

**Achievement of Market-Friendly Initiatives and Results Program
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Municipal BPR

**Briefing of the Initial Findings
of Municipality of Madaba Site Visit**

Final Report

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Municipal BPR/Briefing of the Initial Findings of Municipality of Madaba Site Visit

This report was prepared by Mohammed Amawi and Lara Demirjian of Al Jidara, consortium member of the AMIR Program, in collaboration with Chemonics International Inc., prime contractor to the U.S. Agency for International Development for the AMIR Program in Jordan.

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| Author: | Al-Jidara |
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Abstract

This report contains a preliminary investigation on the situation of issuing and renewing professional licenses in the Municipality of Madaba. The investigation resulted in a very positive reaction from the side of the municipality. The professional licensing process in Madaba seems simpler than in other Municipalities in Jordan. However, the possibility of implementing the Municipalities BPR project in Madaba is not yet decided.

My colleague Lara and I visited the Municipality of Madaba on Sunday, February 29, 2004, to investigate the situation of issuing and renewing professional licenses there. We met with the Municipality Director, the Head of the Professional Licensing Division, the Financial Manager, and a member of the Municipal Council.

We explained the background of the project and why Madaba was a candidate for the preliminary analysis. We made it clear that this visit does not necessarily mean that Madaba will be selected to implement the Municipalities BPR project and that the selection will be based on a criteria developed jointly by Al Jidara/AMIR Program and the Ministry of Municipalities and Rural Affairs.

Their reaction was very positive and the following was found:

- 1- The Municipality of Madaba covers an area of 16 km² (Old Madaba, Juraina, Gharnata, Faisalieh, Maeen, Rujwaiamant) inhabited by approximately 150,000 persons.
- 2- A handicraft area (for light and medium industries) exists and accommodates most of the handicraft professions in Madaba.
- 3- The active number of professional licenses is in the range of 2,250. This number grows at an annual rate of 15%, which means around 300 new licenses annually.
- 4- The number of active professional licenses in Madaba is slightly less than the number in Salt area but higher than the number in areas like Karak, Ajloun, Jerash, and Tafileh. It is definitely less than the number of professional licenses in Irbid, Zarqa, and Rusayfeh.
- 5- The process of issuing a professional license in Madaba requires having a registration at the Ministry of Industry and Trade Directorate at Madaba, a membership at Madaba Chamber of Commerce, a leasing contract (or a property ownership certificate), a clearance from the Ministry of Finance Directorate at Madaba, and the court release letter. Additional internal clearances from the Zoning Department and other departments are also requested.
- 6- Some professions require security and the Civil Defense Directorate approvals. According to the Municipality Director, this applies to about 15% of the professions. The approval of the Ministry of Health is not requested (only internal Health department exists at the municipality) and there are no internal committees linked to issuing or renewing Professional Licenses at the Municipality.
- 7- Inspection and building construction compliance against occupation permit is not a prerequisite for obtaining a professional license unlike the situation in Amman. According to the Municipality Director, Madaba remains small and building compliance can be captured from regular checkups.

- 8- There is no computer network yet, only the zoning and financial divisions use PCs for their personal work. However an infrastructure for a network is being built. According to the Municipality Director, they expect it to be in function within a period of one to two months!
- 9- The renewal takes place in the first two months of the year and is extendible for an extra month with a decision from the Minister. Annual security pre-approvals are only requested for a number of professions (i.e., hair salons, cafes, liquor stores).
- 10- According to the head of the Professional Licensing Division, the procedures followed at the other municipalities in the Kingdom for the issuance and renewal of professional licenses are similar to those implemented at Madaba Municipality.
- 11- The financial situation of the municipality is good, i.e. it does not bear a deficit in its budget but does not also enjoy a high surplus.
- 12- Finally and according to the Municipality Director, license issuance takes around 30 minutes only.

It is still early to reach any concrete conclusions or recommendations at this time. Based on the cursory initial visit, the professional licensing process seems simpler than in other municipalities, and people were generally open and honest. The team needs to visit other municipalities to obtain more information and evaluate the situation based on criteria agreed on with the Ministry of Municipalities and Rural Affairs before reaching any solid conclusions. The meeting with the Minister will be also very helpful in completing the picture.