MENA-OECD Governance Programme

The Administrative Reform Strategy in Tunisia: Towards a New Approach

Fares BESSROUR. Prime Ministry. Tunisia

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1/ Main characteristics of the Tunisian Public Administration

• 1/ Relatively independent from the political sphere.

• 2/ Relatively effective in providing services.
The Administrative Reform Strategy Design: A New Pradigm

Methodology

Diagnosis Report: Main conclusions:

- A purely supply-driven reform
- Users not involved in the design process
- Lack of dedicated institutional framework
  (ownership and sustainability problems)
2/ The Administrative Reform Strategy Design: A New Pradigm

A/ User’s consultation action plan: Demand-driven reform.

– E-complaints national website
– Participative approach in evaluating administrative services
– Surveys, users panel, social media...

B/ Dedicated institutional framework
The Administrative Reform Process: General Framework

1. Monitoring and diagnosis with stakeholders involvement
2. Analysis and priority fixing
3. Preparing projects designs
4. Elaborating programs and action plans proposals
5. Transferring programs and action plans to the technical committee
6. Reviewing programs and action plans proposals and follow up of strategies implementation
7. Approval of the national and sectoral strategies and authorizing deployment
8. Implementation of the national and sectoral strategies with continuous improvement
9. Implementation follow up, results evaluation and impact analysis

Citizens/clients needs concerns expectations

National administrative development strategy

Central and local governments and public organizations

Technical support

General Directorate for Administrative Reform

Follow up and evaluation

National and sectoral priorities

Projects proposals

Implementation and continuous improvement
Strategic Projects

• National E-complaints website.

• Participative approach to simplify procedures, the so-called « Regulatory Guillotine ».

• Public access to administrative data and documents.

• A country study on simplification (Prime Ministry and the Oecd)
Thank you for your attention