Citizen Engagement in Administrative Development
Policy Making and Evaluation

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“Beneficiaries shall participate in the management of the services projects of public interest and their supervision in accordance with the law”

Article 27, Egyptian Constitution
The Ministry of State for Administrative Development

Vision:

– Efficient, effective, agile, public service capable of adjusting to change, managing resources wisely, providing distinguished services to citizens and continuously interacting with them.

Mission:

– Develop and implement the National Plan for programs and projects that achieve the vision through a system of integrated management for the modernization of the Egyptian Government.

Strategy:

– Employing Information and Communication Technology and Human Resources Management, as a tools for implementing the Administrative Development National Plan.
“Convenience of the Citizen”, which the government is trying to satisfy.
To achieve the vision, government adopts an array of policies on three levels namely;

- State Level.
- Administrative Unit Level.
- Job Level (Human resources).
First: On The Level of Government Administration

- Redefining the role of Government
- Good governance as the system of work in the administrative body
- Emphasizing the role of civil society participation in service provision as well as participation in regulation and administration

- Decentralization and activating the role of municipalities
- Focusing on central functions, purchasing of supporting services and separation of production units
- Providing access to services to attract the informal economy to contribute to the formal economy
Second: On the Administrative Unit Level (A)

- Downsizing the number of administrative units by streamlining similar and complementary mandates.
- Transforming the administrative units to dynamic structures (projects, programs and teams).
- Introducing modern management systems and tools to cope with change.
- Developing and deploying Enterprise Resource Planning systems.
- Creating new business models to manage projects.
Second: On the Administrative Unit Level (B)

- Simplifying work cycles.
- Availing services through new channels.
- Implementing more measures to implement integrity.
- Deploying citizen relation management systems.
- Supporting Access to Justice.
- Establishing and linking national databases.
Third: On the Job level

• Moving to Human Resources Management rather than Personnel systems.
• Concentrating on having a new generation of leaders.
• Sectoral division of jobs, which ensures new methods for hiring and promoting.
• Improving the legal framework for civil service.
• Achieving financial and psychological satisfaction for employees.
• Reviewing the accountability measures within the government body.
New Culture
1. Citizen Relations Management (CRM) Project

The Ministry of State for Administrative Development initiated this project as an efficient system to serve citizens. The project offers new channels for service delivery and for receiving citizens feedback, complaints and comments, while providing a mechanism for follow-up with administrative authorities, in order to respond and benefit from those results; in a way to improve public service delivery.
Channels for Service Delivery

- Government Call Center 19468
- Egypt government portal (www.egypt.gov.eg)
- Mail
- Email
- Phone
- Fax
The Benefits

• Creating direct channels to interact with citizens.
• Identifying entities that does not provide good service for citizens.
• Identify corruption cases and inform the regulatory authorities.
• Following-up with citizens complaints and reply to them. (The government interacts)
• Benefiting from the citizens feedback and use their evaluation in developing new services.
• Clarifying citizens concerns and answer their questions.
2. Transparency and Integrity Committee

• The “Transparency and Integrity Committee” is considered a permanent committee at the Ministry of State for Administrative Development,

• The committee charged with the completion of the Ministry’s effort in studying means and suggesting mechanisms to enhance transparency, accountability and the fight against corruption at the state’s administrative body,

• The committee includes 15 members from different areas such as regulatory authorities, the parliament, the media, the civil society organizations, opposition parties and universities; the committee is chaired by the Minister of State for Administrative Development.
Some of The Committee’s Mandates

• Developing a National Plan to combat corruption.
• The national legislative framework conducive to transparency and integrity in the state administrative body and the evolving developments and changes.
• Developing indicators and national standards to measure corruption; and interact with international organizations to ensure the efficiency of the indicators.
• Monitoring cases of administrative corruption.
• Proposing a mechanism to fill the gaps in the administrative body that lead to corruption.
• Proposing programs to develop a new culture of citizens defending their rights and monitoring the government’s activities.
The Benefits

• Awareness of the importance of fighting corruption and imposing new policies to ensure transparency and accountability.
• Studying International Corruption Indicators, and different approaches to combat corruption, in order, to apply them in Egypt.
• Publishing annual reports to the public, which helps in engaging them in a constructive dialogue on corruption and how to engage different actors.
• Implementing a study about the Egyptian system of values and relate it to corruption.
• Participation of the Egyptian delegation in executing the working mechanism of the United Nations Convention Against Corruption in November 2009, Doha.
• Recommendations for policies and procedures to achieve transparency and integrity (Citizen’s Budget, Code of Ethics, Ombudsmen).
3-Egyptian Government Portal Blog
3- Egyptian Government Portal Blog

- http://blog.egypt.gov.eg
- Launched 01/10/2009.
- Participants can comment without registering (anonymously).
- Comments are reviewed before publishing.
3- Egyptian Government Portal Blog

المشاركة المجتمعية

تتعلق وزارة الدولة للتنمية الإدارية بتطوير أساليب تقديم خدمات الدولة، وتمتد من المشاركة المجتمعية، وصمم تقدم الخدمات بالأساليب المناسبة لجميع فئات الأفراد. إن الوزارة تسعى لجعل العمل من المهتمين بالخدمات من الجمهور مهتمًا و积极参与. تشير الأفكار المختلفة المتعلقة بأسلوب تقديم الخدمة وكذلك متغيرة. أساليب تقديم النهائية لانضمام ملائمة لمجلسيات المجتمع، إذا كتب في أحيان الأشكال الجديدة (الجديدة) فيمكن إضافة بيانات من خلال البريد الإلكتروني. بهده النقاط:

- الاسم
- تاريخ الميلاد
- المدينة
- المؤهل العلمي
- العمل الحالي
- وصلة الإتصال (无所谓 تلبية محول)
- البريد الإلكتروني

د. أحمد جاسم عبد الوهاب
مساعد وزير الدولة للتنمية الإدارية

تم إرسال هذا النسخ بالبريد الإلكتروني [موظفون في (1520)]

تعليقات

- فكرة جديدة
- ما الذي تفضل
- وكم المنتج

 trout@eg.gov.eg
# Publishing on the Blog

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<th>#</th>
<th>Title</th>
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<td>Responding to citizens</td>
<td>8/10/2009</td>
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<td>Clarification and notification</td>
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Positive Remarks

• No inappropriate comments has been rejected to date.
• Citizens’ admiration for the participation initiative.
The Benefits

- Opening a new channel for a large portion of internet users in Egypt to express their opinions with regards to public service provision.
- Identifying the problems users face and forming groups to improve public service provision.
- Listening to opinions and suggestions of youth with regards to public service provision.
- Promoting public services on the internet amongst youth as they will comprise the bigger portion of service users in the next five years.
The Government
Initiates, Listens and Responds
Thank You,
aessawi@ad.gov.eg