

THE KINGDOM OF  
MOROCCO



The ministry of civil  
service and administration  
modernization

# The administrative procedures simplification

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**AZZEDDINE DIOURI**

**Secrétaire général MFPMA**

# The outline of the presentation

- ❑ The Simplification of administrative procedures as a component of the administration modernization strategy
- ❑ The overall objectives of administrative procedures simplification
- ❑ The frame of reference to the administrative procedures simplification
- ❑ The mechanisms for the implementation of the administrative procedures simplification workshop
- ❑ The adopted methodology of work
- ❑ The achievement made
- ❑ The new approach to administrative procedures simplification

# 1. The Simplification of administrative procedures as a component of the administration modernization strategy

- The simplification of administrative procedures is a component of the administration strategy, whose content will be introduced in the framework of a national forum on administration. The objectives of such a strategy are:
  - The simplification of administrative procedures and the development of e-governance to improve public services and to ensure transparency in the relationship between the administration and the users of its services;
  - the improvement of the quality of services delivered by the administration, the support of the policy of proximity , the deepening of the process of administrative deconcentration and the control of public facilities cost;
  - the promotion of a modern administration that is able to contribute to strengthening the competitiveness of the national economy , to the promotion of development and encouragement of investment.

## 2. The Simplification of administrative procedures as a component of the administration modernization strategy

- The pillars of this strategy are:
  - Restoring confidence between the administration and its users;
  - Consolidation of good public governance and establishment a national anti-corruption and integrity system ;
  - Development of human capital;
  - Support of the policy of proximity and administrative deconcentration

### 3.The frame of reference to the administrative procedures simplification

- The clauses of the new Constitution of the Kingdom of regqarding the civil service;
- TheGovernment program which was approved by Parliament;
- The Prime Minister circular number 99/31 on 23 November 1999 about the administrative procedures simplification.

## **4.The mechanisms for the implementation of the administrative procedures simplification workshop**

- The committee in charge of administrative procedures simplification, chaired by the Ministry of Civil Service and Administration Modernization, which is composed of:
  - The ministry of Economics and Finance;
  - The Ministry of Home Affairs;
  - The ministry of Commerce and industry and Modern Technologies;
  - The department or departments concerned by the procedures on the program of the committee meeting.
- The Sector committees of administrative procedures simplification
- The net of focal points in the field of administrative procedures simplification, who are charged to ensure the follow up the works of sector committees , as well as to represent the concerned departments in the committee in charge of administrative procedures simplification

## 5.The methodology adopted in the field of administrative procedures simplification work

The methodology adopted in the Implementation of the simplification workshop is based on three aspects:

- Inventory of administrative procedures and recording them according to a specific model,
- Study and simplification of administrative procedures by the committee in charge of simplifying administrative procedures, focusing on the review of the following aspects:
  - Making sure there is legal basis for the procedure;
  - The required documents;
  - Deadlines and fees;
  - Interveners in the procedure
- Vulgarizing the administrative procedures and putting them online



## 6. The achievements

The achievements made so far can be stated as follows:

- Inventory and identification of a significant number of procedures (700) administrative procedures, which were studied and harmonized with the updated legal texts creating them;
- Simplification of a significant number of procedures that have to do with to areas of taxation, commercial register, culture and customs;
- Simplification of some procedures relevant to personal documents of citizens, such as the adoption of the national identification e-card, which has become a substitute for a number of documents such as the certificate of residence, the birth certificate, the certificate of life, and the certificate of nationality;
- The adoption of certain procedures of simplification that covered the certification of copies, by enabling the administrative departments that require certain documents to certify copies themselves ...



## 6. The achievements (continued)

- Publication of (720) administrative procedures, on the public services portal [www.service-public.ma](http://www.service-public.ma). this portal enables the customers to identify the procedures associated with a number of public services. And we will work to develop an electronic system to manage the content of public services portal, in terms of updating periodically and permanently the procedures that are published on it;
- Providing the center of communication and administrative orientation with necessary data to answer the inquiries of customers, especially in terms of administrative procedures. This center enables the customers to contact and inquire about the administrative procedures related to a number of public services, through the phone number 080.200.37.37 from inside the home country, and through the phone number 212.37.67.99.06 from outside the home country, it will be proceeded to link directly this center with the units of reception and orientation within public administrations, and the development of an integrated information system for the management of the services provided by the center and its generalizing.

## 7. The new approach to administrative procedures simplification

- In order to overcome the difficulties and constraints that prevent the achievement of the objectives of simplification with a required efficacy, and in order to adopt programs and actions that have a direct impact on the services provided to customers, the ministry will:
- Develop a new approach to administrative procedures simplification that is based on:
  - Inventory and identify and simplify the procedures that are mostly used by customers;
  - Codify and consolidate according to common and certified models of integrated management at the national level,
  - Definition and publicizing them by all possible means, standardize and disseminate them at the national level and putting them on line.
  - Under the new approach, there will be a study of 100 administrative procedures, 70 of which are relating to citizens and 30 to companies.
- To make this approach succeed we will proceed to :
  - The creation of a national committee entrusted with the study and simplification of the procedures and their approval;
  - The creation of sector committees specialized in studying the sector procedures and track their implementation;
  - The adoption of sector brochures of procedures at the central and local level .

## 7.The new approach to administrative procedures simplification (continued)

- Issuing a decree on the simplification of procedures with the aim :  
To institutionalize the national and sector committees of the simplification of administrative procedures:
  - To define the capacities of such committees,
  - To adopt an approach that is based on the codification of procedures and their simplification according to common administrative models approved at the national level as the official version of every procedure,
  - To adopt o sector decisions regarding the procedures of civil service delivery,
  - To oblige the administrations to elaborate annual programs administrative procedures simplification,
  - To establish the obligation of publicity and communication around the adopted procedures and putting then on line.



# Thank you