Key points of the message from:

Prof. Dr. Refat Alfaouri Director General Arab Administrative Development Organization (ARADO – league of Arab states)

To:

The World Communication Forum in Davos, Switzerland

Panel: Government and communications - development and regulations

Reinventing the government communication

(Open participative government)

Innovative information and communication technologies through webbased internet applications and information technologies in order to:

- 1. To provide citizens and businesses with more convenient access to government information and services.
- 2. Improve the quality of the services.
- 3. Provide greater opportunities to participate in democratic and processes.
- 4. Higher quality cost effective government services.
- 5. Brings citizens and businesses closer to their governments.
- 6. Increasing the government transparency.
- 7. Facilitating general compliance.
- 8. Citizen access to personal benefits:
 - Application for public assistance.
 - Workers compensation.
- 9. Procurement including bidding, purchasing and payment.
- 10. Government-to-government information and service.