

WHAT'S IN THE OGP  
SUBNATIONAL  
ACTION PLANS



2017 EDITION

Open  
Government  
Partnership



## OGP OVERVIEW

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The Open Government Partnership (OGP) recently celebrated its fifth anniversary. Since 2011, it has grown from eight founding governments and nine civil society leaders, to 75 national governments, 15 subnational governments, and thousands of civil society organizations participating in their local OGP process. Over 3000 specific open governance reform commitments have been made.

In 2016, OGP opened to subnational participants in their own right as part of a pilot program. This decision recognized that many open government innovations and reforms are happening at the local level where governments can engage more directly with citizens and many crucial public services are delivered.

The OGP Subnational Pioneer Pilot Program consists of 15 subnational governments who submitted Action Plans at the Paris Global OGP Summit, and will be implementing them throughout 2017. The highlights of these Action Plans are showcased in this report.

Over the next five years, OGP has the ambition to become a positive global movement for openness and deeper democracy, and as a countervailing force against the rise of closed government, at both the national and subnational level. This will require national and subnational governments participating in OGP to have a strong focus on implementing their Action Plans and sharing knowledge across different countries and types of government, so that OGP can be a home of innovation, learning, and collaboration for more open governments around the world.

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# INTRODUCTION

The development and implementation of Action Plans is at the core of the OGP model. The 15 subnational pioneers submitted their first Action Plans in December 2016 containing over 70 commitments. Given that government and civil society co-create each action plan according to the local context, OGP is being used to implement potentially transformative reforms that can make a difference in the lives of citizens. This publication highlights some notable reforms of the 2017 Subnational Action Plans (SNAPs). It analyzes commitments in emerging thematic areas that are gaining traction within the OGP community and have the potential to respond to citizen concerns about open government, particularly at the subnational level. In the first part of the publication, the commitments are grouped into four themes:



### CIVIC PARTICIPATION

Mobilizing citizens to engage in a dialogue on policies, provide input and monitoring that lead to more responsive, innovative, and effective governance.



### MARGINALIZED COMMUNITIES

Fostering the inclusion of typically excluded populations in governing and decision-making.



### SERVICE DELIVERY

Policies, systems, and measures to improve the quality and efficiency of public service delivery in sectors such as: Education, Health, Water, and Security



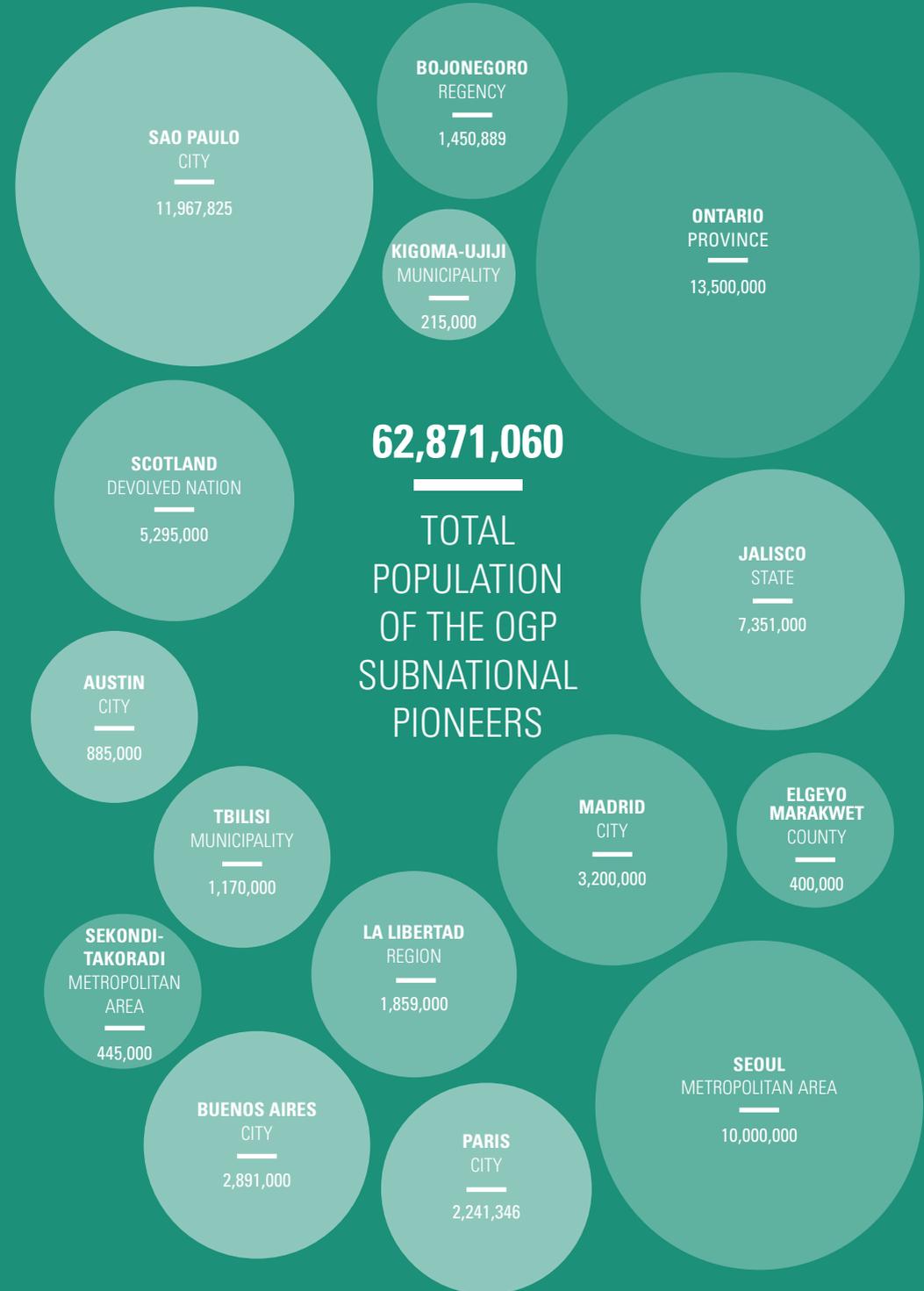
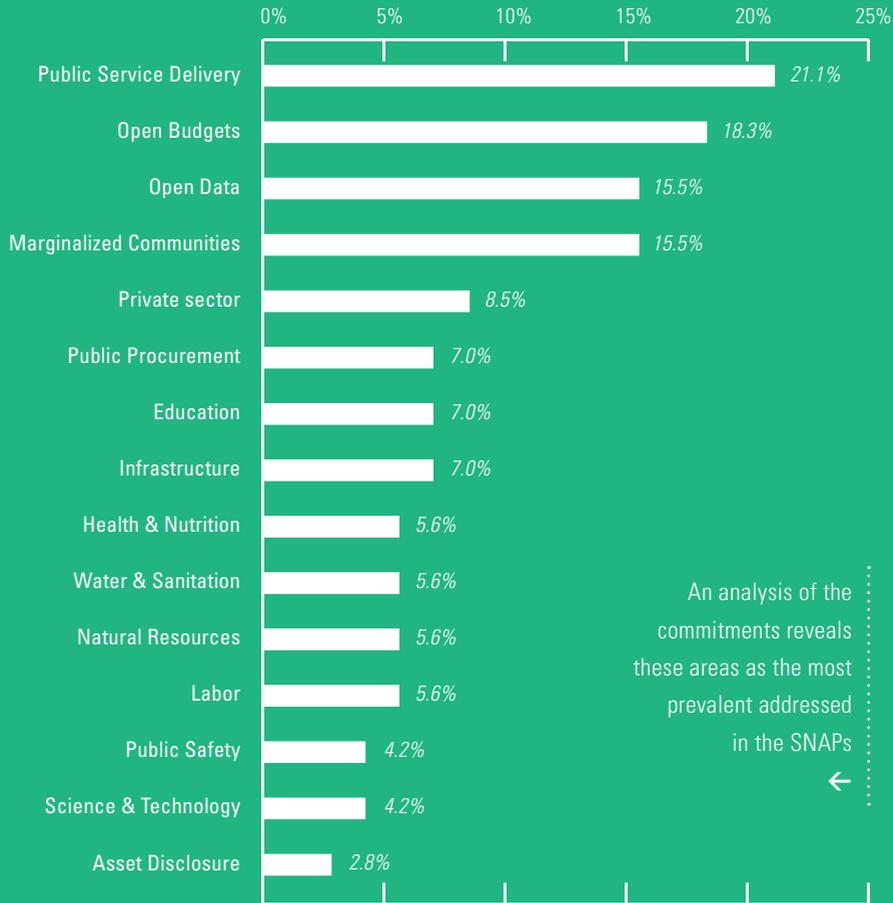
### TECHNOLOGY & INNOVATION

Embracing the importance of providing citizens with open access to technology, the role of new technologies in driving innovation, and the importance of increasing the capacity of citizens to use technology.

The second part of the publication highlights one innovative commitment from each subnational government's Action Plan. These commitments were chosen to shine a light on the breadth of public policy challenges that OGP is tackling and to provide inspiration for government and civil society reformers who will be co-creating future SNAPs.

\* This briefing includes commitments of SNAPs that were submitted in December 2016. These commitments have not been assessed by the Independent Reporting Mechanism (IRM) as of publication. This report does not replace the IRM's assessment of the quality and ambition of individual commitments.

# SNAP COMMITMENT AREAS



# INNOVATION IN OGP

While each SNAP aims to address the individual needs and aspirations of OGP subnational governments, the following overarching themes were identified in the 2017 Action Plans:



**CIVIC PARTICIPATION** Mobilizing citizens to engage in a dialogue on policies and provide input and monitoring that lead to more responsive, innovative, and effective governance.



**MARGINALIZED COMMUNITIES** Fostering the inclusion of traditionally excluded populations in governing and decision-making.



**SERVICE DELIVERY** Policies, systems, and measures to improve the quality and efficiency of public service delivery in sectors such as: Education, Health, Water, and Security.



**TECHNOLOGY & INNOVATION** Embracing the importance of providing citizens with open access to technology, the role of new technologies in driving innovation, and the importance of increasing the capacity of citizens to use technology.

\* These emerging topics do not intend to be mutually exclusive, rather they are a way to categorize the variety of reforms according to their intended results.



# 4

## EMERGING THEMES IN THE NEW ACTION PLANS

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This section highlights inspiring commitments  
grouped in four emerging themes found in  
the 2017 SNAPs.



## CIVIC PARTICIPATION

Civic participation is based on the belief that those who are affected by a decision have a right to be involved in the decision-making process, and includes the promise that the public's contribution will influence the decision. It promotes sustainable decisions by recognizing and communicating the needs and interests of all participants, including decision makers. Civic participation seeks out and facilitates the involvement of those potentially affected by or interested in a decision, and seeks input from participants in designing how they participate. It provides participants with the information they need to engage in a meaningful way and communicates to participants how their input affected the ultimate decision. Many subnational participants have included innovative commitments that simplify civic participation. The following are examples of commitments on civic participation found in the SNAPs:

**Madrid #3: Expanding the Reach and Impact of Participatory Budgeting** The first participatory budget of Madrid was developed in 2016, offering citizens the unprecedented opportunity to propose investments by the Madrid City Council with a dedicated budget of €60 million. Building on this, Madrid is increasing the transparency and accountability of the participatory budgeting process by creating the "Decide Madrid" system, an open website which will track every citizen-proposed project from inception through completion. Additionally, the scope of the existing model will be expanded to €100 million, and includes creating new participation mechanisms focused on the later stages of project development.

**São Paulo #2: Bringing Greater Inclusivity to the "Open Government Agents" Program** One of several programs implemented under the 2014 Open São Paulo Initiative was the "Open Government Agents" program, where

citizen-trainers hosted workshops to train over 14,000 civil servants, city councilors, socially vulnerable youth, and regular citizens in the use of tools and mechanisms for participating in open government. In 2017, São Paulo committed to strengthening "Open Government Agents" by mapping current territorial participation levels in open government projects, launching a public notice of the program and of vacancies for new projects, and developing user-friendly project language to attract a larger base of participants. Open government education activities will be held in each of the 32 city districts throughout the year based on the mapping exercise.

**Scotland #5: Enhancing Civic Participation in Government Functions and Service Delivery** While Scotland has opened up spaces for civic participation in policymaking, opportunities remain for deepening civic engagement. Scotland is taking a multi-pronged approach to improving civic participation by



co-creating legislation aimed at bringing local government functions closer to communities, hosting regular engagement events with civil society over the course of the year, and co-designing new service delivery tools and guidelines. A prototype of a "Scottish Approach to Service Design" will be co-produced by 20 organizations and will focus on re-designing Scotland's digital public services with the input of service providers and receivers. ■



## MARGINALIZED COMMUNITIES

This theme encompasses factors that affect or involve traditionally marginalized populations, defined broadly to include any historically oppressed groups. This includes, but is not limited to, those marginalized on the basis of gender, ethnicity, race, tribe, socio-economic status, and sexuality. These populations, when combined, make up the majority of the global population, but are frequently left unheard in governance and community decision-making. Several subnational entities are striving to make governance and public participation more inclusive by reaching out to include these communities. The following are examples of commitments on the inclusion of marginalized communities found in the SNAPs:

**Austin #1: Improving Policy to Address Homelessness** In August 2015, the U.S. Department of Justice argued that actions that result in criminalizing homelessness are unconstitutional. To address an inhumane

and resource-inefficient system in which the homeless often rotate between emergency shelters and incarceration, Austin is forming the Homelessness Outreach Street Team (HOST). This collective of multi-sectoral homelessness specialists will collaborate to formulate policies and funding models that address the needs of the city's homeless population around a common understanding of the concerns and issues at hand. Critical to HOST's decision-making is the development of a homelessness systems map, which will identify pain points by crowdsourcing information from the homeless, service providers, and the affected community.

### **Paris #1: Making Budgets More Inclusive**

To expand the scope of participation in the budget process, the City of Paris is identifying and prioritizing proposals originating in working-class Parisian neighborhoods, which have historically been excluded. The Atelier Parisien d'Urbanisme (APUR) will carry out

a sociological study of budget participants, and will mobilize engineering associations and students to spearhead outreach and inclusivity efforts in these traditionally marginalized communities. Through co-creation workshops, the city will craft policy proposals that exemplify a diversity of perspectives and have a greater likelihood of electoral success at the back-end of the budget cycle.

### **Tbilisi #5: Citizen Monitoring of Public Services**

Civic groups in Tbilisi have requested mechanisms for monitoring public services provided by the City Hall, with members of socially vulnerable groups being particularly vocal. To improve public services city-wide, Tbilisi committed to authorizing inclusive civic monitoring groups operating under guidelines issued by the City Hall to oversee public services and to report their findings. Citizens will monitor healthcare, education, homelessness, and youth sports services. Furthermore, information about

accessing provider services will be transferred to a newly developed online platform, easing access to critical services on which many vulnerable citizens rely. ■





## SERVICE DELIVERY

The successful provision of critical public services – such as healthcare, education, and sanitation, among others – can shape the relationship that citizens have with their governments, as well as their trust in the system. Representing large portions of government budgets, public services should not only respond to the needs and preferences of citizens, but also should be transparent, efficient, and accessible by all. Integrating open government principles in service delivery can direct public investments where they are needed, expand the reach of the services, enable feedback mechanisms, and allow citizens to monitor the delivery and quality of the services. The following are examples of commitments on service delivery found in the SNAPs:

**Elgeyo Marakwet County #4: Institutionalizing the Use of WhatsApp as a Citizen Feedback Mechanism** Elgeyo Marakwet has utilized several informal social

media and digital messaging platforms to facilitate citizen input on the quality of public services, but government participation has been inconsistent. As a result, the perception of government indifference to citizen needs persists. In response, Elgeyo Marakwet is institutionalizing the WhatsApp messaging platform as an official communication channel to provide timely government information and for rapid response to citizen feedback by government officials. Through this commitment, the government seeks to become more responsive to citizen needs and improve public services based on an open dialogue with citizens.

**EDUCATION: Kigoma Ujiji #3: Increasing Education Sector Transparency Through Data Publication** The education sector in Kigoma Ujiji serves much of the community beyond students and is a vital source of employment, but school performance and spending has been opaque,

making it difficult to identify where systemic problems exist and how services could be improved. Recognizing the crucial role that access to information plays in improving public services, the Kigoma Ujiji Municipal Council committed to regularly publishing data online and offline (using public notice boards) on school funding and expenditures, student and staff numbers, school labor needs, and school building infrastructure. Examination results and school rankings will be made publicly available to help identify and target underperforming institutions.

**HEALTH: Buenos Aires #4: Increasing Access to Sexual and Reproductive Health Information** Argentinian cultural norms can impede access to contraceptive devices and sexual health services, with young women experiencing particular difficulty. In light of this, Buenos Aires committed to generating a comprehensive and publicly accessible database containing



information on the availability of sexual and reproductive health services available at different health centers, and a geolocation map of the centers to increase access to their services. A reporting mechanism will allow citizens to rate their service delivery experience at the centers and lodge complaints as needed. This new digital framework aims to reduce the obstacles that many Buenos Aires residents face when attempting to access these vital services.

**WATER: La Libertad #2: Mapping Clean Water and Sanitation Systems to Improve Health Outcomes** Lack of access to clean water and sanitation are major causes of infectious diseases that hinder community development. La Libertad committed to improving access to these services by developing a digital mapping platform in consultation with a newly formed interdepartmental government Water and Sanitation Committee. This tool visually

pinpoints the precise location of water services on a map and scores them for quality. The data will be hosted on an accessible web portal which will include an emergency mailbox feature for citizen feedback and issue identification, bolstering the accuracy of the mapping system.

#### **SECURITY:**

**Jalisco #1: Building Trust Between Police and Citizens Through the Co-creation of Crime Reduction Strategies** Jalisco faces pervasive mistrust between citizens and the police, which discourages cooperation with authorities and reporting of crimes, particularly in the major city of Guadalajara. To build trust between the Guadalajara Police Department and Lomas de Polanco residents, the Guadalajara Municipal Government is collecting crime rate statistics, identifying endangered public spaces, and co-creating action plans to tackle ongoing security concerns. A task force consisting of police and civil society organizations, including Toma La Ciudad and CREAPEZ A.C.,

will collaborate on the development and implementation of these efforts, and the results will be documented and published in order to build greater trust in the police.

#### **Sekondi-Takoradi #1: Launching a Collaborative Crime-Mapping Tool and Citizen Safety Training Program**

Concerns about safety in Sekondi-Takoradi have led to the formation of ad hoc community watch groups, which have operated independently to combat crime. Sekondi-Takoradi is building a partnership between these civilian groups, the Ghana Police Service, and government agencies to conduct training programs for watch group members and to elevate awareness of the programs in the community through active media engagement. Key to crime reduction through this civic participation strategy is the development of a digital crime-mapping tool, which will inform where interventions by police are most needed and ultimately improve the safety of the community. ■



## TECHNOLOGY & INNOVATION

With the advances brought by greater connectivity and technology, public participation has become simpler and more straightforward. Where a decade ago one would have stood in line to access information, now one can access that information on a website and use it to analyze data in a variety of creative ways. OGP requires that commitments that use technology and innovation should enhance openness and accountability by promoting new technologies that offer opportunities for information sharing, public participation, and collaboration. These commitments should make more information public in ways that enable people to understand what their governments do and to influence decisions, and should reduce the costs of using these technologies. Subnational governments, in partnership with civil society, are finding new and creative ways to integrate technology and innovation into their open government commitments to make public participation easier and more inclusive. The following are

examples of commitments on technology and innovation found in the new SNAPs:

**Bojonegoro #1: Establishing an Open Data Platform at the Village Level** To address the absence of basic social, economic, and demographic data available to support local public services and development programs, Bojonegoro developed the Dasa Wisma open data application, building on a women-led community movement to collect village-level demographic and service data. For every ten households in a village, a trained woman civilian administrator enters data into the data application. CSO partners are developing a visual dashboard and incorporating all local data into the national data portal of Indonesia. These data sets will encompass a wide range of previously uncollected information, will be available through the Dasa Wisma website in reusable, open formats, and will be used to better inform government service delivery and policy making.

**Seoul #3: Crowdsourcing the Creation of Urban Life Maps** The Seoul Metropolitan Government has committed to fostering widespread public participation in its city mapping process by launching a free and user-friendly digital map-making platform which will allow citizens to crowdsource safety and livability information harnessing geospatial technology. Previously, Seoul had published around 90 urban life maps for use by its citizens, which were produced utilizing a top-down approach that largely excluded civic involvement. The Seoul Metropolitan Government will integrate feedback from citizens into revisions of the map-making platform, and will offer training materials to further ease access to the digital tools. By taking a bottom-up approach to local map-making, Seoul hopes to increase the sense of community and connectivity between city residents.

**Ontario #2: Developing Digital Tools for Youth Engagement** Canada's youth are



digitally connected like never before, and should be engaged in policy debates on issues that affect them. However, their level of civic participation remains low. In response, Ontario is launching an innovative digital engagement tool aimed at youth to evaluate current levels of civic engagement, identify opportunities for improvement, and harness existing mobile and social media platforms to facilitate regular contributions to government policy. The tools will be co-created and tested by the Premier's Council on Youth Opportunities and youth networks through newly established design labs and open government tools such as PoliHack. ■

# 2017 SUBNATIONAL ACTION PLAN HIGHLIGHTED COMMITMENTS



**5**  
TOTAL COMMITMENTS

**MARGINALIZED  
COMMUNITIES,  
PUBLIC SERVICE DELIVERY,  
PUBLIC PARTICIPATION**  
THEMES

## AUSTIN, TEXAS

**COMMITMENT #2: DEVELOPING AN EQUITY ASSESSMENT TOOL.** To alleviate inequities that negatively impact low-income city residents and communities of color, Austin has committed to developing an equity assessment tool drawing from existing tools and case studies, including the United Nations Gender Diversity Mainstreaming effort. The city will host an Equity Visioning Session to gather public feedback and establish city-wide equity standards. Ultimately, the tool will facilitate the creation of equity-focused departmental budgets to be implemented in 2017.



**5**  
TOTAL COMMITMENTS

**FISCAL OPENNESS,  
CAPACITY BUILDING,  
PUBLIC PARTICIPATION**  
THEMES

## BOJONEGORO, INDONESIA

**COMMITMENT #2: EMBRACING FISCAL OPENNESS IN THE VILLAGE GOVERNMENT BUDGET.** A lack of transparency and public accessibility in the budget process of Bojonegoro villages has created an atmosphere of mistrust in the community. In an effort to improve fiscal openness of the local government, Bojonegoro committed to publishing the administration's budget and accountability report, as well as village asset data on the village website and on billboards. A Village Information Service Desk will also be created across 30 villages, accompanied by efforts to increase public participation throughout the budget cycle.



## BUENOS AIRES, ARGENTINA

5  
TOTAL COMMITMENTS

**PUBLIC TRANSPORTATION,  
OPEN DATA, PUBLIC  
SERVICE DELIVERY,  
RECORDS MANAGEMENT**  
THEMES

**COMMITMENT #3: PROVIDING OPEN BUS TRANSIT DATA.** Wide collection of data by city governments such as Buenos Aires has created a global trend of innovative, data-informed improvements to public services. Buenos Aires is gathering, storing, and publishing comprehensive information on bus services operating city-wide in an open, General Transit Feed Specification (GTFS) format, the global standard for open transportation data. The quality of public transportation is a central concern for residents of Buenos Aires, which makes the availability of highly detailed transit data a major step forward in enhancing city transit.



## ELGEYO MARAKWET COUNTY, KENYA

4  
TOTAL COMMITMENTS

**OPEN CONTRACTING,  
CAPACITY BUILDING, FISCAL  
TRANSPARENCY**  
THEMES

**COMMITMENT # 3: MAKING GOVERNMENT CONTRACTS MORE TRANSPARENT AND ACCESSIBLE.** Legislation enacted in 2014 and 2015 in Elgeyo Marakwet institutionalized public participation in various phases of governmental decision making, but contracting processes and information have remained largely inaccessible to the public. In response to citizen concerns regarding the efficient and corruption-free execution of contracts, Elgeyo Marakwet committed to embracing open contracting by standardizing project design and reporting documents across city departments, and publishing regular reports on awarded contracts and project implementation. An online project tracking tool will enable public monitoring across the contract cycle.



## JALISCO, MEXICO

7  
TOTAL COMMITMENTS

**GENDER, PRIVATE  
SECTOR, MARGINALIZED  
COMMUNITIES, LABOR**  
THEMES

**COMMITMENT #2: REDUCING THE GENDER WAGE GAP IN THE PRIVATE SECTOR.** A 2016 Wage Gap Diagnostic study concluded that a 19.6% wage disparity exists in Jalisco in favor of male workers. Jalisco has formed a partnership between the public and private sectors to develop and implement public policies aimed at reducing the wage gap. The State Government's Secretariat of Labor and Social Security and COPARMEX Jalisco will carry out the recommended actions, with the goal of having at least 20 Jalisco businesses adopt the wage reduction models in 2017. The implementation process will also be tracked on a publicly accessible digital platform, allowing for transparent monitoring of the commitment's progress.



## KIGOMA UJJI, TANZANIA

5  
TOTAL COMMITMENTS

**LAND USE,  
INFRASTRUCTURE, FISCAL  
TRANSPARENCY**  
THEMES

**COMMITMENT #1: PUBLISHING MUNICIPAL LAND USE INFORMATION ONLINE.** A scarcity of available land and a lack of transparency in land ownership are major issues in Tanzania, and are often the cause of conflict requiring resolution that consumes government time and resources. To ensure that land use is both transparent and equitable, Kigoma Ujiji is publishing municipal land usage plans online with detailed information on demarcated and titled land and spaces available for public use. These data will inform future plans for municipal development and reduce conflicts arising from a lack of information.



4  
TOTAL COMMITMENTS

**ACCESS TO AGRICULTURAL  
DATA, TECHNOLOGY AND  
INNOVATION, PUBLIC  
PARTICIPATION**  
THEMES

## LA LIBERTAD, PERU

**COMMITMENT #3: DEVELOPING AN AGRICULTURE DATA MOBILE APP.** Only 7% of the 126,653 agricultural producers in La Libertad currently have access to the wealth of farming and market data possessed by the regional government and private businesses. La Libertad committed to developing a mobile app with an accessible and comprehensive database of information related to crop growth, production, harvesting, and domestic and international markets. The app will be interactive, allowing users to submit listings and photos of products, connecting La Libertad’s small and medium farming communities to formerly inaccessible markets.



3  
TOTAL COMMITMENTS

**OPEN DATA, FISCAL  
TRANSPARENCY, CAPACITY  
BUILDING**  
THEMES

## ONTARIO, CANADA

**COMMITMENT #1: ADOPTING THE INTERNATIONAL DATA CHARTER.** Ontario implemented its Open Data Directive in 2015, requiring government data to be open by default. To embrace open data as standard government practice, Ontario committed to adopting the International Data Charter. Consistent with updated data tools and guidelines of the International Charter, the Ontario Provincial Government will make data publications time-bound, proactively engage civil society in open data processes, and align open data formats and best practices with domestic and international standards.



5  
TOTAL COMMITMENTS

**LOBBYING, RECORDS  
MANAGEMENT,  
ANTI-CORRUPTION**  
THEMES

## MADRID, SPAIN

**COMMITMENT #1: CREATING A MANDATORY REGISTRY OF LOBBYISTS.** Madrid’s Transparency Ordinance, passed in 2015, mandated the open publication of a wide variety of previously inaccessible information. Included in the ordinance is the creation of a public registry of lobbyists, which Madrid will implement in 2017. The digital system will encourage registration by offering users the ability to subscribe to alerts related to Madrid Council department processes and decisions, and request meetings with council departments. Once implemented, the new system will allow the general public a transparent view of stakeholders involved in government decision making.



5  
TOTAL COMMITMENTS

**INFRASTRUCTURE,  
PUBLIC PARTICIPATION,  
TECHNOLOGY, PUBLIC  
SERVICE DELIVERY**  
THEMES

## PARIS, FRANCE

**COMMITMENT #4: LAUNCHING AN IMPROVED VERSION OF THE DANSMARUE CROWDSOURCING MOBILE APP.** The DansMaRue mobile app lets Parisians crowdsource information on geolocated problem areas throughout the city, but the platform is singular in its focus on reporting negative aspects of city life. Paris committed to launching an updated DansMaRue, which promotes positive crowdsourcing of city projects, such as mapping locations of new and ongoing public works and services. The tool, which already has an active user base that this commitment seeks to expand by at least 50 percent, will facilitate the co-design and sharing of citizen priorities for future government projects.



## SÃO PAULO, BRAZIL

4

TOTAL COMMITMENTS

**RECORDS MANAGEMENT,  
PUBLIC PARTICIPATION,  
FISCAL OPENNESS**  
THEMES

**COMMITMENT #1: BOLSTERING CIVIC PARTICIPATION IN OPEN COUNCIL HEARINGS.** Open government hearings promoted by São Paulo City Hall have often had low levels of civic participation due to a dearth of publicly available information on council meetings and project development. The city of São Paulo is expanding opportunities for public participation in open government projects by mandating each of its 32 city district mayors hold open, intersectoral meetings every 6 months, with meeting agendas, schedules, and minutes published in advance in print and electronic formats. Regular reports produced by the subprefectures will inform respective councils and citizens on the status of ongoing projects.



## SEKONDI-TAKORADI, GHANA

5

TOTAL COMMITMENTS

**INFRASTRUCTURE,  
PUBLIC PARTICIPATION,  
CAPACITY BUILDING**  
THEMES

**COMMITMENT #5: INTEGRATING PUBLIC PARTICIPATION INTO INFRASTRUCTURE PROJECT DEVELOPMENT.** Guidelines exist in Sekondi-Takoradi for citizen engagement in local development and budget processes, but participation rates remain low. Sekondi-Takoradi is trying to mainstream civic participation in infrastructure projects by performing “needs assessments” in four pilot communities, selecting infrastructure work-sites based on community input and expertise, and directly involving citizens in designing facilities. Community feedback will be collected at the end of the year, informing improvements for future projects.



## SCOTLAND, U.K.

5

TOTAL COMMITMENTS

**SDGS, HUMAN RIGHTS,  
PUBLIC PARTICIPATION**  
THEMES

**COMMITMENT #2: MEASURING SCOTLAND’S PROGRESS TOWARDS THE SUSTAINABLE DEVELOPMENT GOALS.** In 2015, Scotland announced its intention to advance the Sustainable Development Goals (SDGs). Scotland’s National Performance Framework (NPF), which consists of 66 economic, social, and environmental measures, seeks to improve societal well-being and human rights in Scotland in alignment with the SDGs. To facilitate public and parliamentary scrutiny in enacting NPF and SDG measures, Scotland committed to developing a transparent framework in partnership with civil society to facilitate systematic measurement of these goals in an open format.



## SEOUL, SOUTH KOREA

4

TOTAL COMMITMENTS

**IACCESS TO INFORMATION,  
CAPACITY BUILDING, FISCAL  
TRANSPARENCY**  
THEMES

**COMMITMENT #4: INCREASING ACCESS TO COMMITTEE MEETING INFORMATION.** Departments in the Seoul Metropolitan Government currently lack standard practices on committee meeting information disclosed to the public. Seoul committed to improving access to information on city council meetings by adding a feedback mechanism to the existing council website, and by producing and distributing best practice guidelines on disclosure to public servants. Staff education and awareness meetings will also be held to promote harmonization in disclosure procedures.



5

TOTAL COMMITMENTS

**E-PETITION, PUBLIC  
PARTICIPATION,  
TECHNOLOGY**  
THEMES

## TBILISI, GEORGIA

### **COMMITMENT ##2: LAUNCHING AN E-PETITION**

**SYSTEM.** Tbilisi City Hall's current system for citizen petitions lacks any digital format, and has no built-in feedback mechanism. Tbilisi is developing and launching an electronic petition system accessible through the city hall web portal and a mobile app. The e-petition platform will enable citizens to raise issues with local governance in a public format. Legislation will be introduced to require the mayor to respond when a petition meets a threshold of signatures. Specially trained personnel will be responsible for processing petitions, and an awareness-raising campaign will foster widespread participation.



The logo for the Open Government Partnership, featuring the text "Open Government Partnership" in white on a dark blue square background, with a horizontal bar of colorful vertical stripes below it.

Open  
Government  
Partnership

**THE OPEN GOVERNMENT PARTNERSHIP**  
is an international multi-stakeholder initiative  
that aims to secure concrete commitments from  
governments to promote transparency, empower  
citizens, fight corruption, and harness new  
technologies to strengthen governance.

Follow along with the subnational journey:

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