UNION INTERPARLEMENTAIRE

INTER-PARLIAMENTARY UNION

1889

Inter-Parliamentary Union

Association of Secretaries General of Parliaments

COMMUNICATION

by

Mr Najib EL KHADI
Secretary General of the House of Representatives of Morocco

on

"Parliament and Citizens – New Mobile Application"

Madrid Session
November 2021

For some years now, the House of Representatives has taken a number of initiatives to reinforce the trust of citizens in the legislative institution, promote its role in the consolidation of democracy in Morocco and anchor its position as the representational parliament of the nation. In this regard, numerous actions have been carried out, whether within the framework of the "Electronic Parliament" project, or as part of the "Open Parliament" concept.

In the same vein, the House of Representatives launched earlier this year a new mobile application targeting mainly the public. It allows citizens to communicate and interact with their representatives in the House.

This mobile application serves also as a platform of interaction on government and parliament bills during the process of their examination in the House of Representatives, as it allows citizens to submit their recommendations and views on the various subjects in the House's agenda. Besides, the application allows the public to follow the works of the House, watch video-recorded sittings and follow up with its latest updates.

The application is available in Arabic and French. It should be noted, though, that the use of French is driven by the necessity to include the Moroccan expatriates, who represent a significant share of the overall Moroccan population.

Moreover, the application provides value-added digital services compatible with mobile environment, including availability of simplified, ergonomic features supported by mobile phones and tablets.

The application is now under the testing phase, prior to its official launching and making it available to the public. The first phase works on the scoping and preliminary study (functional and technical aspects); whereas the second phase focuses on parameters and technical development.

There are two categories of users of the application: citizen and Representative.
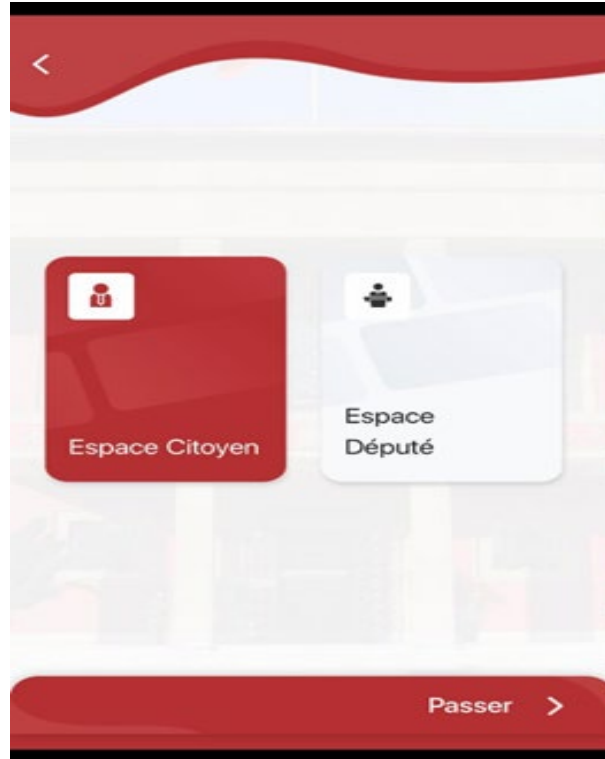
After registration, the citizen can perform the following actions:

- Follow the news of the House,
- Communicate with the House members and bodies,
- Submit questions to Representatives, amendments and subjects for debate,
- Use electronic services such as requesting to visit the House and its library.

The news takes the form of videos of plenary sittings and other business of the House. It is also possible to consult articles relating to parliamentary news and follow the House's schedule and agenda.

It is also possible to select a body of the House, submit requests or questions to it, and consult the responses received. The said bodies include the Speaker of the House, the Board, the Parliamentary Groups and Caucuses, the Standing Committees, the Thematic Working Groups, the Petitions Committee, the Exploratory Missions, and Members in general.

Among the electronic services offered by the application: the possibility to request a visit, apply for an internship for students or undertake a virtual visit.

Additionally, each Representative has his own space to consult the requests made to him by citizens, interact with these requests and provide answers and clarifications.

It should be noted that the application made available to Members, which will be installed on their tablets, includes a well-secured business section intended solely for Members and offering them several high-value services.

It enables them to address questions to the Government, inscribe amendments and parliamentary bills, keep track of their mail and use the various applications and services available on the intranet.

These applications will be updated regularly, taking into account the reviews, shortcomings and the possible improvements based on practical use.