The 4th Study Tour to the Kingdom of Morocco for Florida International University (FIU) Students
From 8 to 12 April 2019

In Partnership & with the Support of:

City of Ifrane

«Together for an Effective Local Africa»
The African Local Governments Academy (ALGA) of the United Cities and Local Governments of Africa (UCLG-Africa) & the Florida International University (FIU) – USA, have organized the 4th Study Tour to the Kingdom of Morocco for Florida International University (FIU) Students, from 8 to 12 April, 2019.

This 5-days study tour is part of the Memorandum of Understanding signed between the UCLG-Africa and the International Commission on Accreditation of Public Administration Education and Training (ICAPA) on 21 December, 2016 in Morocco; recalling the firm determination of the African Local Governments Academy of UCLG Africa to be a globally engaged Academy.

The theme was focused this year on “Effective, Transparent and Ethical Public Service Delivery at local level: Challenges and Best Practices of Morocco”, in Partnership and with the Support of the Ministry of the Interior, the Ministry of Administration Reforms and Civil Service, Al Akhawayn University (AUI), the National and High School of Administration (ENSA), the Regional Council of Fès-Meknès, the City of Rabat, the City of Ifrane, the City of Fès, and the Ombudsman of Morocco (Wassit Al Mamlaka).

FIU mobilized a Group of 07 Students to benefit from this Study Tour accompanied by Dr Cristina Rodriguez-Acosta, Ph.D., Assistant Director, Jack D. Gordon Institute for Public Policy, Steven J. Green School of International and Public Affairs, FIU, Miami, USA.

The general objective was to enable FIU students to know the place and role of Local Public Service in the dynamic of development and progress of the Country, the main challenges facing the Public Service delivery at local level, and the reforms experienced or undertaken to anchor an effective, transparent and ethical Public Service Delivery at Local level.

The study tour included several seminars animated by Policy-makers, Lecturers and high-level Experts in the field; visits to Public Institutions and Local Governments; structuring project; cultural and touristic visits.
1- Visit to the Ministry in charge of the Reform of Administration and Civil Service

The Students visited the Ministry of the Administration Reform and Civil Service through which a detailed presentation was made by the Secretary General, Mr Mohamed LAAMOUMRI, and his Staff on the place and the role of the Civil Service and the Reforms to modernize the Moroccan Public Administration, including through e-Governance.
2- Visit to the Moroccan Academia

The delegation was received by Dr Chafika AGUEZNAY, Director of International Cooperation at the Ecole Nationale Supérieure de l'Administration (ENSA) who presented the role and the mission of the School. A presentation was also made on the Constitution of the Kingdom of Morocco, as well as the institutional and administrative organization of the Country, by Prof. Brahim Zyani, Chairperson of the Moroccan Observatory of Public Administration (OMAP).

The FIU delegation visited also Al Akhawayn University of Ifrane (AUI) which allowed them to have an overview on the organization and the missions of this University. Moreover, a presentation on how AUI is supporting to anchor transparent and ethical local governance based on ICTs was made by the Dean, School of Humanities and Social Sciences of AUI. They visited also the Centre of Social and Community Services of AUI in Azrou, during which they exchanged with the Director on the different activities of the Center as a lever of AUI in the field of Social Responsibility.
At AUI, the students had the opportunity to meet a representative of the Regional Council of Fès-Meknès, as the third level of Decentralization in Morocco, who made a presentation on the potential of the Region and its Vision.

### 3- Visit to the Headquarters of UCLG-Africa

During their visit to the headquarters of UCLG Africa in Rabat, the Director of Membership Development Networks Coordination and External Relations of UCLG Africa made a general presentation of the Panafrican organization and the main challenges facing decentralization, Local Governance and Local Development in Africa and how UCLG-Africa is working to redress them, mainly through training and capacity building.
4- Visit to the Municipalities (Communal Councils)

The students also had the opportunity to visit 3 Municipalities, namely Rabat, Ifrane and Fes. The delegation of FIU who was received by the Presidents of the Communal Councils of this cities (the Mayors) with their staff, benefited from presentations on the challenges and actions undertaken by this level of Decentralization in delivering Local Public Services.
5- Visit of Structured Projects at Local Level in the Capital City of Rabat

A tour of the Bouregreg Valley in Rabat was organized to enable students to have a vision of one of the major structuring projects of the Kingdom of Morocco in the Capital City. The Agency for the Development of the Bouregreg Valley is a Moroccan public institution with economic and social character, under the supervision of the State. The Deputy Chief Executive Officer and his team made an overview on the history, the role and the functioning, as well as the current projects of the Valley (the Tramway, the Housing, the Theater, the Roads and Bridges...).
6- Visit to the Ombudsman of the Kingdom of Morocco (Wassit Al Mamlaka)

The delegation was welcomed by H.E. Mr Mohamed BENALILOU, the Ombudsman of the Kingdom of Morocco, named in Morocco "Wassit Al Mamlaka". During this visit, the students had the opportunity to exchange with the Ombudsman, the Secretary General and their staff, on the areas of competence of the Institution, the investigation of complaints and grievances, the presentation of complaints, claims and their treatment as well as the different way they carry out to accomplish their missions.

7- Discovering the Cultural Heritage of Morocco

The delegation discovered also a part of the Heritage and Culture of Morocco, in Rabat, Casablanca, Fès, and Marrakech.
This study tour demonstrated once again the mutual determination of ALGA and FIU to open up their environment and strengthen their collaboration, partnership and cooperation within the framework of their respective Strategic Plans and in the context of the promotion of the Moroccan-American relationships and partnership, especially through exchanges, collaboration and partnership between their Universities and High Schools.
FIU Students discovering Cultural Heritage of Morocco