

KINGDOM OF MOROCCO



MINISTRY FOR THE REFORM OF THE
ADMINISTRATION AND THE CIVIL
SERVICE



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in co-operation with

**THE MINISTRY FOR THE REFORM OF THE ADMINISTRATION
AND THE CIVIL SERVICE OF THE KINGDOM OF MOROCCO**

Regional seminar for senior public officials

UniDem Med

**“IMPROVING THE RELATION BETWEEN THE
ADMINISTRATION AND THE CITIZENS :
A DEMOCRATIC IMPERATIVE”**

Rabat, Morocco

23 – 26 April 2018

TOWARDS AN OPEN AND RESPONSIBLE PUBLIC ADMINISTRATION

by

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Ensuring Sustainable Democratic Governance and Human Rights in the Southern Mediterranean

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**Examples of "soft law" concerning the
improvement of the relation between
administration and citizens in Germany**

***Holger Sperlich, Government Director,
Federal Ministry of the Interior, Building and
Community, Germany***

Public service number 115



- Public service number 115 is the first public enquiry service with a **uniform commitment to service**.
- 115 is a joint **voluntary project** by the Federal Government, the federal states (*Länder*) and municipalities which develop the 115 network as equal partners.
- Project is jointly funded by the Federal Government and the *Länder*.
- Municipalities provide the decentralised infrastructure.

Functioning of 115



- By calling 115 citizens and businesses get an answer to the most frequently asked questions concerning public administration regardless of the authority, administrative level or competences concerned.
- Questions which can be addressed to 115:
 - Where can I get a new ID card?
 - How can I apply for student grants?
 - How can I register a business?
 - etc.

Service promise of 115



The participating local, state and federal authorities have agreed on the following **service standards**:

- Service number 115 can be reached from Monday to Friday between 8.00 a.m. and 6.00 p.m.
- 75 percent of calls will be answered by staff members within 30 seconds.
- In 65 percent of calls the requested information will be provided immediately.
- If a request for information is forwarded to another authority, the caller will receive a reply by e-mail, fax or phone within 24 hours of the call during service hours.

Improving citizen participation in the planning of transport infrastructure



In the past, many citizens were of the opinion that they were not sufficiently included in the upgrading of transport infrastructure (although participation is legally binding at all levels of transport infrastructure planning).

- Led to public protests and resistance.
- New forms of public participation accompanying the planning process were required.

Manual for Good Citizen Participation (Planning of major projects in the transport sector)



- In November 2012, the Federal Ministry of Transport and Digital Infrastructure published the "Manual for Good Public Participation (Planning of major projects in the transport sector)":
<https://www.bmvi.de/SharedDocs/EN/publications/manual-for-good-public-participation.html?nn=12830>
- Contains proposals as to how existing formal participation at the various procedural levels can be improved and complemented by **informal participatory steps**.

Creation of the Manual for Good Citizen Participation

- Manual is based on analysis of various transport projects that have involved informal public participation.
- Manual was developed after extensive consultation with the public, including online consultation.
- Addressed to all those who have responsibility in planning and approval procedures and to the general public.



Content of the Manual for Good Citizen Participation



- Proposals concerning **informal participation**:
 - Stakeholders who are to participate should be identified before the procedure commences.
 - Project-related strategy for participation to be drawn up.
 - Inclusion of the public in planning activities before the formal planning stages (by publications on the internet, public participation events, etc.).
- Recognition that every project is different: There is no "one size fits all" solution.




Open Government National Action Plan 2017 – 2019



- Federal Chancellor Angela Merkel to the OGP Co-Chairs, 30 November 2016: *"Open and transparent government is a cornerstone of good governance in the 21st century."*
- Since December 2016, Germany participates in the Open Government Partnership (OGP).
- Open approaches can help public administrations provide better services for citizens.
- Openness can strengthen trust in institutions, facilitate participation and encourage cooperation between public authorities and citizens.

Manual for citizen-oriented administrative language

- Developed by the Federal Administrative  Office (*BVA*).
- Contains recommendations for good administrative language, in particular regarding
 - understandability,
 - good structure and appearance of official letters,
 - proximity to the citizens.
- Civil servants receive practical help for design of writing and formulation assistance.

Thank you for your attention!

