the following areas:

- NGOs Access to the audiovisual field;
- Process of creating a new NGO;
- Strategic planning;
- Administrative and Financial management;
- Project management;
- Advocacy techniques.

This portal will also provide a certificate upon completion of an online assessment.



■ EXPECTED RESULTS

Availability of a national portal with training modules that are simple, accessible by the public and aim at building the capacities of NGOs which in turn will contribute to inclusive and sustainable development.

■ PERFORMANCE INDICATORS

- Number of training modules available on the portal

■ IMPACT INDICATORS

- Number of portal users.
- Number of obtained training certifications.





COMMITMENT

18

Implementation of mechanisms to support transparency of public to funds granted to civil society organization



Entity responsible for implementation

Ministry in charge of Human Rights and the Relations with Parliament –
Department of Relations with Parliament



COMMITMENT DESCRIPTION

■ CHALLENGE

Difficult access to public funding for civil society organizations due to several reasons, including:

- The Challenge of access to information related to the grants awarded by public actors to NGOs (procedures and terms for receiving funding, calls for partnership projects, etc.) ;
- The absence of follow-up mechanisms related to the process of distribution of grants per region, per type of project;
- The absence of a binding legal text for the use of the “charaka portal” in order to ensure the adhesion of all governmental actors involved in the public financing program granted to NGOs.

■ PROPOSED SOLUTION

Develop the contents of the “charaka portal” by:

- Facilitating access to information related to the grants awarded to NGOs by public actors;
- Publishing calls for candidacy related to partnership projects;
- Publishing a map of the data related to the grants awarded by the state to CSOs by region, and by type of project.

In addition to the adoption of a binding legal text about the use of the “charaka portal”, in order to guarantee the adhesion of public actors involved in the public financing program.



■ EXPECTED RESULTS

- Moralization of public funding intended for NGOs ;
- Strengthening the right to access information related to public funding intended for NGOs ;
- Strengthening transparency in access to public funding for NGOs through the dissemination of data and procedures pertaining to this funding.

■ PERFORMANCE INDICATORS

- Publication of the decree of the Head of Government about the partnership between the State and the civil society organizations ;
- Number of public actors joining the Charaka portal ;
- Number of NGOs registered in Charaka portal ;
- Number of information related to public funding published on the portal ;
- Percentage of updating the data related to the distribution of public funding by regions and by type of project.

■ IMPACT INDICATORS

- Number of calls for partnership projects developed with NGOs posted on the portal ;
- Annual rate of increased public funding accorded to NGOs.





Scheduled activities





COMMITMENT

19

Strengthening citizen participation through the implementation of legal frameworks related to public consultation and contractual volunteering



Entity responsible for implementation

Ministry in charge of Human Rights and the Relations with Parliament – Department of Relations with Parliament



COMMITMENT DESCRIPTION

■ CHALLENGE

The absence of a legal framework on public consultation, for the implementation of articles 12 and 13 of the Moroccan Constitution of 2011, and this legal void leads to a dispersion of the State's efforts in this field. This also leads to the disparity in the methodology for organizing public consultation activities by public administrations and elected institutions. As a result, civil society organizations are unable to adequately participate in the process of preparation, monitoring and evaluation of decisions, projects and public policies;

The absence of a specific legal framework that regulates volunteering in Morocco and that stipulates the rights and obligations of volunteers as well as entities that organize the volunteering work.

■ PROPOSED SOLUTION

1. Preparation and submission of the draft law on public consultation to the legislative procedure for approval in order to :

- Introduce the modalities of participation of civil society organizations and citizens in the preparation, monitoring and evaluation of decisions and public policies through mechanisms of dialogue and consultation
- Adopt specific provisions on the rights, commitments and obligations of stakeholders involved in the public consultation process, while specifying the principles and objectives on which the process is based.

2. Preparation and submission of the draft law on contractual volunteering to the legislative procedure for approval in order to:

- Regulate contractual volunteering, by specifying the duties of entities organizing the contractual volunteering towards the volunteers, and the commitments of the volunteers towards these entities. Additionally, it should define the process for issuing and terminating a volunteering contract. It should also include provisions for national coordination and international cooperation in the field of contractual volunteering;
- Put in place legal provisions to strengthen the effective participation of youth in particular, and citizens in general, in community development, and create a dynamic in favor of volunteer work.

It is worth noting that during the year 2020, a large consultation was conducted with many government departments, constitutional institutions and civil society organizations about the draft law on contractual volunteering. The results of these consultancy meetings were collected and analyzed along with international best practices in order to elaborate the first version of the draft law on volunteerism.



■ EXPECTED RESULTS

- Encourage the participation of civil society organizations, citizens and social actors in public decision-making. These organizations should be also committed to take into consideration the outcomes of public consultation processes;
- Promotion of the practice of public consultation in a transparent, credible, effective and beneficial manner for decision making;
- Promotion of the effective participation of citizens in societal development and create a dynamic of support for the consolidation of the contractual volunteer work ;
- Encourage citizens to participate in public action, to contribute to the development of intangible capital, to create wealth, and to support public policy priorities in all its dimensions;
- Strengthen trust and solidarity among members of society, which will contribute to achieving the sustainable and integrated human development goals;
- Encourage young people to volunteer
- Open new horizons for large and dynamic volunteering and for community life .

■ PERFORMANCE INDICATORS

- Number of consultative events with government departments, public institutions, constitutional institutions and civil society organizations in order to elaborate draft laws on public consultation and volunteering ;
- Percentage of recommendations received from the above-mentioned consultative meetings that were included in the two draft laws ;
- Approval of the two draft laws by the Secretariat-General of the Government ;
- Adoption of the two proposed draft laws by the Council of Government ;
- Submission of the two proposed draft laws to the Parliament.

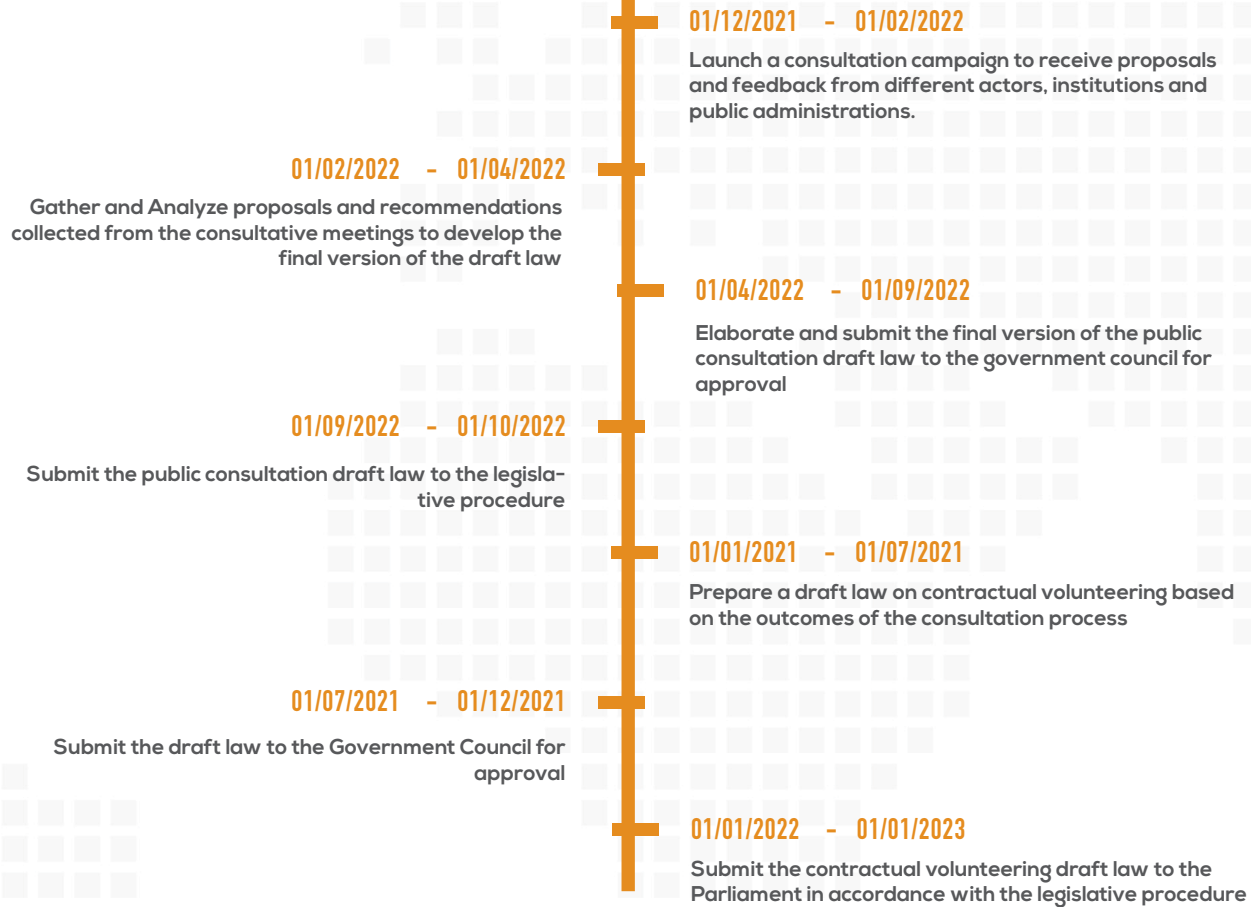
■ IMPACT INDICATORS

- Number of organized public consultation operations ;
- Rate of public consultation outcomes taken into account ;
- Number of volunteering contracts that have been issued.





Scheduled activities





COMMITMENT

20

Mobilization and capacity building of civil society organizations to improve their participation in the monitoring and implementation of environmental policy



Entity responsible for implementation

Ministry of Energy, Mining and the Environment - Department of the Environment



COMMITMENT DESCRIPTION

■ CHALLENGE

Due to the lack of technical capacities and mechanisms for the involvement and participation, civil society in general and environmental associations in particular don't entirely fulfil their constitutional role in the participation on the design, implementation and assessment of public policies, as well as contribution to the implementation of local activities and the promotion of environment friendly citizenship.

This is mainly due to :

- The lack of expertise
- The limited technical capacities
- The insufficient human and financial capacity
- The unavailability of updated information about major projects and programs related to the environment.

■ PROPOSED SOLUTION

Strengthen technical capacities of civil society organizations and provide them with various environmental data. Which in turn will support their interventions and participate in advisory committees on the various issues related to the environment and sustainable development through:

1. The organization of online training sessions intended for environmental associations covering the following topics:
 - Global issues related to the environment and sustainable development.
 - National and local environmental issues.
 - The implementation of the National Strategy of Sustainable Development at the territorial level.
 - Financial and technical management of projects.
2. The involvement of NGOs in the processes of consultation and coordination related to the environment and sustainable development, through :
 - The representation of 5 associations as members of the National Commission for Integrated Management of the Littoral. ;
 - The representation of 3 associations as members of the National Commission for Climate and Biodiversity ;



For these two commissions, a call for applications was launched. The selection was made by a committee based on pre-established criteria. The constitution of these committees and the missions of their members were fixed in accordance with the regulatory texts establishing them.

- The representation of NGOs in the different national (2 committees) and regional (12 committees) thematic committees which are determined based on their experiences and reports in relation to the themes targeted by the committees mentioned above.
3. Proactive publication of information and data on environmental programs:
- The Department of Environment proactively publishes through its website (www.environnement.gov.ma) the different environmental programs and activities, regional and national reports about the situation of the environment, as well as environmental legal texts
4. Supporting environmental associations' initiatives through :
- Institutional support for the activities of associations through the participation of the Department of the Environment in the facilitation of meetings of associations relating to the environment and sustainable development, put the environmental caravan at their disposal and contribute to the dissemination of awareness material ;
 - Logistical support through the creation of environmental clubs within schools, youth centers and NGOs, and providing various audiovisual and computer equipment.

■ EXPECTED RESULTS

- NGO empowerment and promotion of their participation in the design, implementation and assessment of environmental public policies.

■ PERFORMANCE INDICATORS

- Number of NGOs that have received training sessions ;
- Number of NGOs who are members of the national consultation and coordination committees ;
- Rate of proactively published information compared to the information listed in article 10 of law 31.13
- Number of published statistical data ;
- Number of published reports and studies ;
- Number of actions in terms of institutional and logistical support given to of environmental associations.

■ IMPACT INDICATORS

- Number of NGOs taking part in national environmental programs.





Scheduled activities

01/04/2022 - 01/05/2023

Provide online trainings to environmental NGOs.

01/10/2021 - 01/06/2023

Involvement of NGOs in the consultation and coordination processes in the field of environment and sustainable development

01/07/2021 - 01/06/2023

Proactive publication of environmental data

01/10/2021 - 01/06/2023

Supporting environmental NGO's initiatives





OPEN COMMUNITIES



COMMITMENT

21

Strengthening access to information and citizen participation at the territorial collectivities



Entity responsible for implementation

Ministry of Interior - Directorate General of Territorial collectivities



COMMITMENT DESCRIPTION

■ CHALLENGE

- A number of territorial collectivities do not have a website that would enable effective communication with citizens, and their participation in public affairs as well as the proactive publication of information;
- There is no single electronic platform enabling the online submission of access to information requests intended for territorial collectivities .

■ PROPOSED SOLUTION

- Develop a website model, in both Arabic and French versions, to be used by territorial collectivities in order to provide different services such as:
 - Communication and interaction with the citizens ;
 - Proactive publication of information ;
 - Citizen participation ;
- Include territorial collectivities in the national portal for access to information «www.chafafiya.ma» to enable the online submission and processing of access to information requests.

■ EXPECTED RESULTS

- Have available digital spaces for communication and interaction with citizens ;
- Facilitate the submission, the processing and the follow-up processes of access to information requests addressed to the territorial collectivities ;
- Facilitate the participation of citizens in the management of local affairs ;
- Have a centralized database of the access to information requests sent to territorial collectivities, organized by subject, field.. etc, in order to take the effectively assist territorial collectivities and promote proactive publication.



■ PERFORMANCE INDICATORS

- Number of territorial collectivities adhering to the chafafafiya.ma platform ;
- Number of territorial collectivities using the website model ;
- Number of trained people in charge of providing information ;
- Number of trained information officers in charge of managing the website.

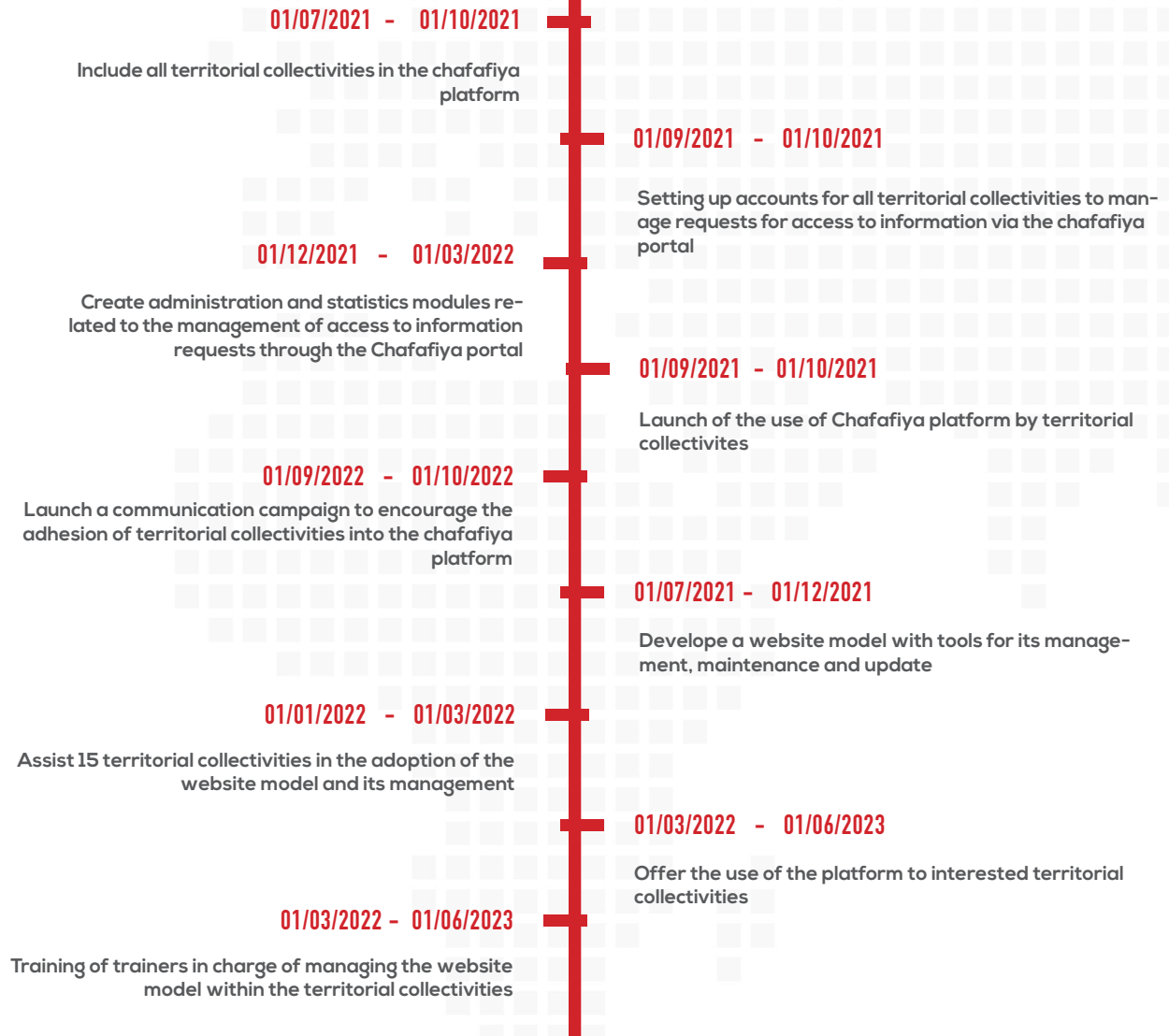
■ IMPACT INDICATORS

- Number of submitted requests for access to information either in paper or electronic formats ;
- Number and subject area of information proactively published;
- Number of public consultations conducted through the web sites of territorial collectivities ;
- Number of communication and interaction actions performed with citizens through the websites of the territorial collectivities.





Scheduled activities





COMMITMENT

22

Developing and sharing a toolkit to strengthen communication and citizen participation at the subnational government level



Entity responsible for implementation

Ministry of Interior - Directorate General of Territorial collectivities



COMMITMENT DESCRIPTION

■ CHALLENGE

- Good Practices in the field of citizen participation on the level of territorial collectivities are not sufficiently collected, shared and standardized

■ PROPOSED SOLUTION

- Compile examples of initiatives and good practices related to dialogue and citizen participation, including with the youth at the local level, with, guidelines and operational recommendations to all territorial collectivities ;
- Elaborate and disseminate thematic guides and processes, in the context of a toolkit, related to transparency, citizen participation and access to information.


■ EXPECTED RESULTS

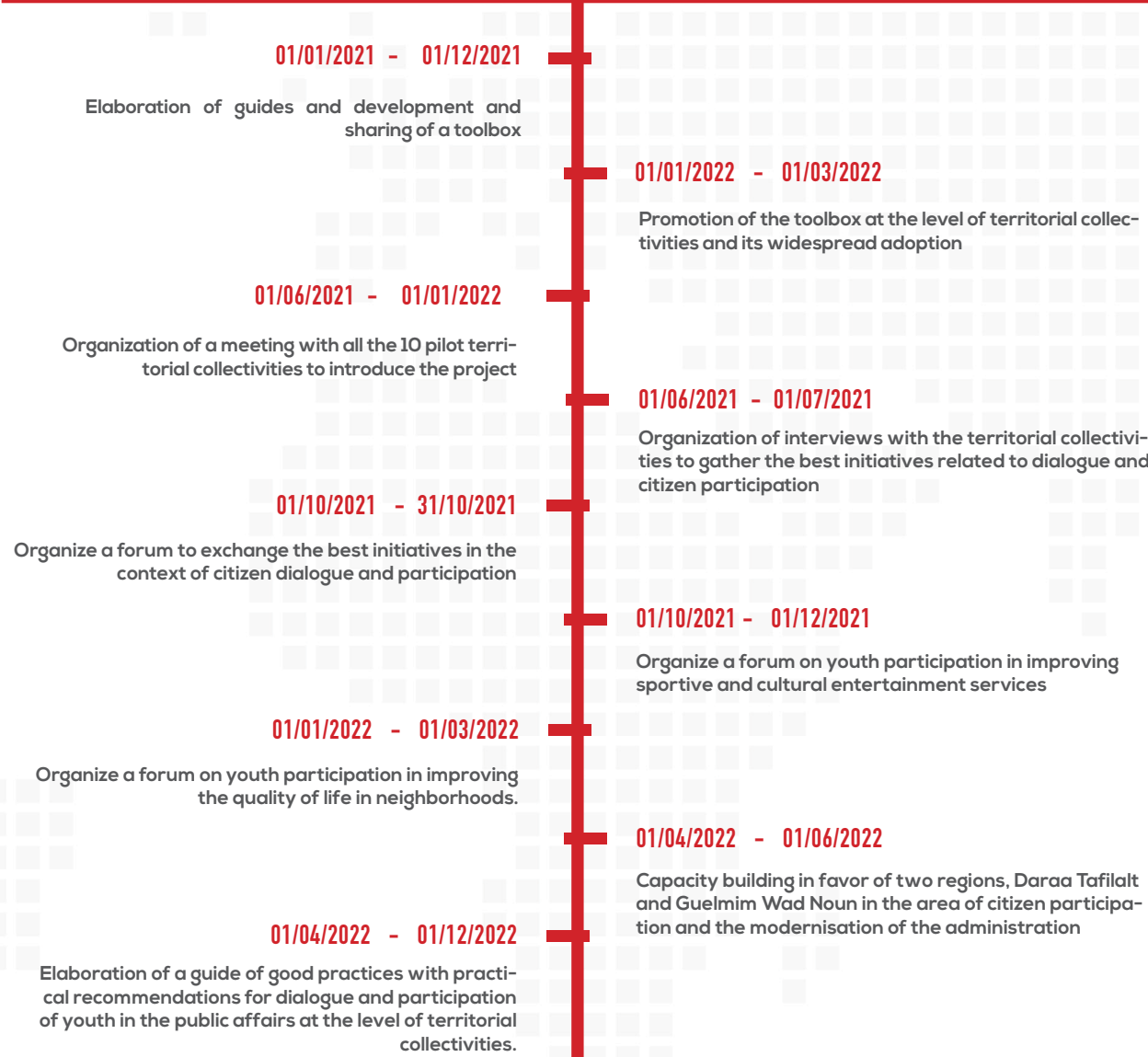
- Strengthened citizen participation at the local level.

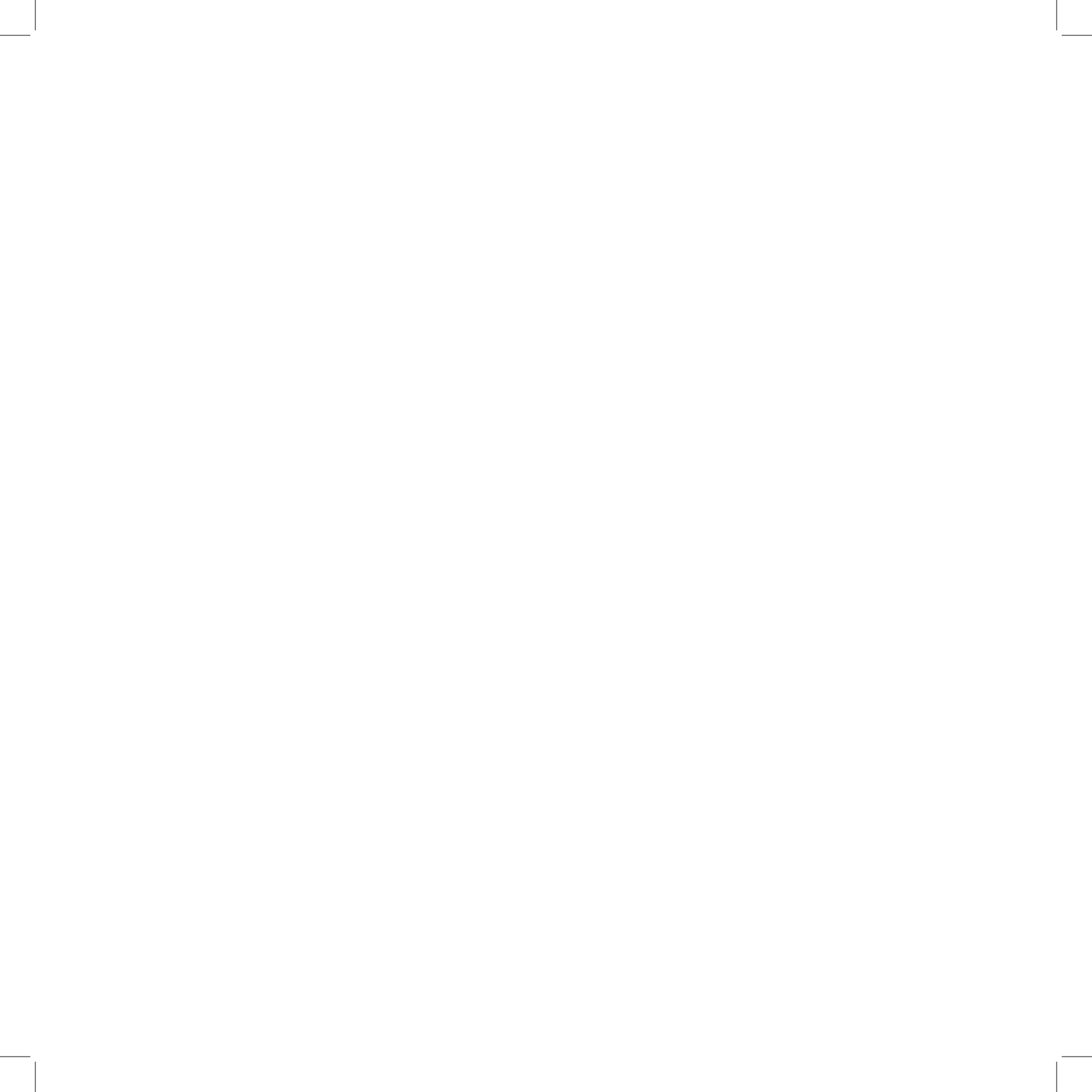
■ IMPACT INDICATORS

- Number of guides, initiatives and mechanisms for dialogue and citizen participation that have been adopted and implemented by territorial collectivities.




Scheduled activities





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