Implementation Status & Results

Jordan

Ombudsman Capacity-Building Support (P122070)

Operation Name: Ombudsman Capacity-Building Support (P122070)  
Project Stage: Implementation  
Seq.No: 1  
Status: ARCHIVED  
Archive Date: 09-Sep-2012

Country: Jordan  
Approval FY: 2011  
Product Line: Institutional Development Fund  
Region: MIDDLE EAST AND NORTH AFRICA  
Implementing Agency(ies):

Key Dates

Board Approval Date 31-Mar-2011  
Original Closing Date 04-Jul-2014  
Planned Mid Term Review Date 10-Jan-2013  
Last Archived ISR Date

Effectiveness Date 10-Jul-2011  
Revised Closing Date 10-Jul-2014  
Actual Mid Term Review Date

Project Development Objectives

Project Development Objective (from IDF Proposal)

To build the capacity of the Ombudsman Bureau to deliver its mandate efficiently and effectively, by achieving the following:

(i) Strengthening its service delivery and management systems
(ii) Establishing a complaints administration processes that resolves complaints in a fair manner and in timely fashion
(iii) Ensuring recommendations to other public bodies about improvement of services are accepted and implemented

Has the Project Development Objective been changed since Board Approval of the Project?  
☐ Yes  ☐ No

Component(s)

<table>
<thead>
<tr>
<th>Component Name</th>
<th>Component Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve human resources and management capacity</td>
<td>100500.00</td>
</tr>
<tr>
<td>Strengthen complaints management system</td>
<td>84000.00</td>
</tr>
<tr>
<td>Strengthen collaboration and information-sharing within public sector</td>
<td>54500.00</td>
</tr>
<tr>
<td>Financial Supervision</td>
<td>11000.00</td>
</tr>
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</table>

Overall Ratings

<table>
<thead>
<tr>
<th></th>
<th>Previous Rating</th>
<th>Current Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Progress towards achievement of PDO</td>
<td></td>
<td>Moderately Satisfactory</td>
</tr>
<tr>
<td>Overall Implementation Progress (IP)</td>
<td></td>
<td>Moderately Satisfactory</td>
</tr>
<tr>
<td>Overall Risk Rating</td>
<td></td>
<td>Moderate</td>
</tr>
</tbody>
</table>

Implementation Status Overview

Overall, progress has been slower than planned. Component 1 (Improve Human Resources and Management Capacity) has seen the most progress, primarily through the
The development of human resources policies and systems. Job descriptions and internal regulations on human resources have been revised. A local consultant was hired to conduct a training needs assessment for Ombudsman staff. The assessment has been completed, and is currently under review by the President of the Ombudsman Bureau for endorsement, after which a training schedule will be developed and implemented based on the priorities identified in the assessment.

On Component 2 (Strengthen Complaints Management System) there has been more limited progress. After first developing a sole-source selection for the case management automation and training activities, the Ombudsman Bureau instead decided to publicly advertise a tender. A tender committee was established pursuant to GoJ rules, and the tender advertised. The closing date of the tender was 6 August, with six companies submitting proposals. As per GoJ law, the General Services Department did a technical review of the proposals, in the presence of the Audit Bureau. A Creative Committee has been formed and the National Information & Technology Center invited to participate. This Committee will review proposals on substance and select a winning proposal after the Ramadan holidays. Once this selection is finalized, implementation of each of the activities under this Component can begin.

Activities under Component 3 (Strengthen Collaboration and Information-Sharing within the Public Sector) have also been modest. In April of 2012, a capacity-building consultation was held with the Ombudsman Bureau, World Bank, International Ombudsman Institute (IOI) and the Ombudsman of Hong Kong. The former Ombudsman of Peru provided a written contribution on building the capacity of newly-established ombudsman institutions. The event allowed for the exchange of international good practice and the integration of the Jordan Ombudsman within the IOI, which will provide future training activities for Ombudsman staff. In addition, comments were provided by the Bank and IOI for enhancing its annual report and advice provided on developing a plan for issuing more frequent thematic reports. The Ombudsman Bureau has begun planning a consultation with key counterpart ministries and agencies to discuss improving mechanisms for enforcing Ombudsman decisions and improving overall cooperation. This event will focus on ministries and agencies receiving the most numerous complaints.

**Locations**

No Location data has been entered

**Results**

**Indicators**

<table>
<thead>
<tr>
<th>Indicator Name</th>
<th>Core</th>
<th>Unit of Measure</th>
<th>Baseline</th>
<th>Current</th>
<th>End Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduction in time need to resolve case to an average of three months</td>
<td></td>
<td>Days</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Within two years, 50% of decisions will be implemented</td>
<td></td>
<td>Percentage</td>
<td>Value</td>
<td>Date</td>
<td>Comments</td>
</tr>
<tr>
<td>Formal procedures for improved cooperation developed with four of the eight agencies receiving most complaints</td>
<td></td>
<td>Number</td>
<td>Value</td>
<td>Date</td>
<td>Comments</td>
</tr>
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</table>

**Data on Financial Performance (as of 26-Jul-2012)**

<table>
<thead>
<tr>
<th>Financial Agreement(s) Key Dates</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
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<th></th>
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</thead>
<tbody>
<tr>
<td>Project</td>
<td></td>
<td>Status</td>
<td>Approval Date</td>
<td>Signing Date</td>
<td>Effectiveness Date</td>
<td>Original Closing Date</td>
<td>Revised Closing Date</td>
<td></td>
</tr>
</tbody>
</table>
Key Decisions Regarding Implementation
None to date.

Restructuring History
There has been no restructuring to date.

Related Projects
There are no related projects.