



# METHODOLOGY OF THE IMPLEMENTATION OF SERVICE DELIVERY IMPROVEMENT PLAN

April 17, 2016

# OBJECTIVES

Introduce a methodology to develop a Service Delivery Improvement Plan

Detailed presentation of the Methodology of the Implementation of the Performance of Service Delivery Improvement Plan

## NUMBER OF LONG AND SHORT TERMS SOLUTIONS FOR THE FIFTH DIRECTORATES

DIRECTORATE	SHORT	LONG	TOTAL
Water	8	24	32
Municipality	5	17	22
Sewage	17	21	38
Education	10	27	37
Health	30	51	81
<b>Total Number</b>	<b>70</b>	<b>140</b>	<b>210</b>

# KEY OBSTACLES FACING THE COMMITTEE WHILE DEVELOPING SOLUTIONS

- Financial resources
- Authorities
- Human Resources
- Available possibilities

## BEST SHORT TERM SOLUTIONS

- Does not necessitate financial or simple resources
- Requires short time
- Has significant effect on the service
- Within the directorate's authorities
- Does not require legislation

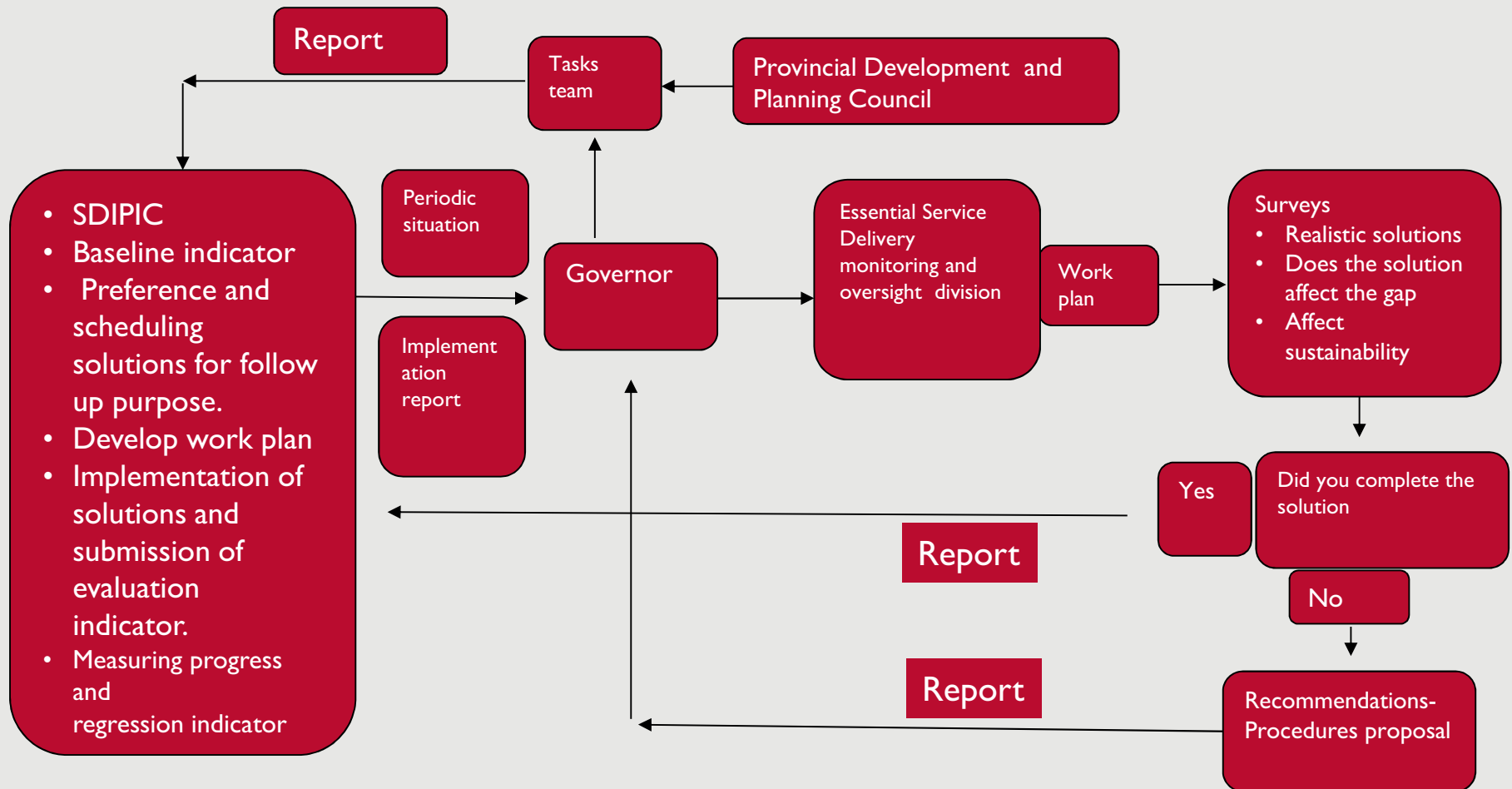
## SERVICE DIRECTORATES ARE ABLE TO:

- Define malfunctions in the service
- Figure out projects that contribute to bridge the malfunction
- Prioritization of projects
- Maximize resources
- Know partnership with the private sector
- Recognize public participation

## SOLUTIONS ARE CLASSIFIED INTO TWO PARTS

- Solutions that have a direct effects in reducing the gap
- Solutions that serve as procedures serving the solution

# SOLUTIONS IMPLEMENTATION METHODOLOGY





# OBJECTIVES OF MONITORING AND OVERSIGHT OF DELIVERY OF SERVICES DIVISION

1. Common monitoring over services in the governorate
2. Develop monitoring and periodic reporting mechanism to activate the monitoring and oversight role on services
3. strengthen mutual coordination between the monitoring and the executive authorities
4. Activate the role of local councils and civil society organizations to monitor and oversight the delivery of services
5. Assess and develop proposals to assess the performance of service departments to advance the reality of services delivered to citizens
6. Common planning work for future service projects

# PROVINCIAL DEVELOPMENT AND PLANNING COUNCIL BYLAW ARTICLE 8

1. Develop Medium and long-term vision for the sustainable development pathways in the province
2. Define the various aspects of the development priorities in the province
3. Define the roles and responsibilities of the Central and provincial local government departments
4. Discuss the action programs of the Federal Ministries , local departments and coordinating those programs

## PROVINCIAL DEVELOPMENT AND PLANNING COUNCIL BYLAW ARTICLE 8

5. Discuss the provincial investment budget and recommend the provincial Council to approve them.
6. Follow up the implementation of the provincial ongoing investment budget in the province.
7. Evaluating the performance of the Central and the provincial local administrations and to propose remedies, thereof.
8. Facilitate cooperation between public and private sectors and civil society to identify common goals and realistic solutions.
9. Coordinating the development effort between Maysan province and neighborhood provinces to ensure regional integration and optimal investment of the provincial comparative advantages.



THANK YOU



Iraq Governance Strengthening  
Program

