

HOW WELL IS THE OGP WORKING?

LEARNING FROM OPEN GOVERNMENT REFORMS IN THREE COUNTRIES



Croatia

Croatia aims to engage citizens in policy-making by incorporating their inputs into draft laws and regulations. Reforms have centered on amending the regulatory framework, strengthening consultation capacity, and making consultations transparent.

COMMITMENTS

NAP 2012-2013

Commitment 9: Improving public consultation when adopting new laws

#9

5 activities

NAP 2014-2016

Commitment 11: Improving public consultation when adopting new laws

#11

4 activities

OPPORTUNITIES

- High-level political support when joining OGP
- Institutional structures to support government-civil society dialogue
- Consultations part of the policy agenda with strong civil society support
- Strong OGP coordinating unit leads consultations

CHALLENGES

- 2015 change of administration
- Legacies of bureaucratic behavior and limited administrative capacities
- Local government autonomy and limited capacity
- Low citizen awareness about consultation

RESULTS

BETTER REGULATION OF CONSULTATIONS

- Code of Procedures and ATI law amended

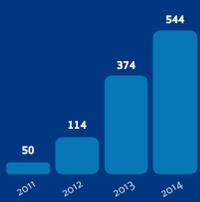
INCREASED CAPACITY FOR CONSULTATIONS

- e-consultation portal, network of consultation coordinators, 7 workshops, and 138 public officials trained

OPEN LEGISLATIVE PROCESSES

- Working groups open to external members, still 77% participants are civil servants

MORE CONSULTATIONS



MORE COMMENTS RECEIVED



Over **60%** considered & **18%** accepted.
300 consultation reports in 2014.

LESSONS

- Good government-civil society collaboration creates consensus and legitimacy for OGP reforms, and builds commitment for implementation
- A strong coordinating unit facilitates OGP processes and can lead by example
- Economic crises affect the scope and implementation of reforms, changing priorities, reducing resources, and constraining civil society engagement
- An online portal streamlines consultation and facilitates citizen participation, but different methodologies must complement online mechanisms
- Improvements in consultations at central level do not reproduce inevitably in subnational governments without building capacity and monitoring implementation
- Evidence of the positive impacts of consultations on the quality of legislation help create incentives for wider, better citizen participation

Uruguay

Uruguay sought to strengthen the implementation of the ATI law and promote citizens' exercise of ATI rights. Authorities prioritized access to public information to improve governance and promote social development.

COMMITMENTS

NAP 2012-2013

#1
Access to information

#2
Strengthen the culture of transparency

NAP 2014-2016

#3.1 Promotion and dissemination of ATI right

#3.2 E-Access (ATI requests)

#3.3 Responses to ATI requests

#3.5 Single window for statistical information

OPPORTUNITIES

- Strong political commitment
- Organizational capacity and leading role of AGESIC
- Dialogue and consensus around reforms

CHALLENGES

- Complex institutional framework of transparency
- Unclear access to information champion
- Limited public awareness and civil society capacity constraints

RESULTS



STRONGER ATI CAPACITIES

- 800 public officials trained
- 156 participants in e-learning
- Virtual community of ATI focal points



INCREASED AWARENESS

- Support to 30 public sector innovators
- Materials, media campaigns, public activities, etc.
- Still limited public awareness of ATI (26%)



IMPROVED CENTRAL BANK PERFORMANCE

- Improved implementation of transparency obligations
- Increased public knowledge of Central Bank
- 2 of 3 citizens rate the Central Bank positively in terms of trust and performance

LESSONS

- Moving from a government-driven process to institutionalized collaboration improves reforms' scope and implementation
- A flexible approach to planning and implementation helps balance ambition and feasibility
- OGP leverages support and resources for reform, but the lack of concrete budget allocations creates risks
- Scarce access to funding constrains civil society capacity to participate along the entire OGP cycle
- Higher understanding of the value of ATI reforms among public officials and citizens can foster support and monitoring
- Improved ATI implementation but still the need to articulate an integral transparency policy with a citizen focus

Georgia

Community Centres (CC) are intended to promote regional development, provide access to service in rural areas and promote citizen engagement. Initial focus was on service delivery, with increasing attention now placed on civic engagement.

COMMITMENTS

NAP 2012-2013

#1.2b

Build CCs in remote villages

NAP 2014-2016

#5A

Development of CCs in Georgia

OPPORTUNITIES

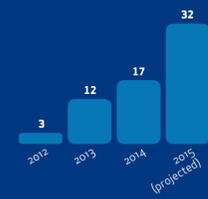
- Reform minded government, with strong commitment to OGP
- CCs drew on experience with Public Service Halls in urban areas
- CCs part of existing reform agenda, OGP provided incentive for stretch goals
- Resourced OGP coordination unit, and strong lead institution

CHALLENGES

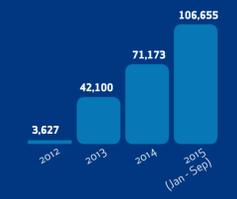
- Need to put in place necessary infrastructure
- Low levels of civic engagement in rural areas
- Limited capacity of local government institutions

RESULTS

COMMUNITY CENTRE EXPANSION



COMMUNITY CENTRE USAGE



INCREASING CIVIC ENGAGEMENT

2012-2014	2,000 citizens engaged in activities
Jan - Sep 2015	1,750 citizens engaged in activities

HIGH QUALITY DELIVERY

58% of rural population received public services from CCs	76% respondents perceived CCs as main channel for public service provision	100% of users evaluates CCs' services positively
--	---	---

LESSONS

- Increasing citizen engagement requires trust in state institutions, providing quality services through CCs helps build this trust
- Increased usage of services builds citizen ownership over CCs
- Organic growth of citizen engagement still needs to be complemented by support initiatives
- Public-private partnerships limit cost of establishing/running CCs increase fiscal sustainability
- CCs provide front office services, allowing central service providers to focus on back office services – not cutting budgets for central service providers ensured their support for CC reforms
- Providing municipal services through CCs and transferring responsibility for CCs to local government remains a challenge, decentralization reforms necessary