

CDL-UD(2022)035

Engl. only

EUROPEAN COMMISSION FOR DEMOCRACY THROUGH LAW
(VENISE COMMISSION)

In cooperation with

**THE MINISTRY OF DIGITAL TRANSITION AND ADMINISTRATIVE
REFORM OF THE KINGDOM OF MOROCCO**

Regional seminar for high level civil servants

16th UniDem Med

“THE DIGITAL TRANSFORMATION OF PUBLIC ADMINISTRATION”

Hybrid format (online and in Rabat, Morocco)

23-24 November 2022

**FOLLOW UP SESSION ON PUBLIC ADMINISTRATION REFORMS IN UNIDEM MED
PARTNERS COUNTRIES: TELEWORK**

NATIONAL EXPERIENCE – PALESTINE*

by

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Cofinancé
par l'Union européenne



UNION EUROPÉENNE

COUNCIL OF EUROPE



CONSEIL DE L'EUROPE

Cofinancé et mis en œuvre
par le Conseil de l'Europe

Le projet UniDem Med est mis en œuvre dans le cadre du programme conjoint Union européenne/Conseil de l'Europe
« Protéger les droits de l'homme, l'État de droit et la démocratie par des normes partagées dans le sud de la Méditerranée » (Programme Sud V)

* This designation shall not be construed as recognition of a State of Palestine and is without prejudice to the individual positions of
Council of Europe and European Union member States on this issue.

*This document has been produced as part of a programme co-funded by the European Union and the Council of Europe.
The views expressed herein can in no way be taken to reflect the official opinion of either party.*



State of Palestine General Personnel Council (GPC)

GPC's Experience in teleworking

Madiha Al-Khateeb
Manager of Imployment Department in GPC
Teleworking Team

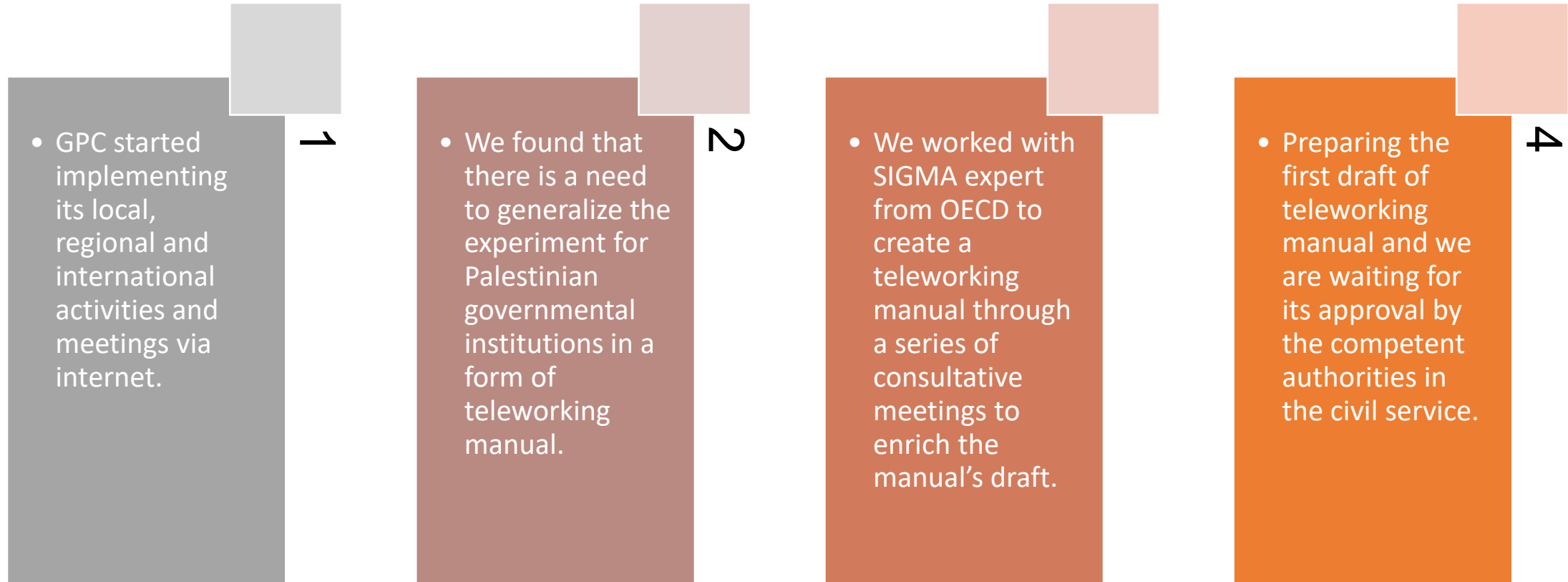


Implementation of teleworking started after declaring a state of emergency in the State of Palestine in light of Corona pandemic (COVID

This comes as an implementation of Palestinian Government's decisions where the civil service in Palestine was managed as follows:

- 1 • Adopting a teleworking and virtual office policy and providing all means to facilitate civil servants performance of their entrusted tasks.
- 2 • Linking governmental institutions electronically with GPC – 80 governmental institutions on Mawared Program.
- 3 • Enhancing information technology use in implementation of administrative procedures.
- 4 • Connecting the civil servants to their workplaces and facilitating their access to GPC's network for teleworking- 80 civil servants.
- 5 • Completing transactions for civil servants during emergencies.
- 6 • Online job interviews.

Teleworking Manual





دولة فلسطين
ديوان الموظفين العام



SIGMA
Creating Change Together



A joint initiative of the OECD and the EU,
principally financed by the EU

دليل العمل عن بعد في الخدمة المدنية (1) مسودة

تشرين ثاني 2020

Appointments and interviews



1. Formation of various appointments committees

2. Receiving, studying and sorting applications.

3. Conducting job interviews via internet.

4. Selecting candidates and completing recruitment transactions.



التقنيات لمواجهة التحديات

corona crisis has directed us to focus more on the fourth strategic objective in the civil service strategic plan related to developing integrated information systems and automating human resources management services for the civil service sector which resulted in continuing to provide services efficiently.

effectively and without interruption during the emergency period and facilitating communication with service recipients in governmental institutions and auditors



Developing integrated computerized systems for human resources management operations In the civil service

Mawared program is the only electronic platform that includes all governmental institutions affiliated with the civil service. The number of system's users among human resources officials in governmental institutions is 556. The smart portal was launched in 2011 and the work was being developed in 2020 to include all governmental institutions affiliated with civil service.

**First: smart
services**

Civil servants were able to access their data which is 85332 and follow up on their transactions in GPC remotely.

**Second:
self Service**



It is an electronic system that contains more than 14 millions archived documents for the file, transactions and civil servants' documents.

**Third:
Electronic
archiving
system**

Human resources planning process is provided by GPC on a computerized system centrally to all governmental institutions.

**Classification
tables program**

