



2025 in Review (Part III): Key Government Milestones in the Public Services Sector

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The Government Communication Center has released a report highlighting the most significant accomplishments of ministries and public institutions over the past year in the public services sector. These include the sectors of health, education, social services, culture, and transport, in addition to efforts supporting Jerusalem, women's empowerment, and religious services.

Education Sector

The Ministry of Education and Higher Education worked to ensure the continuity of the education process under all circumstances. It provided virtual schools and educational centers for more than 400,000 students in the Gaza Strip, held the General Secondary Education Examination (Tawjihi) for approximately 70,000 students, and extended \$20 million in financial support to universities.

In terms of educational infrastructure development, 17 schools comprising 166 classrooms were constructed, expanded, and furnished at a total cost of \$16 million. Additionally, an agreement was signed to establish the National Institute for Artificial Intelligence at a cost of \$15 million.

The Ministry also implemented the "Education for Development" plan through the establishment of 40 vocational units, contributing to an increase in vocational education enrollment from 4% to 12%. In support of students, 2,900 international scholarships and 800 domestic scholarships were awarded, alongside the provision of educational loans to approximately 10,000 students, totaling JOD 3 million

In the area of digital transformation and academic quality, 80,000 university documents were audited, 280,000 records were uploaded to the digital repository, and new university admission standards were adopted.

Health Sector

The health sector witnessed a series of medical and humanitarian interventions. The Ministry of Health dispatched three relief convoys to the Gaza Strip valued at NIS 9.2 million, and supplied 22,611 units of blood and 14,051 units of plasma across nine phases.

Large-scale vaccination campaigns against polio were conducted, covering 602,795 children, in addition to 15,624 children included in a supplementary campaign.

In terms of healthcare infrastructure, the cardiac unit and MRI department at Rafidia Hospital were equipped at a cost of \$12 million, and 26 additional neonatal incubators were put into

operation. Moreover, 7 kidney transplant surgeries and 50 pediatric cardiac surgeries were performed, alongside thousands of catheterization and open-heart procedures for adults.

The year also marked the introduction of advanced medical services in the public sector for the first time, including PET-CT and ESWL, as well as the establishments of two rehabilitation centers in Ramallah and Qabatiya. Health leave and licensing services were automated, and the (Avicenna) system was migrated to the National Data Center.

● **Transport Sector**

The transport sector underwent regulatory and reform measures, including a comprehensive review of all governing legislation, the suspension of individual exemptions, and the referral of any exceptional measures affecting public financial policy to the Cabinet.

Efforts also focused on service automation, strengthening procedural transparency, and enhancing integrity in the allocation of distinctive license plates to ensure fairness and safeguard public funds.

During the year, the Ministry issued over 280,000 personal licenses, 507,000 vehicle licenses, and 16,200 public vehicle licenses, while licensing 3,485 establishments.

To support the steadfastness of farmers in areas threatened by settlement expansion, more than 4,086 agricultural tractor licenses were issued or renewed. Additionally, new public transport permits were introduced in remote and threatened areas to improve accessibility.

The Field Monitoring and Inspection Unit implemented measures to enhance road safety, including verification of technical safety requirements for licensed establishments and vehicles—particularly in public and private transport, schools, and kindergartens—and addressing violations that pose risks to citizens in accordance with the law.

● **Religious Services**

According to the Government Communication Center, and based on data from the Ministry of Endowments and Religious Affairs, regulatory steps were taken to improve religious services. The Cabinet approved a Hajj governance plan, which included organizing and reviewing the Hajj draw process (lottery), regulating fees, and improving the quality of accommodation and transportation services for pilgrims.

The number of active Qur'an 'Hifz' and 'Tajweed' (Qur'an memorization and rules of pronunciation and recitation) centers reached 1,323, with participation from 33,386 students. A total of 339 Hafiz (Qur'an memorizer) completed full memorization of the Holy Qur'an, while more than 10,000 participants completed partial memorization.

In the area of community services, 97 Hajj and Umrah companies were rehabilitated, and Zakat Fund programs (Funds for almsgiving in Islam) were implemented with a value of NIS 67.4 million, benefiting 98,283 households, in addition to sponsoring 9,132 orphans.

The year also saw the construction and opening of 6 new mosques, bringing the total to 2,515 mosques, as well as powering 69 mosques by solar energy, raising the total to 340 mosques. Furthermore, 114 Waqf agreements were approved, with a financial impact of JOD 568,000.

Support to Jerusalem

The Ministry of Jerusalem Affairs continued its efforts to support the steadfastness of the Palestinian people in Jerusalem, providing financial assistance to 587 families and 60 institutions, and completing procedures to protect two properties threatened with confiscation.

The Ministry also followed up on 250 new legal cases, achieving success in contesting eviction claims. In the education sector, it addressed the UNRWA student crisis through temporary absorption measures, financing six classrooms, and supporting Tawjihi examinations.

Additionally, the Ministry mobilized over \$140,000 to develop electronic systems and strengthen international partnerships.

Cultural Sector

The Ministry of Culture worked to promote the Palestinian cultural narrative and strengthen cultural industries. It issued testimonies on the "cultural genocide" in Gaza and launched grants to support 15 artistic and cinematic projects.

It also organized the Second National Conference on Cultural Industries, trained 60 artisans, and implemented cultural activities benefiting approximately 12,000 participants. At the institutional development level, 70% of correspondence was automated, and digitization of the national archive was initiated.

Women's Empowerment

In 2025, intensive efforts were made to promote Palestinian women's issues internationally. The Ministry of Women's Affairs succeeded in securing a UN resolution to protect Palestinian women and led regional advocacy efforts to internationalize women's issues.

The Ministry also institutionalized the "Inclusive Economy" framework, launched the third generation of the UN Security Council Resolution 1325 implementation plan, mobilized approximately \$8 million to support women's organizations, and issued high-quality international reports on the status of Palestinian women.

Social Protection

The Ministry of Social Development continued implementing protection and relief programs. In the Gaza Strip, it distributed 1,084,789 food and non-food parcels, in addition to hundreds of thousands of meals and thousands of tents, while providing in-kind assistance in the West Bank valued at NIS 55 million

Cash assistance was delivered in Gaza to 464,982 households totaling NIS 601,160,890, and in the West Bank to 61,937 households totaling NIS 107,112,187.

The Ministry also supported 777 patients from Gaza and their companions stranded in the West Bank with NIS 1,388,700, granted free health insurance to 10,216 households, canceled 6,000 ineligible insurance cards, and exempted 25,000 students from fees.

In the area of economic empowerment, 759 productive projects were financed, protection services were provided to 3,509 children, and 26,000 orphans were sponsored across the West Bank and Gaza Strip.

Additionally, the Ministry supported 3,795 persons with disabilities, provided services to 1,500 elderly individuals, and assisted 15,620 women through social protection programs. Several services were integrated into the National Social Registry, and the unified social services portal was activated.