

## Greater Irbid Municipality Adopts New Organizational Chart to Improve Public Services for Citizens

With a total of 3,700 employees, 23 districts, and 30 departments, Greater Irbid Municipality is by far one of the largest municipalities to embark on their new organizational chart, developed with technical assistance from USAID CITIES. Through this major achievement, Greater Irbid Municipality will not only enhance the workflow between its departments but also improve municipal public services for citizens.

*“Because Greater Irbid is such a large municipality, citizens were required to go through a lengthy process in order to complete their municipal requests and applications,”* said Mr. Awni Al-Bsoul, Human Resources Director of Greater Irbid Municipality. *“The new organizational chart has streamlined municipal processes, aligned roles and responsibilities, and improved coordination between departments,”* pointed out Mr. Al-Bsoul.

The Greater Irbid Municipality is one of 28 USAID CITIES partner municipalities that have received technical assistance to improve their organizational charts. This will contribute to municipal institutional reform, enhanced organizational capacity, and transparency.

*“By delegating municipal services and processes to specialized departments, the new organizational chart has increased the municipality's efficiency and improved service delivery. This organizational chart was linked with Greater Irbid Municipality's Strategic Plan to serve the municipality for the next ten years!”* Added Mr. Al-Bsoul.

The work of USAID CITIES on organizational development is part of a larger collaboration between municipalities, the Ministry of Local Administration, and USAID to improve municipal services for citizens.



The Mayor of Greater Irbid Municipality with USAID CITIES Municipal Human Resources Specialist holding the new organizational chart. Photo by USAID CITIES.