



CITIZENS' BUDGET

MINISTRY OF INTERIOR – CIVIL SECTION

2025

Citizen's budget for the Ministry of Interior: is a simplified document showing the annual budget allocated to the Ministry of Interior ("the civil section"). It summarizes the Ministry's vision, mission, objectives, policies, plans, and orientations for the coming year with the use of figures. It also includes the distribution of the budget allocated to the Ministry's different programs. The Citizen's Budget for the Ministry of Interior also presents the developmental projects implemented by the Ministry, as well as the allocated budgets, expenditure amounts, and other details which concern citizens and familiarize them with the Ministry's distribution of expenditures. This allows citizens to monitor government spending on this Ministry and its various programs in a simplified and manner.

Vision: A modern and rational public institution that provides quality services with outstanding performance and active and constructive community relations that contribute to building an independent Palestinian state.

Mission: A sovereign ministry that provides security and civil services to Palestinian citizens and regulate sustainable documentation of the population registry within a safe, developed and comprehensive database, which issues high quality, official documents to service-receivers. The Ministry preserves rights, upholds freedoms and regulates civil society organizations and political parties, preserving civic peace according to Palestinian laws and legislation and international standards.

Strategic Objectives:

One: Provision of high-quality services

Two: Distinctive human resources and an excellent institutional performance

Three: Active relationship with civil society and national and international partners

Ministry Slogan: We serve citizens to serve the Homeland

Programs:

- **Issuance of various official documents and services:** which are official documents starting from the minute a person is born until his/her death. It includes the issuance of all types of Palestinian passports (ordinary, diplomatic and "external use" passports, respectively). We are also keen on constantly maintaining and developing the Palestinian civil registry and swiftly and accurately documenting one's life events by automatically connecting with partner agencies to provide the best possible services to the public. We also seek to enhance citizens' comfort while they receive these services and to quickly and correctly perform their transactions. Hence, we continually renovate and develop waiting rooms, as well as improving our performance through continuously training and qualifying our staff. We also adopt state-of-the-art technologies, such as introducing the biometric system for Palestinian passports, in accordance with International Aviation Organizations (ICAO) standards, to facilitate the passage of Palestinian citizens through airports and borders like other countries' nationals around the world.

- **Civil Society Organization and Community Reform:** This program includes the services of registering non-governmental organizations (NGOs) in accordance with the law. It aims to enhance the relationship with civil society by following up the work of registered/licensed organizations in the Palestinian Territories. This program also monitors and develops the work of the General Administration of Political Affairs and also aims to maintain stability in tribal communities.
- **Administrative Program:** This program covers the higher/senior management and supports the Ministry in providing its basic services. The program encompasses the Minister of Interior's office and its Financial Affairs Department, IT Department, Legal Department, Public Relations Department, and the Ministry's Bureau).
- **Unified emergency response program (911):** This is a program that works to unite the channels of communication and emergency response to raise the level of services provided to citizens in cases of emergency, in order to achieve protection, community safety and to preserve public order in cooperation with a number of partners. (civil service apparatus, police, Red Crescent, Ministry of Communications, Nablus Municipality, Hebron Municipality), in addition to government and non-government partnerships.
 - The program includes five projects (establishment of a unified, 911 response center, training, communications and information systems, cars, equipment and infrastructure).
 - A unified 911 emergency center was established by Cabinet decision No 7 (2023) and a draft law by decree passed in its first reading in the Cabinet, and is administratively and financially subordinate to the Interior Minister.
- **Employees not distributed to programs:** These are Ministry of Interior employees in the southern governorates.

2025 Budget of the Ministry of Interior Budget – Civil Section

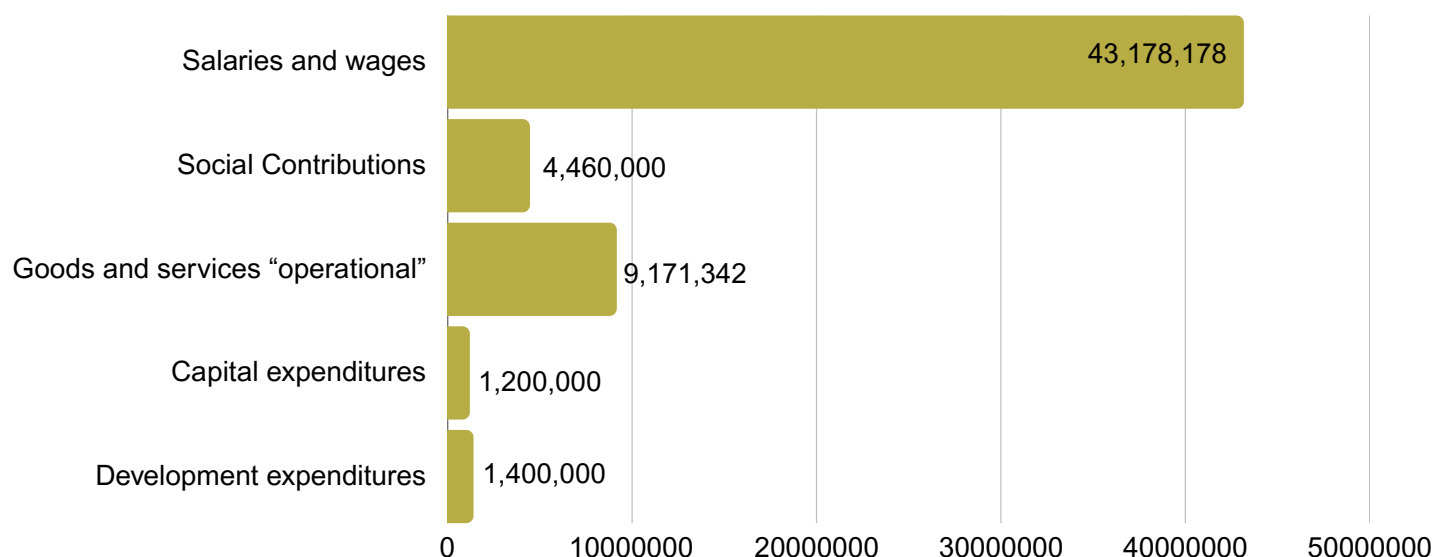
The Ministry of Interior's Budget- civil section, was **ILS59,409,520, or (0.32%)** of overall expenditures from the 2025 Public Budget.

Distribution of 2025 Ministry of Interior budget according to item/ILS

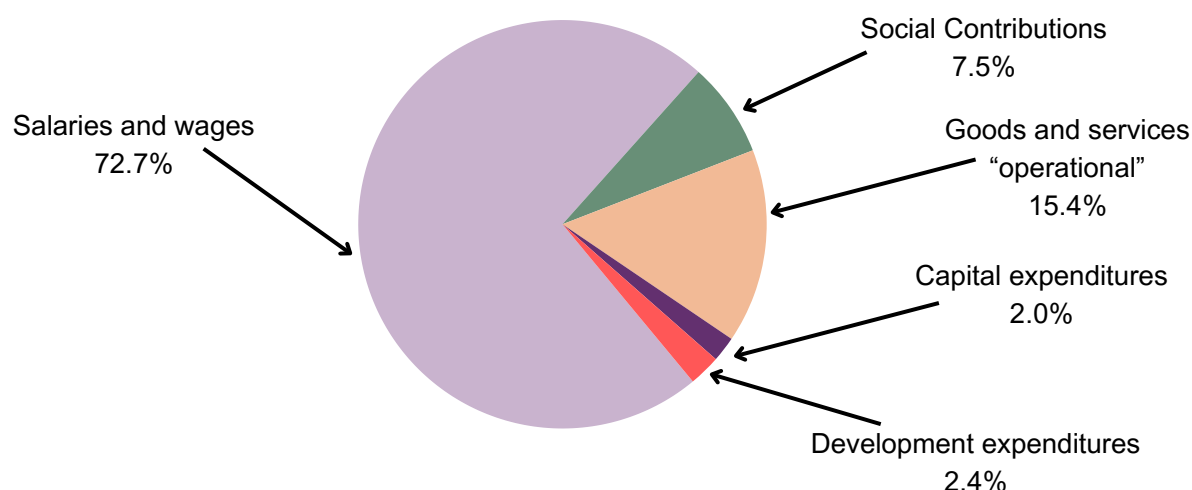
Item	Budget/ILS	Percentage
Salaries and wages	43,178,178	72.7%
Social Contributions	4,460,000	7.5%
Goods and services "operational"	9,171,342	15.4%
Capital expenditures	1,200,000	2.0%
Development expenditures	1,400,000	2.4%
Total	59,409,520	100%

- In 2025, the budget was prepared as an emergency budget from which spending was according to the available cash flows

Distribution of 2025 Ministry of Interior- civil section budget according to item/ ILS



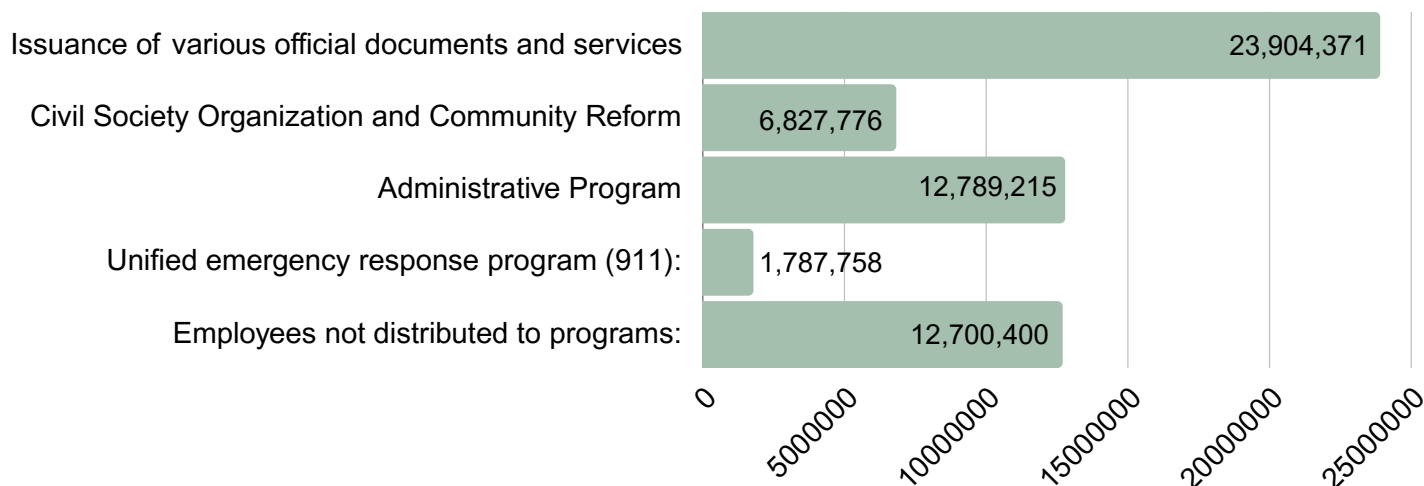
Distribution ratios of Ministry of Interior – civil section budget, according to item



Distribution of operational and capital budget for the Ministry of Interior – civil sector – on the five programs in 2025/ILS

Program	Overall budget/million shekels	Percentage from overall budget
Issuance of various official documents and services	23,904,371	41.2%
Civil Society Organization and Community Reform	6,827,776	11.8%
Administrative Program	12,789,215	22.0%
Unified emergency response program (911):	1,787,758	3.1%
Employees not distributed to programs:	12,700,400	21.9%
Total	58,009,520	100.0%

Distribution ratios of Ministry of Interior operational and capital budget – civil section budget on programs/ILS



2025 development programs

Program	Overall cost/ILS
Rehabilitation and preparation of main printing press for the biometric system	400,000
Construction and finishing of model Interior Ministry directorate in Bethlehem	1,000,000

Number of passports expected to be issued in 2025 is **350,002**, distributed as follows:

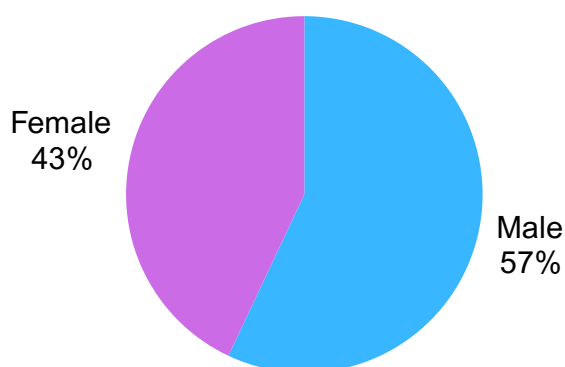
Directorate/office	Number of applications
Ramallah	31,805
Beitunia	8,103
Birzeit	3,420
Nablus	24,220
Hebron	23,099
Tulkarm	12,153
Bethlehem	14,054
Abu Dis	2,439
Jericho	4,432
Northern Hebron	10,126
Southern Hebron	8,542
Tubas	3,014

Al Ram	4,500
Qalqilya	6,200
Salfeet	4,600
Jenin	16,200
Huwvara	4,538
Yatta	3,126
Ministry Headquarters	136,251
Gaza passports	29,180
Total	350,002

Distribution of employees at the Ministry of Interior – civil sector, according to gender

Sex	Number	Percentage
Male	505	57%
Female	386	43%
Total	891	100%

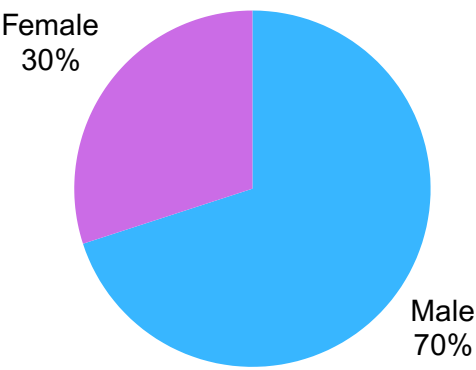
Distribution of employees at the Ministry of Interior – civil sector, according to gender



Distribution of employees at the Ministry of Interior - civil sector, according to geographic area

Geographic area	Number	Percentage
West Bank and Jerusalem	628	70%
Gaza Strip	263	30%
Total	891	100%

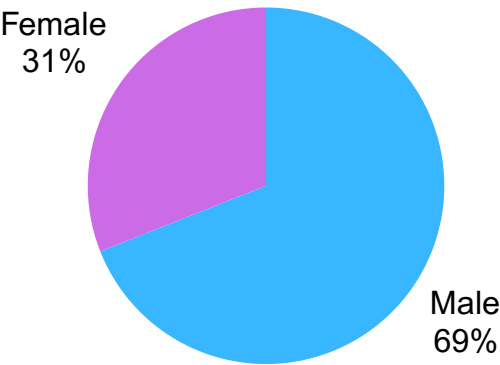
Distribution of employees at the Ministry of Interior, civil sector, according to geographic area



Distribution of employees in leadership and supervisory C to A1-level posts

Sex	Number	Percentage
Male	156	69%
Femal	70	31%
Total	226	100%

Distribution of employees in leadership and supervisory C to A1-level posts



Gender Unit:

The gender unit is aimed at creating a Palestinian society in which men, women, girls and boys all enjoy equal citizens’ rights and opportunities in all fields, towards achieving a dignified life for all, which can only be realized within a democratic Palestinian society.

It is committed to the principle of unleashing the capabilities of Palestinian women through motivating and empowering them to participate in the building and independence stage, through programs aimed at promoting a spirit of national belonging, the development of self-reliance, self-confidence, stimulating the spirit of equal opportunity and working side by side with men.

The Ministry of Interior provides its services to all citizens of both sexes, without discrimination. It is worth noting that married women can keep their surname if they wish to do so. Moreover, mothers can issue passports for their children.

Complaints Unit: Background on the unit

The Complaints Unit was established in 2009 based on the complaints system, No. 6 of 2009, which was amended based on Cabinet decision No. 8 of 2016. The unit follows up and handles complaints it receives in coordination with the relevant parties and is aimed at controlling the processes pertaining to complaints in a way that boosts citizens' confidence in the unit and contributes to improving the quality of government services offered to citizens.

Main tasks of the unit:

1. Following up on complaints about interior ministry services
2. Following up on complaints pertaining to follow-up on the enactment of final judicial rulings against the Ministry
3. Following up on complaints submitted by CSO's pertaining to the Ministry's performance
4. The unit receives complaints from legal and corporate persons against the security institution
5. Researching and reviewing complaints submitted to the unit
6. Responding to internal and external inquiries from employees
7. Receiving and following up on citizens' complaints pertaining to the performance of the ministry and its employees
8. Coordinating and cooperating with the complaints general administration in the Cabinet
9. Coordinating and cooperating with complaints units in ministries and security institutions

Important Terms:

- **Public Budget:** is a detailed schedule of Palestinian Authority (PA) expenditures and revenues for a certain fiscal year. It includes annual estimates of PA's revenues, grants, loans, and other received amounts, as well as expenditures and various payments. (General Budget Law No. (7) of 1998, Article (1))
- **Operational Expenditures:** are the needed expenditures to operate public institutions (such as building related fees, electricity fees, water, fuel, etc.). These expenditures are part of the current expenditures.
- **Development Expenditures:** are expenditures that have a different nature from current expenditures in terms of life span and return on expenditures and are funded by the PA budget or donors.
- **Capital Expenditures:** include the expenses paid for acquiring capital assets (e.g., buildings, lands, equipment, vehicles, etc.)
- **Current Expenditures:** include salaries, wages, allowances, and the operational and transfer expenditures of ministries, public institutions, and executive bodies/agencies of the Palestinian state.
- **Program for employees not distributed among programs:** A program especially for employees in the Gaza Strip.
- **Gender-responsive budget:** A gender-responsive budget is considered a tool for financial planning with economic and social dimensions, which helps the government to integrate gender in the preparation and implementation of the public budget. This is to ensure that available financial resources are allocated in a just manner and aimed at eradicating discrimination on the basis of gender in regards to government services and in a way that meets the specific needs of men, women, girls, boys and marginalized social sectors.

Citizens' Complaints link:

- <https://cs.pmo.gov.ps/Users/Login.aspx>
- [Ministry of Interior Contact Information:](#)
- [Ramallah – Al Masyoun, opposite the Palestinian Council of Ministers](#)
- [Website: www.moi.pna.ps](http://www.moi.pna.ps)
- [Facebook: www.facebook.com/TheMinistryOfInterior](https://www.facebook.com/TheMinistryOfInterior)
- [Phone: +970 2 294 6540](tel:+97022946540)
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