MARRAKECH

جامعة القاضي عياض

UNIVERSITÉ CADI AYYAD

Annual Report

Report on Sustainable Development Actions and Activities

Sustainable Development Goal No. 16

Peace, Justice, and Strong Institutions



2024 / 2025

Sommaire

Sustainable Development Goal No. 16 1
1. SDG 16 : Peace, Justice, and Strong Institutions 3
1.1 Inclusive Governance and Representation at Cadi Ayyad University 3
1.2 Complaints management system at Cadi Ayyad University through the national portal chikaya 4
1.3 Anti-corruption Framework in Morocco 6

1. SDG 16 : Peace, Justice, and Strong Institutions

At our university, SDG 16 is more than just a theoretical concept; it is the cornerstone of our commitment to an exemplary academic community. This goal emphasizes that sustainable development is unattainable without peace, stability, and good governance.

For our institution, integrating SDG 16 means transforming our campuses into "living labs" for citizenship through three major pillars:

- **Transparent Governance:** We are committed to maintaining accountable university structures where decision-making processes are clear, participatory, and grounded in integrity.
- **Access to Justice and Equity:** We strive to ensure an inclusive environment where the rights of every student and staff member are protected, providing equal access to opportunities and fair grievance procedures.
- **Promoting a Culture of Peace:** Through research and open dialogue, we empower future leaders to resolve conflicts peacefully and build more just societal systems.

1.1 Inclusive Governance and Representation at Cadi Ayyad University

As part of its commitment to the United Nations Sustainable Development Goals, Cadi Ayyad University (UCA) has established a governance system based on participation, inclusion, and transparency. In line with the Impact Rankings criteria, the university ensures effective representation of both students and faculty across all decision-making bodies, thereby strengthening its institutional accountability.

At UCA, decision-making is structured through key governing bodies where all stakeholders are represented. The University Council (CU) addresses strategic orientations and the core missions of the institution, while the Management Council (CG) oversees administrative and financial matters. The Executive Committee (CD), composed of the President, Vice-Presidents, and heads of constituent institutions, ensures overall coordination of university actions. https://www.uca.ma/fr/page/instances-de-gouvernance,

https://www.uca.ma/public/files/Liste_du_CG.pdf

Within these bodies, elected student and faculty representatives actively participate in decision-making processes. Student representatives voice the needs and expectations of the student community, while faculty representatives ensure that academic perspectives are integrated into university policies. All representatives enjoy equal rights, including the right to deliberate and vote on institutional matters. This representation strictly concerns formal governance structures and is distinct from the activities of student associations, clubs, or unions.

Student representatives play a central role in this framework. They hold full voting rights on key issues such as budgets, internal regulations, and strategic plans. Their active participation in discussions

ensures that student voices are considered in every decision. In addition, they act as a bridge between the administration and the wider student body, fostering transparency and trust.

Through this governance structure, UCA directly supports SDG Target 16.7, which aims to ensure responsive, inclusive, participatory, and representative decision-making at all levels. By guaranteeing permanent and equitable representation, the university positions itself as a committed institution promoting inclusive governance in service of both its academic community and society at large.

Meeting of the Council of Cadi Ayyad University – December 30, 2025.



1.2 Complaints management system at Cadi Ayyad University through the national portal chikaya

As part of the modernization of public administration and the strengthening of transparency, Cadi Ayyad University (UCA) is fully integrated into the national complaints portal Chikaya.ma, established by the Ministry of Digital Transition and Administration Reform. This digital platform serves as an official channel for collecting, processing, and monitoring users' complaints, suggestions, and feedback, while contributing to the improvement of public service quality.



UCA benefits from a dedicated space on the platform, with secure access granted to authorized staff members. This system enables efficient and structured management of requests through automatic routing to the relevant departments. To ensure optimal use of the portal, the university regularly organizes training sessions for its staff, guaranteeing fast, professional, and standards-compliant handling of submissions.

The platform stands out for its universal accessibility. It is open to the entire university community—including students, faculty members, and administrative staff—as well as to the general public. This inclusiveness allows all users to express concerns, report issues, and propose improvements related to university services.

Complaint handling is based on a transparent and regulated system. Each request is registered and assigned a unique tracking number, allowing users to monitor its progress in real time. In accordance with current regulations (Decree No. 2.17.265), a maximum response time of 60 days is established. However, Cadi Ayyad University strives to enhance its performance, achieving an average processing time of approximately 15 to 20 days.

Through its integration into the Chikaya.ma platform, UCA reaffirms its commitment to participatory, transparent governance focused on continuous improvement. This system strengthens communication between the university and its users, while reinforcing trust and the quality of services provided.



https://www.chikaya.ma/

1.3 Anti-corruption Framework in Morocco



As part of promoting transparency, ethics, and good governance, Cadi Ayyad University (UCA) is aligned with Morocco's national anti-corruption framework. This framework is based on the 2011 Constitution, which enshrines the principles of accountability, responsibility, and integrity, as well as a set of laws and specialized institutions.

At the core of this system is Law No. 46-19 governing the National Authority for Probity, Prevention and Fight against Corruption, the central body responsible for preventing, detecting, and combating corruption. This independent institution plays a key role in developing national strategies, handling reports and complaints, coordinating stakeholders, and evaluating public policies related to integrity.

Morocco has also adopted the National Anti-Corruption Strategy (2015–2025), aimed at strengthening transparency in public services, improving governance, and promoting the digitalization of administrative procedures. This approach is reinforced by active participation in international initiatives, particularly through the United Nations Convention Against Corruption and cooperation with organizations such as the International Association of Anti-Corruption Authorities.

In both public administration and higher education, strict mechanisms are in place to prevent and sanction illegal practices. The Moroccan Penal Code criminalizes acts such as bribery, embezzlement, influence peddling, and abuse of power. In addition, oversight institutions like the Court of Accounts ensure the monitoring of public resource management, including within universities.

Additional tools further strengthen this framework, including the digitalization of services, transparency in administrative procedures, and whistleblower protection to encourage the safe reporting of misconduct.

Through its adherence to this national framework, Cadi Ayyad University reaffirms its commitment to responsible, ethical, and transparent governance. It thus contributes to fostering a culture of integrity within the academic community and actively supports national efforts to combat corruption.