

# Summary of RASED's Assessment Report on Government Performance in the Implementation of Jordan's Third National Action Plan within the Open Government Partnership (OGP) 2016 - 2018

Hayat Center - RASED

November 2018



**USAID**  
من الشعب الأمريكي





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## Introduction

Hayat-Rased works through its Rased Government Program to monitor and evaluate government performance and implementation of reform plans, including the Open Government Partnership (OGP) plans. Hayat-Rased has previously published reports about government performance in implementing the first and second OGP plans. The following report indicates the results of monitoring and evaluation of Jordan's third OGP national action plan 2016 – 2018. This report was produced with the support of the American people, through the United States Agency for International Development (USAID). The author's views expressed in this publication do not necessarily reflect the views of USAID or the United States Government.

This report aims to inform citizens, civil society organizations (CSOs), and governmental entities about Jordan's third OGP national action plan 2016 – 2018. The report presents results and findings on the OGP commitments in terms of government entities responsible for implementation, level of implementation by responsible government entities within the designated timeframe, as well as progress and achievement level for each commitment.

As a continuation of Hayat-Rased's efforts to enhance participation and positive involvement between CSOs and government entities, Hayat-Rased worked to contact all government entities responsible for implementing the plan, in order to enquire about their achievements on the commitments. The Hayat-Rased team noted quick responses to these enquiries, indicating government entities' openness to working and collaborating with CSOs. For the purpose of transparency and professionalism, Hayat-Rased provides the following list of government entities that responded to and collaborated with the research team. The Hayat-Rased team shares acknowledgment and appreciation with these entities and hopes for further future collaboration between government entities and CSOs:

- 1- The Ministry of Justice
- 2- The Office of the Minister of State for Media Affairs
- 3- The Government Coordinator for Human Rights
- 4- The previous Ministry of Public Sector Development
- 5- The Ministry of Health
- 6- The Ministry of Finance
- 7- The Ministry of Communication and Information Technology
- 8- The Media Commission
- 9- The Ministry of Environment
- 10- The National Library
- 11- The Government Achievement Unit
- 12- The Ministry of Planning and International Cooperation
- 13- The Ministry of Interior
- 14- Ministry of Political & Parliamentary Affairs
- 15- The Higher Council for the Rights of persons with Disabilities

## Hayat & RASED

Hayat-Rased is a non-governmental Jordanian civil society organization founded in 2006 to promote accountability, governance, public participation, and tolerance, within the framework of democracy, human rights, and rule of law, taking into consideration gender mainstreaming in public policy and action. The organization operates through the Rased - Accountability, Governance, and Participation, and Tamasok – Community Cohesion programs. With over ten years of experience in training, legal research, and analysis, the organization houses a special division that provides local and international research and training services. The Rased Government program focuses on strengthening accountability, transparency, and public participation through monitoring, evaluating, and reporting on the implementation of Government reform plans. The program informs the government, citizens, and civil society on the achievements and obstacles of Government reform plans, providing recommendations to enhance implementation. Based on international standards and best practices, Rased Government builds the capacities of Government officials to better enact plans and strategies to serve the citizens of Jordan. Rased Government also evaluates the strengths and weaknesses of governmental and official websites, facilitating citizens' access to information, accountability, and public participation. The program offers performance appraisal cards for each individual website to assist the associated entity in monitoring its development



## Methodology

This report was prepared by a specialized Hayat-Rased research team. The research team ensured that the report would be objective, precise, professional, comprehensive, neutral, and verified. Based on the accumulated experience of the research team in monitoring and evaluation reports, a research methodology was developed, incorporating the following research tools:

1. Literature review of offline and online publications, including: news reports, statements, regional and global governmental and non-governmental reports, and governmental and official website content.
2. Interviews and meetings with stakeholders, including: government officials, specialists, and CSOs.
3. Interviews and meetings with the main beneficiaries of commitments, to track the level of the commitments' impact on beneficiaries, and beneficiaries' evaluations of the commitments' implementation. The research team conducted a number of visits and meetings with the following stakeholders and Government entities:

Table 1: Team Meetings with Government Entities

Government Entity	Date
The Ministry of Communication and Information Technology	December 10, 2017
The Ministry of Finance	December 11, 2017
The Ministry of Health	In year one: December 19, 2017 In year two: October 18, 2018
The Ministry of Environment	In year one: January 28, 2018 In year two: October 18, 2018
The Jordan Media Commission	October 8, 2018
The Government Achievement Unit	October 9, 2018
The National Library	October 9, 2018
The Ministry of Justice	October 11, 2018

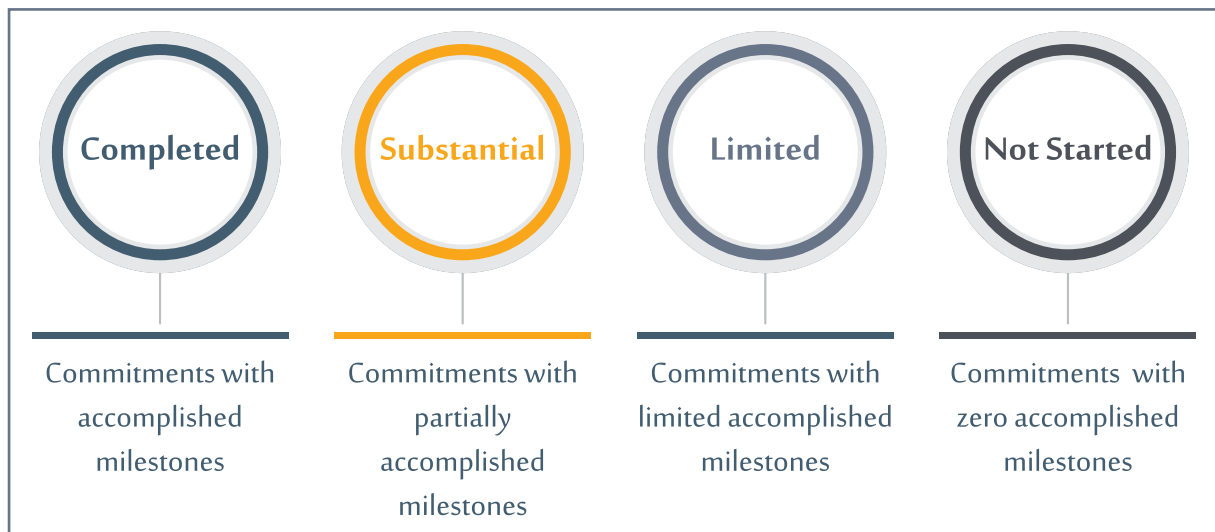
Table 2: Team Meetings with Stakeholders and Experts

Stakeholder - Expert	Date
Eng. Ruba Al Zoubi (Environmental Expert)	December 13, 2017
Bater Wordoum (Environmental Expert)	December 13, 2017
I am a Human Society for Rights of PWD	December 19, 2017

Table 3: Stakeholders Meetings

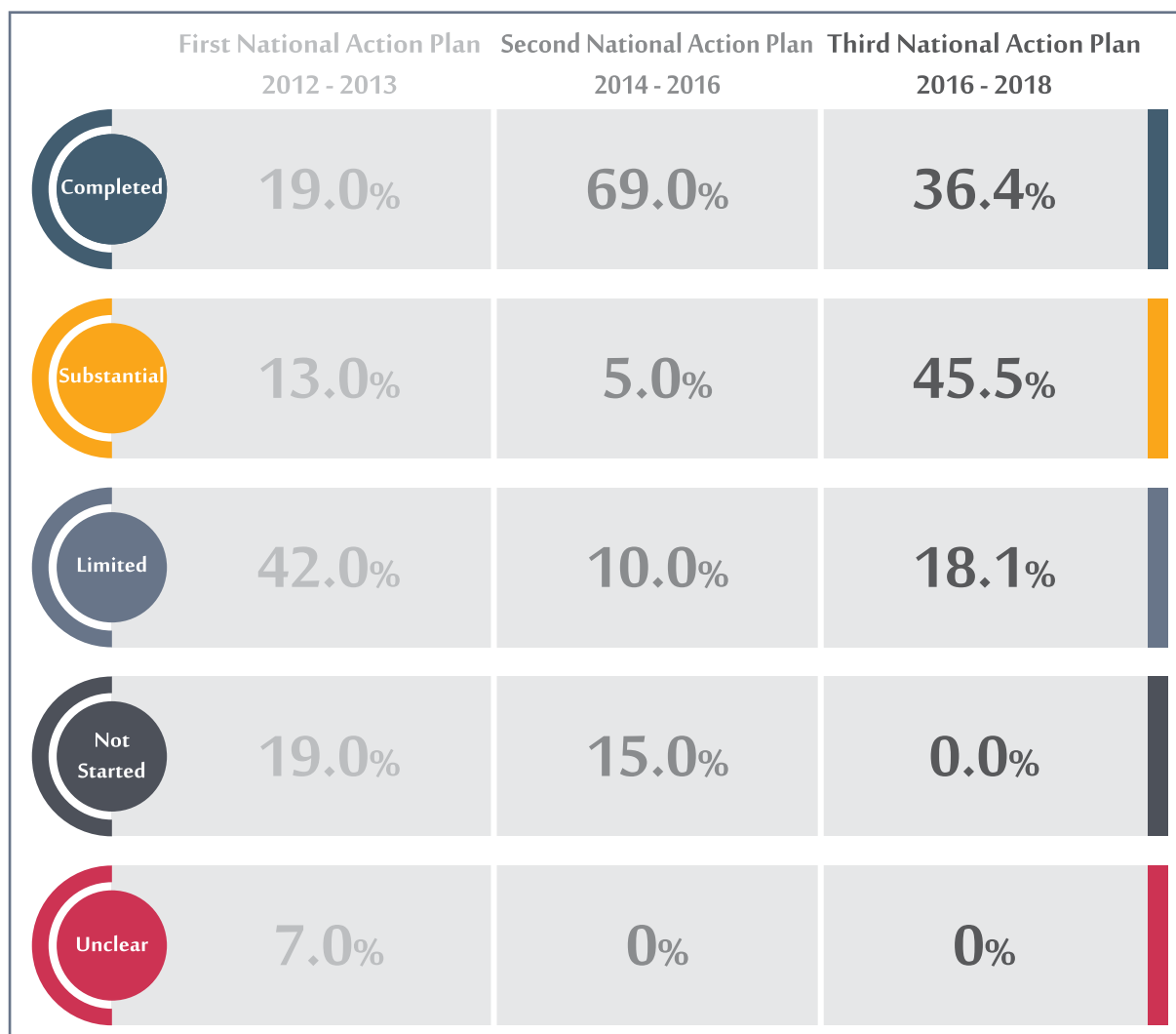
Commitment Discussed	Attendees	Date
Commitment 2: Strengthen the facilities available for persons with disabilities to access the justice system	Lawyers, CSOs, representatives of the Ministry of Justice, representatives of the higher council for the rights of persons with disabilities, and representatives of the office of the Government Coordinator for Human Rights and people with disabilities	October 23,2018
Commitment 3: Strengthen the framework governing the freedom of the media	CSOs, representatives of the Jordan Media Commission, representative of the Prime Ministry, and journalists	October 24,2018
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	CSOs, representative of the Prime Ministry, representatives of the National Information Technology Center, representatives of Integrity and Anti-Corruption Commission, employees responsible for the online complaints' platform "بخدمتكم", and activists	October 24,2018

In order to assess the Achievement Level of the plan's commitments, the research team divided the Achievement Level into four grades: Completed, Substantial, limited, and Not Started. The following graph shows the methodology used to classify commitments:



The research team continued to adhere to a collaborative approach to enhancing implementation of OGP commitments by the responsible government entities. After finalizing the first draft of the key findings, the research team shared a copy of the report with various stakeholders for review, commenting, and suggested amendment. The research team gave consideration to suggested amendments that were backed by supporting documents provided by the stakeholders.

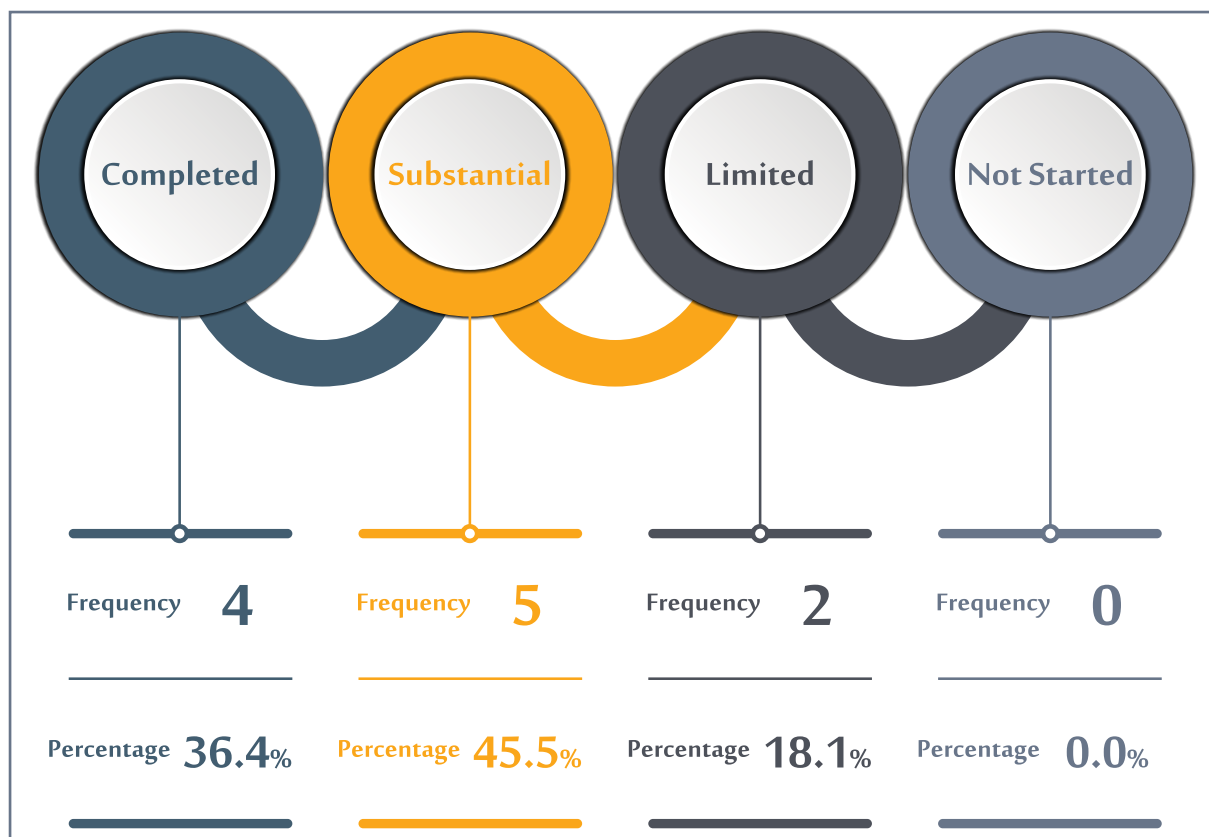
## Comparison of Jordan's Three OGP National Action Plans



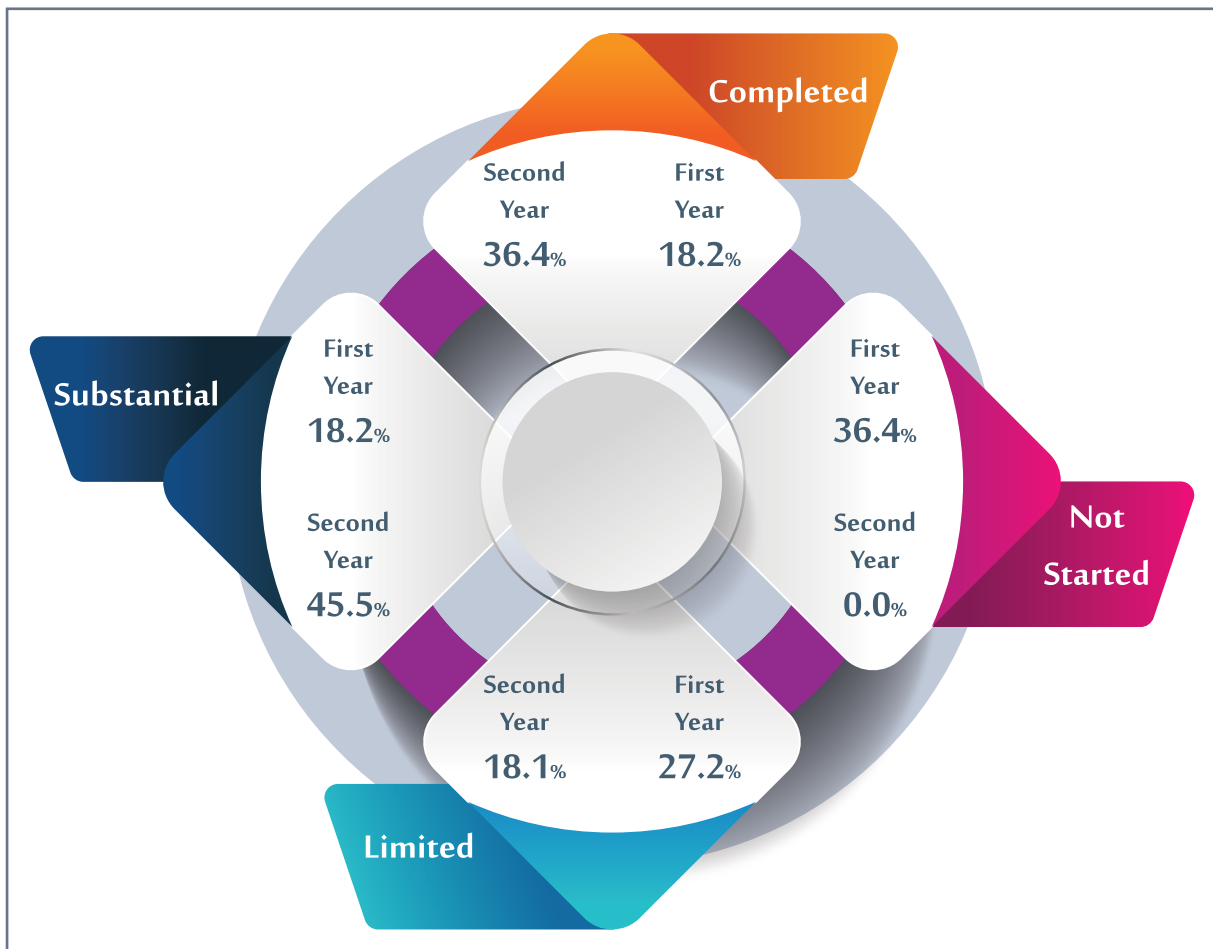
## Report Results

No.	Name of commitment	Timeframe	Achievement Level
1	Strengthen the legislative framework governing access to information	1 / 1 / 2017 - 30 / 11 / 2018	Substantial
2	Strengthen the facilities available for persons with disabilities to access the justice system	1 / 1 / 2017 - 30 / 12 / 2017	Limited
3	Strengthen the framework governing the freedom of the media	1 / 1 / 2017 - 30 / 6 / 2018	Substantial
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		
4 (A)	Complaints and grievances related to violations committed against citizen	1 / 1 / 2017 - 30 / 11 / 2018	Limited
4 (B)	Complaints related to governmental services and the surrounding environment of its provision	1 / 1 / 2017 - Continuous	Completed
5	Issue the requisite regulations and instructions to implement the Decentralization Law and hold Governorate Council Elections in 2017	1 / 1 / 2017 - 30 / 3 / 2017	Completed
6	Develop healthcare services and automate the healthcare sector through electronic linkages	1 / 1 / 2017 - 30 / 8 / 2018	Substantial
7	Develop an interactive observatory forum for citizens to monitor the implementation of the Government's plans and progress	1 / 1 / 2017 - 20 / 8 / 2017	Substantial
8	Adopt the principle of budget disclosure in accordance with international standards and promote transparency and financial disclosure	1 / 1 / 2017 - 30 / 1 / 2017	Completed
9	Develop transparent and participatory policies regarding climate change challenges	30 / 9 / 2017 - 30 / 6 / 2018	Completed
10	Implement an open data sources policy	5 / 1 / 2017 - 30 / 12 / 2018	Substantial

## Percentage of Commitment Achievement Levels



## Comparison of the Government's Implementation of the Third OGP National Action Plan During the Plan's First and Second Years



## Summary of the Government's Completion of Implementation of the Third OGP National Action Plan

### “Completed” Commitments

Within the timeframe of the plan covered by this report, the following four commitments were completed, in terms of all milestones.

**Commitment 4/B: Launch and enhance the complaints related to governmental services and the surrounding environment of its provision registration system and follow-up mechanisms to deal with complaints in a serious manner and to refer them to the judiciary**

Milestone (Activity with a verifiable deliverable and completion date)	Achievement Level
1. Legislative system (regulation/instructions) issued, which institutionalizes the existence of a central system to receive complaints related to governmental services.	Completed
2. Launch an Electronic complaints reception system related to services and the surrounding environment of their provision.	Completed
3. System made available for receiving complaints and also made available as a mobile phone application through the Ministry of Public Sector Development website/the Jordanian Government Electronic Portal.	Completed
4. Workshop held with the participation of civil society institutions and other concerned parties to explain the system and its functions.	Completed
5. Launch Electronic system promotional campaign to reach out to various channels receiving complaints.	Completed
6. Periodical reports issued and published regarding the complaints received by the system, the means of addressing them, and pending complaints reports.	Completed

Implementation during the first year:

A. The issuance of the bylaw on development of government services No. (156) for the year 2016, which granted the Ministry of Public Sector Development the power to establish a central system for complaints on government services.

B. The launch of the updated version of the Jordan eGovernment Portal ([www.jordan.gov.jo](http://www.jordan.gov.jo)), including a window enabling citizens to submit complaints and suggestions regarding government services.

C. The launch of the "Bekhedmetkom: In Your Service" application on August 20, 2017, including Android and IOS versions.

D. The organization of a training workshop for the liaison officers of the government complaint management unit at ministries, institutions, and government departments on the new version of the complaints management system on July 27, 2017.

E. The promotion of the "Bekhedmetkom: In Your Service" application throughout the plan's implementation period.

Implementation during the second year:

A. The issuance of the regulatory and procedural instructions for the "Bekhedmetkom: In Your Service" 2018 platform.

B. The development of a mechanism for receiving complaints through the launch of an updated version of the "Bekhedmetkom: In Your Service" platform on September 18, 2018, enabling citizens to send inquiries, complaints, suggestions, and compliments to the government, and reporting violations, through several methods: Facebook Messenger chatbot, the National Call Center (06 5008080), and the e-government portal.

C. The organization of awareness workshops for the liaison officers of the Complaints Management Unit in government departments on the platform "Bekhedmetkom: In Your Service)

D. The promotion of the "Bekhedmetkom in your service" platform with all its channels: Facebook Messenger chatbot, the National Call Center (06 5008080), and the e-government portal.

#### **Commitment 5: Issue the requisite regulations and instructions to implement the Decentralization Law and hold Governorate Council Elections in 2017**

Milestone (Activity with a verifiable deliverable and completion date)	Achievement Level
1. The Council of Ministers adopt a draft regulation of the electoral constituencies for the provisional council elections.	Completed
2. Governorate council internal regulations adopted.	Completed
3. 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).	Completed
4. Governorate council elections conducted.	Completed



Implementation during the first year:

- A. The issuance of the electoral constituencies system for the governorate councils on September 12, 2016.
- B. The issuance of the bylaws for the governorate councils on November 12, 2016.
- C. The issuance of the financial regulations bylaw of the provincial councils on March 6, 2017.
- D. The Ministry of Political and Parliamentary Affairs' cooperation with several entities to implement awareness campaigns on the decentralization law, encouraging citizen participation and understanding of its significance.
- E. The provision of municipal and governorate council elections on August 15, 2017.

**Commitment 8: Adopt the principle of budget disclosure in accordance with international standards and promote transparency and financial disclosure**

Milestone (Activity with a verifiable deliverable and completion date)	Achievement Level
1. 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).	Completed
2. Governmental instructions issued to all governmental institutions mandating they submit a regular timetable for disclosing their financial information.	Completed

Implementation during the first year:

- A. The Ministry of Finance published the consolidated financial data for the fiscal year of 2015 on its website, in addition to the final financial statement for the fiscal year of 2016 and 2017. And the final financial statement for governmental entities for the fiscal year of 2016 and 2017.
- B. All government departments disclosed their financial statements in April, in accordance with Article 11 / B of the Government Units Budget Law.

**Commitment 9: Develop transparent and participatory policies regarding climate change challenges**

Milestone (Activity with a verifiable deliverable and completion date)	Achievement Level
1. 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.	Completed
2. 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.	Completed
3. Requisite legislative measures defined, in collaboration with the Parliament, related to prevention.	Completed

Implementation during the first year:

- A. The Jordanian Parliament passed the Environmental Protections Law, No. 6 of 2017.
- B. The publication of Jordan's first report on the status of climate change in English in 2017.

Implementation during the second year:

- A. The publication of Jordan's first report on the status of climate change in Arabic in 2017.
- B. The drafting of an internal bylaw for climate change, submitted to the public for comments.
- C. The completion of the first phase of the project "Short-term Climate Pollutants" (SNAP), which included conducting awareness workshops in the governorates on air pollutants.

### "Substantial" Commitments

Within the timeframe of the plan covered by this report, the following five commitments were substantially achieved, with milestones that were achieved at an intermediate – high level, but weren't fully completed.

#### Commitment 1: Strengthen the legislative framework governing access to information

Milestone (Activity with a verifiable deliverable and completion date)	Achievement Level
1. Specialized review conducted of the Jordanian legislative system. National review team established including civil society organizations.	Limited
2. Matrix created which shows obstacles, barriers and challenges in related laws and legislation.	Completed
3. Policy paper developed which includes recommendations related to possible amendments and best practices.	Completed
4. Review package submitted to the Jordanian Parliament in order to adopt the proper amendments.	Not Started

Implementation during the second year:

- A. The comprehensive review of the Access to Information Law in partnership with the civil society foundation the Arab Center for the Development of Democracy.
- B. The design of an analytical matrix of weaknesses and strengths in the Access to Information Law.
- C. The development of proposals and recommendations for amendment of certain articles in the Access to Information Law.

### Commitment 3: Strengthen the framework governing the freedom of the media

Milestone (Activity with a verifiable deliverable and completion date)	Achievement Level
1. 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).	Substantial
2. Recommendations and suggestions collected related to improving freedom of the media from all available resources.	Completed
3. Mechanism established to engage the public in discussions related to the freedom of the press (an interactive electronic forum).	Completed

Implementation during the second year:

- A. The amendment of the Complaints Committee instructions, which was established under Article 4 of the Law on Audiovisual Media, to include an advisory role to the Committee roles, and to additionally include parties relevant to the field of media freedom (government, media, civil society, trade unions, experts).
- B. The submission of requests for suggestions and recommendations on improving media freedom from 27 CSOs, professional associations, and media representatives from official newspapers.
- C. The issuance of a press release to request suggestions and recommendations on improving media freedom.
- D. Cooperation with the Civil Society Foundation (Community Media Network) to prepare four studies (position papers) gathering recommendations on four levels: Legislative, Political, Community, and Professional.
- E. The Launch of a Facebook page for the Complaints Committee, which, in addition to the official Facebook page, provides a mechanism to engage the public in discussing and enriching topics related to freedom of information.
- F. The update of the media commission website to enhance easy access to the Messenger application, which allows for interactive conversation with the staff of the media commission.

### Commitment 6: Develop healthcare services and automate the healthcare sector through electronic linkages

Milestone (Activity with a verifiable deliverable and completion date)	Achievement Level
1. 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.	Substantial
2. Requirements defined for data and information entry in the various medical centers.	Substantial
3. Assessment conducted to measure the hospitals' technical abilities in terms of equipment and expertise.	Substantial
4. 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.)	Not Started
5. Internet connection infrastructure provided, such as equipment and networking across all Ministry of Health hospitals.	Substantial

Implementation throughout the plan:

- A. A series of visits to hospitals and health centers.
- B. The computerization of 163 sites (20 hospitals and 143 health centers).
- C. The launch of the Ministry of Health e-transformation project.
- D. The Madaba and Tafilah health departments' provision of new servers to two administrations, supporting their technological capabilities.
- E. The Ministry's purchase of 150 computers and 40 scanners during 2017, and the purchase of 300 computers for health directors and affiliated hospitals in 2018.
- F. The distribution of specialized questionnaires to all the hospitals affiliated with the Ministry and the health directorates in all governorates, in order to assess the number and efficiency of computers, printers, and scanners, as well as the number of employees with qualifications in the field of information technology.
- G. The tender to use MPLS technology to link the Ministry of Health with its affiliates on a single network.

**Commitment 7: Develop an interactive observatory forum for citizens to monitor the implementation of the Government's plans and progress.**

Milestone (Activity with a verifiable deliverable and completion date)	Achievement Level
1. Central electronic portal launched (www.plan.gov.jo) as part of Jordan's 2025 program.	Substantial
2. Procedures adopted to compel various public institutions to transfer information through the portal.	Substantial
3. Liaison officers allocated to coordinate between various public institutions and the portal's administration.	Substantial
4. Regular schedule established for transferring information through the portal.	Substantial
5. 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).	Substantial

Implementation during the second year:

\* Utilization [the website of the economic growth stimulus plan](#), as a gateway for implementation of the commitment;

A. launched the (www.egp.jo) website as part of Jordan's 2025 program, the portal published monthly achievement in 522 government projects within 17 sectors since 2018, which included these projects within the plan to stimulate economic growth, which was approved by the government on 3 /5 /2018.

B. Procedures adopted to compel various public institutions to transfer information through the the website of the economic growth stimulus plan,

C. allocated and trained liaison officers for the economic growth stimulus plan to coordinate between various public institutions and the portal's administration.

D. Designed System for regular evaluation by citizens of the efficacy of the information and data provided through the website of the economic growth stimulus plan and user-friendliness through regular questionnaires posted on the website

### Commitment 10: Implement an open data sources policy

Milestone (Activity with a verifiable deliverable and completion date)	Achievement Level
1. 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.	Completed
2. Policy drafted governing the provision of open data sources for discussion with stakeholders including representatives of civil society.	Completed
3. Draft of final policies completed and submitted for approval to the Council of Ministers.	Completed
4. Standards announced and published for the government's disclosure of open data sources including the methods used to collect, process and store such data.	Completed
5. Tools developed and published to measure the quality of available open data sources, and related periodical reports published.	Substantial
6. 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.	Limited

Implementation during the second year:

- A. The Prime Ministry decided to form a specialized committee on December 3, 2017 to track the policy on Open Government Data.
- B. The Ministry of Information and Communications Technology prepared a draft of the Open Government Data policy in 2017.
- C. The Prime Ministry approved the Open Government Data policy on July 26, 2017, and published its final version.
- D. The Open Government Data policy stipulated the standards that the government should follow to disclose its data.
- E. A data measurement index was added to the open data page on the e-government website. This indicator calls for measuring the openness of the data contained in the website.
- F. A questionnaire was designed to identify what data the government should prioritize for dissemination on the open government data platform.

## “Limited” Commitments

Within the timeframe of the plan covered by this report, achievement of the following two commitments was limited, with milestones achieved at a low level:

### Commitment 2: Strengthen the facilities available for persons with disabilities to access the justice system

Milestone (Activity with a verifiable deliverable and completion date)	Achievement Level
1. Working group established comprising relevant parties, including representatives of nongovernmental disabilities organizations, and scope of work drafted for the working group.	Substantial
2. 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.	Limited
3. Test samples for documents designed to be used in a limited number of central courts.	Limited
4. Effectiveness of the documents designed for the use of persons with disabilities measured through test groups that include persons with various types of disabilities.	Limited
5. Number of documents assigned for use by persons with disabilities increased by not less than 1 percent.	Not Started

Implementation during the first year:

- A. The issuance of the Law on the Rights of Persons with Disabilities, No. 20 of 2017.
- B. The formation of a working team led by the Ministry of Justice to promote access of persons with disabilities to the justice system.
- C. The development of guidance boards translated into Braille in the Amman Execution Department and the Amman Public Prosecution Department.
- D. The translation of tested signs into Braille by people with visual impairments.

Implementation during the second year:

- A. The establishment of the bylaw of experts before the courts of law and instructions of experts before the judicial courts.
- B. The instruction of sign language interpreters for 2018
- C. The addition of new members to the working team to promote access of persons with disabilities to the justice system.
- D. The provision of guide plates translated into Braille at the Amman Court of Events.

The Second commitment scored "limited" is Commitment 4 (A): Complaints and grievances related to violations committed against citizen with none of its milestones started, however, the Office of the Government Coordinator for Human Rights, in partnership with the civil society organization «Lawyers Without Borders», carried out a study on the establishment of the national complaints system for human rights violations, through which the legal frameworks of the entities receiving complaints and violations related to human rights and the characteristics of the effective complaints system, This study is considered as a road map for the implementation of this commitment, therefore this commitment was scored "limited".



## Recommendations

### Commitment 1

#### Strengthen the legislative framework governing access to information

- 1- Remove the term in the Access to Information Law that requires the existence of a legitimate benefit for the information requested, making the right to access of information available without the requirement of certain benefit.
- 2- Classify all of Jordanian institutions' information to avoid relying on employees' personal judgments about information privacy and to avoid the conflict between the laws related to access of certain information.
- 3- Modify the Protection of State Secrets Law and documents to keep up with best practices regarding secrecy and classification of information.
- 4- Expand the national team formed to implement the commitment to include more stakeholders, including relevant CSOs.

### Commitment 2

#### Strengthen the facilities available for persons with disabilities to access the justice system

- 1- Train judges and members of judicial police on the rights of people with disabilities in litigation and access to information, along with other people, in addition to effective means of communication with people with disabilities.
- 2- Establish a special database for people with disabilities to facilitate access to information regarding the justice system.
- 3- Provide a free sign language translator in courts, with the ability to understand slang sign language, in addition to the official global language.
- 4- Establish a competent judicial body to address persons with disabilities and to consider their cases.
- 5- Do not limit the commitment to physical disabilities, but also include mental disabilities.
- 6- Provide persons with disabilities with special coding, ensuring the provision of special rooms and no waiting time before and during the trials.
- 7- Involve as many relevant civil society institutions as possible in the consultation and implementation of this commitment.

### Commitment 3

#### Strengthen the framework governing the freedom of the media

- 1- Modify the law of publications to increase the space for media and journalism.
- 2- Modify all laws that allow for the arrest of journalists and reporters before the issuance of a final judicial decision.
- 3- Generate comprehensive and serious political will to enhance media freedoms and respond to the contents of the Royal Papers on media freedoms.
- 4- Review all laws and legislation that would impede media freedoms, even indirectly, after the development of an integrated matrix of all legislation affecting media freedoms.

### 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- Limit the official entities that receive citizens' complaints and grievances, study the legal framework for each entity, and form a working group of specialists and technicians to build a database.
- 2- Clarify the legal status of the Office of the Government Coordinator for Human Rights, including clear powers to receive complaints, coordinate their transmission, and follow up with the relevant authorities.
- 3- Categorize complaints based on their degree of seriousness, timeframes for their resolution, and oversight mechanisms.
- 4- Include a special icon and clear policies on this commitment in the "Bekhedmetkom: In Your Service" application.

##### B. Complaints related to governmental services and the surrounding environment of its provision

- 1- Issue clear instructions that citizens who file complaints have full protection, especially complaints of danger, in order to encourage citizens to file complaints.
- 2- Intensify the campaign promoting the complaints system and the "Bekhedmetkom: In Your Service" application. This campaign should reach all citizens in all regions of Jordan, and should additionally include explanation of the complaints mechanism, in order to encourage citizens to file complaints.
- 3- Comply with the regulatory and procedural instructions of the "Bekhedmetkom: In Your Service" platform 2018, and ensure that the complaints links on the websites of government agencies include the national call center number and the link of "Bekhedmetkom: In Your Service" application. The online forms should also be uniform and identical to the complaint delivery fields on the platform.

## Commitment 6

**Develop healthcare services and automate the healthcare sector through electronic linkages**

- 1- Establish a database for patient data, including birth certificates, doctors' visits, vaccinations, and medications. This data will be available for every patient and doctor included in the database, with access to the patient index facilitating the diagnosis and medication process.
- 2- Update the Ministry of Health website and increase electronic services, in addition to allowing for evaluation of doctors and medical services through the website.

## Commitment 7

**Develop an interactive observatory forum for citizens to monitor the implementation of the Government's plans and progress**

- 1- Limit the actual plans and strategies, and restructure to avoid duplication and contradiction. Make all plans available through a comprehensive website, and issue quarterly reports about the level of progress on each plan. Allow for citizens to track the plans and share comments and recommendations during each stage of the plans.

## Commitment 8

**Adopt the principle of budget disclosure in accordance with international standards and promote transparency and financial disclosure**

- 1- Issue monthly reports on governmental spending and the mechanisms for distributing revenues, enabling normal citizens, without a background in economics, to understand government spending. This can be achieved through detailed inclusion of information and data that clarifying the budgetary background.

## Commitment 9

**Develop transparent and participatory policies regarding climate change challenges**

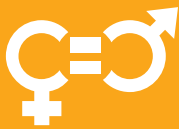
- 1- Increase efforts to make the Jordanian climate change database available, publish certain annual outputs and results through periodical awareness brochures for citizens and decision-makers, and build a linkage between scientific research institutions and the government, for continuous and systematic information exchange.
- 2- Provide appropriate and understandable information to citizens on climate change by creating a guide for citizens on the reality and seriousness of regional climate change, including recommendations on citizen actions to preserve the environment from climate change

## Commitment 10

**Implement an open data sources policy**

- 1- Raise citizen awareness of a culture of open data sources, so that citizens can utilize the data effectively. Open data sources must include all of governmental data, and increase its openness.
- 2- Include as open data all services and activities of a government agency that would be of value to a client or website visitor.
- 3- Make the open data window an interactive portal, allowing users to express their opinions and comments.
- 4- Provide persons with disabilities with access to open data.
- 5- Evaluate the quality of data available through the portal and establish specialized criteria for evaluation.





This report is the product of the hard work of a team of researchers, consultants, and experts in assessing government performance. This report evaluates the extent of the implementation of the government's commitments in the third national Open Government Partnership action plan.

This report is produced by RASED Government, which is a Hayat & RASED program to support political and economic reform in Jordan.

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**USAID**  
من الشعب الأمريكي



#### Al-Hayat Center - RASED



Tel: +962 6 5377 330



Fax: +962 6 5377 230



Website: [www.hayatcenter.org](http://www.hayatcenter.org)



Website: [www.rasedjo.org](http://www.rasedjo.org)



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E-mail: [info@hayatcenter.org](mailto:info@hayatcenter.org)