



Royaume du Maroc

Institution du Médiateur du Royaume

## 10<sup>TH</sup> TRAINING SESSION OF COLLABORATORS OF THE OMBUDSMEN MEMBERS OF THE AOM

NOVEMBER 26<sup>TH</sup>-27<sup>TH</sup> 2019, RABAT

“The Own Initiative”

### Draft PROGRAM

*Tuesday 26 November 2019*

*08h15: Participants pick up from the hotel to the training venue (the institution main office)*

#### *Opening Ceremony*

*9h30-10h00: Opening speech of the President at the Mr. Mohamed Benalilou, Mediator of the Kingdom of Morocco*

*10h00-10h15: Speech of Ms. Caroline MARTIN, Legal Officer, Venice commission Council of Europe;*

*10h15-10h30: Presentation of the general framework by the Coordinator of the session, Mrs Fatima Kerrich, Head of Communication, Cooperation and Training Division at the Mediator’s Institution of the Kingdom of Morocco*

*10h30-11h00: Coffee break*

*11h00-11h30:*

#### Module 1:

**Own Initiative: Definition of legal foundations (introduction to the theme)**

*Experts:*

*-Mr Mohamed Benyahya, Advisor at the Mediator’s Institution of the Kingdom of Morocco*

*11h30-12h00: Presentation of experiences relevant to the topic and discussion*

*12h00-12h30:*

#### Module 2:

**Own Initiative: Procedures and steps for implementation**

*Experts:*

*-Mr Joaquim Pedro Cardoso da Costa, Deputy Ombudsman, Provedor de Justiça, Portugal*

*12h30-13h00: Presentation of experiences of institutions working in such field*

*Case study and discussion*

*13h00-13h30*

#### Module 3:

## Own Initiative as a tool to improve public services

*Experts:*

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*13h30-14h00: case study and best practices' highlight*

*14h00-15h30: Lunch*

*15h45: Sightseeing*

## Wednesday 27 November 2019

*8h15: Participants pick up from the hotel to the training venue (the institution main office)*

*09h00-09h30:*

### Module 4:

**Own Initiative: Strengths and constraints**

*Experts:*

*-Mr. Hassan S. A. HELASA, Field Researcher, Palestine*

*09h30-10h00: Presentation of experiences relevant to the topic*

*10h00-10h30:*

### Module 5:

**Presentation of a successful practical case and a case of failure**

*Experts:*

*-Mr Jurgen CASSAR, Head of Communications and Research, Office of the Parliamentary Ombudsman, MALTA;*

*-Mrs Najoua ACHERGUI, Head of Complaints Analysis and Follow up, Institution of the Mediator of the Kingdom of Morocco*

*10h30-11h00: Presentation of experiences relevant to the topic*

*11h00-12h00: Coffee break*

## *Closing session*

*12h00-13h00:*

Presentation of the Summary Report

Closing speech of the Mediator of the Kingdom of Morocco

Certificates handing out.

*13:30-15:00: Lunch*

*15:15: Sightseeing*