



Ministry of Public Sector Development

**Executive plan of Public Sector Development Policies
2017**

First: Developing government services and simplifying, reengineering and automating procedures as per international standards

KPIs:

Indicator	Main value (year)	Targets					
		2016	2017	2018	2019	2020	2021
1. Percentage of government departments that received very good evaluation in the commitment to the requirements of Services Development Bylaw No. 56 year 2016.	32.4% (2015)		%٤٠	%٦٠	%٨٠	%٩٠	%١٠٠
2. Percentage of solved complaints out of the total number of complaints received via the central government complaints management system	81% (2015)	%٨٥	%٨٧	%٩٠	%٩٢	%٩٣	%٩٥
3. Number of government services submitted to reengineering study.	23 (2016)		33	٢٥	٢٥	٢٥	٢٥
4. Number of automated services.	----	١٢٢	220	300	٣٥٠	--	--
5. Turning to automated services.	----	%٥	%٢٠	%٦٠	%٨٠	--	--

Projects and initiatives:

Initiative/ project/ recommendation	Source	Main activities	2017				Concerned directorate	Partners	
			1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
Reengineering and computerizing the most (10) important government procedures related to practicing business and allow the private sector to provide any of		prepare a preliminary study to sort services within starting business value chain (done).					working teams from MOPSD and MOICT as per the formation letters issued in this regard.	MOICT	Participation in all of the project activities
		Set a detailed list of services to be reengineered.	✓						

2017							Concerned directorate	Partners	
Initiative/ project/ recommendation	Source	Main activities	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
them.		Determine the readiness of services listed in the chain in terms of reengineering, automation, infrastructure,... etc.	✓	✓	✓	✓			
		Prepare reengineering studies for targeted services.	✓	✓	✓	✓			
Studying the quality of services provided to citizens.		Prepare reports on the field visits' results.	46						
		Follow up on the implementation of recommendations (reengineering, spatial planning, electronic connectivity, regulation amendment, ...)		✓	✓	✓			
Reengineering services and simplifying procedures at important departments (Department of Land and Survey, Civil Service and Passports		Prepare studies on reengineering and simplifying procedures of these departments' services.	۳۰	۰۶	۰۲	۴۴	working teams from MOPSD and MOICT as per the formation letters issued in this regard.	MOICT	Participation in all the activities of the project.

2017							Concerned directorate	Partners	
Initiative/ project/ recommendation	Source	Main activities	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
Department, Great Amman Municipality, Health Insurance Agency).									
Identifying the fields of e-connectivity among government departments' systems.		Prepare reports on the priorities of e-connectivity of government departments.	۳	۳	۳	۳		MOICT	Participation in all the activities of the project.
Studying regulations related to providing services at targeted departments.		Amended regulations drafts in light of reengineering studies and services quality (as needed).	✓	✓	✓	✓		MOICT	Participation in all the activities of the project.
Implementing the project of developing Zarqa lands registry office.		Implement the recommendations of the office development report prepared by Services Development Directorate at the beginning of 2016	Depends on funding availability					Department of Lands and Survey	Providing data and information
		Report on employees and customers satisfaction about spatial planning and how easy to receive the services. (after						Directorate of Services Development and Procedures Simplification	USAID

2017							Concerned directorate	Partners	
Initiative/ project/ recommendation	Source	Main activities	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
		implementation)							
Follow up on the implementation of government services development bylaw.		Prepare a plan to the procedures of enforcing the Government Services Development Bylaw No. 156 year 2016.						All government departments	Providing information and boosters to fill in evaluation forms.
		Implement and follow up on the plan	✓	✓	✓	✓			
		Develop an evaluation form to assess the commitment to the bylaw.	✓						
		Purchase the services of scholars and train them.	✓						
		Field evaluation		✓					
		Issue a report on the degree of commitment				✓			
Building institutional capacities in the field of services development.		Conduct several training programs in services development focusing on services departments	✓	✓	✓	✓	Directorate of Services Development and Procedures Simplification	Institute of Public Administration	Logistic support to conduct the programs
Undeclared field evaluations of		Conduct undeclared visits,	✓	✓	✓	✓		All Government departments	Prepare and implement plans

2017							Concerned directorate	Partners	
Initiative/ project/ recommendation	Source	Main activities	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
government services		prepare reports on the results and submit them to the concerned bodies.							to tackle gaps and implement recommendations
Managing central government complaints system		Prepare report on the complaints filed via the system and submit it to the Prime Minister.	✓	✓	✓	✓		All Government departments	Follow up on complaints and solve them through the assigned contact and prepare plans thus complaints will not recur.
		Issue a report on pending complaints from the previous year.	✓						
		Develop and launch government complaints application on smart phones (different operating systems)	✓						USAID
Developing an interactive observatory to assess government services and measure customer satisfaction (EU project)		Launch the observatory	✓				Directorate of Services Development and Procedures Simplification	EU commission	Provide technical and financial support to develop the observatory
		Issue follow up reports			✓	✓			

2017							Concerned directorate	Partners	
Initiative/ project/ recommendation	Source	Main activities	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
Applying public administration principles model on government services delivery in Jordan (Sigma team)		Assessment report on government services development process in Jordan including a comparison between the as is situation and best practices in addition to recommendations to bridge the gaps. (Sigma experts team)		✓				Sigma experts team	Provide consultation
		Prepare a plan to implement and follow up on report recommendation			✓	✓		MOPIC	Supervising the project
		Prepare design and feasibility study	✓	✓	✓	✓		Concerned departments	Provide the team with needed information and data
Shared service centers		Prepare feasibility and design study	✓	✓	✓	✓	Directorate of Services Development and Procedures Simplification	EU commission	Provide technical, financial and logistic support to establish the centers
								Technical support team	Contract with experts to develop a feasibility study and follow up on application

Initiative/ project/ recommendation	Source	2017					Concerned directorate	Partners	
		Main activities	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
Outsourcing some of government services through the private sector		Legal review over legislations governing outsourcing.		✓				MOICT (joint legislation team)	Take part in the study
		Set standards for outsourcing	✓						
		Apply standards on sorted government services.		✓	✓				
		Make a list of services nominated to be outsourced as per standards in coordination with government departments						✓	Nominated government services departments
Promoting developed government services and the complaints system		Promotion campaign for developed government services	✓	✓	✓	✓	Media and Communication Unit	MOICT	Take part in media team
		Promotion campaign for complaints system	✓	✓	✓	✓		USAID	Technical, financial and logistic support to the promotion

Second: enhance government effectiveness and efficiency
Third: consolidate rule of law concept in public administration

KPIs:

Indicator	Main value (year)	Targets					
		2016	2017	2018	2019	2020	2021
1. Percentage of government downsize	--- (current size 119 government departments)	---	Prepare studies	Prepare legislative requirements	6%	---	Annual achievement is not possible
2. Percentage of completed revision and development of legislations regulating employees and public job.	----	----	80%	100%	----	----	----

Projects and initiatives:

Initiative/ project/ recommendation	Source	Main activities	2017				Concerned directorate	Partners	
			1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
Align institutional roles and functions with HR and organizational frameworks.		Prepare alignment studies for a number of institutions and government departments.	۱	۱	۲	۲	Policies & Human Resources Development Directorate	Civil Service Bureau	Participate in the formed committee, through their representative, to implement the pillars of this project since its results are related to government manning table at targeted departments.

2017							Concerned directorate	Partners	
Initiative/ project/ recommendation	Source	Main activities	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
								General Budget Department	Participate in the formed committee, through their representative, to implement the pillars of this project since its results are related to government manning table at targeted departments.
								Targeted government departments	Provide the team with data required to implement the project in targeted departments
		Conduct specialized workshop on workload studies implemented by an expert whose services are bought for this purpose.			1	1		USAID	Provide financial and logistic support
Capacity building of HR units in ministries, institutions and governmental departments.		Capacity-building and technical support in the usage and application of HR manuals (organizational	۳	۳	۳	۳	Policies & Human Resources Development Directorate	Targeted Ministries, institutions and government departments.	Provide the team with data required to implement the project in targeted departments

2017							Concerned directorate	Partners		
Initiative/ project/ recommendation	Source	Main activities	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role	
		manual for HR units and assessment manual for HR units) at several government departments								
Leadership capacity building.		Conduct a number of training programs to build leadership capacity.	✓	✓	✓	✓		Government departments	Designate a number of employees to participate in training programs	
								USAID	Provide financial and logistic support	
Review regulations governing public work		Review and develop Civil Service Bylaw to reinforce the application of its instructions and enhance organizational culture and institutional affiliation.	Continuous					Policies & Human Resources Development Directorate	Civil Service Bureau	Participate in reviewing provisions and instructions issued under the bylaw.
		Review provisions issued under the Civil Service Bylaw, especially those describing and sorting jobs to ensure clear career paths	✓	✓	✓	✓				

2017							Concerned directorate	Partners	
Initiative/ project/ recommendation	Source	Main activities	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
		Review Appointment to Leadership Posts bylaw	✓					Government departments	Provide the ministry with feedback regarding the bylaw
		Review the system of evaluating employees in leadership posts		✓					
Issue hiring principles for some main jobs at Social Security Investment Fund, Social Security Corporation and Jordan Securities Commission, under which jobs to be excluded are determined along with mechanisms to attract qualified and experienced people and the value of their contracts.		Prepare a draft in coordination with concerned bodies.	✓				Policies & Human Resources Development Directorate	Civil Service Bureau	Participate in preparing the principle
		Issue the principles duly.	✓					Concerned departments (Social Security Investment Fund, Social Security Corporation and Jordan Securities Commission)	Identify the jobs to be excluded and their specifications
Follow up on training workers on the optimal usage of legal administration capacities		Coordinate with Ministry of Justice and Institute for Public Administration regarding related training programs	✓				Policies & Human Resources Development Directorate	Ministry of Justice	Develop and supervise training programs

2017							Concerned directorate	Partners	
Initiative/ project/ recommendation	Source	Main activities	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
		Follow up on implementation steps related to these programs at the Ministry of Justice and IPA.	✓	✓	✓	✓		IPA	Logistic support to conduct programs
Review the structures of government sectors		Follow up on implementing the recommendations of justice sector streamlining (as per what is approved)	✓	✓			Streamlining Directorate	Departments working in the selected sector	Provide information and data Implement recommendations
		Identify a new targeted sector	✓						
		Study and analysis		✓	✓			EU Commission	
		Submit the study				✓			
Review and develop administrative organization bylaws for government departments		Review and develop organizational structures and administrative organization bylaws received by the ministry	✓	✓	✓	✓	Streamlining Directorate	Department to be restructured	Provide data and information Implement recommendation
		Review and develop organizational structures and administrative	1	1	2	2			

Initiative/ project/ recommendation	Source	2017					Concerned directorate	Partners	
		Main activities	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
		organization bylaws to implement the alignment project						Prime Ministry	Approve administrative organization bylaws
		Study the organizational structure and administrative organization bylaws for the Municipal Affairs Ministry, Ministry of Agriculture and Ministry of Awqaf, Islamic Affairs and Holy Places	✓	✓				Municipal Affairs Ministry	Provide data and information Implement recommendation
					Ministry of Agriculture				
						Ministry of Awqaf, Islamic Affairs and Holy Places			
Provide technical support to implement decentralization law		Prepare reports and studies of support and technical opinion	✓	✓	✓	✓	Streamlining Directorate	Ministry of Interior	Request support and technical opinion
								MOPIC	Contact donors and supporters
Study the as is situation of government buildings		Provide experts to implement the study (USAID)	✓				Streamlining Directorate	Ministry of Finance	Participate in preparing the study
						Ministry of Public Works and Housing			
		Prepare and submit the study	✓	✓	✓	USAID		Financial and technical support to implement the study.	
						EU Commission			

Fourth: Empower women in the public sector

KPIs:

Indicator	Main value (year)	Targets					
		2016	2017	2018	2019	2020	2021
1. Percentage of female employees in the public sector	45% (2015)	--	--	%٤٥	--	--	--
2. Percentage of female employees in the public sector (excluding Ministry of Health and Ministry of Education)	24.25% (2015)	--	--	%٣٠	--	--	--
3. percentage of female employees in supervisory and leadership posts	29% (2015)	--	--	%٣٥	--	--	--
4. percentage of female employees in supervisory and leadership posts(excluding Ministry of Health and Ministry of Education)	21% (2015)	--	--	%٢٥	--	--	--
5. percentage of female employees in higher category posts	7% (2015)	--	--	%١٥	--	--	--

* The abovementioned percentages are not effected by excluding Ministry of Health and Ministry of Education.

Projects and initiatives:

Initiative/ project/ recommendation	Source	Main activities	2017				Concerned directorate	Partners	
			1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
Empower women in the civil service sector		Prepare a study and analyze organizational structure related to women's work in the public sector including the possibility of applying flexitime.	✓	✓			Policies & Human Resources Development Directorate	Ministries, institutions and government departments	Provide the ministry with required data and information

2017							Concerned directorate	Partners	
Initiative/ project/ recommendation	Source	Main activities	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
		Conduct leadership capacity building programs for women	١ (٣٠) Participants	١ (٣٠) Participants	٢ (60) Participants	٢ (60) Participants	Government departments	Nominate employees from departments to participate in the training programs.	
							Takamol/ USAID	Provide financial and logistic support	
		Conduct a meeting to present Success stories and experiences		✓				Takamol/ USAID	Provide financial and logistic support

Fifth: Autonomous development of institutional performance

KPIs:

Indicator	Main value (year)	Targets					
		2016	2017	2018	2019	2020	2021
1. Percentage of institutional development units that were evaluated and their institutional capacities were built.	---		%٢٠	%٤٠	%٦٠	%٨٠	%١٠٠
2. Percentage of government departments' commitment to governance practices.	---				%١٠	%٣٠	%٥٠

Projects and initiatives:

Initiative/ project/ recommendation	Source	2017					Concerned directorate	Partners	
		Main activities	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
Strengthening of governance practices in public sector.		Circulate 2 nd edition of governance practices manual		✓			Innovation and Excellence Support Directorate	National Integrity Commission	Participate in developing governance principles and consider feedback
								Audit Bureau	
		Conduct awareness workshop for government departments			✓			KACE	Participate in building government departments' capacities in evaluation process
							Institute of Public Administration	Logistic support to conduct workshops	
Building the institutional capacity in the field		Evaluate institutional development units	✓	✓			Streamlining Directorate	Concerned department	Attend training programs and implement

2017							Concerned directorate	Partners	
Initiative/ project/ recommendation	Source	Main activities	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
of developing organizational structure and institutional development.									recommendations
		Conduct awareness workshops	√		√			Institute of Public Administration	Logistic support to conduct programs
		Conduct specialized training programs to grant accredited specialized professional certificate in the field of institutional development (institutional development specialist)	√		√			USAID	Provide financial and logistic support

Sixth: consolidate institutional culture that is based on the concepts of service and work ethics

KPIs:

Indicator	Main value (year)	Targets					
		2016	2017	2018	2019	2020	2021
1. Percentage of government departments' commitment to applying the requirements of activating public work ethics and code of conduct	---	---		%٦٥	%٧٥	%٨٥	%٩٥

Projects and initiatives:

Initiative/ project/ recommendation	Source	Main activities	2017				Concerned directorate	Partners	
			1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
Activate code of conduct		Circulate the requirements of code of conduct by H.E president of civil service committee	✓				Policies & Human Resources Development Directorate	IPA	Logistic support to conduct workshops
		Conduct specialized workshops by IPA with the ministry's follow up.	١ (٢٥) employees	٢ (٥٠) employees	٢ (٥٠) employees	٢ (٥٠) employees			
Disseminate positive messages on the concept of public service		Use different media to disseminate positive messages	✓	✓	✓	✓	Media and Communication Unit	MOICT	Participate in promotion campaigns
		Conduct a campaign to promote the ministry's programs, plans, initiatives and	✓	✓	✓	✓			

2017							Concerned directorate	Partners	
Initiative/ project/ recommendation	Source	Main activities	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
		achievements to encourage committing to them.							

Seventh: empower government departments in making of public policies and establishing strategic plans

KPIs:

Indicator	Main value (year)	Targets					
		2016	2017	2018	2019	2020	2021
1. Percentage of institutions building their strategies on the bases of strategic planning manual (cumulative)	---	---	20%	0%	70%	90%	100%
2. percentage of institutions building their strategies in risk management on the bases of risk management manual (cumulative)	---		20%	0%	70%	90%	100%

Projects and initiatives:

2017							Concerned directorate	Partners	
Initiative/ project/ recommendation	Source	Main activities	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
Institutional capacity-building in the field of risk management		Conduct training workshops in the field of risk management		\		\	Policy Support and Decision making Directorate	Government departments	Attend workshops and training programs. Apply related contents
Providing technical support for governmental institutions in the field of strategic planning and follow-up Institutional performance.		Provide technical support for government institutions in the field of strategic planning upon their request.	✓	✓	✓	✓		Government departments	Attend workshops and training programs. Apply related contents
		Conduct specialized workshops in strategic planning/ strategic planning manual.	1		1				

Initiative/ project/ recommendation	Source	2017					Concerned directorate	Partners	
		Main activities	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
Government Leaders Forum.		Conduct the forum's meetings	\	\	\	\	Policy Support and Decision making Directorate	Government departments	Attend the meetings and apply related recommendations
Prepare comprehensive strategic plan for administrative reform		Collecting information	✓				Policy Support and Decision making Directorate	Monitoring institutions	Identify flaws in the implementation of effective and transparent monitoring and provide suggestions and solutions.
		Identifying concerned parties	✓	✓					
		Drafting the plan			✓	✓		Government departments	Provide the ministry with information, data and suggestions. Implement the plan as per specialization
		Implementing the plan			✓	✓			
Review and evaluation			✓	✓	Prime Ministry	Approve the strategy			
Best practices in organizing economic activities		Adopt recommendations from the first seminar	✓				Policy Support and Decision making Directorate	Bodies concerned with economic activities	Implement recommendations from workshops and seminars
		Identify concerned bodies and contact them to prepare implementation mechanisms	✓						

2017							Concerned directorate	Partners	
Initiative/ project/ recommendation	Source	Main activities	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
		Conduct periodic seminars	✓		✓				
		Follow up on implementing recommendations			✓	✓			
Consolidate partnership with the private sector and civil society institutions regarding the making of public sector development policies		Conduct meetings of partnership council with the private sector and civil society institutions	✓	✓	✓		Media and Communication Unit	Council's members	Implement recommendations as per specialization
		Develop electronic platform for the council's work	✓						

Eighth: support innovation and excellence

KPIs:

Indicator	Main value (year)	Targets					
		2016	2017	2018	2019	2020	2021
1. number of innovative projects and initiatives adopted and applied in the public sector	٢		٣	٣	٣	٣	٣
2. number of developmental initiatives adopted in light of assessment reports of excellence awards.	٥		٥	٥	٥	٥	٥

Projects and initiatives:

Initiative/ project/ recommendation	Source	Main activities	2017				Concerned directorate	Partners	
			1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
Institutional capacity Building in the areas of excellence and innovation.		Prepare guidance document to manage innovation and excellence			✓		Government Innovation and Excellence Support	KACE	Participate in preparing the document
								Civil Service Bureau	Participate in preparing the document
						Association of Queen Rania Al Abdullah Award for Excellence in Education		Participate in preparing the document	
				✓	✓	IPA		Participate in conducting awareness and training workshops	
		Conduct awareness workshops and sessions focusing on vital sectors like: health, transportation, education, energy and water.					KACE	Participate in conducting awareness and training workshops	

Initiative/ project/ recommendation	Source	2017					Concerned directorate	Partners	
		Main activities	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
Innovative incubator		Promote the platform and spread awareness about it.	✓	✓	✓	✓	Government Innovation and Excellence Support	Government departments concerned with innovative ideas	Select and implement innovative ideas
		Prepare a quarterly preliminary classification report on received ideas.	✓	✓	✓	✓		KACE	Select innovative ideas and initiatives
		Prepare midterm report on assessment results.		✓		✓			
Follow up on the utilization of the outcomes of the “King Abdullah II Award for Excellence in Government Performance and Transparency” reports in the enhancement of government performance.		Direct departments and institutions to implement improvement plans.	✓				Government Innovation and Excellence Support	KACE	Provide the ministry reports
		Quarterly follow-up	✓	✓	✓	✓		Government achievement unit/ prime ministry	Provide follow up reports on government departments achievement in the field of improvement opportunities.
		Prepare a report on the level of developmental initiatives achievement.		✓		✓			

Initiative/ project/ recommendation	Source	Main activities	2017				Concerned directorate	Partners	
			1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
Establish a platform to sort developmental fields related to government departments and institutions performance.		Sort documents an reports that can be included in the platform and contact concerned bodies.				✓	Government Innovation and Excellence Support	National Information Technology Center	Participate in developing the platform from technical perspective.
		Coordinate with the private sector and international bodies and implement a number of initiatives.				✓			
Partnership with universities		Sign memorandums of understanding with concerned bodies including post academic specializations and joint training programs and conduct studies and researches related to the development of government performance.					Government Innovation and Excellence Support	Ministry of Higher Education and Scientific Research	Main contact with universities regarding related issues.
			✓	✓	✓	✓		Accreditation and quality Assurance Commission for Higher Education Institutions	Accredit specializations related to the public sector
								Scientific Research Fund	Support researches related to the public sector
								Civil Service Bureau	Sending employees on scholarships through scholarships

Initiative/ project/ recommendation	Source	2017					Concerned directorate	Partners	
		Main activities	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter		Institution/ party	role
									committee.
Set a database for distinguished Jordanian qualified workforce.		Develop a database and make it available for registration		✓			Government Innovation and Excellence Support	National Information Technology Center	Participate in technically developing data
		Provide the database to government departments				✓		Concerned government bodies	Benefit from available data
		Prepare a report on qualified workforce participation in implementing government projects and initiatives.			✓	✓			
Support employees who received excellence awards.		Identify names and specializations	✓				Government Innovation and Excellence Support	Civil Service Bureau	Provide employees' data and information
		Prepare suggested mechanisms to support them and activate their participation in the public sector		✓					

Colors guide:

Each color of a project/initiative/ recommendation identifies the source it was based on, as follows:

	Source	Color
1	Public sector development policies document	Light Green
2	Councils of Ministers' resolution regarding His Majesty King Abdullah's sixth discussion paper	Light Brown
3	Recommendations of economic policies council	Light Orange
4	Recommendations of "best practices in organizing economic activities to achieve growth" seminar	Yellow

Annex (1): Plan to enforce Services Development Bylaw No. 156 year 2016

Activity	Responsibility	2016		2017												
		11	12	1	2	3	4	5	6	7	8	9	10	11	12	
Disseminate the bylaw on all government departments and direct them to prepare an executive plan to provide the bylaw's requirements for the ministry.	Directorate of Government Services Development & Procedures Simplification	✓														
Receive plans from departments				✓												
Follow up on the implementation of plans at government departments					✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Develop an assessment module to evaluate the extent of commitment to the bylaw.		✓														
Issue a report on the extent of departments' commitment to the bylaw's requirements.																✓
Print the bylaw on brochures and disseminate it on government departments directly and through training workshops conducted by the ministry as well as workshops conducted by KACE.							✓									
Identify (service providers) front-desk employees' requirements including services quality inspector at public service office.	Policies & Human Resources Development Directorate. Directorate of Government Services Development & Procedures Simplification. Civil Service Bureau .	✓	✓													
Promote the bylaw via different media.	Media and Communication Unit	✓														
Press brief with the minister on the bylaw			✓													
Issue a circular to create institutional development units following article 4/ and procedural and organizational manual for units concerned with institutional performance development (done).	Streamlining Directorate															
Ensure there are institutional performance development units as per procedural organizational manual for units concerned with institutional performance development through restructuring	Streamlining Directorate	Continuous														

Activity	Responsibility	2016		2017													
		11	12	1	2	3	4	5	6	7	8	9	10	11	12		
processes.																	
Spread awareness on the bylaw contents through institutional development workshops.	Streamlining Directorate	✓							✓								✓
Cooperate with KACE to consider the bylaw's contents and requirements in evaluating institutions included in the awards managed by the center.	Government Innovation and Excellence Support Directorate	Continuous															