



Final Learning Exercise Summary Report

Corrientes (City), Argentina Action Plan 2022- 2025

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Section I: Open Government in Context

The path toward more open and collaborative management in the city of Corrientes began in 2020 with the Participatory Strategic Plan, a process of dialogue between the state, institutions, and the community that allowed for the construction of a shared vision for the city for the next ten years. This exercise laid the foundations for a new local governance model, oriented toward joint **planning, transparency, and citizen participation** as pillars of sustainable development.

On that basis, the Municipality moved towards a more specific environmental agenda, giving rise to the Corrientes Pact for Climate and the Circular Economy. This initiative consolidated the commitment to participatory environmental management, coordinating with universities, social organizations, and the private sector to design local policies for adaptation and mitigation in the face of climate change.

Corrientes' incorporation into the OGP Local program marked an institutional milestone and a paradigm shift: from an approach focused on internal modernization to a model of government based on **openness, accountability, and the co-creation of public policies**. More than just a planning exercise, this process involved a new way of governing, with citizens playing a leading role in identifying problems, formulating commitments, and validating solutions, thereby strengthening trust and expanding opportunities for collaboration.



Section II: Action Plan Co-Creation Process

The co-creation of the Open Government Action Plan for the City of Corrientes addressed the following cross-cutting issues: transparency, accountability, participation, inclusion, technology, and innovation. These were fundamental pillars for leading Open Government management in the Municipality of Corrientes, where the strategic vision sets the course toward a sustainable city with efforts to care for the environment, in order to improve the quality of life for all residents.

The first roundtables were created to identify the main challenges surrounding the issue of “**Climate Change**” and to co-create draft commitments with citizens, their importance, and milestones.

After six months of joint work, the first commitment was launched: “**to enhance the management of urban trees and strengthen the city's nurseries through citizen participation.**” This was the result of citizen participation, which helped us make management more transparent, inclusive, responsible, and collaborative.

Strengths

- **Citizen Participation:** Significant involvement of civil society was achieved, which played a key role in future decisions, enriching the vision of the initiative and seeking shared responsibility in the management of public policies and the generation of social change.
- **External contacts:** actors from the public and private spheres accompanied us in the process of developing the plan.
- **Open Government Framework:** The initiative was based on the principles of Open Government, promoting more transparent and accountable public management subject to social control.

Weaknesses

- **Lack of coordination:** A lack of coordination was identified between the different municipal areas and with the people involved, which created difficulties in the process.
- **Low Participation of Key Actors:** Despite efforts, there was limited participation from certain key sectors, such as businesses, which affected the representativeness of the plan.
- **Definition of Priorities:** There was evidence of difficulty in defining clear priorities agreed upon by all stakeholders, resulting in a plan with a broad spectrum of issues but without a well-defined focus.
- **Uncertainty and Poor Consolidation:** The novelty of the process and the lack of previous experience with this type of mechanism hindered the consolidation and effective advancement of the action plan.



Co-Creation Process Recommendations

Expand and diversify citizen participation:

- Create mechanisms for broader engagement, such as social media, public/private institutions, and neighborhood organizations, to reach sectors that are not usually represented.
- Establish partnerships with universities, community centers, and NGOs to ensure a plurality of voices at the working tables.
- Example: In Buenos Aires, OGP organized traveling workshops in different neighborhoods, which increased inclusive participation.

Ensure clear participatory methodologies:

- Define a schedule in advance with clear deadlines, rules for participation, and criteria for prioritizing commitments.
- Ensure that each citizen proposal is traceable (show whether it was included, adapted, or discarded, and why).

Training and support for stakeholders

- Offer short training workshops on open government, co-creation, and commitment monitoring, especially for community organizations with less technical experience. This helps reduce knowledge asymmetries and promotes a level playing field for participation.

Mitigation of challenges identified in the previous process

- Low continuity: Create a joint committee (government-civil society) with regular meetings to follow up on the plan, preventing momentum from being lost after the design phase.
- Resource constraints: Take advantage of free digital tools (online surveys, hybrid meetings) that reduce costs and allow for greater reach.
- Initial mistrust: Promote early accountability, where the government shows concrete progress, even if partial, to build credibility.

Section III: Action Plan Commitments

3.1 Review of the implementation of commitments

Commitment: “To enhance urban tree management and strengthen city nurseries through citizen participation.”

One of the main aspects to highlight in the implementation of the Action Plan was the sustained growth in citizen participation. Through a phased process, opportunities for



consultation, deliberation, voting, and training were created that actively involved residents from different neighborhoods in Corrientes. **The Idea Collection stage gathered 408 proposals** from residents of **95 neighborhoods**, reflecting both the diversity of interests and the community's commitment to local policy design. During **the Deliberation stage**, these proposals were consolidated, leading to the selection of three innovative finalist ideas: *Citizen Monitoring of newly planted trees*, *Biological Corridors*, and *Shade Shelters in the city center*.

During the implementation of the action plan, activities such as the different editions of Open Government Week were also carried out, with the aim of providing clarity and informing citizens about how data transparency works. Virtual and in-person editions were held, in which each of the speakers explained how the initiatives are implemented in each region, with concrete examples of success stories.

Another significant achievement was the incorporation of education and training for citizens. The event was held at the Municipal Nursery, where 20 residents attended, discussing the topic voted on in the citizen consultation. To ensure participation, a transportation system was organized to facilitate attendance at the training venue, thereby strengthening citizens' sense of ownership of the projects being promoted.

In terms of challenges, there was a clear need to further expand the coverage and scope of these initiatives. Although participation was significant, in-person attendance at the training sessions was more limited compared to the virtual consultation and voting stages. Likewise, the challenge for the future will be to ensure the sustainability of these initiatives and the continuity of citizen collaboration in monitoring the selected projects.

Overall, the commitments designed achieved the objectives set out at the beginning of the plan, promoting a more open, inclusive, and participatory government. The implementation of the action plan not only yielded concrete results—such as the collaborative definition of spaces and species for planting—but also helped lay the foundations for a strategic vision of a greener, more transparent city built together with citizens.

3.2 Commitment recommendations

Existing commitments can be built upon, continued, and made more ambitious and important based on an assessment of progress made, the systematization of lessons learned from the process, and the incorporation of progressive improvements in future action plans. During the development of the Action Plan, there were management transitions in both the municipality and RIL, which affected report delivery times and the continuity of some work instances. In this regard, the depth and sustainability of the commitments will be subject to the decision and validation of the new administrations regarding the continuity of the Action Plan and the prioritization of its objectives.



Practical recommendations:

- **Strengthen the continuity and sustainability of commitments**

Create permanent monitoring mechanisms that guarantee the continuity of projects beyond the plan's implementation period.

- **Expand territorial reach and digital inclusion.**

Promote mixed participatory tools (in-person and virtual) that allow reaching more neighborhoods and social sectors, especially those with less digital access. This may include traveling workshops, neighborhood voting stations, and campaigns on community social networks.

- **Enhance citizen training and ownership**

Consolidate training on environmental and open government issues as a structural part of the plan. Increase the number of workshops, diversify content (e.g., citizen monitoring, tree care, environmental transparency), and strengthen coordination with schools, universities, and local NGOs.

- **Link commitments to a comprehensive environmental strategy**

Incorporate lessons learned from the urban tree commitment into new commitments that promote a more sustainable city, such as the creation of green corridors, waste management, and shade shelters. This will allow for continuity in the environmental approach, but with more ambitious and integrated goals.

- **Strengthen communication and accountability**

Implement permanent communication channels to report on progress made on commitments, with regular updates on the Open Data portal and spaces for community feedback. Clear and constant communication helps strengthen citizens' trust and sense of belonging in open government processes.
