



## Empowering Communities

Through Municipal Community Outreach  
Groups

*As we became more aware of municipal challenges, we became more responsive to municipal initiatives aimed at improving our livelihood.*

Moyassar Abu-Siam, Community Representative  
Greater Mafraq Municipality

## What's the Story?

It is not uncommon to witness community member and municipality frustrations toward service delivery. Many factors contribute to this, including limited resources for municipalities to meet the ever-increasing demand for adequate services, coupled with the lack of awareness of municipalities' roles and limitations. Moyassar Abu-Siam, a community member of the Greater Mafraq municipality, felt that her municipality should provide more services and development projects for the community, but was not fully aware of the challenges it faced or the impact she could make as a community member. Since late 2017, the USAID Jordan Cities Implementing Transparent, Innovative and Effective Solutions (USAID CITIES) Project has been working with Jordan's sub-national governments to establish Municipal Community Outreach Groups (MCOGs) in each of its 33 partner municipalities. The MCOGs serve as a tool to promote the systematic flow of information and feedback between both municipal and community members.

In bringing both parties together, the USAID-supported MCOGs allow a diverse perspective on the social and economic needs of the communities to be voiced. In addition, they provide a chance for the average community member to be an integral part of the decision-making

process in their community. “As a member of this community, the MCOGs empowered me not only to hold the municipality accountable, but also to realize my potential to contribute as well,” said Ms. Moyassar. Community members such as Ms. Moyassar are being empowered through the MCOGs as they realize they can positively impact the development of their communities through voicing their concerns and expectations. To date, 24 MCOGs have been established and the municipality-community relationships are being strengthened.