

Constituency Outreach: Providing Avenues for Citizen Access to Elected Representatives

June, 2014 - August, 2014

Issue 3

Coaching Session for Constituency Office Assistants

On June 16 and 17, NDI hosted the constituency offices assistants in Rabat to review the program's key achievements and introduce the expanded program for 2014-2015. At the gathering, the assistants shared their various successes and challenges engaging with constituents through the local offices. NDI also reinforced the importance of record keeping and trained the assistants to use basic physical and electronic results tracking. NDI also accompanied the assistants to the plenary session of parliament.



MP assistants during one of NDI's coaching session



MP assistants shown assisting to the plenary session of the parliament during a visit organized by the NDI



MP Fatiba Bakkali working with her assistant

Ramadan Iftar Gathering with MPs



Participating MPs in company of NDI staff during the Iftar gathering

On July 15, the National Democratic Institute (NDI) hosted a Ramadan iftar gathering for participating members of parliament in the Constituency Outreach Project. At this event, MPs shared updates and recent accomplishments from their work through the constituency offices.

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Marrakech: MP Milouda Hazib helps to provide decent housing to constituents



MP Milouda along with officials during the wrecking of shanty housing



MP Milouda Hazib during the ceremony of distributing of property titles to the beneficiaries

In the last reporting period, MP Milouda Hazib heard from nearly 80 low-income families about their lack of decent housing for their families at her local office in Marrakech. Hazib relayed their concerns to the relevant authorities namely, the urban agency for development, the Wilaya, private contractor Al Omrane and the mayor of Marrakech and

vigorously lobbied on their behalf. The committee of these authorities responded favorably by providing the families with access to decent housing. In a later ceremony, the families' former shanty homes were demolished to symbolize their new beginning. The families expressed enormous gratitude to the MP for addressing their concerns.

Equipping the Constituency Offices with Computers and IT



Mohamed Chaali, the assistant of MP Abdelhak Ennaji at the constituency outreach office

In August, NDI equipped each office with computers and basic information technologies to better engage constituents, track results and conduct research for specific cases. Each office is now equipped with a computer, printer, and Internet access.

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FCO Visits Constituency Office in Temara

Last July, a delegation from the British Foreign and Commonwealth Office (FCO) visited Temara, a community just south of Rabat, to observe the constituency office of MP Adil Tchikitto. During the visit, MP Tchikitto discussed several compelling examples of how the office has helped him connect with constituents and address their problems. For example, he shared the story of a young boy with a developmental disability who was imprisoned for alleged arson. In Morocco, there are significant misconceptions about the mentally disabled, and many end up in prison as a result. Desperate to help, the boy's father contacted Tchikitto, who called the Minister of Health to intervene on his



The FCO team along with the NDI staff and constituents during a visit to the Temara constituency outreach office

behalf. As a result, the boy was transferred from prison to a mental health clinic for support.

Delivering for Constituents in Temara



MP Adil Tchikitto during his public dialogue event at Temara with constituents and guests

On August 13, Tchikitto held a public dialogue to describe his role as an advocate for the community and distributed a packet detailing his recent work on their behalf. The event was attended by nearly 90 people, including constituents, journalists and representatives from civil society. The following day, his office organized a discussion to explore the role of MPs in promoting local development. The office invited Hamid Abkari, the Chairman of the Parliamentary Committee on Social Affairs, and Khalil Saadi, a representative of the Minister of Labor and Professional Training, to contribute to the discussion. Despite the summer holiday, nearly 40 people attended the event.

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Summer Camp for Disadvantaged Children



MP assistant Moustafa Manjoud participating in the educational activities for the children at the summer camp

On August 5, MP Naima Farah organized a month-long summer camp for disadvantaged children in her constituency of Casablanca-Harawiyyin. In collaboration with the Ministry of Youth and Sports and local civil society groups, the summer camp provided 300 girls from the neighboring low-income community of Karyan Central the opportunity to practice theater, soccer and other new sports like ping pong. More importantly, the summer camp provided an opportunity for the community to come together to provide these young children, who have limited opportunities, the chance to laugh, play and enjoy their summer like so many of their peers around the world.

MP Fatiha Bakali Receives Constituents

In the northwestern region of Sidi Slimane, MP Fatiha Bakkali received a local merchants association in her constituency office. The association wanted to discuss the poor condition of the city's historic bazaar. Instead of a bustling center for commerce, poor management and insufficient resources had allowed trash to accumulate to the detriment of local merchants and homeowners. Acknowledging the importance of the market for the local community, MP Bakkali immediately relayed their concerns with the head of the municipality and regional governor of Sidi Sliman. To this day, she continues to press them for more attention and resources to renew the bazaar.



MP Fatiha Bakkali taking notes while listening to her constituents at the outreach office

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Engaging Constituents through Social Media

MPs significantly expanded their social media presence through Facebook, Twitter and YouTube. Six MPs, including Adil Tchikito, Arafat Atmoum, Lahcen Benouari and Fouzia Elbayed have more than 3,500 combined 'likes' on Facebook, with some doubling their individual totals since May 2014. MP Benouari also maintains an active YouTube channel, where he regularly posts videos of his speeches and oral questions in parliament.



MP Adil Tchikito's twitter page

Delivering for Constituents in Tiznit



Meeting between NDI staff and members of the constituents' association to present their case and the work of MP Benouari on the case of seized lands

Since the beginning of this program, MP Benouari for Tiznit has used his constituency office to convene landowners, who argued that their property rights had been violated. The affected constituents have never received compensation for being deprived from their land due to its recent conversion into national forest reserve by the office of water and forests. Responding to their concerns, MP Benouari has submitted a total of 16 written and oral questions to relevant ministries and authorities and has thus far received just one formal response.

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Constituency Offices Number of Visits

Office	June	July	August
Benguerir	60	50	15
Berrechid	69	271	86
Casa Ain Chock	6	33	6
Casa Lisasfa	214	76	104
Khenifra	147	145	67
Khouribga	31	24	27
Marrakech	116	12	7
Rabat	37	20	19
Sefrou	70	30	40
Sidi Bennour	92	51	54
Sidi Slimane	52	54	31
Taroudant	75	0	70
Temara	487	341	351
Tiznit	25	17	20
Totals	1481	1124	897
Grand Total	3502		

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Casework Statistics for June, July and August

Office	Total			Rejected			Solved			Opened		
	June	July	August	June	July	Au- gust	June	July	August	June	July	August
Benguerir	46	28	9	3	4	0	29	16	1	14	8	8
Berrechid	18	74	9	0	0	0	14	4	2	4	70	7
Casa Ain Chock	3	7	6	0	2	0	0	2	0	3	3	0
Casa Harawiyin	46	7	8	2	2	2	2	3	0	4	2	6
Khenifra	14	10	8	1	2	1	1	2	1	12	8	6
Khouribga	8	6	3	0	0	0	0	1	0	8	5	3
Marrakech	116	7	5	7	3	1	84	2	2	25	2	2
Rabat	32	20	19	5	2	7	16	12	3	11	6	9
Sefrou	17	17	16	0	0	1	7	10	9	14	7	6
Sidi Ben-nour	53	19	15	11	5	3	16	8	7	26	6	5
Sidi Slimane	45	33	31	3	10	1	7	11	9	30	14	21
Taroudant	75	0	58	0	0	0	24	0	6	51	0	52
Temara	8	9	11	0	0	0	4	0	6	4	9	5
Tiznit	9	7	8	0	0	0	2	1	0	7	7	8
Total	490	244	206	32	30	16	206	72	46	213	147	138
G. Total	940			78			324			498		



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