

# Jordanian Digital Inclusion Policy

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2025



# Introduction

The world is undergoing a rapid transformation in the mechanisms used to enhance the efficiency and quality of public sector performance, particularly amid the accelerated growth of digital technology and the vast advantages they offer in the era of digital transformation. These developments have played a key role in reshaping the digital economy and boosting the global competitiveness across countries. In this context, embracing digital technology is now a defining move toward more thriving, forward-looking societies, where governments engage meaningfully with citizens and deliver efficient and reliable services that promote sustainable and comprehensive growth.

As part of the Jordanian Government's ongoing efforts toward digital transformation, enhancing digital inclusion has become essential to realizing digital, social, and economic equity across all segments of the

society. This aligns with the National Digital Transformation Strategy (NDTS) 2021–2025, which outlines key enablers that support the Kingdom's digital transformation.

Digital inclusion is grounded in the principle of ensuring that all segments of society—regardless of their geographic location, economic status, social background, or health conditions— are enabled to an equitable access and participation in the digital ecosystem. This objective is realized through the establishment of a modern and sustainable digital infrastructure, the provision of reliable and affordable internet connectivity, and the strengthening of digital competencies to enable individuals to benefit effectively from the digital ecosystem.

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Digital inclusion further involves raising awareness regarding the safe and responsible use of technology, facilitating access to digital devices through affordable pricing or targeted support programs for vulnerable groups, and ensuring digital services are accessible to persons with disabilities (PWD) through appropriate means. Digital inclusion helps bridge the digital divide, boosts innovation, and accelerates economic and social development.

Consequently, digital inclusion plays a critical role in eliminating digital exclusion, which refers to the marginalization of individuals and communities from using information and communication technology (ICT) effectively. Such exclusion restricts individuals' access to essential digital services and significantly limits their capacity to fully participate in the digital economy. Furthermore, enabling universal access to and effective utilization of technology facilitates the equitable distribution of

opportunities, fosters innovation, and enhances productivity, thereby generating positive impacts on both economic and social development.

In response to the technological advancements and the digital revolution, the Government recognized the need to modernize the operational model of the Knowledge Stations. As a result, in December 2024, the Government approved the National Strategy for Future Stations (formerly known as Knowledge Stations). This strategy aims to provide access to digital infrastructure and enhance the use of digital government services. Additionally, the strategy focuses on equipping local community members with essential digital, linguistic, and life skills to adapt to ongoing developments and the evolving demands of the labor market. It also seeks to promote digital equity across all segments of society by designing and adapting Future Stations to meet diverse community needs, ensuring fair and equal access to modern technology across all regions.

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Although 4G services had reached 99.5% of the Kingdom by 2023, and mobile broadband services extended to 70.8% of the population in Q3 2024, and 83.2% of people owning smartphones in 2023, the challenges associated with digital exclusion continue to persist. According to annual surveys conducted by the Ministry of Digital Economy and Entrepreneurship (MoDEE), in collaboration with the Department of Statistics, only 25.8% of individuals over the age of 18 used any e-government services in 2023. Additionally, internet usage rates in urban areas reached 93.1% compared to 87.4% in rural areas during the same year. These findings underscore the need to address challenges related to internet access, especially in remote areas and for vulnerable groups while focusing on the development of digital skills and the promotion of digital literacy. This ensures that all segments of the society can effectively access e-services and be actively engaged in the digital economy.

Consequently, digital inclusion serves as a crucial pillar for achieving social and economic equity and addressing the challenges of digital exclusion. It helps bridge the digital divide between individuals and communities, promotes digital integration, and creates diverse economic opportunities that encourage entrepreneurship and innovation. Moreover, digital inclusion plays a vital role in enhancing the quality of government services by offering innovative digital solutions that ensure their efficient and equitable accessibility to all segments of society, thus supporting the Kingdom's ongoing digital transformation efforts.

To create a digital society in the Kingdom, it is important to ensure equal access to the internet and e-services, as well as to boost digital skills for all individuals, especially the vulnerable groups; including PWD, women, elderly, and those in remote areas.

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Creating digital societies that are both inclusive and sustainable calls for governments, private companies, and community segments to work in parallel and together. These partnerships should be strategic and should aim to speed up the growth and long-term stability of the digital economy. This collaboration can lead to stronger economies, better competitiveness, and more widespread skills. It also supports digital inclusion, promotes fairness in both the digital and social spheres, and helps achieve sustainable development driven by innovation and technology.

To address the economic and social barriers that may prevent different segments of the society from accessing digital economy benefits, it is necessary to consider the specific requirements of each segment and effectively tackle the challenges they encounter. For instance, PWDs encounter challenges in accessing and utilizing digital technology,

necessitating the provision of assistive tools and technologies that empower them to fully benefit from digital services. Elderly, on the other hand, may struggle to adapt to modern technology, which calls for the development of training programs to improve their digital skills and ensure their active involvement in the digital economy. Likewise, social and economic barriers might prevent women from accessing and using technology, making it necessary to implement measures and policies that ensure equal opportunities to participate in the digital society and strengthen contributions to economic and social development. Addressing these challenges through the implementation of comprehensive and sustainable policies is essential to advancing digital inclusion and ensuring digital equity across all segments of the society.

Furthermore, youth may, in certain instances, require additional support to facilitate access to the internet and digital devices. Providing such support is

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essential to enhancing their ability to leverage employment opportunities and remote learning in the digital era, particularly in remote and rural communities. Furthermore, financial limitations can prevent individuals with limited incomes from keeping up with technological advancements, affecting their ability to buy digital devices or afford internet access. This situation calls for government intervention to develop innovative economic solutions. This involves offering support and funding programs, ensuring affordable internet access, and launching initiatives that facilitate the integration of these segments into the digital era. By doing so, we can contribute to sustainable and inclusive development and promote comprehensive digital inclusion for all.

Therefore, MoDEE has developed Jordanian Digital Inclusion Policy 2025 (the Policy) to integrate all segments of society into an inclusive digital society that leaves no one behind. The Policy gives a special attention

to vulnerable groups that may face challenges in accessing or effectively utilizing digital technology. As aforementioned, vulnerable groups include elderly, PWDs, women, youth residing in remote areas, individuals with limited income, and populations within rural communities. This Policy contributes to the advancement of digital equity and equality across the Kingdom by providing the necessary support and empowerment to promote the growth and long-term sustainability of the digital economy. It ensures the inclusive participation of all individuals -without any exceptions- in the national digital transformation and technological advancement journey.

This Policy was developed based on the findings of a comprehensive assessment of the current state, conducted through surveys distributed to partners and stakeholders, as well as individual consultations with relevant entities. The assessment highlighted a pressing need to enhance

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digital infrastructure in remote areas, strengthen digital skillsets, and provide specialized, targeted training programs for vulnerable groups to ensure equitable access to e-services and promote inclusive digital participation.

The policy is based on a number of key principles that promote digital inclusion, including:

- **Digital rights:** Jordanian citizens' right to have equal opportunities to be empowered and to participate in political, economic, and social life digitally and achieved by supporting their abilities and developing their digital skills.
- **Digital justice:** The right of PWDs, elderly, children, women, and residents of remote areas to participate and integrate safely within the digital society, in accordance with their specific needs.

- **Online working and education:** All Jordanians have equal opportunities to participate in digital work and education by providing them with accessible digital tools and by supporting their availability.

## Local and international references

1. Article (6) of Chapter (2) of Jordanian Constitution, pertaining to the rights and duties of Jordanian men and women, mandates the protection of the rights of PWDs, the promotion of their active participation and integration in various spheres of life, and the safeguarding of the rights of motherhood, childhood, and old age. Furthermore, it mandates the care and development of youth, and the empowerment of women, ensuring their active role in the construction of society. The article guarantees equality of opportunity based on principles of justice and equity, and ensures the protection of individuals from all forms of discrimination. The State commits to providing access to work and education within its capabilities, and guarantees equal opportunities for all Jordanians.



# Local and international references

2. Paragraph (b) of Article (3) of Telecommunications Law No. (13) of 1995, as amended, which hereby vests in MoDEE with the authority to formulate a proposed policy concerning the universality of telecommunications services. Such proposed policy shall be submitted to the Council of Ministers for approval. Furthermore, MoDEE shall be responsible for the continuous oversight and review of this policy to ensure its alignment with technological advancements, with the objective of expanding service coverage both horizontally and vertically, in a manner consistent with the broader economic and social development goals of the Kingdom.
3. Declaration on the Rights of Persons with Disabilities, relating to access to communication and information technologies, issued by UN, through its specialized agencies, WHO and ITU, and subsequently referred to as the Cairo Declaration in the year 2007.
4. The 2022 Global Connectivity Report issued by ITU reveals that the global geographic coverage gap for infrastructure has been reduced to 5%, while a more significant usage gap in digital services persists. This usage gap is attributed to several factors, including income disparities among populations, gender-based inequalities in digital service access, generational differences, and educational disparities, which collectively impede the widespread adoption and utilization of digital services.
5. The United Nations' 17 Sustainable Development Goals, particularly Goal 5, which focuses on gender equality by ensuring equal access to digital opportunities for women and men; Goal 9, which pertains to industry and innovation by enabling individuals to access modern technology and fostering an environment conducive to innovation; and Goal 10, which aims to reduce inequalities by bridging the digital divide across societal segments and empowering them to access digital services.



# Local and international references

Therefore, adopting the concept of digital inclusion for all segments of society, regardless of gender, ability, geographic location, social status, specific needs, disability, profession, or level of education, undoubtedly contributes to the achievement of the aforementioned universal goals.

6. The Economic Modernisation Vision, launched in 2022 under the theme "A Better Future," focuses on improving the quality of life for Jordanians and enhancing its standards for all through inclusivity and encouraging active citizen participation in society. As such, digital inclusion has become a form of social inclusion, and integration into the digital society is now both a right for citizens and a duty for the Government to protect and preserve. The urban development sector within the vision emphasizes the need to meet the future demands of Jordanians, helping them achieve their aspirations for a "livable" system and access to better options in light of the Kingdom's digital transformation.

It also ensures the inclusivity of the developmental sector in both urban and rural areas, fosters skill development, and promotes the involvement of women.

7. Moreover, the Public Sector Modernization Roadmap prioritizes the digitization of Government operations and enhances public sector functionality as a cohesive entity serving citizens inclusively. It aims to deliver integrated, interconnected government services that are accessible, procedurally streamlined, and designed with flexibility and efficiency to provide value to service users. Furthermore, it is essential to engage citizens and relevant stakeholders from both public and private sectors in policy formulation and decision-making processes related to government services.



# Policy Scope of Implementation

All government authorities are committed to implementing the Jordanian Digital Inclusion Policy across the Kingdom to achieve its intended objectives in accordance with its foundational principles. MoDEE is responsible for overseeing policy requirements, monitoring the performance of stem initiatives and projects, and conducting reviews and updates to ensure the bridging of digital divides. This facilitates the integration of all individuals into an inclusive digital society leaving no one excluded while ending the digital exclusion of vulnerable groups and advancing toward a digital economy that serves the comprehensive economic and social development needs of the Kingdom.

The effective implementation of programs and initiatives stemming from the Policy requires strengthening partnerships among the public and private sectors, civil society organizations, and international donor agencies. Such collaborations are essential to advancing digital inclusion, fostering the development of digital skills, improving access to digital services, and harnessing modern technologies to achieve strategic objectives. These partnerships also contribute to ensuring the equitable distribution and consistent quality of digital services across all regions of the Kingdom.

Therefore, the Government directs the relevant authorities to strengthen strategic cooperation to ensure the effective achievement of the policy's objectives.



# Policy Objectives

**Through the implementation of this Policy, the Government endeavors to fulfil the subsequent objectives:**

1. Ensuring fair and equitable access to digital government services by guaranteeing that all segments of society, including vulnerable groups such as PWDs, elderly, women, and residents of remote areas, have equal opportunities to access digital government services.
2. Bridging digital divide between urban , remote and rural areas by developing the necessary digital infrastructure and enhancing the regulatory environment, with the aim of integrating all segments of society and enabling them to access broadband internet services across all regions, at all times, and at affordable costs.
3. Fostering an inclusive digital society where limited knowledge and skills do not hinder digital participation, by expanding access to Future Stations (formerly Knowledge Stations) and increasing the number of beneficiaries who receive digital skills training at basic, intermediate, and advanced levels.
4. Contributing to the creation of adequate employment opportunities in remote and rural areas, particularly for vulnerable groups, in a manner that is comparable to the opportunities available in more digitally advanced regions.



# Policy Pillars

To achieve the objectives of the Policy, the Government, represented by MoDEE, will implement initiatives and projects under five key pillars: the legislative and regulatory environment; infrastructure, accessibility, and connectivity; digital services and social entrepreneurship; digital skills; and awareness, digital culture promotion, and protection.

# Policy Pillars

## The First Pillar: The Legislative and Regulatory Environment:

The Government recognizes that a legislative and regulatory environment that aligns with global developments and supports national priorities serves as the overarching framework for a digital society in which individuals enjoy fairness, equal digital opportunities, and inclusive and sustainable access to digital services at affordable costs. In addition, the Government recognizes the importance of considering emerging and advanced technologies and digital tools in future legislation and views the regulation of telecommunications services, networks, and digital financial services as crucial for achieving digital inclusion.

Service inclusivity means more than just reaching remote areas or building infrastructure in underserved regions. At its core, it is about ensuring equitable quality of service between cities and rural areas as well as between affluent and well-served and those who remain underserved.

Therefore, the Government instructs MoDEE, in collaboration with the Telecommunication Regulatory Commission "(TRC), to review the public policy on universal service in the telecommunications sector, as issued by the Cabinet under Decision No. (3780) on 21/12/2004. The goal is to create an updated policy that upholds the principle of technological neutrality in defining universal services and determines their scope of application. Additionally, the policy should include the designation of a universal service provider in all telecommunications markets, where applicable, ensuring digital equity and equal access to services for all citizens. The Government also requests a study on the possibility of establishing a universal service fund, considering proper governance, effective fund management, and international best practices for managing such funds.

# Policy Pillars

## The First Pillar: The Legislative and Regulatory Environment:

In line with the modern concepts of the blockchain technology, smart contracts, and applications based on such technologies, as well as the global surge in their adoption, usage, features, and the technical and legal constraints imposed upon them, and in preparation to harness the potential provided by these technologies, the Government, represented by MoDEE, has approved Jordanian Blockchain Technology Policy 2025. This policy is part of a vision aimed at "enhancing transparency, security, and efficiency in government operations, contributing to the establishment of an inclusive digital economy and a more sustainable future."

In this context, digital signatures represent one of the key applications of blockchain technology. The adoption of such technologies contributes to strengthening digital trust and enabling a secure and efficient digital transformation by ensuring the reliability of digital documents and transactions.

This, in turn, facilitates the delivery of electronic government services and enhances their efficiency. Moreover, it supports the concept of digital inclusion by providing secure and reliable means for authentication and digital identity verification, particularly for vulnerable groups and remote areas. Acknowledging the significance of this progress, the Government requests the Ministry of Justice (MoJ) to collaborate with MoDEE and the Central Bank of Jordan (CBJ) in conducting a thorough legal study. This study will examine how to regulate and govern smart contracts and digital documents in both government and private sectors. The study will assess the scope of application of such technologies focusing on their legal validity, the extent of their legal protection, and the enforceability of the agreements executed through them.

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## The First Pillar: The Legislative and Regulatory Environment:

Moreover, the review, update, and development of the current legislative framework constitute the optimal foundation for the success of national efforts aimed at modernizing the digital infrastructure and enabling environment for emerging technologies, in alignment with international standards. As such, and given the cross-governmental importance of this objective, conducting a comprehensive assessment and review of national legislation at all levels to identify areas for improvement and development is deemed a national priority.

Therefore, the Government requests the Legislation and Opinion Bureau to collaborate with MoDEE to set up a permanent national taskforce, following a process they both agree on. This taskforce will thoroughly review the current national laws related to technology. They will identify any rules that might be holding back digital transformation, making it harder to close the digital gap, or preventing all parts of society from being included, based on national goals.

Moreover, the taskforce will assess how any new laws, regulations, or instructions sent to the Bureau might affect things like digitization, infrastructure growth, entrepreneurship, and investment.

The Government endeavors to achieve sustainable development within society through the provision of mechanisms that empower local communities to engage in decision-making processes, access public information, and interact with governmental policies and services in a simple and secure way. To this end, the Government, through MoDEE launched Jordanian E-Participation Policy 2021, which focuses on increasing community participation in creating legislation and making decisions at the Government level, as well as improving the quality of public services, decisions, and policies to better meet the needs of all community segments, including vulnerable groups.

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## The First Pillar: The Legislative and Regulatory Environment:

Under this framework, the Government directs MoDEE to proceed with the development of the Unified Government Portal for E-Participation, "Tawasal," and to establish the requisite legislation governing e-participation and the portal's operations. The Government calls upon all public authorities to conduct public consultations through the "Tawasal" portal, engaging different segments of society in discussions on governmental actions, decisions, and policies. This approach aims to enhance the quality of public services, ensure responsiveness to citizens' needs, and contribute to inclusive and sustainable development, while supporting economic and social growth and advancing the vision of a resilient digital society.

To achieve the objectives of the Policy, it is essential to strengthen the enablers that support digital inclusion and integrate with it to ensure its success. Financial inclusion constitutes a fundamental component linked to digital inclusion, as it facilitates individuals' access to digital financial services, such as electronic payments and online banking, thereby enhancing their integration into the digital economy. In this context, the Government directs the CBJ to continue the implementation of the projects and initiatives outlined in the National Financial Inclusion Strategy 2023–2028, given their pivotal role in narrowing the financial gap, fostering innovation, and supporting sustainable economic and social development.

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## Second Pillar: Infrastructure, accessibility and connectivity

Access to broadband services and comprehensive connectivity has become a matter of global concern, particularly in the aftermath of the COVID-19 pandemic, which exposed weaknesses in digital connectivity and the availability of various digital resources. The pandemic highlighted existing disparities between urban , rural and remote areas, further exacerbated by the subsequent global economic contraction and the shortage of semiconductor resources. As a result, connectivity has become increasingly costly for individuals and institutions striving to access unlimited broadband internet and utilize digital resources essential for sustaining their operations and daily activities.

Therefore, the Government directs TRC to establish a clear mechanism to encourage network operators and internet service providers to share infrastructure and implement this approach in

order to reduce the costs associated with its operation, including necessary human resources and energy consumption. Additionally, TRC is tasked with the responsibility of reviewing the regulations governing interconnection to minimize any restrictions on updating and expanding digital infrastructure, ensuring its optimal development and management.

The Government seeks to provide an advanced and sustainable digital infrastructure that meets the increasing needs of society and various economic sectors, thereby enhancing digital transformation and digital inclusion by ensuring reliable and equitable access to the internet and digital services for all segments of society. In this framework, , the Government is working to expand the scope of digital government services by improving the digital infrastructure, particularly in remote

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## Second Pillar: Infrastructure, accessibility and connectivity

internet subscriptions, smart tablets, smartphones, and computers can be included within the support packages and assistance provided by the Fund to beneficiary families, according to pre-determined criteria that ensure transparency and equity, and to propose a means of financing this support in partnership with the private sector and donors as part of corporate social responsibility toward these families, thereby ensuring the achievement of initiatives related to the National Social Protection Strategy of the Ministry of Social Development.

Furthermore, digital education is a key pillar in promoting digital inclusion. The rapid technological advancements have highlighted the need to integrate technology into the educational process to ensure the provision of a comprehensive and inclusive learning environment. In this context, the

Government seeks to enable all students to access equitable educational

opportunities, thereby contributing to the achievement of social justice and equipping them with the necessary digital skills and knowledge to keep pace with global developments and actively participate in the digital economy.

The Government directs the Ministry of Education (MoE) to thoroughly evaluate the existing computer infrastructure and internet connectivity in schools across the Kingdom. These endeavors are aimed at implementing the necessary improvements to establish a fair digital learning environment for all students, with a specific focus on those in remote and underserved regions. This initiative intends to enhance students' access to a wide range of educational resources and foster equal opportunities in digital education.

# Policy Pillars

## Third Pillar: Digital Services and Social Entrepreneurship

The Government recognizes the significant role that technology plays in enhancing the quality of digital government services and in achieving digital equity and justice for all segments of society by facilitating their access to such services at any time and from any location without discrimination. Furthermore, the Government underscores the importance of setting clear priorities for achieving comprehensive digital transformation within national institutions and across the broader social system, while addressing the inclusion that may hinder digital development and innovation, and encouraging the adoption of modern technological approaches for service delivery.

Therefore, the Government requests MoDEE, in collaboration with various Government entities and the private sector, to undertake a participatory review of NDTs 2021–2025. NDTs should include clearly defined indicators for implementation and performance monitoring. It is essential to expand

the scope of digital services and reaffirm MoDEE commitment to digitizing Government services in line with international standards, ensuring that all segments of society are included without discrimination. This includes designing and developing inclusive digital services that leave no one behind, with a particular focus on e-participation as a digital tool to address the needs of all population segments.

As part of the Government's ongoing efforts to advance digital transformation and inclusion, the Government has endorsed the National Strategy for Future Stations 2025, guided by its vision: "Empowering local communities with advanced digital capabilities that align with the latest technological developments and meet the evolving demands of the labor market, while enhancing the contribution of local communities in building an integrated and prosperous national digital economy through Future Stations."

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## Third Pillar: Digital Services and Social Entrepreneurship

In line with this vision, the Government directs MoDEE to strengthen the role of Future Stations as key digital access points within local communities. These stations are to serve as direct interfaces for individuals and businesses to benefit from digital government services and activate digital identities. Furthermore, they will play a fundamental role in promoting digital awareness and culture, as well as training community members in the digital skills necessary to seize opportunities within the digital economy.

Under this framework, the Government seeks to enhance the entrepreneurial business environment in Jordan and create favorable conditions for entrepreneurs and startups by providing the necessary support to develop their ideas and transform them into viable projects capable of generating new employment opportunities. Consequently, the Government directs MoDEE to activate the role of Future Stations as a primary enabler in supporting

entrepreneurship within local communities. This initiative aims to empower startups and entrepreneurs by providing access to digital resources and technological infrastructure, thereby strengthening their capacity to develop innovative solutions that address local needs and create new employment opportunities, particularly in remote areas and underserved communities.

The Government recognizes the pivotal role of Jordanian startups and entrepreneurs in driving economic growth and fostering social development, while acknowledging the challenges faced by digitally isolated communities. In this context, social entrepreneurship emerges as a key tool for addressing social and economic issues by developing innovative solutions to various social challenges and problems. In this regard, the role of Future Stations becomes prominent in supporting these efforts by

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## Third Pillar: Digital Services and Social Entrepreneurship

providing an incubating environment for entrepreneurial ideas, along with offering training and resources to ensure the sustainability of emerging projects.

Recognizing the value of data-driven policy, the Government instructs MoDEE to undertake a thorough study of the current social entrepreneurship sector. This study aims to pinpoint challenges and obstacles hindering the sector's growth and to propose recommendations that support social enterprises, in cooperation with relevant government and private organizations. Furthermore, the study will seek to establish a mechanism to foster sustainable entrepreneurial initiatives in remote areas and underserved communities. The goal is to achieve measurable economic improvements in these communities over the short, medium, and long term by creating job opportunities, increasing individual income, encouraging project development, and attracting investment capital.

To bolster the entrepreneurial ecosystem and encourage startups to create comprehensive digital solutions, the Government instructs the Ministry of Investment (MoIn) to collaborate with MoDEE and relevant Government bodies to develop incentive packages and exemptions for startups and entrepreneurs. These incentives will be for those establishing companies that offer technological and digital services aimed at integrating PWD, elderly, women, students in remote areas, and families living in poverty into the digital community. This will be contingent on commitments that uphold the principles of inclusivity, transparency, and digital equity.

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## Fourth Pillar: Digital Skills

The Government acknowledges that rapid digital progress can be challenging for individuals lacking the necessary digital knowledge and skills to engage with the evolving digital landscape. Therefore, enhancing digital skills across all segments of society, with a specific focus on vulnerable groups ; PWD, elderly, women, and young people in remote areas, is a key national priority.

The Government directs MoDEE to develop a comprehensive guide on digital skills as part of the Future Services component of the National Future Stations Strategy. This guide should include training programs at various levels (beginner, intermediate, advanced) focused on digital skills, life skills, language proficiency, home economics, modern technologies, and other relevant areas, tailored to the needs of different geographic regions and local labor markets. The guide should be regularly updated to ensure its alignment with rapid technological advancements.

MoDEE, in collaboration with Future Stations, educational institutions, academic organizations, and the private sector, is tasked with the responsibility of providing training programs across a broad spectrum of skills at various levels. MoDEE is also responsible for ensuring the continuity of these programs and for providing qualified trainers to deliver specialized instructions. This initiative aims to cultivate a digitally proficient community capable of addressing both current and future challenges posed by digital transformation and emerging technologies.

The Government recognizes the importance of ensuring all segments of the society are actively included in the digital transformation process and thereby enabling equitable access to the opportunities arising from the technological progress. One group that might find it challenging to adapt to the digital environment is the elderly, as they may have less familiarity

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## Fourth Pillar: Digital Skills

and knowledge of modern technological tools. Accordingly, the Government is implementing practical initiatives to help elderly gain essential digital skills and improving their ability to use various digital services. This supports their active involvement in the digital community and contributes to achieving comprehensive digital inclusion.

Therefore, the Government directs the National Council for Family Affairs, in collaboration with MoDEE, to hold digital awareness sessions targeting elderly nationwide. These sessions provide essential digital skills needed to ensure their integration into the digital community and enable them to benefit from various digital services.

With the widespread adoption of digital financial solutions, financial inclusion has become one of the fundamental pillars for achieving

economic and social development. Digital inclusion complements financial inclusion by providing tools and technologies that enable individuals across various community segments, especially the vulnerable, to access digital financial services easily and securely. In this context, raising awareness and enhancing digital skills related to digital financial services is becoming increasingly important. This will facilitate broader access to these services and help reduce the digital and financial gaps across various segments of the society.

Consequently, the Government directs MoDEE, in cooperation with the CBJ, to organize training programs and workshops at the Future Stations across the Kingdom. These programs focus on financial technology, digital financial services, and digital security when using and relying on such services, with particular emphasis on addressing the needs of the vulnerable groups

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## Fifth Pillar: Awareness, Digital Culture, and Protection

The Government recognizes the importance of raising digital awareness across all segments of the society. It emphasizes the need to provide support and guidance on how to use digital government platforms and services through interactive guides and explanatory videos that consider the needs and requirements of all community segments, particularly the PWDs and elderly.

Accordingly, the Government directs the relevant governmental entities responsible for providing digital government services, in collaboration with MoDEE, to offer online training materials and awareness and promotional videos about digital technology, platforms, and digital government services.

These materials should be tailored to meet the needs of all segments of the society, particularly the PWDs and elderly to ensure digital inclusion and equity.

To ensure the continuity of efforts in implementing promotional and awareness campaigns, the Government directs MoDEE and the Ministry of Planning (MoP) and International Cooperation to develop an awareness plan for digital services, promoting their usage and benefits through visual and audio media, as well as social media networks by all governmental entities. Moreover, an awareness plan should be prepared for all segments of society, particularly elderly, PWDs, and women, regarding new legislation and their digital rights. This will contribute to creating a secure digital environment that respects privacy and fosters trust in the digital services provided to all segments of the local community.

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