

Procedures and Means of Intervention of the Mediator of the Kingdom

- Asking for clarification from the involved authorities and carrying out research and investigation
- Formulating recommendations which provide fair solutions
- Sending a reporting note in case of violation of the equal opportunity principle
- Recommending that disciplinary measures be taken against each public servant guilty of impeding the process through which a problem may be solved, and if need be, transferring the case to the Public Prosecutor's Office in order to take legal actions;
- Communicating to the Head of Government all the administration's refusal to comply with the Mediator's recommendations;
- Proposing the amendment of legislative and regulatory texts governing the action of the public service;
- Submitting an annual report to His Majesty the King, and presenting a summary thereof before the Parliament during a plenary session;

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National Offices of the Mediator of the Kingdom



Institution of the Mediator of the Kingdom

Constitutional institution, regulated by virtue of Law N° 16-14, enacted by Dahir 1-19-43 of March 2019

National, independant, and specialized institution, whose mission, in the framework of the relationship between the public administration and its users, involve:

- Examining each administrative act or conduct, having prejudice on persons, which is considered as contrary to the law, chiefly when it is vitiated by an abuse of power, and violates the principles of Justice and Equity.
- Defending the rights
- Contributing to strengthening the Rule of Law
- Propagating the principles of Justice and Equity, as well as the values of moralization and transparency in the management of the public sector;
- Promoting communication between the public service and its users;

Simplified Measures for Grievances Filing

Referral to the institution of the Mediator of the Kingdom is free of charge and does not require any prior domestic remedies

Who is entitled to refer to the Mediator of the Kingdom ?

- Every physical or moral person, both Moroccan or foreigner

How to file your grievances ?

- Oral statement or direct filing;
- Through mail or e-mail;
- Via fax;

In which cases citizens shall be oriented ?

- In case the subject of the grievance is beyond the Mediator's remit, the grievant shall be oriented towards the competent authority, depending on subject matter of his grievance;

- The Mediator may, by virtue of Article 14, recommend to the competent administrative judicial authority, to provide judiciary assistance to the grievant found in a difficult financial situation, namely: widows or divorced women, orphans, old people, and those with physical disabilities.

Grievances Admissibility Conditions

A grievance must:

- Be Written, otherwise the Mediator's reception unit, transcribes the oral statement, a copy of which is given to the grievant for signature after it has been transcribed;
- Be Signed by the grievant in person, or by his representative;
- Be Backed up by evidence and supporting arguments, if need be;
- Mention the prior domestic remedies resorted to in order to satisfy its request pursuant to the applicable legislation
- Not include facts that go back to a date where undertaking necessary research and investigation becomes almost impossible
- Referral to the Mediator interrupts deadlines for appeal before the administrative courts and suspends the limitation periods, provided the case is resolved within 6 months deadline

Out of Remit Cases

Grievances dealing with :

- Cases filed to the courts of justice;

Grievances aiming at:

- Review of a final court decision;

Grievances where the Law requires :

- Recourse to ad hoc commissions prior to initiating any legal proceedings;

Cases falling under the competence of :

- Any of the Human Rights protection and promotion bodies
- Newly created Good Governance and Regulation Bodies referred to in Articles 161 and 163, up to 167 of the Constitution.