

# Self-Assessment Report

JORDAN

Midterm Self-Assessment Report National Action Plan 2016-2018

October 2017

## 1. Introduction and Background

### Context

As the Syrian crisis enters its sixth year, Jordan continues to confront enormous social, political and economical challenges while high cost of hosting Syrian refugees continuing to grow exponentially. Over time, burdens have increased and accumulated. The financial burden of the Syrian crisis equals about 20 percent of Jordan's total domestic budget revenue (at an annual rate of \$2 billion a year).

International community response remained short of addressing Jordan's needs to tackle financial and social burdens emerging out of hosting around 13 per cent of the total registered refugees in the world. Immediate and possibly prolonged consequences of these burdens introduced themselves through impacting Jordanians living standards, particularly in terms of access to public services and unprecedented rise of costs of living.

Current international financial support, as part of responding to the Syrian refugees' crisis, showed 38 percent gap in 2016, as 62 percent of the needs included in the Jordan Response Plan (JRP) in 2016 were covered, compared with 30 percent in previous years.

Despite these burdens and the fact that Jordan emerged as one of the top of world's hosting countries of refugees; it adopted a resilience-supporting approach instead of dealing with the situation only as a crisis. The refugees' influx imminently effected all aspects of life in Jordan and can't be seen as a stand-alone financial or economical problem.

Nonetheless, Jordan government kept its vision towards enshrining reforms at the heart of its political agenda. Major public participation project kicked off in the summer of 2017 when the elections for first-ever elected governorates councils were held. Elections are just the first steps in the strive towards decentralized governance mechanism in the country, enabling people living in local districts to make decisions impacting their day-to-day lives and their future.

### National Efforts and Initiatives

One of the immediate fruits of Jordan's commitment to reform process was the finalization of an ambitious decentralization scheme in which decision-making is transferred to elected local authorities throughout the country. The process already began with holding elections for local councils in August 2017, across 158 districts in governorates, out of which a quota of 32 seats has been assigned to women candidates.

Jordan's path to reform and development is guided by several national instruments and visions. The *Jordan 2025* pact provides a vivid policy instrument that aspires to achieve an integrated economic and social framework that will govern the economic and social policies based on providing opportunities for all. The pact's primary principles include promoting the rule of law and equal opportunities, increasing participatory policy making, achieving fiscal sustainability and strengthening institutions.

Additionally, Jordan's Comprehensive National Human Rights Plan (for the years 2016-2025) remains instrumental in implementing the royal political vision of enhancing Jordan's position in protecting human rights; pursuant to the principles of the Constitution, the United Nations (UN) Charter, and other international conventions ratified by Jordan.

Jordan remains also committed to integrating UN goals of sustainable development, specifically Objective 16 which relates to: reducing all forms of corruption and bribery; establishing effective, transparent and accountable institutions at all levels; ensuring decisions are made in a participatory and representative manner at all levels, and protecting public access to information and fundamental freedoms in accordance with national legislations and international agreements.

### **Compatibility with Core 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 installs solid grassroots incubators throughout the country that function as mechanism to facilitate participation in the decision-making 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 linkage, 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. 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)
- 2.2. Since winter 2015, a multi-stakeholder forum has been established by 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)
- 2.3. The Ministry of Planning and International Cooperation (MoPIC) acts 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 National Plan 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.
- 2.4. 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.
- 2.5. 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).
- 2.6. MoPIC also launched a questionnaire about OGP and circulated it by email to more than 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.

- 2.7. 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.
- 2.8. Additionally, MoPIC published the entire draft Third Plan on its OGP page (<http://www.mop.gov.jo/Pages/viewpage.aspx?pageID=25>). The Ministry held a second consultation meeting on the 16<sup>th</sup> 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.
- 2.9. During the first year of implementation, MoPIC led the formation of a governmental task force comprising of liaison officers assigned by each governmental agency that is assigned to the implementation of an OGO commitment. The task force conducted several meetings and workshops during this period and provided regular reporting input on the progress of commitments' implementation.

### 3. Response to Previous 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:** All 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:**

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 National Action Plan, 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 Telecommunication 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	
Commitment Start and End Date <b>1 January 2017 (originally) – 30 November 2018</b> <b>(NOT STARTED)</b>	
Lead implementing agency	<b>Jordan's Ministry of Culture</b>
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?	<ul style="list-style-type: none"> <li>• <b>Commitment:</b> Review the legislative system, identify existing problems in the practices and management of information systems and propose a bundle of legislative and procedural amendments.</li> <li>• <b>Expected results:</b> 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.</li> <li>• <b>Overall objective:</b> Harmonize national legislation and policies concerning the right to access information with international standards and best practices.</li> </ul>
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	<ul style="list-style-type: none"> <li>• <b>Link to the National development plan or other sectoral plans:</b> Commitment is linked to Jordan's Government 2016 National Human Rights Plan</li> <li>• <b>Link to Sustainable development goals:</b> This commitment embodies action that is linked to Goal 16 of the SDGs, which stipulates, in target 16.10: <i>“Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements”</i>.</li> </ul>			
Completion Level	Not Started	Limited	Substantial	Completed
	✓			
Description of the results	NA			
Next Steps	NA			
Milestone status		Start Date:	End Date:	Completion level
Specialized review conducted of the Jordanian legislative system. National review team established including civil society organizations.		Not Started	25/12/2017	NA
Matrix created which shows the obstacles, barriers and challenges in related laws and legislation.		2/1/2018	2/2/2018	NA
Policy paper developed which includes recommendations related to possible amendments and best practices.		2/3/2018	2/4/2018	NA
Review package submitted to the Jordanian Parliament to adopt the proper amendments.		28/4/2018	28/6/2018	NA
Contact information				
Lead implementing agency	Ministry of Culture (TBD)			
Persons responsible from implementing agency	TBD			

Title, Department		TBD
Email and Phone		TBD
Other Actors Involved	Government Ministries, Department/Agency	TBD
	CSOs, private sector, multilaterals, working groups	NA
Additional Information		
NA		

**Commitment 2: STRENGTHEN THE FACILITIES AVAILABLE FOR PERSONS WITH DISABILITIES TO ACCESS THE JUSTICE SYSTEM**

Commitment Start and End Date  
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	<ul style="list-style-type: none"> <li>• <b>Link to other government programs</b> Action under this commitment supplements National Strategy for Persons with Disability.</li> <li>• <b>Link to Sustainable development goals</b> Action under this commitment links with Goal 16 of the SDGs.</li> </ul>			
Completion Level	Not Started	Limited	Substantial	Completed
			✓	
Description of the results	<ul style="list-style-type: none"> <li>▪ Ministry of Justice formed a task force to lead the implementation of this commitment. As of 8 February 2017, team of nine members embarked on planning for activities under this commitment; they comprised four staff of the Ministry, three representatives of USAID Rule of Law program; one representative of the Higher Council for Affairs of Persons with Disability and one representative of civil society organization advocating for rights of persons with disability.</li> <li>▪ Task Force developed an “Executive Plan” for implementation covering areas extending beyond the scope of OGP commitment, including accessibility and reasonable accommodation in the courts buildings, capacity building for judges on issues related to persons with disability access to the justice system and awareness-raising for public.</li> <li>▪ Task force conducted mapping of data, information and tools available within the court system and that introduce procedural or provide guidance on using/accessing the court system. Mapping was culminated by producing a very brief backgrounder which highlights services/facilities/procedures that need to be adapted to enable access to persons with disability.</li> <li>▪ Number of court official documents (those that either provide information on procedures or are part of the litigation process)</li> </ul>			

	<p>have been examined by several test groups, comprising persons with disability, to assess their compatibility (or lack of) with accessibility requirements (including signs inside the court halls). This activity resulted in designing Braille language enabled information-signs inside court complexes (at least one).</p>			
Next Steps	<ul style="list-style-type: none"> <li>• Complete design and production of CD which contains comprehensive 'service guide' to the court system; in audio for persons with visual disabilities and in Braille language for persons with hearing disabilities.</li> <li>• Conduct awareness sessions for staff of the court system on responding to accessibility needs of persons with disability.</li> <li>• Increase the number of court official documents accessible to persons with disability to 1% threshold by the end of 2017.</li> <li>• Training sessions were held to introduce members of the judiciary to access needs of persons with disability.</li> </ul>			
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	Complete
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	Complete
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 through test groups that include persons with various types of disabilities.		30/9/2017	30/10/2017	Partially Completed
Number of documents assigned for use by persons with disabilities increased by not less than 1 percent.		15/11/2017	30/12/2017	In Progress
Contact information				
Lead implementing agency	Ministry of Justice			
Persons responsible from implementing agency	Eng. Samia Jaber			

Title, Department		Head of Planning and Development Department
Email and Phone		<a href="mailto:Samia.Jaber@moj.gov.jo">Samia.Jaber@moj.gov.jo</a> +962-6-4603630
Other Actors Involved	Government Ministries, Department/Agency	Higher Council for Affairs of Persons with Disability
	CSOs, private sector, multilaterals, working groups	<ul style="list-style-type: none"> <li>• Society for Families and Friends of Persons with Disability (non-governmental organization)</li> <li>• USAID Jordan Rule of Law Program</li> </ul>
Additional Information		

**Commitment 3: STRENGTHEN THE FRAMEWORK GOVERNING FREEDOM OF THE MEDIA**

Commitment Start and End Date  
 1 January 2017 (Originally) – 30 June 2018  
**(NOT STARTED)**

Lead implementing agency

**Ministry for Media Affairs**

**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	<ul style="list-style-type: none"> <li>• <b>Link to other government programs</b> Action under this commitment links to Jordan's Government 2016 National Human Rights Plan</li> <li>• <b>Link to Sustainable development goals</b> 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).</li> </ul>			
Completion Level	Not Started	Limited	Substantial	Completed
	✓			
Description of the results	NA			
Next Steps	NA			
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)		Not Started		
Recommendations and suggestions collected related to improving freedom of the media from all available resources.		Not Started		
Mechanism established to engage the public in discussions related to the freedom of the press (an interactive electronic forum).		Not Started		
Contact information				
Lead implementing agency	Ministry of Media Affairs			
Persons responsible from implementing agency	TBD			
Title, Department	TBD			
Email and Phone	TBA			

Other Actors Involved	Government Ministries, Department/Agency	TBD
	CSOs, private sector, multilaterals, working groups	TBA
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**

Commitment Start and End Date  
1 January 2017 (Originally) – 30 November 2018  
(NOT STARTED)

Lead implementing agency **TBD**

**Commitment Description**

<p>What is the public problem that the commitment will address?</p>	<p>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.</p>
<p>What is the commitment?</p>	<ul style="list-style-type: none"> <li>• <b>Commitment:</b> 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.</li> <li>• <b>Expected results</b> 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.</li> <li>• <b>Overall objective:</b> Make the complaints and grievances mechanism more available to citizens in a more effective and organized fashion.</li> </ul>
<p>How will the commitment contribute to solve the public problem?</p>	<p>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.</p>

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	<ul style="list-style-type: none"> <li>• <b>Link to other government programs</b> Action under this commitment links to Jordan's Government 2016 National Human Rights Plan</li> <li>• <b>Link to Sustainable development goals</b> Action under this commitment relate directly to goal 16 of the SDGs, particularly target 6: "<i>Develop effective, accountable and transparent institutions at all levels</i>".</li> </ul>			
Completion Level	Not Started	Limited	Substantial	Completed
	✓			
Description of the results	NA			
Next Steps	NA			
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.		Not Started		
Database's functional system designed and its technical development completed.		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.		Not Started		
Decision issued by the Prime Minister requiring government institutions to publish a link to the database site in a visible location within offices and on websites.		Not Started		

Contact information		
Lead implementing agency		TBD
Persons responsible from implementing agency		TBD
Title, Department		TBD
Email and Phone		TBA
Other Actors Involved	Government Ministries, Department/Agency	TBD
	CSOs, private sector, multilaterals, working groups	TBA
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**  
**B) COMPLAINTS RELATED TO GOVERNMENTAL SERVICES AND THE SURROUNDING ENVIRONMENT OF ITS PROVISION**

Commitment Start and End Date  
 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?	<ul style="list-style-type: none"> <li>• <b>Commitment:</b> 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.</li> <li>• <b>Expected results</b> 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.</li> <li>• <b>Overall objective:</b> 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.</li> </ul>
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	<ul style="list-style-type: none"> <li>• <b>Link to other government programs</b> Action under this commitment links various strategic plans which</li> </ul>

	<p>the government utilize to improve and reform functioning of the public sector.</p> <ul style="list-style-type: none"> <li>• <b>Link to Sustainable development goals</b> Action under this commitment relate directly to goal 16 of the SDGs, particularly target 6: “<i>Develop effective, accountable and transparent institutions at all levels</i>”.</li> </ul>			
Completion Level	Not Started	Limited	Substantial	Completed
			✓	
Description of the results	<ul style="list-style-type: none"> <li>▪ An amendment has been introduced to existing “Development of Governmental Services” Bylaws, and which stipulated the creation of central system to administer citizens’ complaints, within the ministry of Public Sector Development (first quarter of 2017).</li> <li>▪ Components of an existing system to handle complaints were upgraded and supplemented with additional resources (human resources, linkages with more governmental departments). On April 20, directives were circulated to all governmental departments to post a link to the Central Complaints System on their web pages. Another directive was circulated in August 2017 to all departments to promote the Mobile Application (of the System) on all their electronic platforms (web pages and social media).</li> <li>▪ The Mobile Application was released on 20 August 2017, in two operation platforms (Android and iPhone) to enable sending/receiving complaints, suggestions, comments and inquiries related to governmental services. The Application’s main feature is its enabling of upload of attachments (such as photos or videos and other documents). So far, the Application has been downloaded 500 times from web stores.</li> <li>▪ The complaints system is fully operational through portals of: National Communication Center; Ministry of Public Sector Development Website; Government of Jordan Electronic Gateway and the Mobile Application.</li> <li>▪ Representatives of eight non-governmental organizations (CSOs) were invited to workshop, on 23 July 2017, to introduce the System and engage with ways to promote its use (by public).</li> <li>▪ Local affiliate of Transparency International (TI) included the Complaints System in its manual on reporting corruption (Arabic language, Transparency International- Jordan, 2017).</li> </ul>			

Next Steps	<ul style="list-style-type: none"> <li>▪ Promotional campaign will start as of the end of October 2107. It includes posting promotional voice clips on radio stations; TV ads; utilizing more than 500,000 SMS to mobile phones; sending around 250,000 emails; and utilizing government electronic web sites and street banners.</li> <li>▪ Production of the last quarter report on received complaints (around 84).</li> </ul>		
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	Complete
Electronic complaints reception system launched related to services and the surrounding environment of their provision.	1/1/2017	30/3/2017	Complete
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	ongoing	Ongoing
Workshop held with the participation of civil society institutions and other concerned parties to explain the system and its functions.	23/7/2017	23/7/2017	Complete
Electronic system promotional campaign launched to reach out to various channels receiving complaints.	Not Started		
Periodical reports issued and published regarding the complaints received by the system, the means of addressing them, and pending complaints reports.	3 <sup>rd</sup> quarter 2017	ongoing	Ongoing
Contact information			
Lead implementing agency	Ministry of Public Sector Development		
Persons responsible from implementing agency	Ms. Noor Dweiri		
Title, Department	Monitoring and Evaluation Unit		

Email and Phone		<a href="mailto:Noor.Dweiri@MOPSD.GOV.JO">Noor.Dweiri@MOPSD.GOV.JO</a>
Other Actors Involved	Government Ministries, Department/Agency	<ul style="list-style-type: none"> <li>• Prime Ministry</li> <li>• National Communication Center</li> </ul>
	CSOs, private sector, multilaterals, working groups	
Additional Information		

**Commitment 5: ISSUE THE REQUISITE REGULATIONS AND INSTRUCTIONS TO IMPLEMENT THE DECENTRALIZATION LAW AND HOLD GOVERNORATE COUNCIL ELECTIONS IN 2017**

Commitment Start and End Date  
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?	<ul style="list-style-type: none"> <li>• <b>Commitment:</b> Issue the regulation related to the governorate council elections and conduct the elections in late summer 2017.</li> <li>• <b>Expected results:</b> 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.</li> <li>• <b>Overall objective:</b> Enable citizens to participate in the planning for their future and defining their priorities.</li> </ul>
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	<p><b>Link to Sustainable development goals</b></p> <p>Action under this commitment relate directly to goal 16 of the SDGs, particularly target 7: “<i>Ensure responsive, inclusive, participatory and representative decision-making at all levels</i>”</p>

Completion Level	Not Started	Limited	Substantial	Completed
Description of the results				✓
	<ul style="list-style-type: none"> <li>▪ Jordan’s government approved, in November 2016 (immediately after submission of GOP 3<sup>rd</sup> National Plan), bylaw of electoral districts of governorate councils, in which it allocated size and number of electoral districts throughout the country. In February 2017, the government amended bylaw in response to growing demands for increase of representation. Effectively, the 2017 amended by-law of electoral districts of governorate councils, increased local councils’ districts from 145 to 158 to ensure fair representation. Additionally, bylaws provided for women’s quota which included additional 32 seats, representing 10% of elected members in each council.</li> <li>▪ In November 2016, the government approved bylaw aimed at regulating functioning of the governorate councils while defining procedures of its meetings and internal elections.</li> <li>▪ Awareness campaigns: <ul style="list-style-type: none"> <li>○ Ministry of Political and Parliamentary Affairs launched in March 2017 an awareness campaign to encourage participation in the local council’s elections. Campaign targeted 100 municipalities across Jordan, where awareness workshops were held on decentralization law, in addition to cultivating participation in those elections (by running to office or by voting).</li> <li>○ Ministry of Political and Parliamentary Affairs also launched another campaign in June 2017, utilizing Facebook pages and other social media platforms to engage Jordanians in the age of 18-42 in discussions and debates around the decentralization project. Videos and other awareness-raising material were posted by Ministry on different social media platforms part of the campaign.</li> </ul> </li> <li>▪ On 15 August 2017, Jordan held its first-ever local council elections. Elected members of new governorate councils will replace assigned consultative councils for local executive councils. Elections were conducted in a manner highly close to integrity standards, according to National Centre for Human Rights.</li> </ul>			

Next Steps		▪ NA		
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	Complete
Governorate council internal regulations adopted		1/1/2017	30/3/2017	Complete
<p>Campaign launched to explain the decentralization law and the governorate council elections procedures:</p> <p>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).</p>		1/1/2017	30/3/2017	Complete
Governorate council elections conducted		15/8/2017	15/8/2017	Complete
Contact information				
Lead implementing agency		Ministry of Interior		
Persons responsible from implementing agency		Sultan Fares Hassan		
Title, Department		Judiciary Unit Director		
Email and Phone		<a href="mailto:sabuhassan@gmail.com">sabuhassan@gmail.com</a> Phone: +962-79-6000-949		
Other Actors Involved	Government Ministries, Department/Agency	<ul style="list-style-type: none"> <li>Ministry of Political and Parliamentary Affairs</li> <li>Ministerial Committee on Implementing Decentralization</li> <li>Government Decentralization Support &amp; Liaison Unit</li> </ul>		
	CSOs, private sector, multilaterals, working groups			
Additional Information				

**Commitment 6: DEVELOP HEALTHCARE SERVICES AND AUTOMATE THE HEALTHCARE SECTOR THROUGH ELECTRONIC LINKAGES**

Commitment Start and End Date  
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 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 its expenditures. Despite the large number of citizens who receive services at these hospitals, they still lack the electronic interconnectivity which minimize their ability to provide speedy and quality services.
What is the commitment?	<ul style="list-style-type: none"> <li>• <b>Commitment:</b> Provide the internet connection infrastructure needed to connect the Ministry of Health hospitals and other national health and medical centers.</li> <li>• <b>Expected results:</b> provide adequate telecommunication capacities to health care centers across the country as prerequisite to development of comprehensive national health information system.</li> <li>• <b>Overall objective:</b> Strengthen the infrastructure of Ministry of Health public hospitals to increase their ability to provide health services to citizens by connecting such hospitals with information systems and with other medical centers.</li> </ul>
How will the commitment contribute to solve the public problem?	Connecting government administered health care and medical centers will improve the total of health services provided to citizens, and improves access to information, in general. Action under this commitment aspires to make available medical practitioners resources to a wider spectrum of citizens (outside physical place where these resources exist) and by making critical diagnosis 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 intersects first with the public’s right to access information related to medical and health services in Jordan 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 size and types of health services provided by public hospitals.
Additional information	<ul style="list-style-type: none"> <li>• <b>Link to Sustainable development goals</b> Action under this commitment relate directly to goals 3 and 16 of the SDGs.</li> </ul>

Completion Level	Not Started	Limited	Substantial	Completed
			✓	
Description of the results	<ul style="list-style-type: none"> <li>▪ Ministry of Health embarked on plan to include a privately developed program (known as Hakeem) in public hospitals and medical care centers. Hakeem enables nation-wide implementation of an Electronic Health Record solution (EHR), thusly allow physicians, pharmacists, medical technologists and other clinicians to electronically access medical records of patients within participating health facilities in Jordan simply by entering the patient’s national ID number.</li> <li>▪ Preliminary results of Ministry’s (ongoing) survey and assessment of its medical care facilities across the country revealed immediate need to embark on a gradual plan to transform the public health sector to becoming electronically-enabled and connected.</li> <li>▪ Ministry’s current plan consists of four pillars: <ul style="list-style-type: none"> <li>○ Introducing Hakeem program to government hospitals and medical care centers</li> <li>○ Engineer current service procedures in preparation for electronic linkages with the [system].</li> <li>○ Apply uniform government regulations relevant to electronic linkage.</li> <li>○ Automating services for outpatients.</li> </ul> </li> <li>▪ Based on plan, Hakeem program has been introduced in 100 government hospitals and medical centers.</li> <li>▪ Additionally, 10 services were engineered since June 2017 (40 by June 2018).</li> <li>▪ Engineering of 10 services of National Health Insurance have been conducted since June 2017 (44 by December 2018).</li> <li>▪ Ongoing design and development of government vehicles tracking system (until December 2018).</li> <li>▪ Development of two complete services to license medical professions and institutions and connecting 12 institutions started as of June 2017 (throughout June 2018).</li> <li>▪ Completing automation of system to issue and renew National Health Insurance Cards and linking system with insuring partners, by end of August 2017.</li> <li>▪ Initiate a monitoring program to record death of mothers in March 2017 (throughout December 2020).</li> <li>▪ Develop an electronic observatory to monitor diseases and conduct training on using it, as of June 2017, throughout December 2020.</li> </ul>			
Next Steps	<ul style="list-style-type: none"> <li>▪ Linking with government central storage system, to start in December 2018 throughout December 2019.</li> <li>▪ Linking with procurement electronic system, to start in December</li> </ul>			

	<p>2018, throughout December 2019.</p> <ul style="list-style-type: none"> <li>▪ Linking with unified correspondence system, to start in December 2018, throughout December 2019.</li> <li>▪ Implement recommendations on re-engineering procedures for 44 services of National Health Insurance to start in December 2018, throughout December 2019.</li> <li>▪ Automation of remaining electronic services to commence on June 2018, throughout December 2020.</li> </ul>		
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	Complete
Requirements defined for data and information entry in the various medical centers.	1/6/2017	30/8/2017	Complete
Assessment conducted to measure the hospitals' technical abilities in terms of equipment and expertise.	15/7/2017	15/9/2017	Complete
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	In Progress	Ongoing/In Progress
Internet connection infrastructure provided, such as equipment and networking across all Ministry of Health hospitals.	15/10/2017	In Progress	In Progress
Contact information			
Lead implementing agency	Ministry of Health		
Persons responsible from implementing agency			
Title, Department			
Email and Phone			
Other	Government	<ul style="list-style-type: none"> <li>• Ministry of Transportation</li> </ul>	

Actors Involved	Ministries, Department/Agency	<ul style="list-style-type: none"> <li>• Public Service Bureau</li> <li>• Public Procurement Bureau</li> <li>• Ministry of Telecommunications</li> </ul>
	CSOs, private sector, multilaterals, working groups	NA
Additional Information		

**Commitment 7: DEVELOP AN INTERACTIVE OBSERVATORY FORUM FOR CITIZENS TO MONITOR THE IMPLEMENTATION OF THE GOVERNMENT'S PLANS AND PROGRESS**

Commitment Start and End Date  
1 January 2017 (Originally) – Ongoing (original end: 20 August 2017)

Lead implementing agency Prime Ministry (Government Achievement 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?	<ul style="list-style-type: none"> <li>• <b>Commitment:</b> Launch a central electronic portal for citizens, members of the Parliament, donors and investors to follow up on the implementation progress.</li> <li>• <b>Expected results:</b> 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.</li> <li>• <b>Overall objective:</b> Strengthen the public's interaction and monitoring of government performance and its implementation of its various procedures, plans and projects.</li> </ul>			
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	<ul style="list-style-type: none"> <li>• <b>Link to Sustainable development goals</b> Action under this commitment relate directly to goal 16 of the SDGs (inclusive institutions).</li> </ul>			
Completion Level	Not Started	Limited	Substantial	Completed
		✓		
Description of the results	Currently, various programming operations have completed. By competing these operations, significant components of the system (observatory) are ready to be implemented by the different governmental			

	departments that shall be connected to it. In addition, a comprehensive assessment study is being conducted by the EU Project to provide Technical Support in Monitoring and Evaluation. The study will be finalized by end of December 2017, and will consist of detailed plan of action to launch and operate the observatory system.		
Next Steps			
Milestone status		Start Date:	End Date: Completion level
Central electronic portal launched ( <a href="http://www.plan.gov.jo">www.plan.gov.jo</a> ) as part of Jordan's 2025 program.		TBA	
Procedures adopted to compel various public institutions to transfer information through the portal.		June 2018	moderate
Liaison officers allocated to coordinate between various public institutions and the portal's administration.		December 2017	partial
Regular schedule established for transferring information through the portal.		TBA	
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).		Not Started	
Contact information			
Lead implementing agency	Government Achievement Unit at Prime Ministry		
Persons responsible from implementing agency			
Title, Department			
Email and Phone			
Other Actors Involved	Government Ministries, Department/Agency		
	CSOs, private sector, multilaterals, working groups	Na	
Additional Information			

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

Commitment Start and End Date  
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

- In May 2017, the government of Jordan released aggregated accounts for the year 2016 and made it available through the Ministry of Finance website: <http://www.mof.gov.jo> (Arabic).

	<ul style="list-style-type: none"> <li>▪ In May 2017, directives were sent by the Ministry of Finance (on behalf of the government) to all governmental units requiring them to submit their financial accounts for the year 2016, by March 2018 (instead of April 2018).</li> <li>▪ Ministry of Finance continued collaborating with the International Budget Partnership (IBP) and its local affiliate, Partners Jordan, to explore continuation of participation in capacity building opportunities for government staff on participatory budget approach.</li> </ul>			
Next Steps	<ul style="list-style-type: none"> <li>▪ Follow up with additional directives to government units in response to requirement to submit financial accounts for the year 2016, and make necessary arrangements and preparations to deliver effective and accurate financial data.</li> </ul>			
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	Complete
Governmental instructions issued to all governmental institutions mandating they submit a regular timetable for disclosing their financial information.		30/1/2017	30/5/2017	Complete
Contact information				
Lead implementing agency		Ministry of Finance		
Persons responsible from implementing agency		Sahar Al-Qaraan		
Title, Department				
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Other Actors Involved	Government Ministries, Department/Agency	NA		
	CSOs, private sector, multilaterals, working groups	NA		
Additional Information				

## Commitment 9: DEVELOP TRANSPARENT AND PARTICIPATORY POLICIES REGARDING CLIMATE CHANGE

Commitment Start and End Date  
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?	<ul style="list-style-type: none"> <li>• <b>Commitment:</b> Develop operational policies on the national level to determine the effect of climate changes on Jordan and to address it in an appropriate manner.</li> <li>• <b>Expected results:</b> 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.</li> <li>• <b>Overall objective:</b> Address climate change, its effects and means for adaptation in all services provided to the public.</li> </ul>			
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	<ul style="list-style-type: none"> <li>• <b>Link to Sustainable development goals</b> Action under this commitment relate directly to goal 16 of the SDGs (various targets).</li> </ul>			
Completion Level	Not Started	Limited	Substantial	Completed
			✓	

Description of the results	<ul style="list-style-type: none"> <li>▪ Albeit the OGP commitments were marked with later dates, the leading government agency, Ministry of Environment, embarked on implementation activities before the start date(s) of its commitment.</li> <li>▪ National Steering Committee on Climate Change has been established in May 2017. Committee comprises of representatives of governmental institutions, universities and civil society organizations. The Committee oversees all actions related to Climate Change, and its most recent accomplishments consist of integrating climate change within Jordan’s Forests Strategy (to be launched in November 2017) and integration within Water and Irrigation Ministry policies (effectively resulting in the establishment of dedicated unit within the Ministry referred to as “Directorate of Environment and Climate Change”).</li> <li>▪ In collaboration with World Bank, special database has been created to provide Climate Change relevant data and information. The database referred to as MRV (Monitoring, Reporting and Verification) shall be launched by the end of 2017 upon allocating liaison officers (within relevant institutions) and finalizing memorandums of understanding to provide information (to feed the database). Access to the database shall be open and public.</li> </ul>		
Next Steps	<ul style="list-style-type: none"> <li>▪ Launch the MRV database by the end of 2017</li> <li>▪ Strengthening the work of the National Steering Committee on Climate Change through additional technical and policy support.</li> <li>▪ Assess legislative requirements to enhance government and public institutions preparedness to confront climate change related risks.</li> </ul>		
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 (Revised: 1/5/2017)	Continuous	Complete and ongoing further
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	Complete and ongoing further
Requisite legislative measures defined, in collaboration with the Parliament, related to prevention.	1/1/2018	Continuous	Complete and ongoing further

Contact information		
Lead implementing agency	Ministry of Environment	
Persons responsible from implementing agency	TBA	
Title, Department	TBA	
Email and Phone	TBA	
Other Actors Involved	Government Ministries, Department/Agency	<ul style="list-style-type: none"> <li>• Ministry of Energy and Mineral Resources</li> <li>• Ministry of Agriculture</li> <li>• Ministry of Planning and International Cooperation</li> <li>• Ministry of Trade and Industry</li> <li>• Environment Police</li> <li>• Public Security Department (Vehicles Registry)</li> <li>• Ministry of Health</li> <li>• Jordanian Meteorological Department</li> <li>• Royal Scientific Society</li> <li>• Ministry of Transportation</li> <li>• Greater Amman Municipality</li> <li>• Ministry of Water and Irrigation</li> <li>• Royal Society for the Conservation of Nature</li> <li>• National Center for Agriculture Research and Guidance</li> <li>• Hashemite University</li> <li>• Aqaba Special Zone Authority</li> <li>• Department for Public Statistics</li> </ul>
	CSOs, private sector, multilaterals, working groups	Jordan Environment Society
Additional Information		

## Commitment 10: IMPLEMENT AN OPEN DATA SOURCES POLICY

Commitment Start and End Date

1 May 2017 – 30 December 2018

Lead implementing agency

Ministry of Telecommunications 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	<ul style="list-style-type: none"> <li>• <b>Link to Sustainable development goals</b> Action under this commitment relate directly to goal 16 of the SDGs (various targets).</li> </ul>			
Completion Level	Not Started	Limited	Substantial	Completed
			✓	
Description of the results	<ul style="list-style-type: none"> <li>▪ Draft on Open Data Policy was made available for public consultation shortly after the submission of Jordan’s third National Action Plan to the OGP in late 2016.</li> <li>▪ Public Consultation included outreach to the public and non-governmental and privately held institutions (approximately 576 entities). Response rate was more than 10%.</li> <li>▪ In July 2017, the Ministry of Telecommunications launched online platform to function as repository of governmental data available to the public (platform can be accessed on <a href="https://data.jordan.gov.jo">https://data.jordan.gov.jo</a>).</li> <li>▪ Currently, open data of three governmental departments are accessible through the platform (Ministry of Tourism, Public Statistics Department and Ministry of Industry and Trade).</li> <li>▪ In August 2017, the Cabinet approved the finalized Open Data Policy.</li> <li>▪ Ministry of Telecommunication held, in collaboration with Open Source Society (civil society organization) a series of awareness-raising workshops for government’s staff on the Policy as well as significance of open data.</li> <li>▪ Jordan Prime Ministry issued a number of directives to government departments stipulating standards and measures to provide open data based on the newly issued policy.</li> </ul>			
Next Steps	<ul style="list-style-type: none"> <li>▪ Develop monitoring tools to assess quality of open data provided by government departments</li> <li>▪ Design and launch of capacity building programs for staff of governmental and public departments on provision of open data, including technical requirements and procedural issues (based on the Policy).</li> </ul>			

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	Partially Completed
Policy drafted governing the provision of open data sources for discussion with stakeholders including representatives of civil society.	1/2/2017 (actual date, November 2016)	1/5/2017	Complete
Draft of final policies completed and submitted for approval to the Council of Ministers.	5/5/2017	5/8/2017	Complete
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	Complete
Tools developed and published to measure the quality of available open data sources, and related periodical reports published.	1/10/2017	1/1/2018	Not Started
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	30/12/2018	Not Started
Contact information			
Lead implementing agency	Ministry of Telecommunications and Information Technology		
Persons responsible from implementing agency	Nada Khater		
Title, Department			
Email and Phone	<a href="mailto:Nada.khater@moict.gov.jo">Nada.khater@moict.gov.jo</a> Phone: +962-79-851-0405		

Other Actors Involved	Government Ministries, Department/Agency	NA
	CSOs, private sector, multilaterals, working groups	Partial involvement by Open Source Society (NGO)
Additional Information		

## **5. Progress on Eligibility Criteria (optional)**

As part of its overall commitment to the values of the OGP, and to enhance its performance with regards to tackling its challenges, the government of Jordan introduced its 3<sup>rd</sup> NAP with the intention of further enshrining work on OGP values as systemic functions of public organs.

With the support of the OECD, the government of Jordan has received a \$1 million 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 government 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 implementation of open government partnership action plans, but also on the open government concepts and applications in general. Additionally, the project 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. Peer Exchange and Learning**

Throughout preparing and implementing 3rd 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 States 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.

## **7. Conclusion, Other initiatives, and Next Steps**

### **A. Lessons learned and Challenges**

Evidently, implementation and planning part of the OGP has been confronted with some challenges, namely:

What are the key challenges OGP is facing in Jordan?

1. Lack of a national policy for the implementation of Open Government in Jordan.
2. The weak Institutional set up for the implementation of the OGP.
3. Insufficient awareness at both central and local levels of the concepts and applications of open government and Open Government Partnership.

As such, a number of conclusions have been drawn up as means to respond to these challenges, those include:

1. Assisting the Ministry of Planning and International Cooperation (OGP focal point) in drafting a policy/strategy for open government and Open Government Partnership in specific.
2. Strengthening the institutional set up that manages the OGP (intergovernmental coordination, and the Ministry of Planning and International Cooperation, which is mandated with following up on the or OGP file).
3. Increasingly raise awareness about the OGP and OGP Action Plans.
4. Build the capacity of the relevant government bodies (central and local) and provide thematic support to implement the specific commitments under the current Action Plan.

## **B. Next steps**

Government of Jordan, through its OGP focal point, the Ministry of Planning and International Cooperation, is embarking on a long-term and ambitious project with support of the Organization for Economic Co-operation and Development (OECD). A three-year project financed by the Deauville Partnership shall enable Jordan to embark on the following steps:

1. Enable the Policy Environment: To compile open government related components in the existing Jordanian strategies and policies.
2. Empower Institutional Governance of committees and bodies leading and cultivating the OGP process(es) nationally.
3. Provide Technical Assistance and Capacity building on the Institutional Level, including the establishment of an Open Government Coordination Unit (at MoPIC).
4. Provide Technical Assistance and Capacity building on a thematic level (ATI, Open Data, Media, Climate Change, etc).

## **C. Conclusion:**

Albeit it's very difficult to report on long-term impacts the implementation on Jordan's 3<sup>rd</sup> NAP while it is still being implemented, several early positive results have emerged:

- 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 system 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 system).
- Participatory approach requires a shift in government's department structures and aspects related to behavioral change.
- Civil Society role is crucial to the success of open government goals. The public administration is burdened with huge tasks that (sometimes) cripple its ability to respond to certain challenges. CSOs bring perspective and profound linkages with the grassroots which the government may not always be able to establish.
- Promoting transparency is a technical process as well. Jordan's commitment to disclose financial accounts on public spending is not a process that many CSOs are familiar or equipped to tackle or engage with. More technically enabled CSOs and non-governmental experts shall boost a solid structure for exchange in this arena.