End of Term Self - Assessment Report
OGP National Action Plan 2016 - 2018

JORDAN
Ministry of Planning and International Cooperation
31 October 2018

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Contents

1. Introduction and Background

1.1 Why Open Government?

The current government was formed in early July, in response to peaceful protests, through which Jordanians expressed their demands for a change in the governmental approach, putting the slogans of transparency and participation at the top of their priorities. The royal assignment letter, by His Majesty King Abdullah II, included clear directions for the government to deepen dialogue between the state and the public, alongside building consensus with citizens.

In line with the announced transparent and participatory approach, the government is now seeking to be more open and transparent with citizens; by setting its priorities through real partnership mechanisms, informing the public on progress, and adopting an open mindset with accountability to different societal segments. The new government began with extensive consultative visits in local communities, and planning for a national dialogue to formulate, review, and discuss reform laws in economic, political, and social spheres. Simultaneously, the government announced the launch of a comprehensive national renaissance project based on capacity development, innovation, improvement of public services and social justice standards, and reform of administrative bodies responsible for providing basic services, to ensure quality process and outputs in all fields.

1.2 National Efforts and Initiatives

Jordan joined OGP in 2011, to be the first Arab country partner in the initiative. To date, it has submitted three NAPs. This document outlines its fourth NAP for the years 2018 - 2020. The previous three included various political, economic and social reforms. Outside the framework of this NAP, the government launched series of national plans and strategies that enhance its transparency and openness:

National Initiatives
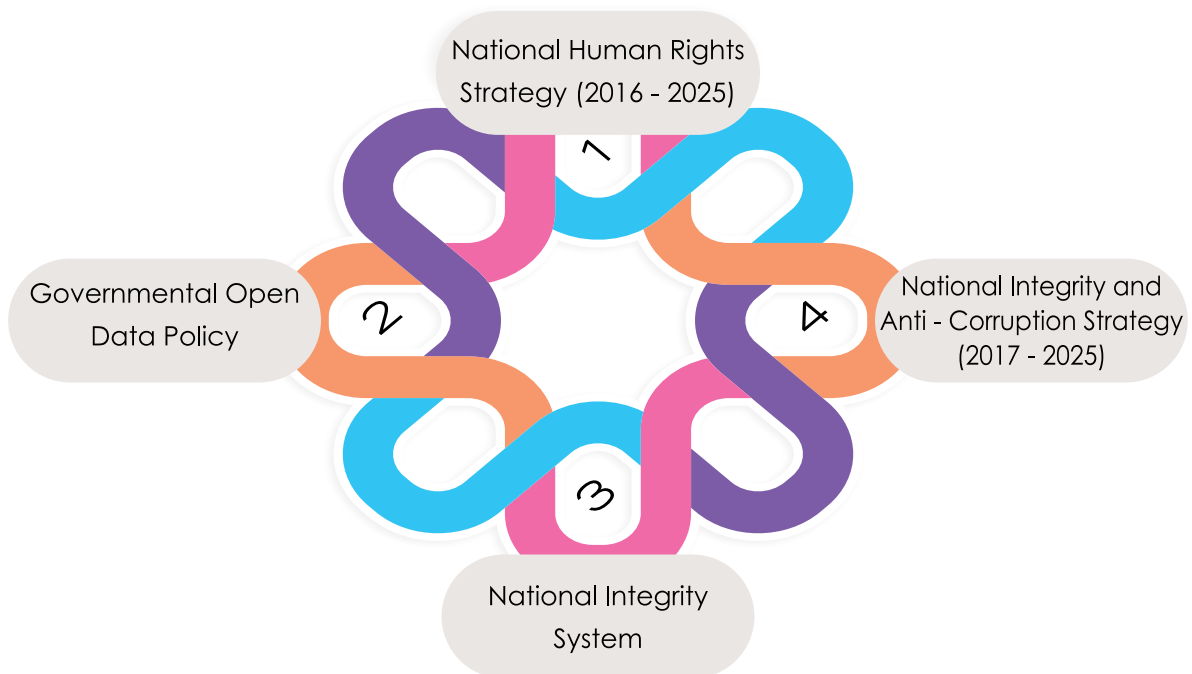
National Human Rights Strategy (2016 - 2025)

The government launched the strategy on 19 / 3 / 2016, with wide public participation, including CSOs. The strategy includes framing of governmental commitments to achieve a set of goals related to Human Rights in the civil, economic, and political spheres, with a focus on the societal groups that are most vulnerable to abuse.

Governmental Open Data Policy

The government of Jordan launched its Open Data Policy on July 26, 2017, which seeks to facilitate citizen access to its datasets, with the exception of those which are confidential or those with which disclosure legally violates privacy. Accordingly, datasets are provided openly and free of charge, with a set of clear and accurate principles entailed by the policy.

National Integrity System

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

National Integrity and Anti - Corruption Strategy (2017 - 2025)

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

National Portals for Public Participation and Citizens Inclusion in Decision - Making

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 also launched a comprehensive dialogue on a range of laws affecting the daily lives of citizens, such as the draft ammending Income Tax Law, where it consulted with civil society groups, political parties, and parliamentary blocs representing various societal groups across the governorates. This effort began on 4 / 7 / 2018.

1 The official media platform "Min Haqaq Te'raf" (you're entitled t to know) aims to disseminate all information on various public issues and to refute rumors. The government announced its intention to develop this platform on 5/8/2018 and is currently completing the technical setup in preparation for the official launch.

2 The «Bekhedmetkom» (at your service) platform aims to increase communication with citizens and receive complaints and suggestions. This was launched on 20/8/2017 and updated on 18/9/2018, so that citizens can submit complaints, suggestions, corruption reports, and requests for information through the website of the platform, and assign a special phone number for the platform.

3 The Economic Growth Stimulation Plan's Tracking platform was launched in 2018. It aims to present government accomplishments in implementing the plan and to address frequently asked questions.
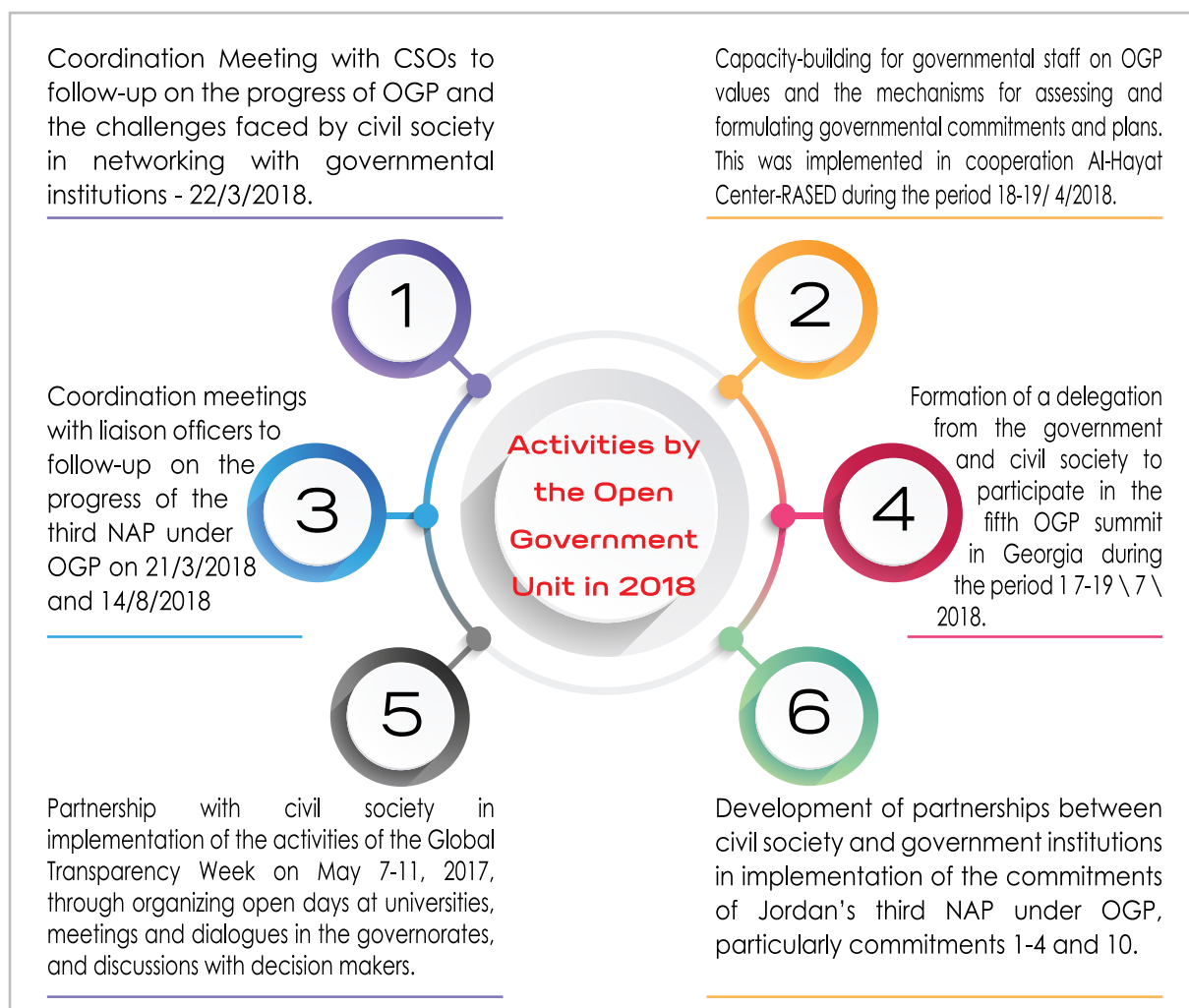
4 The Legislation and Opinion Bureau represents a formal platform for public comments on draft laws, amendments, bylaws, and regulations over a period of time before submission to the House of Representatives.

Institutionalizing Open Government

The Government of Jordan, in cooperation with the Organization for Economic Co - operation and Development (OECD), established the Open Government unit at the Ministry of Planning and International Cooperation (MOPIC) to assist the Ministry and relevant governmental and non - governmental bodies and stakeholders in following Jordan›s participation in the OGP Initiative. In addition to promoting transparency; the unit promotes deepening and institutionalizing a participatory - consultative approach in the management of public affairs, and networking among all key players in this arena, including governmental actors, civil society, and relevant international institutions, within a framework of coordination and cooperation. A civil society activist and subject - matter expert was assigned to coordinate the unit's work. This expert has acted as the Independent Reporting Mechanism (IRM) for Jordan's first and second NAPs.

Since its establishment, the unit has implemented and is still implementing many activities, aiming at strengthening participatory and cooperative actions to support the fulfillment of Jordan's commitments.

Activities by the Open Government Unit in 2018

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

Capacity-building for governmental staff on OGP values and the mechanisms for assessing and formulating governmental commitments and plans. This was implemented in cooperation Al-Hayat Center-RASED during the period 18-19/ 4/2018.

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

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

Activities by the Open Government Unit in 2018

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Partnership with civil society in implementation of the activities of the Global Transparency Week on May 7-11, 2017, through organizing open days at universities, meetings and dialogues in the governorates, and discussions with decision makers.

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

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

Capacity - building for governmental staff on OGP values and the mechanisms for assessing and formulating governmental commitments and plans. This was implemented in cooperation Al - Hayat Center - RASED during the period 18 - 19 / 4 / 2018.

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

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Partnership with civil society in implementation of the activities of the Global Transparency Week on May 7 - 11, 2017, through organizing open days at universities, meetings and dialogues in the governorates, and discussions with decision makers.

1 organizing open days at universities

2 meetings and dialogues in the governorates

3 discussions with decision makers

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

1.3 Compatibility with OGP Values

Jordan's Third National Plan commitments perfectly connects with OGP values. On one hand, they reaffirm commitment to continue the reform approach while charting new paths to cultivate and encourage larger public participation.

The decentralization process clearly sets solid grassroots incubators throughout the country that function as mechanism to facilitate participation in decision - making processes that affect people's lives, and increase their share of the national development's returns. Government commitment to issue regulations and instructions to implement the Decentralization Law, and holding elections for local councils, illustrate this government commitment to further enshrining public participation. Guaranteeing and expanding the scope of public access to information is a prominent feature of Jordan's third National Plan. Several commitments in the plan reflect Jordan government's pursuit to strengthen the legislative framework governing access to information, while tackling specific areas where access to information is critical, such as enhancing environmental facilities available for persons with disabilities to access use information related to justice sector, as well as an overall policy for provision of public and open data.

Freedom of the media is also another feature of Jordan's plan that, while primarily seen as vehicle to empower citizen participation in the public life and promoting transparency - but also aims at fostering an independent role of the media in disseminating information and reporting related to monitoring performance of the government. Jordan also presented a commitment to develop of transparent and participatory policies regarding climate change.

On the level of connecting with the principle of Accountability, Jordan's third national plan made several commitments including the launch of a 'complaints system' and follow - up mechanisms to deal with complaints related to alleged violations by public government officers, and to refer them to the judiciary, when needed. The Government also made commitments to adopt the principle of budget disclosure in accordance with international standards, and to promote transparency and financial disclosure as part of its efforts to enable citizen participation in evaluation and audit of government spending decisions.

Additionally, the Government of Jordan provided new commitments to develop healthcare services and to automate the healthcare sector through electronic interconnectivity, aiming at expanding the use of technology and innovation for improved transparency and service delivery. Other commitments also stipulate the development of an interactive observatory forum for citizens to monitor the implementation of the government›s plans and the progress accomplished.

2. National Action Plan Process

2.1 Participation and co - creation throughout the OGP cycle

The Ministry of Planning and International Cooperation, through its website, has dedicated a page to OGP. The Ministry provides information on Jordan›s participation in the initiative, its previous plans and any relevant documents. The results of the consultation methodology, and a stakeholder survey, were published to identify national priorities for the third plan. With regard to participation in the decision - making on commitments, the formulation of the third plan was undertaken by a national team of governmental and civil society institutions, who jointly supervised and contributed to the consultation processes for the third plan, which included various stakeholder groups.

2.2 Participation and co - creation when developing the National Action Plan

The government of Jordan commitment to co - creation of its third National Plan and providing space for engaging with representatives of civil society; has been a prominent feature of preparation work and consultations held ahead of drafting the Plan. The government strived to ensure wider representation of civil society organizations in the various consultation processes launched as part of preparing for the third National Action Plan (NAP). The process included the following actions: 1. In 2015, a multi - stakeholder forum was established by a Prime Minister's decree to prepare for the OGP Third National Plan for 2016 - 2018. The forum included representatives from relevant national and governmental parties, the civil society, women and youth organizations, and included representatives of the following:

- The Ministry of Planning and International Cooperation (GOV)
- The Ministry of Foreign Affairs and Expatriates (GOV)
- Ministry of Political and Parliamentary Affairs (GOV)
- Ministry of Public Sector Development (GOV)
- The Public Treasury Directorate (GOV)
- The Anti - Corruption Commission (Public Body)
- The National Center for Human Rights (Public Body)
- The National Jordanian Woman Association (NGO)
- The Jordanian Businessmen Association (NGO)
- The Civil Society Organizations Coordination Committee (NGO)
- The Jordanian National Committee for Woman (NGO)
- The Chairman of All Jordan Youth Commission (NGO)

2. The Ministry of Planning and International Cooperation (MoPIC) acted as a focal point for the OGP and the lead agency on behalf of Jordan's government. The MoPIC published schedule and timeframe for drafting and production of the of the third NAP, which included scheduled consultation meetings for the multi - stakeholder forum. The timeframe also included milestones when the forum shall be disseminating the draft plan to all interested civil society organizations and receive their input.

3. MoPIC led Jordan's government efforts to outreach to the public and solicit feedback to the OGP draft plan. It commissioned advertisement in Jordanian daily newspapers and through its website as well as inviting interested institutions and parties to share their contact information and express their views on the draft plans and the work plan. The Ministry allocated the email address OGP@mop.gov.jo for this purpose.

4. The multi - stakeholder forum held four meetings to conclude the plan's structure and general framework, in addition to develop outline for the consultations' mechanism with the civil society. The forum also reviewed drafts as they came in (enhanced by feedback and input from CSOs and the public).

5. MoPIC also launched a questionnaire about OGP and circulated it by email to over 250 civil society organizations. The questionnaire was meant as an awareness - raising tool to enhance CSOs knowledge and interaction with the government work to develop national goals. The questionnaire was also used as a tool to communicate with civil society organizations across Jordan in order to widen the scope of participation in drafting and preparing the Third National Plan, and to create an opportunity for increased participation by these organizations in the future implementation of the Government's commitments.

6. Further steps the MoPIC took to ensure wider consultation process included inviting 45 civil society organizations, representing various specializations and mandates, to participate in a preliminary consultation meeting to discuss the draft Third Plan and its commitments, to exchange views and opinions, and to receive observations and remarks from the organizations related to the Plan. The meeting, held on the 25th of September 2016, included the participation of 25 organizations and resulted in a consensus that more time was needed for participating civil society organizations to conduct a more thorough review of the Plan.

7. Additionally, MoPIC published the entire draft Third Plan on its OGP page (https://bit.ly/2dkp3gS). The Ministry held a second consultation meeting on the 16th of October 2016 with civil society organizations, which was attended by 30 non - governmental organizations and representatives from other ministries and governmental institutions. The attendees agreed to implement the commitments stipulated in the draft Plan and the meeting resulted in more suggestions to improve the Plan.

2.3 Participation and co - creation when implementing, monitoring, and reporting a National Action Plan

After the approval of the plan, MoPIC led the formation of a governmental task force comprising of liaison officers assigned by each governmental agency to follow up on the implementation of the NAP commitments.

The implementation of the third plan entailed larger common spaces between governmental agencies implementing the commitments, through sharing challenges and experiences between the liaison officers responsible for implementing the plan. The Ministry of Planning and International Cooperation continued the individual meetings with the liaison officers, and organized two meetings on 21 / 3 / 2018 and 14 / 8 / 2018, during which the liaison officers discussed the extent of achievement in each commitment and practical challenges, the mechanisms of partnership with CSOs and the challenges in building and sustaining such partnerships, and the reporting on progress, according to the methodology and templates provided by OGP, including external evaluations like IRM. The Ministry of Planning and International Cooperation also cooperated with Al - Hayat Center - RASED to implement a training for a group of governmental staff, including the third plan liaison officers, on «OGP Values and Approaches for Assessing and Formulating Commitments and Governmental Plans» from 18 - 19 / 4 / 2018.

The implementation has also been characterized by the establishment of a genuine partnership between state and non - state actors, with the joint view of achieving all planned commitments. This was demonstrated by their cooperation in the implementation of studies and the organization of joint dialogues and activities related to the thematic areas of commitments. This is also evident in the description of achievements in this report. MOPIC has also held a meeting for CSOs on 22 / 3 / 2018, during which they discussed the challenges faced by these institutions in networking and partnership with governmental agencies, and how these challenges can be overcame, in addition to a briefing provided by MOPIC on the latest achievements of the third plan.

Throughout preparing and implementing third NAP, several governmental implementers have engaged with international cooperation agencies which provided technical expertise in a range of areas. Prominent example is Ministry of Justice engagement with United Sates Agency for International Development, where the latter offered US experience (and expertise) in providing reasonable accommodation and accessibility to person with disability regarding matters related to access to the justice system, in particular the court system.

3. IRM Recommendations

Recommendations provided by the IRM on the implementation of Jordan's Second NAP were utilized as guidelines to the construction of third NAP. They were also instrumental in addressing certain shortages and gaps, particularly with regards to conducting a participatory approach with civil society organizations.

1. Recommendation: To start an open OGP consultation process involving citizens, civil society, and any other relevant stakeholders. This process should contain clear opportunities for public input to help decide what is included in the third action plan, as well as to oversee implementation of commitments. Outreach and awareness efforts should also be put in place to allow for active public participation.

Response: Government of Jordan has fully implemented this recommendation and opened the consultation process to include representatives of CSOs and members of the public. The government also took a proactive approach in outreaching these CSOs and utilized several tools for that purpose including surveys, workshops, advertisement and other means.

2. Recommendation: Each of the commitments included in the third action plan should clearly address at least one OGP value instead of focusing on internal government procedures unrelated to open government. Otherwise, it is unclear what benefits Jordan can gain from being a member of OGP.

Response: The totality of Jordan's third NAP adhere to OGP values and address a wide range of its challenges.

3. Recommendation: To improve the ability of CSOs to obtain funds and continue their activities, the government should remove the restrictions on pre - approval for foreign funding for civil society organizations within the Law of Organizations and Civil Society Organizations, especially those enforced in 2015.

Response: This Recommendation was addressed in Jordan's OGP fourth NAP.

4. Recommendation: Increasing citizens' access to information is key to improving government transparency in Jordan. To achieve this, the government needs to consider revising the Access to Information Law and the Law for Protection of State Secrets. In addition, it needs to consider improving the implementation of the laws in practice to ensure that all citizens have quick and reliable access to information, both through electronic and non - electronic means. The Access to Information Law must be a priority for implementation over other legislation. The law should have implications or penalties to anyone who withholds information or gives wrong information.

Response: Under this third NAP, a stand - alone commitment has been developed to embark on a review process of the legislative and practice framework of around Access to Information. Other commitments have also embodied elements of facilitating access to information (example to Persons with Disability with regards t access court and justice system related information).

5. Recommendation: To improve public accountability and transparency in the provision of public services, the IRM researchers recommend that the government improves the accessibility and quality of government websites. In order to achieve this, it is recommended that civil society is involved in the development and design of public access criteria as part of the government's e - government reform strategy

Response: Currently, a trio - team composed of representatives of Ministry of Public Service Development, Ministry of Communications and Information Technology and representatives of RASED (Monitoring Body within the Hayat for Civil Society Development Center, and which happened to be the former IRM of Jordan's 2nd NAP) has been established to assess quality of information provided by governmental websites and recommend areas for improvement.

4. Implementation of National Action Plan Commitments

Commitment 1	STRENGTHEN THE LEGISLATIVE FRAMEWORK GOVERNING ACCESS TO INFORMATION

1 April 2017 — 28 June 2018

Lead implementing agency
Jordan's Ministry of Culture

Commitment Description

What is the public problem that the commitment will address?	The National Human Rights Plan clearly emphasized the importance of amending and enacting the Access to Information Law. The plan recognizes that the current legal framework (issued in 2007) suffers from certain imbalances while the operational plan of the National Integrity System contains a commitment to review the legislation related to the protection of the right to access information. In addition, the Jordanian Government accepted many of the Human Rights Universal Periodic Review recommendations in 2013 which stipulated the importance of revising the regulatory environment governing the right to access information. The enforcement of the law suffers from a general lack of associated procedures to the law. Furthermore, the current law is not the only legal tool that deals with access to information issues. As a result, there are technical and administrative difficulties related to the management of information across various public - sector institutions.
What is the commitment?	• Commitment: Review the legislative system, identify existing problems in the practices and management of information systems and propose a bundle of legislative and procedural amendments. • Expected results: establish a set of stable policies in access to information based on international best practices and standards. The government also aims to better manage how information is made available in the public sector, allowing citizens to access information of concern to them with little or no administrative or bureaucratic obstacles or legislative barriers. • Overall objective: Harmonize national legislation and policies concerning the right to access information with international standards and best practices.

How will the commitment contribute to solve the public problem?	This commitment specifically attempts to address legal, law - related and legislative gaps that the practice shown to have less enabling capacity to advance proper and effective flow of information to the public; particularly information available with government's institutions and bodies. Under this commitment actions, the government shall review the legislative system components, identify existing problems in the practices and management of information systems and propose a bundle of legislative and procedural amendments to remedy existing gaps and deficits.
Why is this commitment relevant to OGP values?	This commitment is directly related to the principle of access to information. It enables citizens to have access to public information that affect their lives and have the right to access. It constitutes the cornerstone for establishing the basis of accountability and public participation in general.
Additional information	• Link to the National development plan or other sectoral plans: Commitment is linked to Jordan's Government 2016 National Human Rights Plan • Link to Sustainable development goals: This commitment embodies action that is linked to Goal 16 of the SDGs, which stipulates, in target 16.10: "Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements".

Completion Level	Not Started	Limited	Substantial	Completed
			√	

Description of the results	This commitment was initiated in early May 2018, through the Arab Center for Democracy Development (CSO), which carried out a study that entailed a specialized review of the Jordanian legislative system on Access to Information. The study investigated the major challenges, legal deficiencies and obstacles, in order to come up with recommendations for future amendments and best practices that would assist the government in achieving this commitment. The study was conducted by a group of experts and civil society activists, where it included a number of workshops to prepare the study's draft report, which was then shared with the National Library in August, and the final outputs were published in a closing ceremony on 24 / 9 / 2018. This intervention coincided with the Prime Minister›s formal letter to the Chairman of the Information Council requesting a review of the Access to Information Law on 3 / 7 / 2018. Accordingly, the Information Commissioner addressed the Chairman of the Information Council to consult with CSOs on reviewing the law, and inviting the Information Council to convene and address the required reforms on 4 / 7 / 2018. The comments of relevant CSOs - which have particular focus on Access to Information - were collected, in addition to the proposals that came out of the study of the Arab Center for Democracy Development, where a matrix gathering various suggestions was put together and submitted to the Chairman. Members of the Information Council were also asked to provide their comments in the light of the draft amendments that have been setting since 2012 with the National Steering Committee at the House of Representatives, alongside proposals submitted previously by civil society. The views of the Council's members were discussed during session number (6 / 2018), which was held on 7 / 8 / 2018, following which the resulting proposals were submitted to the Prime Minister on 9 / 8 / 2018.

Next Steps	• Preparing the final set of amendments by the government to be referred to the House of Representatives. • Shedding particular focus on enforcement measures for the Access to Information Law. In this context, a new commitment with the same topic has been included in Jordan's 4th NAP under OGPs

Milestone status	Start Date:	End Date:	Completion level
Specialized review conducted of the Jordanian legislative system. National review team established including civil society organizations.	1 / 4 / 2017	25 / 12 / 2017	Completed
Matrix created which shows the obstacles, barriers and challenges in related laws and legislation.	2 / 1 / 2018	2 / 2 / 2018	Completed
Policy paper developed which includes recommendations related to possible amendments and best practices.	2 / 3 / 2018	2 / 4 / 2018	Completed
Review package submitted to the Jordanian Parliament to adopt the proper amendments.	28 / 4 / 2018	28 / 6 / 2018	Not started

Contact information		
Lead implementing agency	Information Council - National Library	
Persons responsible from implementing agency	Ena'am Yousef Mutawe / focal point Hala Manhal Haddadin / focal point	
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Other Actors Involved	Government Ministries, Department / Agency	
	CSOs, private sector, multilaterals, working groups	Arab World Center (CSO)
Additional Information		

Commitment 2

STRENGTHEN THE FACILITIES AVAILABLE FOR PERSONS WITH DISABILITIES TO ACCESS THE JUSTICE SYSTEM

1 January 2017 — 30 December 2017

Lead implementing agency
Ministry of Justice

Commitment Description

What is the public problem that the commitment will address?	The national public census conducted by the Jordan Department of Statistics in 2015 revealed that 11 percent of the population has some type disability, while 2.64 percent of the population has a physical disability specifically. The justice sector, including the courts, lacks systems and mechanisms which provide persons with disabilities with the needed information on the litigation process, applicable procedures, the necessary signs, and information on how to use court facilities in a comprehensible way (i.e. information in Braille or other simplified methods). In addition, there are no automated systems or electronic databases which can provide persons with disabilities with the ability to easily access information related to the litigation process in a way that takes into consideration their special circumstances. The absence of such information results in hindering the provision of key services to a significant segment of the population, particularly the services related to accessing justice.
What is the commitment?	• Commitment: Provide information about court facilities to better allow persons with disabilities to use the courts according to the nature and type of disability. • Expected results: make governmental procedures more transparent for persons with disabilities, including those related to the use of the justice sector, by providing utmost measures to ensure the integration of persons with disabilities within the rest of the society. • Overall objective: Enable persons with disabilities to access information related to the use of the justice system.

How will the commitment contribute to solve the public problem?	Without acting, governmental procedures will remain ambiguous, unknown and unusable by members of this segment of society (persons with disability). Through this commitment, the Government seeks to define and gather all documents, instructions and information related to the litigation process, convert them into Braille language, and provide electronic formats that can be used by persons with disabilities. Furthermore, the commitment seeks to introduce changes to the related institutions' websites (Ministry of Justice, Judicial Council, etc.) to include pages that can be used by persons with disabilities.
Why is this commitment relevant to OGP values?	This commitment directly relates and intersects with the access to information principle by emphasizing the provision of vital information to a certain segment of the society who cannot access information in the manner that it is available for the rest of the society due to their disabilities. This commitment also corresponds with the principle of encouraging the use of technology in a way that ensures participation and use of the country's legal system by persons with disabilities
Additional information	• Link to other government programs Action under this commitment supplements National Strategy for Persons with Disability. • Link to Sustainable development goals Action under this commitment links with Goal 16 of the SDGs.

Completion Level	Not Started	Limited	Substantial	Completed
			√	

Description of the results	In addition to achievements indicated in the self - assessment report of the first year, the following have been achieved: • On 7 / 6 / 2018 two more CSOs were added to the team that was formed on 15 / 1 / 2017, namely "Ana Insan" (I'm a human) and "AMINA". The team continued its meetings and communications to support the achievement of the commitment. • Information and datasets essential for persons with disabilities to understand the courts' procedures and guidelines were identified. The process took place over two phases: the first on sites where trial proceedings take place, and the second on services provided by courts. A guide to court services was reviewed on 16 / 5 / 2017. • Some experimental samples of documents have been designed for use in a limited number of central courts, through guiding billboards translated into Braille in the Amman Enforcement Department, the Amman Prosecution Department and the Juvenile Court. This has taken place between January and May of 2018, where it was funded by the Rule of Law program - USAID.As for the translation of the service manual into the Braille language for people with visual disabilities, the progress was delayed because the working group suggested that an audiovisual CD can be made available to people with hearing disabilities as well, where coordination with the Rule of Law program (USAID) is in progress to request the required funds during the next fiscal year. • The effectiveness of the guiding billboards translated into Braille for the use of persons with disabilities was measured through groups of people with visual disabilities in January 2018, at the Public Prosecution Departments by the Rule of Law Program (USAID).
Next Steps	Continuing the implementation of the commitment and expanding its scope

Milestone status	Start Date:	End Date:	Completion level
Working group established comprising relevant parties, including representatives from nongovernmental disabilities organizations, and scope of work drafted for the working group.	1 / 1 / 2017	15 / 1 / 2017	Completed
Information and data system designed identifying court procedures and guidelines which should be provided to persons with disabilities in Braille language or other simplified means.	30 / 1 / 2017	15 / 4 / 2017	Completed
Test samples for documents designed to be used in a limited number of central courts.	5 / 8 / 2017	15 / 9 / 2017	Completed
Effectiveness of the documents designed for the use of persons with disabilities measured though test groups that include persons with various types of disabilities.	30 / 9 / 2017	30 / 10 / 2017	Substantial
Number of documents assigned for use by persons with disabilities increased by not less than 1 percent.	15 / 11 / 2017	30 / 12 / 2017	Substantial

Contact information		
Lead implementing agency	Ministry of Justice	
Persons responsible from implementing agency	Eng. Samia Jaber	
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Other Actors Involved	Government Ministries, Department / Agency	Higher Council for Affairs of Persons with Disability
	CSOs, private sector, multilaterals, working groups	• Society for Families and Friends of Persons with Disability (CSO) • USAID Jordan - Rule of Law Program (Donor) • Ana Insan Association (CSO) • AMINA (CSO)
Additional Information	• The scope of the commitment has been expanded in identifying groups that face difficulty in accessing information in the justice sector, not only for persons with visual disabilities, but also persons with motor and hearing disabilities. • The Ministry of Justice, in its effort to facilitate access to justice for persons with disabilities, held training courses for a group of its staff from the North, Central and South Courts on dealing with persons with disabilities. The courses were implemented with the support of the Higher Council for Persons with Disabilities. • The challenges faced by persons with disabilities in accessing justice were identified through a technical study on the reality of the Amman Central Court building and discussions during the meetings of the working group. Accordingly, a plan of action was prepared, including the complete achievement of this commitment. Guiding billboards translated into Braille were installed at the Amman Juvenile Court.	

Commitment 3	STRENGTHEN THE FRAMEWORK GOVERNING FREEDOM OF THE MEDIA

1 January 2017– 30 December 2018

Lead implementing agency
Media Commission

Commitment Description

What is the public problem that the commitment will address?	Both the National Human Rights Plan and the National Integrity System's Operation Plan affirmed the need to review and revise the legislative framework governing the work of media outlets and the harmonization of national legislation and policies related to the right of freedom of expression and freedom of opinion with the provisions of the Constitution. In addition, there is a need to take measures to address issues related to the licensing of media outlets and to regulate the media sector in a way that strengthens the right to freedom of opinion and expression and ensures the public's right to know. This commitment aims at addressing the effects stemming from the rapid expansion of the media sector, the emergence of electronic media on a widespread scale, and the need for regulatory and legislative tools that correspond with such growth.
What is the commitment?	• Commitment: Design and implement a technical framework to define best practices that should be applied to strengthen the freedom of the press. This shall include the creation of a package of legislative amendments to be submitted to the Parliament. • Expected results establishment of an umbrella of policies, legislation and practices that will ensure the function and independence of media outlets. These efforts will be based on civil society and its institutions' participation and best practices which will provide more guarantee of the freedom of expression. • Overall objective: Ensure the independence of the media and protection of the right of expression.
How will the commitment contribute to solve the public problem?	Strengthen media professionalism and independence will, at first hand, empower the production of sets of high - quality reporting and information on day - to - day matters of public interest, as well as critical matters to the nation as whole, which, secondly, will further strengthen public freedoms and enable participation in discussing, debating and commenting on governmental policies and decisions. By addressing potential legislative and practical gaps in the current framework under which Jordanian media operates, the government aims at charting a path of progress towards further media professionalism and independence.

Why is this commitment relevant to OGP values?	This commitment is fundamentally connected with advancing public participation in the public life and strengthening public accountability measures through the independent role of the media in publishing reports and coverage of the function and performance of public sector institutions, including the criticism of such performance.
Additional information	• Link to other government programs Action under this commitment links to Jordan's Government 2016 National Human Rights Plan • Link to Sustainable development goals Press freedom and the right to information have a direct relevance to achieving Goal 16, specifically target 10 (protecting to the right to access information, journalists' safety, Freedom of information and culture of openness).

Completion Level	Not Started	Limited	Substantial	Completed
				√

Description of the results	1. The Media Commission has sent official letters on 11 / 7 / 2018, 30 / 7 / 2018 and 1 / 8 / 2018 to all CSOs, professional trade unions and media representatives to request their suggestions and recommendations for improving media freedoms, in compliance of the Government›s commitment under OGP, in order to collect these recommendations and proposals in a single framework and reviewing them uniformly before sending them to the competent authorities. A press release was also issued by the Commission on 16 / 8 / 2018 to request recommendations and proposals for enhancing media freedoms from all angles. 2. The Media Commission held a meeting with a CSO (Community Media Network – CMN) on 23 / 7 / 2018 to discuss a potential mechanism for collecting recommendations on media freedoms. It was agreed to prepare studies (position papers) by 4 researchers divided over four thematic areas. legislative, political, social and professional. The studies have already been prepared and collected on 9 / 9 / 2018. Within a week, they will be promoted through social media to gather proposals and comments for two weeks, and then collect these recommendations and reactions in one frame to be submitted to the competent authorities. 3. Updating the website of the Media Commission http: / / www.mc.gov.jo so that the application of Messenger can be easily accessed in an interactive conversation with the staff of the Commission, and on 28 / 3 / 2018 the Facebook page of the Commission that was established on 17 / 11 / 2016 was reactivated, through which they interact with the public to achieve the commitment entailing an interactive electronic platform. A Facebook page for the Complaints Committee was also created on 1/9/2018, where people could file complaints via Messenger, in addition to publicizing the Committee's activities. 4. In regards to the establishment of a national platform with an advisory role, the Media Commission, in consultation with the members of the current Complaints Committee, amended the instructions related to the Complaints Committee, which was formed under Article 4 - j of the applicable Audio and Visual Media Law, including a mandatory representation of civil society in the committee's composition. The articles relating to the mandate of the Committee have also been amended, where it gained an advisory role on media freedoms, in addition to their main role, namely, the investigation of complaints relating to audio - visual media. The amendment was completed on 30 / 8 / 2018 and is expected to be approved by the Minister of State for Media Affairs at the end of 2018.

Next Steps	1. Reviewing the recommendations and proposals received by CSOs, professional associations and media representatives, and gathering them in one frame ahead of submission to competent authorities during the first quarter of 2019. 2. Promoting the position papers through media outlets and social media tools, in order to receive feedback on them, and then collect recommendations and reactions in a single framework, along the recommendations by CSOs, professional associations and media representatives, to be then reviewed and submitted to competent authorities during the first quarter of 2019. 3. Formally approving the instructions of the Complaints and Consultations Committee to take effect by the end of 2018.

Milestone status	Start Date:	End Date:	Completion level
National forum established with a consultation role to assist stakeholders in the area of freedom of the media (the government, media organizations, civil society, unions and experts)	1 / 1 / 2017	30 / 8 / 2018	Completed
Recommendations and suggestions collected related to improving freedom of the media from all available resources.	11 / 7 / 2018	9 / 9 / 2018	Completed
Mechanism established to engage the public in discussions related to the freedom of the press (an interactive electronic forum).	1 / 3 / 2018	1 / 9 / 2018	Completed

Contact information		
Lead implementing agency	The Media Commission	
Persons responsible from implementing agency	Liaison Officers: Ms. Lubna Al - Adaileh Ms. Majd Al - Amad	
Title, Department	Head of Cases Unis / Legal Affairs / Media Commission Head of the Licensing Directorate / Media Commission	
Email and Phone	Tel: 0797560696 / Email: Lubna.adaileh@mc.gov.jo Tel: 0799415825 / Email: Majd.Alamad@mc.gov.jo	
Other Actors Involved	Government Ministries, Department / Agency	
	CSOs, private sector, multilaterals, working groups	Community Media Network — CMN (CSO)
Additional Information		

Commitment 4

LAUNCH AND ENHANCE THE COMPLAINTS REGISTRATION SYSTEM AND FOLLOW - UP MECHANISMS TO DEAL WITH COMPLAINTS IN A SERIOUS MANNER AND TO REFER THEM TO THE JUDICIARY

A) COMPLAINTS AND GRIEVANCES RELATED TO VIOLATIONS COMMITTED AGAINST CITIZEN

1 January 2017— 30 November 2018

Lead implementing agency
General Coordinator for Human Rights at the Prime Ministry

Commitment Description

What is the public problem that the commitment will address?	This commitment addresses the number and diversity of mechanisms that should receive and follow up on citizen complaints. The drafters of the National Human Rights Plan realized the scope of problems that may stem from the diversity of mechanisms. The plan calls for the establishment of an electronic database, which contains all complaints registered in Jordan. At the same time, the commitment seeks to raise the level of seriousness in receiving and following up on complaints, in addition to activating accountability options including judicial accountability when necessary.
What is the commitment?	• Commitment: Establish a unified electronic citizen complaints database, which citizens can use to follow up on the actions taken regarding such complaints at all stages, maintaining gender equality in the use and administration of this system. • Expected results establish grievance mechanisms to deal with complaints in a serious manner, as part of a broader framework for accountability, through connecting the review of such complaints with serious administrative and judicial follow - up. The Government also hopes that the procedures applied under this commitment will support the functions of the public and governmental monitoring bodies, and build the bridges of communication between these bodies and the public. • Overall objective: Make the complaints and grievances mechanism more available to citizens in a more effective and organized fashion.
How will the commitment contribute to solve the public problem?	Action(s) under this commitment shall necessarily pave a path to further increasing credibility of government and public institutions, by installing a mechanism which makes them accountable by the general public. Additionally, direct reporting from the public on misconduct shall increase and strengthen national efforts to combat corruption and promote public morals.
Why is this commitment relevant to OGP values?	This commitment is related to intensifying the principle of accountability in public institutions' practices, by allowing public oversight of the complaint and grievance procedures of the general government body.

Additional information	• Link to other government programs Action under this commitment links to Jordan's Government 2016 National Human Rights Plan • Link to Sustainable development goals Action under this commitment relate directly to goal 16 of the SDGs, particularly target 6: "Develop effective, accountable and transparent institutions at all levels".			
Completion Level	**Not Started**	**Limited**	**Substantial**	**Completed**
		√		

Description of the results	The Office of the General Coordinator for Human Rights, in cooperation with Lawyers Without Borders, a local CSO, has conducted a study on the establishment of a national complaint system for human rights violations, which is entailed by this commitment, and to review how realistic the elements included in this commitment are to be achieved. This was done through several meetings with CSOs, human rights liaison officers in governmental institutions and a group of legal experts and experts. A meeting was also held at the Prime Ministry on 4 / 9 / 2018 with the Office of the National Coordinator for Human Rights, Lawyers Without Borders and a number of governmental and security institutions including General Security, Ministry of Justice, Integrity and Anti - Corruption Commission, Ministry of Parliamentary and Political Affairs, Ministry of Interior. The results of the study were presented on 19 / 9 / 2018 in the presence of a number of ministerial representatives and security institutions including: General Security, Ministry of Justice, Ministry of Interior, Ministry of Public Sector Development, Integrity and Anti - Corruption Commission, National Center for Human Rights, Ministry of Media Affairs, Ministry of Political and Parliamentary Affairs and other relevant ministries, alongside a specialized group of CSOs, where everyone provided their feedback on the study. It should be noted that the study was presented in its first form to the Office of the General Coordinator for Human Rights, and following the revision of all recommendations, the study was finalized on 30 / 9 / 2018 Although these achievements did not fulfill any of the stages of this commitment, they constitute an important foundation for supporting the achievement of the commitment in the coming years.
Next Steps	Based on the study results, a new commitment with the same objective has been included in Jordan's 4th NAP under OGP.

Milestone status	**Start Date:**	**End Date:**	**Completion level**
Instructions issued by the government to its related bodies and institutions directing them to work together to establish a complaints database and to name a governmental department to manage the data - gathering process, define the specifications of the database system, and establish linkages between the various related institutions within the database framework.	15 / 2 / 2017	15 / 4 / 2017	Limited

Database's functional system designed and its technical development completed.	18 / 4 / 2017	30 / 7 / 2017	Not Started
1. Sample testing performed to the database functions with the participation of civil society institutions, unions and certain universities, provided that the database system shall allow the following: 3.1 provide citizens with the ability to access the complaints database. 3.2 enable citizens to electronically follow - up on the procedures taken at all stages of the complaints process. 3.3 enable citizens to register their notes on the complaint follow - up process.	15 / 8 / 2017	30 / 12 / 2017	Not Started
Decision issued by the Prime Minster requiring government institutions to publish a link to the database site in a visible location within offices and on websites.	5 / 1 / 2018	15 / 3 / 2018	Not Started

Contact information		
Lead implementing agency		Office of the General Coordinator for Human Rights at the Prime Ministry
Persons responsible from implementing agency		Dr. Khalil Al - Abdallat / liaison officer
Title, Department		General Coordinator for Human Rights at the Prime Ministry
Email and Phone		Tel: 0798526454 / Email: Human.rights@pm.gov.jo
Other Actors Involved	Government Ministries, Department / Agency	NA
	CSOs, private sector, multilaterals, working groups	Lawyers without Borders (CSO)
Additional Information	NA	

Commitment 4

LAUNCH AND ENHANCE THE COMPLAINTS REGISTRATION SYSTEM AND FOLLOW - UP MECHANISMS TO DEAL WITH COMPLAINTS IN A SERIOUS MANNER AND TO REFER THEM TO THE JUDICIARY

B) COMPLAINTS RELATED TO GOVERNMENTAL SERVICES AND THE SURROUNDING ENVIRONMENT OF ITS PROVISION

1 January 2017 — Ongoing

Lead implementing agency
Ministry of Public Sector Development

Commitment Description

What is the public problem that the commitment will address?	This commitment contributes to the promotion of the complaints mechanisms by providing central complaint registration windows along with windows available in governmental departments with the assurance of a central window dedicated for registering complaints related to governmental services and the surrounding environment of providing these services.
What is the commitment?	• Commitment: Develop an electronic system for managing registration of complaints and grievances related to services delivery and the surrounding environment of provision. Address complaints and find proper solutions based on justice, equality and transparency. • Expected results increase citizen participation and confidence in the complaints registration and follow - up mechanisms by enabling the citizen to monitor the procedures taken by the government in addressing their complaints. • Overall objective: Provide additional channels to receive complaints submitted by citizens and those who deal with the government on a broader level and in a more organized manner.
How will the commitment contribute to solve the public problem?	As in section (A) of this commitment, action(s) under this commitment shall necessarily pave a path to further increasing credibility of government and public institutions, by installing a mechanism which makes them accountable by the general public. Additionally, direct reporting from the public on misconduct shall increase and strengthen national efforts to combat corruption and promote public morals.
Why is this commitment relevant to OGP values?	Strengthen the principles of accountability and transparency, enable citizens to make their voice heard by the government, employ modern technology in receiving and addressing complaints and strengthen citizen participation in government services development process.
Additional information	• Link to other government programs Action under this commitment links various strategic plans which the government utilize to improve and reform functioning of the public sector. • Link to Sustainable development goals Action under this commitment relate directly to goal 16 of the SDGs, particularly target 6: "Develop effective, accountable and transparent institutions at all levels".

Completion Level	Not Started	Limited	Substantial	Completed
				√

Description of the results	• The activities of the media campaign for mobile application "BekhedmetCOM" (at your service) began on 8 / 10 / 2017 and lasted for (8 - 10) weeks. • The "BekhedmetCOM" platform has been launched in its new format after a series of updates on 18 \ 9 \ 2018. The platform contains two options, one for service complaints and the other for reporting corruption cases. • The application was linked to Facebook to facilitate the access and use of citizens. The National ID number of the complainant was replaced by a phone number, to protect personal information. This proposal was provided by Al Hayat Center - RASED • The team of "BekhedmetCOM" has been working to raise awareness about the use of the application by citizens since July 2017 in cooperation with various governmental and non - governmental institutions, where the Ministry signed a memorandum of understanding in this regard with Al - Hayat Center — RASED in this regard. • Periodic reports were have been issued and submitted to the Prime Minister, in addition to an annual report on unresolved complaints since 2014.
Next Steps	The Ministry of Public Sector Development has been developing the "BekhedmetCOM" platform by adding a number of features, notably: • Strengthening the general mandate of the Minister on complaints within the ministry's jurisdiction. • developing escalation mechanisms when time frames to resolve complaints are exceeded, where the ministry becomes the main concerned party for quality solutions • Providing a performance tracking panel for officials on deferent levels • Providing a channel for reporting violations • setting up an operation room at the Ministry of Public Sector Development to track the performance at various sectors and institutions, and to submit reports and recommendations to the Cabinet and employ the outputs to develop governmental services • Complementarity with departmental complaint systems.

Milestone status	Start Date:	End Date:	Completion level
Legislative system (regulation / instructions) issued which institutionalizes the existence of a central system to receive complaints related to governmental services.	1 / 1 / 2017	30 / 3 / 2017	Completed
Electronic complaints reception system launched related to services and the surrounding environment of their provision.	1 / 1 / 2017	30 / 3 / 2017	Completed

System made available for receiving complaints and also made available as a mobile phone application through the Ministry of Public Sector Development website / the National Teleconnections Center / the Jordanian Government Electronic Portal.	1 / 7 / 2017	Continuous	Completed
Workshop held with the participation of civil society institutions and other concerned parties to explain the system and its functions.	1 / 4 / 2017	30 / 6 / 2017	Completed
Electronic system promotional campaign launched to reach out to various channels receiving complaints.	1 / 7 / 2017	30 / 9 / 2018	Completed
Periodical reports issued and published regarding the complaints received by the system, the means of addressing them, and pending complaints reports.	3rd quarter 2017	30 / 9 / 2018	Completed

Contact information		
Lead implementing agency	Ministry of Public Sector Development	
Persons responsible from implementing agency	Majd Aldeen Al - Zubi Nour Al - Dweri (liaison officer)	
Title, Department	Governmental Complaints Management Unit Service Development and Procedure Simplification Unit	
Email and Phone	Tel: 0797699400 / Email: majdaldeen.alzou'bi@mopsd.gov.jo Tel: 0790403838 / Email: noor.dweiri@mopds.gov.jo	
Other Actors Involved	Government Ministries, Department / Agency	• Prime Ministry • National Communication Center
	CSOs, private sector, multilaterals, working groups	Al - Hayat Center - RASED
Additional Information	NA	

Commitment 5

ISSUE THE REQUISITE REGULATIONS AND INSTRUCTIONS TO IMPLEMENT THE DECENTRALIZATION LAW AND HOLD GOVERNORATE COUNCIL ELECTIONS IN 2017

1 January 2017 — 30 March 2017

Lead implementing agency
Ministry of Interior

Commitment Description

What is the public problem that the commitment will address?	Before initiating a decentralization process; the central government institutions were in charge for developing plans for the various provinces or governorates from the outside in a manner that does not correspond with the principle of enabling the citizens of these governorates to make decisions related to their daily lives. This commitment, interpreted through the reinforcement of decentralization in government performance, shall enable the citizen in the governorate to become the decision - maker in determining expenditures related to industry, education, vocational training or other areas.
What is the commitment?	• Commitment: Issue the regulation related to the governorate council elections and conduct the elections in late summer 2017. • Expected results: boosting public participation in economic and development decisions, while creating local hubs for direct input (from citizens) to improve government's performance and responsiveness of its policies to public needs. • Overall objective: Enable citizens to participate in the planning for their future and defining their priorities.
How will the commitment contribute to solve the public problem?	Holding local elections is one step, but huge, to progress on the path of decentralization - a system in which policies and decisions shall be top - to - bottom generated; but rather manufactured on the very local level in governorates, cities, towns and local councils. One critical feature of public participation is allowing citizens to administer and take decisions affecting their daily lives including those related to the services they receive.
Why is this commitment relevant to OGP values?	This commitment corresponds with the principle of enshrining public participation; through fostering a decentralized planning process that allows for the planning to start from the base in the governorates and ascend to the decision - making center, which makes the debates and responsiveness at the central decision - making a response to the citizens' priorities.

Additional information	Link to Sustainable development goals
	Action under this commitment relate directly to goal 16 of the SDGs, particularly target 7: "Ensure responsive, inclusive, participatory and representative decision - making at all levels"

Completion Level	Not Started	Limited	Substantial	Completed
				√

Description of the results	The Ministry of Interior has developed a number of legal frameworks that reflect the Decentralization Law No. (49) for the year 2015 into actual reality, these include: 1. the electoral districts regulation of the governorate councils No. (135) for the year 2016. 2. The bylaw of the governorate councils No. (175) for the year 2016. 3. Financial Regulations of governorate councils No. 30 of 2017. 4. Amendment of the administrative formations regulation No. (46) for the year 2000. 5. Instructions, duties and responsibilities of local development directorates in the Ministry and governorates for the year 2017. 6. Supplies regulation No. (32) for the year 1993 and its amendments. 7. Travel and travel system No. (56) for the year 1981. 8. Financial Instructions for the governorate councils 9. Governorate budgeting instructions for 2018 - 2019. • Governorate Councils across the Kingdom have also completed the following: 1. Preparing and approving governorate budgets for 2018. 2. Preparing a procedural manual for developing the governorates' Needs Guides in 2018, which will be adopted for the next three years. 3. Preparing the governorates' strategic plans for the years 2019 - 2021. 4. Preparing the governorates' budgets for the year 2019.
Next Steps	A new commitment with the same topic has been included in Jordan OGPs 4th action plan

Milestone status	Start Date:	End Date:	Completion level
Adoption of System to allocate electoral constituencies for the provisional council elections by the Council of Ministers	1 / 1 / 2017	30 / 3 / 2017	Completed
Governorate council internal regulations adopted	1 / 1 / 2017	30 / 3 / 2017	Completed

Campaign launched to explain the decentralization law and the governorate council elections procedures: 3.1 conduct a number of training programs and educative workshops related to the Decentralization Law across the Kingdom targeting groups according to the awareness raising plan including, but are not limited to: youth, women, associations, civil society organizations, public and private university students, political parties, local communities and persons with disabilities (the activities shall be performed by the Ministry of Political and Parliamentary Affairs).	1 / 1 / 2017	30 / 3 / 2017	Completed
Governorate council elections conducted	7 / 2017	7 / 2017	Completed

Contact information		
Lead implementing agency	Ministry of Interior	
Persons responsible from implementing agency	Sultan Fares Hassan	
Title, Department	Judiciary Unit Director	
Email and Phone	Tel: 0796000949 / Email: sabuhassan@gmail.com	
Other Actors Involved	Government Ministries, Department / Agency	• Ministry of Political and Parliamentary Affairs • Ministerial Committee on Implementing Decentralization • Government Decentralization Support & Liaison Unit
	CSOs, private sector, multilaterals, working groups	NA
Additional Information	NA	

Commitment 6

DEVELOP HEALTHCARE SERVICES AND AUTOMATE THE HEALTHCARE SECTOR THROUGH ELECTRONIC LINKAGES

1 February 2017 — 30 August 2018

Lead implementing agency
Ministry of Health

Commitment Description

What is the public problem that the commitment will address?	The Ministry of Health's hospitals lack an automated information system and integrated applications, which would strengthen the level of health services provided to citizens, improve the performance of hospitals and control their expenditures. Despite the large number of citizens who receive services at these hospitals, they still lack the electronic interconnectivity, which in turn minimizes their ability to provide speedy and quality services.
What is the commitment?	• Commitment: Provide the network connection infrastructure needed to connect the Ministry of Health's hospitals with other national health and medical centers. • Expected results: provide adequate telecommunication capacities to health care centers across the country as a prerequisite to the development of a comprehensive national health information system. • Overall objective: Strengthen the infrastructure of Ministry of Health's public hospitals; in order to increase their ability to provide health services to citizens by connecting such hospitals with an information systems and other medical centers.
How will the commitment contribute to solve the public problem?	Connecting governmentally administered health care and medical centers will improve the set of health services provided to citizens, and access to information, in general. Actions under this commitment aspire to make medical practitioners' resources available to a wider spectrum of citizens (outside physical places where these resources exist) and by making critical diagnostic information available to a wider community of practitioners who can use it - sometimes - in life - saving interventions.
Why is this commitment relevant to OGP values?	This commitment firstly intersects with the public's right to access information related to medical and health services in Jordan; in order to raise the level and quality of such services. Users of the health care system include patients and medical staff. This commitment also intersects with strengthening the use of technology and innovation to increase the quantity and quality of health services provided by public hospitals.
Additional information	• Link to Sustainable development goals Actions under this commitment relate directly to goals 3 and 16 of the SDGs.

Completion Level	Not Started	Limited	Substantial	Completed
			√	

Description of the results	Preparing infrastructures necessary for electronic interconnectivity at hospitals, health centers and health directorates: The infrastructure at the Ministry of Health and many sites under its jurisdiction was prepared through tenders or through the health computing company «Hakim», where following hospitals were equipped: First - through the Ministry of Health: Al - Basheer Hospital Al - Zarqa Public Hospital Northern Badia Hospital Dr. Jamil Al - Tuttunji Hospital / Sahab Princess Salma Hospital / Theiban Rufaida College / Nuseiba College Rehabilitation Hospital / Shafa Badran Blood Bank Purchasing Directorate, and North and South Regions' Warehouses Amman Health Directorate / Balqa Health Directorate Salt Public Hospital Ministry of Health building Ghor Al - Safi Second - through the health computing company «Hakim»: Karak Hospital Prince Hussein Hospital Ramtha Hospital Princess Rahma Hospital Al Mafraq Hospital Al - Nadeem Hospital Queen Rania Hospital Ma›an Hospital Princess Badi'a Hospital Al - Yarmouk Hospital Jarash Public Hospital Al - Shouna Al - Janoubiah Hospital Prince Hamzah Hospital Prince Faisal Hospital All these facilities are equipped with the necessary infrastructures (active component + passive component). Most of these sites are equipped with surveillance cameras, Except for Amman Health Directorate and Balqa Health Directorate. A fingerprint system is also being installed at all sites following The Ministry of Health (hospitals, health centers and health directorates).

Description of the results	As for the Hakim plan in the computerization of hospitals and health centers, about 91 sites of the Ministry have been completed of, where a passive component + active component tenders are published through Hakim, to be then linked with the computerized system. A work plan is developed annually for the Ministry of Health in terms of installation of infrastructural setups and surveillance cameras, in coordination with the health computing company. The tender for the infrastructure of Tafila and Madaba Health Directorates was put forward as part of the Ministry of Health's tenders to equip the directorates' infrastructures. Field visits were conducted to most health directorates to determine their needs of infrastructural development and equipment. Some sites were equipped with network points through the team of the Information Technology Directorate. Promoting the application of a billing system, by: A committee (the Central Committee for Patient Accounting System) was formed, for accounting of patients and the warehouse management system. Prince Hussein bin Abdullah II Hospital was chosen for the pilot before proceeding with the other sites following the Ministry of Health. All financial plans have been listed by the Health Insurance Department, summing up to approximately 64 financial plans, where all have been included in the system. The pricing was updated, coded, and included in the system based on scientific standards by the Ministry of Health. A number of workshops were held, including: computer skills workshop for the staff of Prince Hussein Hospital, especially accountants; to raise their efficiency. Another workshop in the framework of resistance to change entitled "Awareness of the system of patient accounting and inventory management" was also held. Live demo of the system was undertaken. The system will be launched soon at Prince Hussein Hospital (pilot). Computerization of the health sector First: computerized systems at the Ministry of Health: Geographic Information System (Health Map) Staff Services (employee portal for issuance of payroll, incentives and tax). The electronic system for reporting communicable and non - communicable diseases Computerization of medical informatics (Hakim system). Medical examination system for foreign residents. Staff and Financial System. Application for the health map on smart phones National Cancer Registry System. National registry system for reporting maternal and infant mortality. National Registry System for kidney patients. Procurement and supply system. System of causes of death according to the international coding of diseases ICD10. Statistical systems to feed into the annual report Electronic transaction tracking system. System for issuing health insurance cards Women and Children Health System. "Tarasol" (corresponding) System.

Description of the results	Second: The electronic transformation plan of the Ministry of Health (2017 - 2020) was prepared and the budgets required for the implementation of the projects were approved by the Minister. Third: Support of the senior management of computerization and digitization to the procedures at the Ministry of Health. The following was implemented: Computerization of some of the systems at the ministry (financial system, staff, medical examination of foreign residents., licensing of health professions and institutions ...) Development of a monitoring system for maternal mortality and an electronic system for reporting communicable and non - communicable diseases at all reporting centers. E - Linking to the unified governmental regulations with a view to becoming a paperless government, including; E - Linking with the Ministry of Transport to activate the vehicle tracking system; E - Linking with the General Supplies Department to activate the electronic procurement system; E - Linking the forensic centers with the Ministry of Justice to activate the judicial medical reporting system The project to automate two general pharmacy licensing services and the license to practice legal nursing profession, which will be launched in the fourth quarter of 2018 Fourth: Electronic interconnection A tender to interconnect 90 sites on a single MPLS network (all hospitals, all health directorates, a number of comprehensive health centers, all central directorates outside the ministry building and all centers of chest diseases and the health of expatriates) was launched. The reasons to sleect the single MPLS network for these services is because it participates in providing services to the public, which provides the possibility of a secure and participatory environment for sharing information and working on electronic systems for these services. The headquarters of the Ministry of Health has been linked with the directorates of health and the central directorates through a VPN to benefit from common services in the ministry such as the unified electronic inspection system. Computers were purchased for transportation departments at the Ministry to implement electronic tracking of vehicles. Developing and adopting the health map and publishing it on the website.
Next Steps	Continue the implementation of commitment

Milestone status	Start Date:	End Date:	Completion level
Field survey conducted by the Ministry of Health and its various institutions targeting the characteristics related to each geographical area where public hospitals are located to determine the nature of the needed health services in such areas.	1 / 2 / 2017	1 / 6 / 2017	Completed
Requirements defined for data and information entry in the various medical centers.	1 / 6 / 2017	30 / 8 / 2017	Completed
Assessment conducted to measure the hospitals' technical abilities in terms of equipment and expertise.	15 / 7 / 2017	15 / 9 / 2017	Completed

Medical staff trained, including doctors, on how to complete and enter electronic forms into the automated system, such as death notification forms and the international coding for death reasons. Furthermore, provide training to medical staff on how to report on cases of violence against women (according to Mizan organization for Human Rights.)	15 / 10 / 2017	15 / 8 / 2018	Not started
Internet connection infrastructure provided, such as equipment and networking across all Ministry of Health hospitals.	15 / 10 / 2017	30 / 9 / 2018	Completed

Contact information		
Lead implementing agency		Ministry of Health
Persons responsible from implementing agency		Dr. Ayoub Al - Sayaydah Dr. Omar Shurafa Fatmah Hammad Dr. Kamal Abu Arqoub Dr. Eman Al - Khateeb Khitam Issa Firas Ramahi Ayoub Al - Abbadi
Title, Department		- Assistant Secretary General for Technical and Health Affairs and Directorates of Health - IT Manager - Primary Health Care Manager - Head of Family Violence Department / Directorate of Women›s and Children›s Health - Head of projects management / IT Directorate - Head of e - government department / IT Directorate - Computer manager / Health insurance directorate
Email and Phone		Email: itd@moh.gov.jo
Other Actors Involved	Government Ministries, Department / Agency	• Ministry of Transportation • Civil Service Bureau • Public Procurement Bureau • Ministry of Communications and Information Technology
	CSOs, private sector, multilaterals, working groups	USAID World Health Organization Electronic Health Solution HAKIM National Information Technology Center Telecommunication companies in Jordan (Zain, Orange, Umniah)
Additional Information		NA

Commitment 7

DEVELOP AN INTERACTIVE OBSERVATORY FORUM FOR CITIZENS TO MONITOR THE IMPLEMENTATION OF THE GOVERNMENT'S PLANS AND PROGRESS

1 January 2017 - 20 August 2017

Lead implementing agency
Prime Minister's Delivery Unit

Commitment Description

What is the public problem that the commitment will address?	This commitment primarily seeks to ensure that Jordan's Plan seriously and comprehensively implements the e - Government project. It aims to establish a mechanism within the project that will provide an outlet for citizens to view the Government's implementation of its plans, procedures and projects in an interactive manner.
What is the commitment?	• Commitment: Launch a central electronic portal for citizens, members of the Parliament, donors and investors to follow up on the implementation progress. • Expected results: establish a public perception of transparency and stability of public sector procedures and performance within the framework of the government's general strategy to strengthen the society's knowledge and transparency. • Overall objective: Strengthen the public's interaction and monitoring of government performance and its implementation of its various procedures, plans and projects.
How will the commitment contribute to solve the public problem?	This commitment aims at large to enhancement of public credibility while enabling public monitoring of government performance which consequently improves the level of public services and further enshrines transparency and accountability practices within public sector institutions.
Why is this commitment relevant to OGP values?	This commitment intersects with strengthening public participation in monitoring the government's performance, using technology, in order to achieve accountability and transparency.
Additional information	• Link to Sustainable development goals Action under this commitment relate directly to goal 16 of the SDGs (inclusive institutions).

Completion Level	Not Started	Limited	Substantial	Completed
			√	

| Description of the results | 1. The portal, www.egp.jo , was launched as part of the Jordan 2025 program during the period extending from 1 January to 30 April 2018. The portal published monthly achievements in 522 governmental projects across 17 sectors starting of 2018. These projects were included in the economic growth plan 2018 - 2022, which was adopted by the government on 3 May 2018. This is why the name of the portal has changed from what is specified in the first phase of this commitment (www.plan.gov.jo).

2. The Portal's data is entered by the liaison officers in governmental agencies. Procedures have been adopted in 30 March 2018 to oblige the public services departments to transfer the data through the portal and to assign liaison officers between the departments and the portal administration.

3. 27 governmental agencies were contacted to update their data and raise their efficiency through a training that took place on 22 March 2018 at the Prime Minister›s Residence on the electronic system, targeting their liaison officers at the level of general secretaries alongside 60 employees.

4. A regular schedule was established to transfer information from the departments through the portal during the period 1 - 30 March 2018. A private company was hired to program the electronic system and transfer the data into the website.

5. A system was designed by 1 March 2018 to periodically monitor the efficiency of the information and data provided by the portal and its ease of use by citizens. This was done through periodic electronic questionnaires and field measure (random sampling, telephone interviews, visits to governmental offices). The portal receives questions about the EGP, the answers are shared with the respective question provider directly and through the Frequently Asked Questions (FAQ) section. |

| Next Steps | Continue the implementation of commitment |

Milestone status	Start Date:	End Date:	Completion level
Central electronic portal launched (www.plan.gov.jo) as part of Jordan's 2025 program.	1 / 1 / 2018	30 / 4 / 2018	Completed
Procedures adopted to compel various public institutions to transfer information through the portal.	1 / 3 / 2018	30 / 3 / 2018	Completed
Liaison officers allocated to coordinate between various public institutions and the portal's administration.	1 / 3 / 2018	30 / 3 / 2018	Completed
Regular schedule established for transferring information through the portal.	1 / 3 / 2018	30 / 3 / 2018	Completed

System designed for regular evaluation by citizens of the efficacy of the information and data provided through the portal and user - friendliness through regular questionnaires posted on the website and through the use of field opinion surveys (random samples, phone interviews, visits to public institutions).	1 / 3 / 2018	30 / 3 / 2018	Substantial
Contact information			
Lead implementing agency	Prime Minister's Delivery Unit		
Persons responsible from implementing agency	Alaa Qattan		
Title, Department	Acting Head of Prime Minister's Delivery Unit		
Email and Phone	Tel: 06 4641211 / Email: alaa.qattan@pm.gov.jo		
Other Actors Involved	Government Ministries, Department / Agency	NA	
	CSOs, private sector, multilaterals, working groups	NA	
Additional Information	NA		

Commitment 8	ADOPT THE PRINCIPLE OF BUDGET DISCLOSURE IN ACCORDANCE WITH INTERNATIONAL STANDARDS AND PROMOTE TRANSPARENCY AND FINANCIAL DISCLOSURE

1 January 2017 – 30 January 2017

Lead implementing agency
Ministry of Finance

Commitment Description

What is the public problem that the commitment will address?	This commitment seeks to raise the level of financial information disclosure by public institutions. It also corresponds with the requirements of the Jordan 2025 document in respect to broadening the scope of financial disclosure to include municipalities, universities, Aqaba Authority and state - owned companies.
What is the commitment?	• Commitment: Issue executive instructions by the Government to oblige governmental institutions to publish financial data, including the publication of aggregated governmental accounts. • Expected results: establish financial disclosure in its institutions as a rule and not as an ad hoc, one - time event. The government seeks to nurture a culture that is based on regular financial disclosure of financial data and information in the public sector. • Overall objective: Increase the level of transparency and publication of financial statements and data.
How will the commitment contribute to solve the public problem?	The government of Jordan's determination to combat corruption has been manifested on multiple levels. One crucial path in this context is increase the public's access to information and encourage financial reform.
Why is this commitment relevant to OGP values?	This commitment intersects mainly with the access to information principle for the purposes of accountability and transparency in governmental procedures.
Additional information	• Link to Sustainable development goals Action under this commitment relate directly to goal 16 of the SDGs.

Completion Level	Not Started	Limited	Substantial	Completed
				√

Description of the results	No further accomplishments to the ones detailed in the Plan's Mid - Term Report.
Next Steps	Continue to implement the commitments milestone on annual bases.

Milestone status	Start Date:	End Date:	Completion level
Aggregated government accounts published for 2015 to increase transparency and financial disclosure according to the Council of Minister's decisions published in the Official Gazette (Issue 5411).	15 / 1 / 2017	30 / 5 / 2017	Completed
Governmental instructions issued to all governmental institutions mandating they submit a regular timetable for disclosing their financial information.	30 / 1 / 2017	30 / 5 / 2017	Completed

Contact information		
Lead implementing agency	Ministry of Finance / Public Accounts Directorate	
Persons responsible from implementing agency	Haitham Odeh Mohammad Al - Khateeb	
Title, Department	Director of Public Accounts Directorate Head of Follow up and settlement unit	
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Other Actors Involved	Government Ministries, Department / Agency	Ministry of Finance / Public Studies Directorate Different governmental agencies and entities
	CSOs, private sector, multilaterals, working groups	NA
Additional Information	NA	

Commitment 9

DEVELOP TRANSPARENT AND PARTICIPATORY POLICIES REGARDING CLIMATE CHANGE

⏳ 30 September 2017 — 3 June 2018

▶ **Lead implementing agency**
Ministry of Environment

📝 **Commitment Description**

What is the public problem that the commitment will address?	The Jordanian Government seeks to participate with the international community and its neighboring states in establishing the needed mechanisms to combat the emission of greenhouse gases which cause climate change through the formulation and adoption of local policies in cooperation with the civil society and the public at large.
What is the commitment?	• Commitment: Develop operational policies on the national level to determine the effect of climate changes on Jordan and to address it in an appropriate manner. • Expected results: develop practical and realistic policies which are positioned to contribute to building Jordan's institutions' capacities and the public's preparedness to deal with climate change risks. • Overall objective: Address climate change, its effects and means for adaptation in all services provided to the public.
How will the commitment contribute to solve the public problem?	By adapting nationally tailored policies to confront with the impact(s) of climate change; Jordan aims at enabling national, thuds participatory, preventive mechanisms that aspires to maintain societal security as its goal.
Why is this commitment relevant to OGP values?	This commitment intersects with the access to information principle, especially to the information related to the potential risks emerging from climate change. Facilitating access to such information will provide a knowledge base for enabling the public to hold the government and its institutions accountable for adopting and applying procedures to limit risks and provide basic services to citizens.
Additional information	• Link to Sustainable development goals Action under this commitment relate directly to goal 16 of the SDGs (various targets).

Completion Level	Not Started	Limited	Substantial	Completed
			√	

Description of the results	• In cooperation with GIZ, The Ministry developed a National Adaptation Plan against climate change. The plan is coordinated with different stakeholders from the government, CSOs and private sector. The plan should be finalized by the end of November 2018. • In collaboration with NDC Partnership, The Ministry developed the National Determined Contribution (NDC), engaging stakeholders from the governmental institutions, CSOs and private sector. The plan should be finalized by the end of December 2018. • Preparing and publishing the Technical Needs Assessment Report and its abstracts (Arabic + English), which has been accomplished in coordination with relevant stakeholders. • In collaboration with UNDP, the Ministry published the Biannual Update Report of Climate Change on CO2 emissions in Jordan in both Arabic and English. • In collaboration with the Climate Adaptation Fund and MOPIC, The Ministry implemented the project titled "Increasing the Resilience of Poor and Vulnerable Communities to Climate Change Impacts in Jordan through Implementing Innovative Projects in Water and Agriculture in Support of Adaptation to Climate Change" • In collaboration with GIZ, the Ministry drafted the declaration of climate change, following the exact distribution of information and the engagement approach with all stakeholders
Next Steps	• Launch the MRV database by the end of 2018 • Ratification of climate change declaration to strengthen the work of the National Steering Committee on Climate Change through additional technical and policy support. • Assess legislative requirements to enhance government and public institutions preparedness to confront climate change related risks. • Publishing the National Adaptation Plan document , outlining the prioritized programs • Launching the NDC action plan to fundraise for implementing all sectorial projects • Increasing the Resilience of Poor and Vulnerable Communities to Climate Change Impact in Jordan • Using ICT as an enabling tool for more effective climate change adaptation and development programs

Milestone status	Start Date:	End Date:	Completion level
Policies developed based on international best practices through cooperation with scientific and research centers in Jordan in accordance with the Climate Change Policy of 2013.	30 / 9 / 2017	Continuous	Substantial

Knowledge made available to citizens through the publication of relevant information, in a manner that facilitates its comprehension, by cooperating with the daily newspapers and other media outlets and through strengthening the framework governing the national publication of the national notification on the emission of greenhouse gases in Jordan.	1 / 1 / 2018	Continuous	Substantial
Requisite legislative measures defined, in collaboration with the Parliament, related to prevention.	1 / 1 / 2018	Continuous	Substantial

Contact information		
Lead implementing agency	Ministry of Environment	
Persons responsible from implementing agency	Belal Shqarin	
Title, Department	Director Assistant of Climate Change	
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Other Actors Involved	Government Ministries, Department / Agency	• Ministry of Energy and Mineral Resources • Ministry of Agriculture and Irrigation • Ministry of Planning and International Cooperation • Ministry of Trade and Industry • Environment Police • General Security Department (Vehicles Registry) • Ministry of Health • Jordanian Meteorological Department • Royal Scientific Society • Ministry of Transportation • Greater Amman Municipality • Ministry of Water and Irrigation • Royal Society for the Conservation of Nature • National Center for Agriculture Research and Guidance • Hashemite University • Aqaba Special Economic Zone Authority • Department for Statistics
	CSOs, private sector, multilaterals, working groups	Jordan Environment Society
Additional Information	NA	

Commitment 10

IMPLEMENT AN OPEN DATA SOURCES POLICY

1 May 2017 — 30 December 2018

Lead implementing agency
Ministry of Communications and Information Technology

Commitment Description

What is the public problem that the commitment will address?	By implementing the open data sources policy, The Jordanian Government seeks to facilitate access to data under the government's possession unless it is considered confidential information or a violation of privacy. Such information shall be offered freely and with no cost to its users according to a set of clear and precise conditions.
What is the commitment?	• Commitment: Implement the open data sources policy within the government and its various institutions, and evaluate the quality of data provided. • Expected results: wealth of information and data available with government and public institutions, has the imminent potential to serve the growth of the community's economy and stimulate an incubator for innovation and development of new services and financial resources. In addition, the aim is to enable civil society to achieve effective programmatic planning by using such data for the prosperity and interest of the society. • Overall objective: Work towards achieving transparency, enhance confidence in the government's performance and provide pioneers with the opportunity to innovate in services development. Increase the participation of civil society in policy - and decision - making process
How will the commitment contribute to solve the public problem?	Easing burdens to access raw data material, organized and categorized and other forms and formats of processed information will provide key to generating more vibrant and effective production of thoughts, solutions and propositions that can all enhance economy growth and opportunities - in transparent, equally - based and accountable manner.
Why is this commitment relevant to OGP values?	This commitment intersects and directly connects with the principle of increasing the use of new technologies to facilitate the exchange of information. It also satisfies the requirements related to the use of technology to increase public participation and cooperation in decision making and the provision of more information in the public sphere to enable the public from understanding the government's functions and influencing its decisions.

Additional information	• Link to Sustainable development goals Action under this commitment relate directly to goal 16 of the SDGs (various targets).			
Completion Level	Not Started	Limited	Substantial	Completed
			√	

| Description of the results | • The database of the Joint Committee for Open Data was expanded to include more stakeholders through the addition of Al - Hayat Center - RASED (CSO) on 29 April 2018 and a representative from the academic sector on 18 March 2018.
• A Strategic Framework (Operational Plan for Governmental Open Data Policy) for the Joint Commission was developed and published through the Economic Growth Plan 2018 - 2022 on 6 May 2018.
• Working on studying the governmental Open data platform from the technical aspect, and its consistency with the international standards for open data platforms on 5 March 2018, and submitting the recommendations to the senior management to follow up. The recommendations were also submitted to the E - government program with an estimated budget for implementation. It's expected that it'll be included in the e - government program for the next year 2019.
• A questionnaire was prepared and published on the website of the Ministry and the E - Government Portal on 18 February 2018 in order to study the most important sectors of interest for open data, as to give priority to the publication of their data on the platform. The questionnaire was also used to promote the concept of governmental open data among various community segments, where the questionnaire was promoted through social media; in order to reach the largest possible number of beneficiaries.
• The questionnaire was analyzed by the Ministry›s team and a proposed list of vital sectors for open data with high interest was sent to the members of the joint committee
• Data quality assessment methods have been studied according to ISO 9126 - 1, such as accuracy, relevance of datasets; in order to priorities user needs, data access, legal compliance, which will be included in governmental open data policy.
• An open data expert was joined by the United Nations Economic and Social Commission (ESCWA) on 29 June 2018 to assist the Ministry in the assessment of governmental preparedness and to contribute to the implementation of the approved work plan for the dissemination of governmental open data
• The Open Data Manual for Admins & Users has been developed for government liaison officers to help them use the governmental open data platform.
• Holding training workshops from 24 June to 5 July 2018 for the Open Data liaison officers through the e - government program and in cooperation with a contracted company for the governmental data platform. The training aimed to technically prepare and qualify them to use the governmental open data platform and upload the datasets of their institutions
• The preliminary of governmental open data instructions has been completed. It has passed the following stages:
1. First draft was prepared by the department of policies and strategies at the ministry.
2. The draft was presented to the joint committee of the government open data and amended accordingly.
3. The draft was presented to both the internal legal consultant and the external legal consultant and amended accordingly.
4. The draft was presented to the Jordanian Open Source Association, and amended accordingly.
5. The draft was presented to the open data expert by the United Nations Economic and Social Commission for western Asia (ESCWA) and amended accordingly.
6. In order to obtain notes and comments from governmental agencies and other stakeholders on the instructions; the draft was opened for public consultation for one month, from 10 October until 11 November 2018.
• A promotion campaign «Awareness campaign for governmental open data» will be executed later. |

Next Steps	A new commitment with the same objective has been included in Jordan's 4th NAP under OGP.		
Milestone status	**Start Date:**	**End Date:**	**Completion level**
Joint committee formed for the government's open data sources comprised of representatives from the Ministry of Telecommunications and Information Technology, relevant stakeholders and civil society organizations.	5 / 1 / 2017	30 / 1 / 2017	Completed
Policy drafted governing the provision of open data sources for discussion with stakeholders including representatives of civil society.	1 / 2 / 2017	1 / 5 / 2017	Completed
Draft of final policies completed and submitted for approval to the Council of Ministers.	5 / 5 / 2017	5 / 8 / 2017	Completed
Standards announced and published for the government's disclosure of open data sources including the methods used to collect, process and store such data.	1 / 9 / 2017	1 / 10 / 2017	Completed
Tools developed and published to measure the quality of available open data sources, and related periodical reports published.	1 / 10 / 2017	1 / 1 / 2018	Substantial
Program designed to measure the government departments' capabilities in publishing government's open data sources. Capacity building program implemented based on the program's assessment results.	1 / 1 / 2018	30 / 9 / 2018	Substantial

Contact information		
Lead implementing agency		Ministry of Communications and Information Technology
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Other Actors Involved	Government Ministries, Department / Agency	Ministry of Planning and International Cooperation Department of statistic National Information Technology Center Royal Scientific Society of Jordan
	CSOs, private sector, multilaterals, working groups	Jordan Open Source Association JOSA (CSO) Princess Sumaya University for Technology / academia Al - Hayat Center - RASED (CSO) Information and Communications Technology Association (INT@J)
Additional Information	NA	

5. Peer Exchange and Learning

With the support of the OECD, the government of Jordan has received a support project under the Deauville Partnership. This project, which is going to last until 2020, is planned to assist the government of Jordan in further developing the policy and institutional frameworks, as well as providing thematic support to line governmental institutions. The project is going also to provide support to the Government to establish a viable CSOs committee to assist the intergovernmental committee, not only in the development and implementation of open government partnership action plans, but also on the open government concepts and applications in general. The OECD has assisted Jordan in developing the third action plan by providing technical experts and funded some of the consultation's activities. Additionally, the OECD will assist the government in drafting the fourth action plan, in the process of institutionalizing a specialized team across the different government entities for the implementation of OGP.

6. Conclusion and Next Steps

6.1 Lessons learned

Evidently, developing and implementing NAPs under OGP have been confronted with some challenges, which have revealed a number of lessons learned by the government, including;

1. Jordan should invest in a national policy for the implementation of OGP NAPs. It should also improve the setup for the implementation of OGP - related activities.

2. To improve the understanding of OGP, Jordan should develop and implement an awareness plan at both national and local levels on the concepts and practices of open governance and OGP.

3. Governmental agencies should be engaged, at a very early stage, in the development of the OGP NAP, to ensure their buy - in and facilitate the implementation of planned interventions.

As such, The Ministry of planning and international cooperation has established the Open Government Unit in January 2018. Since then, the unit has contributed to the following processes, among others:

1. Drafting a policy / strategy for open governance and OGP in specific.

2. Strengthening the intragovernmental coordination on OGP, through continuous communication with implementing agencies in specific, and other governmental agencies in general.

3. Increasingly raising awareness about the OGP and OGP NAPs. A part of this process is publishing

materials and updates on the development and implementation of OGP NAPs.

4. Building the capacity of relevant governmental bodies (central and local) and provide thematic support to implement the specific commitments under OGP NAPs.

6.2 Next steps

1. Improve the policy environment: to integrate open - government components in the existing Jordanian strategies and policies.

2. Enhance institutional governance at implementing agencies and entities leading and promoting OGP process(es) nationally.

3. Provide technical assistance and capacity - building at the institutional level To the implementing agencies in the OGP NAPs.

4. Provide technical assistance and capacity - building at a thematic level to OGP commitments.

6.3 Conclusion

1. OGP commitments help bringing in an element of policy thinking and policy review. Current implementation of the commitment on providing persons with disability with access to justice - related information has clearly required the lead implementer to engage in review of practical matters with other stakeholders on how to adapt policies to reduce the informational gap while assessing the scope of potential changes (in the justice system).

2. Participatory approaches required a structural and behavioral shift in governmental departments.

3. Civil Society role is crucial to the success of open government goals. The public administration is burdened with huge tasks that – sometimes - hinder its ability to respond to certain challenges. CSOs bring perspective and profound linkages with grassroots, which the government may not always be able to establish.

4. Promoting transparency is a technical process as well. Jordan's commitment to disclose financial accounts on public expenditure is not a process that many CSOs are familiar with nor equipped to address and engage with. More technically - enabled CSOs and non - governmental experts shall ensure a solid platform for exchange in this arena.

وزارة التخطيط والتعاون الدولي - وحدة الحكومة الشفافة

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