

Framework Law No. 54-19 establishing the Public Services Charter

Reference: Dahir No. 1-21-58 of 3 Hija 1442 (14 July 2021) promulgating Framework Law No. 54-19 establishing the Public Services Charter

Practice areas: Administrative law

The Public Services Charter sets out the principles and rules of good governance applicable to administrations and bodies entrusted with a public service mission: equality and continuity, quality of reception, reasons for decisions, response times, complaint handling and accountability.

Guiding principles

- Equality of users, continuity of service, adaptation to needs and neutrality.
- Transparency of information, simplification of procedures and digitalisation.
- Reasons for adverse individual decisions and information on available remedies.

Users' rights

- Reception, guidance and information, including for persons with disabilities.
- A response within the set time limits and handling of complaints under an identified procedure.
- Periodic assessment of service quality and publication of the results.

Points to watch

- The charter is a framework law: it is implemented through regulations and sector-specific charters, which must be relied on precisely.
- Failure to give reasons for an adverse decision is a serious ground before the administrative courts.
- Keep a record of every complaint: it establishes the date on which the procedure began.

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