OGP Local Action Plan of the City of Zagreb 2024-2025

1.   Duration

1.1.   End of term of the current administration *(month/year)*

May 2025

1.2.   End of the action plan period *(month/year)*

March 2025

2.   Foreword(s)

We are proud to present Zagreb's Action Plan as part of our participation in the Open Government Partnership (OGP) Local program. Our Action Plan embodies our dedication to fostering a **transparent, inclusive, and accountable government.**

As representatives of the City of Zagreb, we **aim** to enhance transparency by making government activities accessible to citizens. By providing timely information, we empower our community to engage in the democratic process. We are committed to promoting civic participation and ensuring public accountability through responsible resource use and improved public services.

Our **vision** is a city where government activities are transparent, citizens actively engage in decision-making, and public resources are managed with the highest accountability. By making information accessible, we empower citizens to meaningfully participate in the democratic process.

Our Action Plan is a testament to the **collaborative partnership** with various non-governmental stakeholders such as civil society organization, networks of professionals and organizations involved in evaluating projects, programs, and policies, academic institutions, public research institutes, and public associations. By actively seeking input from these stakeholders, we ensure our Action Plan is inclusive and addresses the diverse needs of our community.

A dedicated team oversees the OGP Local process, ensuring effective communication with the OGP Support Unit. Adequate budget allocation highlights our commitment to the co-creation, implementation, and monitoring of the action plan. Though the implementation is bound by the current administration's term, we have selected two key commitments to prioritize: **implementation of an E-Service for Participatory Budgeting and increasing transparency in service delivery through the publication of an online catalogue.**

3. **Upload the introduction letter by the head of the jurisdiction, if available.**

4. **Open Government Challenges, Opportunities and Strategic Vision**

4.1. What is the long-term vision for open government in your context and jurisdiction?

The **long-term vision** of city development in Zagreb, as outlined in the **City of Zagreb Development Plan 2021-2027**, is to be a green, innovative, and sustainable city, a city of solidarity and equal opportunities. The main goals of this development plan include a green and resilient economy, social equality, quality and accessible social services, efficient and sustainable management of spatial and natural resources, and green transition and digital transformation.

In terms of open government, within the priority of social equality and quality social services, our goal is to develop an **effective participatory governance system**. This includes establishment and publication of a comprehensive city services catalog. This initiative aims to facilitate easier access to public services and greater transparency and efficiency.

Under the priority of green transition and digital transformation, we aim to develop **advanced communication infrastructure and the digital transformation** of the city.

4.2. What are the achievements in open government to date (for example, recent open government reforms)?

Over the past three years, the City of Zagreb has implemented various impactful open government reforms:

1. **Open Government Initiatives**: Launched an online platform allowing citizens to submit initiatives for spatial plans.
2. **e-Public Consultation**: Developed an online platform for citizens to actively participate in public discussions on spatial plans.
3. **Digital Zagreb** – Implementation of activities such as the digitization of city finances and internal processes of office operations.

4. **eScholarships** – Developed an online platform that enables the online implementation of the City of Zagreb scholarship awarding process.
5. **iTransparency** – Developed an online platform that provides citizens with a transparent insight into the budget of the city.
6. **Zagreb Smart City Hub**: Developed a centralized platform integrating data from diverse city databases, offering user-friendly dashboards for citizens and stakeholders to access and analyze information on smart projects.
7. **Anti-Corruption Platform "Whistleblower"**: Established a platform to protect public interest by encouraging reporting on unethical practices and illegal conduct.
8. **Co-financing open data projects**: Initiation of the de minimis support program for co-financing projects utilizing open data.
9. **e-Consultations** – Implemented an information system to digitize and improve the process of open consultation with the public on general acts or strategic or planning documents of the city.

4.3. What are the current challenges/areas for improvement in open government that the jurisdiction wishes to tackle?

Current areas for improvement in open government that the City of Zagreb wishes to tackle, in the terms of **OGP's 2023-2028 strategy** identified open government areas, are **digital governance and public participation**.

In the realm of **digital governance area**, the city plans to enhance the accessibility of public services by integrating them into a unified online platform. This platform will not only provide up-to-date information on public services but also facilitate streamlined access to these services. By consolidating service information and making it easily navigable, the city aims to improve user experience and operational efficiency.

Also, actions and reforms that fit within the scope of **public participation area** are implementing an e-service platform for public participation which will strengthen civic engagement, promote transparency, and ultimately enhance the democratic governance framework in the city.

4.4. What are the medium-term open government goals that the government wants to achieve?

The medium-term open government goals for the City of Zagreb in **digital governance** are to make key data, such as public service information, publicly available in form of catalogue of services published on official city's website and other digital platforms. A key

objective is to make essential data, such as public service information, readily available to the public.

In **public participation**, city goals include implementing an e-service platform to enhance citizen involvement in governance. The city plans to empower citizens to influence the allocation of public funds within their districts through participatory budgeting, where residents identify challenges, propose solutions, and vote on projects. These efforts aim to foster civic engagement, promote transparency, and improve the democratic governance framework by addressing district challenges and enhancing residents' quality of life.

4.5. How does this action plan contribute to achieving the Open Government Strategic Vision?

This action plan contributes to achieving the Open Government Strategic Vision by addressing **key areas identified in the OGP's 2023-2028 strategy**.

In **digital governance area**, making key data, such as public service information, publicly available aligns with the vision of enhancing transparency and accountability. Furthermore, the development of websites that utilize open data promotes innovation and supports the use of open data for the public good, advancing the strategic goal of leveraging technology for improved governance.

In **public participation area**, the implementation of an e-service platform and participatory budgeting empowers citizens to have a direct impact on governance processes. This aligns with the strategic vision of fostering inclusive participation and ensuring that citizens have a voice in decision-making.

These initiatives aim to enhance civic engagement, improve transparency, and strengthen democratic governance.

4.6. How does the open government strategic vision contribute to the accomplishment of the current administration's overall policy goals?

The **open government strategic vision** of open governments working in partnership with civil society and people to strengthen democracy and deliver better societal outcomes aligns closely with the current administration's goals in Zagreb.

Prioritizing transparency, the administration ensures residents have clear and understandable information about government actions, building crucial trust and accountability for effective governance.

Open Government Partnership

OGP LOCAL

Moreover, fostering citizen participation in governance processes allows diverse perspectives to shape policies that directly address community needs and priorities, enhancing decision-making, innovation, and responsiveness in public service delivery.

Collaboration with civil society and the private sector harnesses expertise and resources to tackle challenges like sustainable urban development and environmental conservation, aiming to improve Zagreb's overall quality of life and make it more resilient, equitable, and prosperous for all residents.

5. **Engagement and Coordination in the Open Government Strategic Vision and OGP Action Plan**

5.1. Please list the lead institutions responsible for the implementation of this OGP action plan?

Office, Agency, Department or Ministry
Information System and Technical Service
City Office for Municipal Self - Government, Transport, Civil Protection and Safety
Office of the Mayor

5.2. What kind of institutional arrangements are in place to coordinate between government agencies and departments to implement the OGP action plan?

The implementation of the OGP action plan involves coordination among key entities responsible for various aspects of the initiative.

The Information System and Technical Service supports digitalization and open government projects, coordinates with OGP Local bodies and civil society organizations, manages the online catalog of city services, and provides IT support for developing the e-system used in participatory budgeting.

City Office for Municipal Self - Government, Transport, Civil Protection and Safety ensures that residents can participate in the budgeting process, identifying local needs, proposing solutions, and voting on projects.

The Mayor's Office, specifically its web section, oversees the online catalog of city services, ensuring that the catalog is up-to-date, comprehensive, and user-friendly.

5.3. What kind of spaces have you used or created to enable the collaboration between government and civil society in the co-creation and implementation of this action plan? Mention both offline and online spaces.

> To enable the collaboration between government and civil society in the co-creation and implementation of our action plan we have utilized both offline and online spaces.
>
> Also, we use **ZgForum**, a space managed by the City of Zagreb, open for various activities that encourage communication with the public. It's a place for public discussions, and informational events designed to promote dialogue between citizens and city officials.
>
> Furthermore, the City of Zagreb pilot project for participatory budgeting in four districts features **public forums** where citizens, NGOs, and local school and kindergarten directors discuss self-governance, project funding, and the participatory budgeting process. Future forums will engage citizens in project evaluation and selection, with voting available online and at district offices.

5.4. What measures did you take to ensure diversity of representation (including vulnerable or marginalized populations) in these spaces?

> To ensure diversity of representation, including vulnerable or marginalized populations, we implemented the following measures:
>
> 1. Transparent Communication: Publishing information about the application process, membership acceptance, action plan adoption, and implementation progress in accessible formats to ensure all citizens can engage with these updates.
> 2. Community Engagement:
>   – Meetup - ZGBit: Gathering technology enthusiasts to discuss digitalization best practices, share experiences, and create sustainable software solutions.
>   – Public forums: Promoting engagement of citizens in project evaluation and selection.
>   – Media: Promoting the project to raise broader awareness through a press release.
>   – Association of Cities: Presenting the project to foster cooperation among local governments and promote common interests.
>
> These measures ensure diverse groups remain informed and engaged throughout the process.

5.5.   Who participated in these spaces?

In co-creating the OGP's action plan in Zagreb, a diverse group of stakeholders participated to ensure inclusivity. Key participants included **city offices and departments** responsible for governance, digitalization, and public service delivery.

Civil society organization **GONG** contributed insights and expertise in civic engagement and open governance. Media and public forums, such as meetups, raised awareness and encouraged participation.

Academic institutions and public research institutes, like the **Faculty of Electrical Engineering and Computing** and the **Institute of Public Finance**, enriched discussions with their expertise.

Croatian Evaluators Network, a network of professionals involved in project and policy evaluation, also contributed. Additionally, associations such as the **Association of Cities** and the **Association for Open Systems and the Internet** shared their knowledge in municipal governance, transparency, and digital accessibility.

5.6.   How many groups participated in these spaces?

6

5.7.   How many meetings were held in the co-creation process?

10

5.8.   How will government and non-governmental stakeholders continue to collaborate through the implementation of the action plan?

Government and non-governmental stakeholders will continue to collaborate through the implementation of the action plan by maintaining ongoing communication, fostering partnerships, and ensuring inclusive participation between **city offices and civil society organization, networks of professionals and organizations involved in evaluating projects, programs, and policies, academic institutions, public research institutes, and public associations.** Regular meetings will be organized to review progress, address challenges, and adjust strategies as needed.

6. Monitoring of the OGP Action Plan

6.1. Please describe what is the Independent Monitoring Body you have identified for this plan?

The Independent Monitoring Body, the **Institute of Economics, Zagreb** is an independent research institution that serves as a monitoring body, with a strong focus on local development politics. Its researchers analyze and evaluate local development policies, strategies, and programs while providing consultancy services to both private and public sectors for economic impact assessments. The Institute collaborates extensively with research bodies, government entities, local agencies, civil society organizations, and international institutions to foster sustainable development.

The Independent Monitoring Body oversees the implementation of the City of Zagreb's Action Plan by monitoring progress, reviewing city administration reports, and providing feedback. It also evaluates the effectiveness of the Action Plan's measures and offers recommendations for improvement based on its monitoring activities.

6.2. Provide the contact details for the independent monitoring body.

Name of contact at the monitoring body	Title	Email
Institute of Economics, Zagreb	Sunčana Slijepčević, Senior research fellow, Head of Department for Regional Development	sslijepcevic@eizg.hr

6.3. What types of activities will you have in place to discuss progress on commitments with stakeholders?

We'll use **email** to keep stakeholders updated on OGP action plan progress, sharing detailed reports, milestones, challenges, and proposed solutions. Stakeholders can respond with feedback, questions, and suggestions, ensuring efficient communication, informed stakeholders, and ongoing dialogue to promptly address issues.

We'll use **MS Teams** for virtual communication to monitor our Action Plan commitments. This involves creating teams, sharing information, using planner for tracking progress, and holding regular video meetings to review OGP commitments, give updates, address challenges, and gather real-time feedback. MS Teams supports interactive discussions and document sharing, promoting transparency in implementation.

> **In-person, monthly meetings** with city offices and departments handling municipal governance, digitalization, and public service delivery will complement virtual efforts.

6.4.   How will you regularly check in on progress with implementing agencies?

> We will use **email** updates and **in-person meetings** to regularly track progress on Action Plan commitments and maintain detailed records of meetings, documentation, and other relevant information to ensure oversight and accountability. Key indicators will include meetings held with the lead implementing agency, public services added to the service catalog, citizen participation in e-participatory budgeting, and accepted proposals, including those approved for municipal financing. Targets include designing the service catalog within the City's Business Process Repository, conducting 16 qualitative and 16 quantitative analyses, and publishing the Service Catalogue on the City's website. Metrics such as citizen-submitted and accepted proposals will measure engagement and outcomes.

6.5.   How will you share the results of your monitoring efforts with the public?

> We will share the results of our monitoring efforts with the public through various channels. Updates and reports will be published on our **official website,** ensuring easy access to detailed information about progress and achievements related to the OGP action plan. Additionally, we will use popular social media platforms such as **Instagram and Facebook** to reach a broader audience and engage with stakeholders. These channels will allow us to communicate transparently, keep the public informed about our initiatives, and encourage feedback and participation in the open government processes.
>
> Our partners will contribute to report preparation and dissemination through their websites and social channels. Additionally, results will be presented at meetups, conferences, or webinars. The Association of Cities will assist with presenting results and publish them through its newsletter.

6.6. Endorsement from Non-Governmental Stakeholders

Name	Title	Affiliated entity (if any)
Oriana Ivković Novokmet	Executive director	GONG
Marijana Sumpor	Coordinator of the Croatian Evaluators Network	CEN - Croatian Evaluators Network
Mihaela Bronic	Researcher, Institute of Public Finance	IPF - Institute of Public Finance
Jadranka Lovrić	Senior Business Project Manager	FER – Faculty of Electrical Engineering and Computing
Andrei Zvonimir Crnković	Vice President, Croatian Association for Open Systems and Internet	HrOpen – Croatian Association for Open Systems and Internet
Marko Ercegović	Advisor, Association of Cities in Croatia	ACC – Association of Cities in Croatia

7. **Upload the full Open Government Strategy, if available, or other relevant documents.**

Development Plan of the City of Zagreb for the Period Until the End of 2027 (link: https://www.razvojnaagencijazagreb.hr/images/Plan_razvoja_Grada_Zagreba_za_razdoblje_do_kraja_2027.pdf)

Zagreb Smart City Framework Strategy (link: https://eko.zagreb.hr/UserDocsImages/arhiva/slike/smart%20city/Grad%20Zagreb_Zagreb%20Smart%20City_brosura%20ENGL_A5_2023-05-11-v3-ONLINE.pdf)

8. **If you held an online co-creation/consultation, please include the link of the website here:**

Maximum 1000 characters

OGP Local Action Plan of the City of Zagreb 2024-2025

1. **Commitment Title**

Increasing transparency in service delivery through the publication of an online catalogue

2. **Timeframe**

Commitment Start Date (month/year)

December 2024

Commitment End Date (month/year)

March 2025

3. Lead implementing government agency

Office, Agency or Ministry	Branch of Government	Name of Contact	Title	Email	Role in Implementation
Information System and Technical Service	Executive branch	Hrvoje Kalčiček	Assistant to the head for the preparation and monitoring of EU digitization projects and the development and improvement of processes	Hrvoje.Kalcicek@zagreb.hr	*Lead*
Office of the Mayor	Executive branch	Koraljka Eterović	Head of the Digital Communication Service	koraljka.eterovic@zagreb.hr	*Support*

4. Lead implementing non-governmental stakeholder, if applicable

Name of organization	Name of Contact	Title	Email	Role in Implementation
GONG	Oriana Ivković Novokmet	Executive director	oriana@gong.hr	*Support*
CEN - Croatian Evaluators Network	Marijana Sumpor	Coordinator of the Croatian Evaluators Network	hem.evaluation@gmail.com	*Support*
IPF - Institute of Public Finance	Mihaela Bronic	Researcher, Institute of Public Finance	mihaela.bronic@ijf.hr	*Support*
FER – Faculty of Electrical Engineering and Computing	Jadranka Lovrić	Senior Business Project Manager	Jadranka.Lovric@fer.hr	*Support*
HrOpen – Croatian Association for Open Systems and Internet	Andrei Zvonimir Crnković	Vice President, Croatian Association for Open Systems and Internet	andrei@open.hr	*Support*

| ACC – Association of Cities in Croatia | Marko Ercegović | Advisor, Association of Cities in Croatia | marko@udruga-gradova.hr | *Support* |

5. Other Stakeholders Involved in the implementation of this commitment

Name of organization	*Name of Contact*	*Title*	*Email*	*Role in Implementation*
City Office for Education, Sport and Youth	Luka Juroš	Head of the City Office for Education, Sport and Youth	gu-osm@zagreb.hr	*Support*
City Office for Municipal Self - Government, Transport, Civil Protection and Safety	Andro Pavuna	Head of the City Office for Municipal Self - Government, Transport, Civil Protection and Safety	mjesna-samouprava@zagreb.hr	*Support*
City Office for Culture and Civil Society	Emina Višnić	Head of the City Office for Culture and Civil Society	kultura@zagreb.hr	*Support*

City Office for Economy, Environmental Sustainability and Strategic Planning	Ana Pavičić - Kaselj	Head of the City Office for Economy, Environmental Sustainability and Strategic Planning	geos@zagreb.hr	*Support*
City Administration General Secretariat	Željko Matijašec	Head of the City Administration General Secretariat	strucna.sluzba.gradske.uprave@zagreb.hr	*Support*
Office of the Mayor	Martina Jurišić	Head of the Office of the Mayor	ured.gradonacelnika@zagreb.hr	*Support*
City Office for Internal Audit and Control	Vera Marelja	Head of the City Office for Internal Audit and Control	gku@zagreb.hr	*Support*
City Office for General Administration and Property and Legal Affairs	Krešimir Ladešić	Head of the City Office for General Administration and Property and Legal Affairs	uprava@zagreb.hr	*Support*

City Office for Finance and Public Procurement	Daniela Juroš Pečnik	Head of the City Office for Finance and Public Procurement	financije@zagreb.hr	*Support*
City Office for Social Protection, Health, War Veterans and People with Disabilities	Lora Vidović	Head of the City Office for Social Protection, Health, War Veterans and People with Disabilities	uszboid@zagreb.hr	*Support*
City Office for Reconstruction, Development, Physical Planning, Construction and Utility Services	Stanko Kordić	Head of the City Office for Reconstruction, Development, Physical Planning, Construction and Utility Services	info-graditeljstvo-izgradnja@zagreb.hr, redarstvo@zagreb.hr	*Support*
City Office for Asset Management and Housing	Željka Grgić	Head of the City Office for Asset Management and Housing	upravljanje-imovinom@zagreb.hr	*Support*

City Office for Cadastre and Geodetic Activities	Jasna Jezerčić Cvitković	Head of the City Office for Cadastre and Geodetic Activities	katastar@zagreb.hr	*Support*
City Institute for Cultural and Natural Heritage Conservation	Lana Križaj	Head of the City Institute for Cultural and Natural Heritage Conservation	zastita.spomenika@zagreb.hr	*Support*
City Assembly General Secretariat	Mirjana Lichtner	Head of the City Assembly General Secretariat	strucna.sluzba.gradske.skupstine@zagreb.hr	*Support*
Information System and Technical Service	Dražen Lučanin	Head of the Information System and Technical Service	inf.teh@zagreb.hr	*Support*
Procesna inteligencija d.o.o.	Vedran Babik	Managing Director	vedran.babik@procesnainteligencija.hr	*Support*
Working Group for Quality Management of the Ministry of Justice, Administration, and	Tomislav Mičetić	Head of the Quality Management Service of the Ministry of Justice, Administration, and Digital	tmicetic@mpu.hr	*Support*

Digital Transformation of the Republic of Croatia		Transformation of the Republic of Croatia		

Commitment Description

6. Problem

The commitment to publication of an online catalogue of services by the City of Zagreb addresses the problem of inefficient service delivery and lack of transparency. Currently, there is no centralized, easily accessible source of information about city services. This leads to fragmented service delivery, duplicated efforts, and unclear access points for residents and businesses. The absence of transparency also undermines accountability in local governance and hinders economic development by creating barriers to business growth and investment. Bridging these gaps through a comprehensive catalogue aims to improve service efficiency, enhance citizen engagement, and promote equitable access to city services.

7. Status quo

Currently, accessing information about city services in Zagreb is fragmented and inefficient, requiring citizens and businesses to navigate multiple departmental websites and physical offices. An internal analysis in March revealed that service request forms, service details, and contact information are scattered across various, unstructured web sections, with 186 services listed online and likely more that are hard to locate. This lack of centralized information results in duplicated efforts, longer processing times for service requests, and difficulties in understanding the full range of services available. Moreover, the absence of a structured digital platform impedes effective analysis and optimization of service delivery processes. These factors contribute to reduced transparency, lower citizen satisfaction, and hindered economic development opportunities due to uncertainty about available municipal supports.

8. **Action**

The commitment involves publication a comprehensive catalogue of services for the City of Zagreb. This catalogue will centralize information about all municipal services, categorizing them according to life situations and service characteristics. It will be integrated into the existing ARIS Repository of Business Processes, leveraging digital technologies to enhance accessibility and user-friendliness. The objective is to streamline service delivery, improve transparency, and support economic development by providing clear, accessible information to residents and businesses. Expected results include optimized service processes, increased citizen satisfaction, and enhanced efficiency in resource allocation.

9. **How will the commitment contribute to solving the public problem?**

Publication of an online catalogue will create a centralized digital platform with structured service information, categorized according to user needs. This will improve citizen engagement and service delivery efficiency, reducing administrative burdens and resource misallocation. Transparency will increase trust in local government and improved access to services. Also, it is also important to highlight the internal results of publication the catalogue of services. Through the published repository of business processes on the internal platform (ARIS Connect) and the integrated service catalogue, process managers and city employees will have a centralized location to regularly update information about services within their scope. They will prepare data for website publication, ensuring citizens have real-time access to accurate information. This enhances transparency, optimizes workflows, and improves service management and accountability.

10. **What long-term goal as identified in your Open Government Strategic Vision does this commitment relate to?**

The long-term goal of publication a city catalog of services relates to enhancing transparency, accessibility, and efficiency in public service delivery. By creating a comprehensive catalog that lists all available services provided by the city, the goal is to make information about government services easily accessible to residents and businesses. This initiative aims to streamline the process of accessing services, reduce bureaucracy, and improve overall citizen satisfaction. Moreover, it supports the broader objectives of open government by promoting accountability and allowing for greater citizen engagement in the governance process. Ultimately, the city catalog of services contributes to building a more responsive and citizen-centric local government infrastructure.

11. Primary Policy Area

Digital Governance

12. Primary Sector

Public Services (general)

13. What OGP value is this commitment relevant to?

Value	Why is this commitment relevant to this value?
Technology and Innovation for Transparency and Accountability	This commitment is relevant to the OGP value of Technology and Innovation for Transparency and Accountability because it focuses on leveraging digital technologies to enhance transparency, accessibility, and efficiency in the delivery of municipal services. By implementing a comprehensive catalogue of services through digital governance initiatives, such as the Digital Zagreb project, the City of Zagreb aims to modernize service delivery processes. This includes centralizing information about city services, categorizing them according to user needs, and integrating them into a digital platform. These efforts promote transparency by making information readily accessible to citizens and businesses, fostering greater accountability in how public services are managed and delivered. Furthermore, the use of digital tools supports innovation in governance practices, enabling more efficient resource allocation, improved service quality, and enhanced civic engagement. Thus, this commitment aligns with the OGP value of Technology and Innovation for Transparency and Accountability by utilizing digital solutions to strengthen governance and promote open, responsive administration in Zagreb.

14. What resources are needed to achieve this commitment?

Budget	Staff	Time	Other resources required
182.587,50 €	90	12	

15. Are the resources needed to achieve this commitment already secured?

Yes

16. Additional Information [Optional]

https://ec.europa.eu/eu2020/pdf/COMPLET%20EN%20BARROSO%20%20%20007%20-%20Europe%202020%20-%20EN%20version.pdf

https://eur-lex.europa.eu/legal-content/en/TXT/?uri=CELEX%3A52021DC0118

https://planoporavka.gov.hr/UserDocsImages/dokumenti/Plan%20oporavka%20i%20otpornosti%2C%20srpanj%202021..pdf?vel=13435491)

https://vlada.gov.hr/UserDocsImages//ZPPI/Dokumenti%20Vlada/2024//Program_16_Vlade_RH.pdf)

https://mpudt.gov.hr/UserDocsImages/dokumenti/Strategije,%20planovi,%20izvje%C5%A1%C4%87a/Planovi/MPU_provedbeni%20program%202021_2024_21%2012%202020.pdf)

https://rdd.gov.hr/UserDocsImages/e-Standardi/Standard%20razvoja%20javnih%20e_usluga%20u%20RH_Smjernice.pdf

https://mpudt.gov.hr/UserDocsImages//dokumenti/Projekti/EU%20projekti/Uvo%C4%91enje%20sustava%20upravljanja%20kvalitetom%20u%20javnu%20upravu%20rh//A2_7_Prirucnik%20za%20upravljanje%20kvalitetom%20u%20tijelima%20javne%20uprave.pdf)

https://www.zagreb.hr/UserDocsImages/001/Plan_razvoja_Grada_Zagreba_za_razdoblje_do_kraja_2027.pdf

17. Milestones

Describe the output	Start date	End Date	Responsible Agency	Contact person	Status
Conducting meetings and documenting services for 16 city administrative bodies	02/24	12/24	City of Zagreb, Information System and Technical Service	Hrvoje Kalčiček, Assistant to the head for the preparation and monitoring of EU digitization projects and the development and improvement of processes; Hrvoje.Kalcicek@zagreb.hr	*In progress*

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Upgrading the system for documenting, updating, and analyzing services	07/24	09/24	City of Zagreb, Information System and Technical Service	Hrvoje Kalčiček, Assistant to the head for the preparation and monitoring of EU digitization projects and the development and improvement of processes; Hrvoje.Kalcicek@zagreb.hr	*Finished*
Designed 1 Service Catalogue within the City's Business Process Repository	12/2024	03/2025	City of Zagreb, Information System and Technical Service	Hrvoje Kalčiček, Assistant to the head for the preparation and monitoring of EU digitization projects and the development and improvement of processes; Hrvoje.Kalcicek@zagreb.hr	*In progress*

Conducted 16 qualitative and 16 quantitative analyses of City services	12/2024	03/2025	City of Zagreb, Information System and Technical Service	Hrvoje Kalčiček, Assistant to the head for the preparation and monitoring of EU digitization projects and the development and improvement of processes; Hrvoje.Kalcicek@zagreb.hr	*Not started*
Created and published 1 City of Zagreb Service Catalogue on the City's website	01/2025	03/2025	City of Zagreb, Information System and Technical Service	Hrvoje Kalčiček, Assistant to the head for the preparation and monitoring of EU digitization projects and the development and improvement of processes;	*Not started*

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				Hrvoje.Kalcicek@zagreb.hr	

Open Gov Challenge

The Open Government Challenge was launched in 2023, which asks OGP members to raise ambition in one or more of ten areas of open government. You find all the information about the Open Gov Challenge here. If you want to submit this commitment to be considered for the challenge, please fill out the following questions; otherwise, you can skip this section.

18. Do you want to submit this commitment to be considered for the Open Gov Challenge?

No

19. Why does this commitment meet the ambition of the Challenge?

20. What is the primary Challenge area?

21. What is the secondary Challenge area? (If any)

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OGP Local Action Plan of the City of Zagreb 2024-2025

1. Commitment Title

Implementation of an E-Service for Participatory Budgeting

2. Timeframe

Commitment Start Date (month/year)

December 2024

Commitment End Date (month/year)

March 2025

3. Lead implementing government agency

Office, Agency or Ministry	Branch of Government	Name of Contact	Title	Email	Role in Implementation
City Office for Municipal Self - Government, Transport, Civil Protection and Safety	*Executive branch*	Aleksandra Grubić Jureško	Assistant to the head of local self-government	Aleksandra.Grubic-Juresko@zagreb.hr	*Lead*
Information System and Technical Service	*Executive branch*	Hrvoje Kalčiček	Assistant to the head for the preparation and monitoring of EU digitization projects and the development and improvement of processes	Hrvoje.Kalcicek@zagreb.hr	*Support*
City District Council - Peščenica - Žitnjak	*Executive branch*	Nikola Zdunić	President of the City District Council - Peščenica - Žitnjak	predsjednik.pescenicazitnjak@zagreb.hr	*Support*

City District Council - Podsused - Vrapče	*Executive branch*	Donat Radas	President of the City District Council - Podsused - Vrapče	predsjednik.podsusedvrapce@zagreb.hr	*Support*
City District Council - Trešnjevka - jug	*Executive branch*	Elvira Mulić	President of the City District Council - Trešnjevka - jug	predsjednik.tresnjevkajug@zagreb.hr	*Support*
City District Council - Trnje	*Executive branch*	Goran Đulić	President of the City District Council - Trnje	predsjednik.trnje@zagreb.hr	*Support*
City District Council - Črnomerec	*Executive branch*	Jere Meić	President of the City District Council - Črnomerec	predsjednik.crnomerec@zagreb.hr	*Support*

4. Lead implementing non-governmental stakeholder, if applicable

Name of organization	Name of Contact	Title	Email	Role in Implementation
GONG	Oriana Ivković Novokmet	Executive director	oriana@gong.hr	*Support*
CEN - Croatian Evaluators Network	Marijana Sumpor	Coordinator of the Croatian Evaluators Network	hem.evaluation@gmail.com	*Support*
IPF - Institute of Public Finance	Mihaela Bronic	Researcher, Institute of Public Finance	mihaela.bronic@ijf.hr	*Support*
FER – Faculty of Electrical Engineering and Computing	Jadranka Lovrić	Senior Business Project Manager	Jadranka.Lovric@fer.hr	*Support*
HrOpen – Croatian Association for Open Systems and Internet	Andrei Zvonimir Crnković	Vice President, Croatian Association for Open Systems and Internet	andrei@open.hr	*Support*

| ACC – Association of Cities in Croatia | Marko Ercegović | Advisor, Association of Cities in Croatia | marko@udruga-gradova.hr | *Support* |

5. Other Stakeholders Involved in the implementation of this commitment

Name of organization	*Name of Contact*	*Title*	*Email*	*Role in Implementation*
GDi	Vojkan Gavrilović	Head of the business sector of public administration	vojkan.gavrilovic@gdi.net	*support*

Commitment Description

6. Problem

This commitment seeks to resolve the issue of inadequate citizen engagement and transparency in the budget allocation process. Currently, many residents of Zagreb feel disconnected from how public funds are distributed and utilized, leading to a perception of misallocation and a lack of trust in local government. By implementing an e-service for participatory budgeting, this initiative aims to empower citizens to have a direct say in budgetary decisions, ensuring funds are allocated according to community needs and priorities. This will enhance transparency, accountability, and public trust in the municipal budgeting process.

7. Status quo

The City of Zagreb is currently conducting a pilot project on participatory budgeting called "Daj prijedlog za bolji kvart! - e-Participativno budžetiranje" (https://participativno-budzetiranje-zagreb.hub.arcgis.com/) to enable citizens to actively engage in the budget-making process. Until now, there has been no formal mechanism for residents to influence budget allocations, leaving decisions solely in the hands of city officials without direct community input. This situation has led many citizens to feel that their needs and priorities are not adequately represented in the city's financial planning. The goal of this pilot project is to establish a participatory budgeting platform that fosters greater transparency, trust, and alignment of budget decisions with community priorities.

8. **Action**

This commitment involves developing and launching an electronic service platform that allows Zagreb citizens to participate directly in the municipal budgeting process.

Implementing e-service participatory budgeting in Zagreb aims to boost citizen engagement by encouraging active participation in proposing and voting on budget priorities, enhancing transparency and ensuring equitable fund distribution aligned with community needs to foster stronger local governance trust.

The overall objective of this commitment is to empower Zagreb's citizens by providing them with a direct role in the budgeting process. By implementing an e-service for participatory budgeting, the city aims to create a more transparent, inclusive, and democratic system for allocating public funds, ensuring that the community's voice is heard and its needs are met. This initiative seeks to build a stronger, more engaged civic community and enhance the efficiency and responsiveness of municipal governance.

9. **How will the commitment contribute to solving the public problem?**

The commitment to implement an e-service for participatory budgeting in Zagreb will enhance democratic engagement, transparency, and equitable resource allocation, addressing issues of limited citizen involvement, opaque decision-making and inequitable distribution of public funds.

The expected outputs of implementing an e-service for participatory budgeting in Zagreb include the development of an accessible online platform, increased citizen engagement in proposing and voting on budget priorities and improved transparency in municipal budget decision-making processes.

The expected outcome of implementing an e-service for participatory budgeting in Zagreb is a more equitable distribution of public funds that better meets the diverse needs and priorities of the city's communities, fostering increased trust and satisfaction in local governance.

10. **What long-term goal as identified in your Open Government Strategic Vision does this commitment relate to?**

The commitment to implement an e-service for participatory budgeting in Zagreb relates to the long-term goal of developing an **effective participatory governance system** within the priority of social equality and quality social services in open government initiatives. By enabling citizens to propose and vote on budget priorities, the commitment aims to enhance democratic participation, transparency in decision-making, and the equitable distribution of public resources, thereby supporting the broader goal of fostering social equality and improving social services through inclusive governance practices.

11. Primary Policy Area

Fiscal Openness

12. Primary Sector

Public Services

13. What OGP value is this commitment relevant to?

Value	Why is this commitment relevant to this value?
- *Civic Participation*	This commitment is relevant to the value of Civic Participation because it directly empowers citizens to engage actively in the governance process, specifically in the allocation of public funds through participatory budgeting.
	By implementing an e-service for participatory budgeting in Zagreb, residents gain the ability to propose and vote on budget priorities, thereby fostering democratic participation in local decision-making. This initiative enhances transparency by providing clear documentation and reporting on budget decisions, ensuring that citizens are informed and involved in how public resources are allocated.
	Moreover, by promoting an equitable distribution of funds that aligns with community needs, the commitment supports the broader goal of enhancing social equality and improving the delivery of social services.
	Ultimately, this participatory approach strengthens civic engagement, accountability, and trust in government institutions, reinforcing the value of Civic Participation in open government initiatives.

14. What resources are needed to achieve this commitment?

Budget	Staff	Time	Other resources required
56.337,50 EUR	7	8	

15. Are the resources needed to achieve this commitment already secured?

Yes

16. Additional Information [Optional]

Digital Croatia Strategy for the period until 2032

https://narodne-novine.nn.hr/clanci/sluzbeni/2023_01_2_17.html

City of Zagreb development plan for the period until 2027

https://www.zagreb.hr/UserDocsImages/001/Plan_razvoja_Grada_Zagreba_za_razdoblje_do_kraja_2027.pdf

17. Milestones

Describe the output	Start date	End Date	Responsible Agency	Contact person	Status
Developing To-Be model of improved business process	4/2024	6/2024	City of Zagreb, Information System and Technical Service	Hrvoje Kalčiček, Assistant to the head for the preparation and monitoring of EU digitization projects and the development and improvement of processes; Hrvoje.Kalcicek@zagreb.hr Aleksandra Grubić Jureško, Assistant to the head of local self-government; Aleksandra.Grubic-Juresko@zagreb.hr	*Finished*

				Jere Meić, President of the City District Council – Črnomerec; predsjednik.crnomerec @zagreb.hr	
Business process analysis	6/2024	7/2024	City of Zagreb, Information System and Technical Service	Hrvoje Kalčiček, Assistant to the head for the preparation and monitoring of EU digitization projects and the development and improvement of processes; Hrvoje.Kalcicek@zagre b.hr Aleksandra Grubić Jureško, Assistant to the head of local self-government; Aleksandra.Grubic-	Finished

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				Juresko@zagreb.hr Jere Meić, President of the City District Council – Črnomerec; predsjednik.crnomerec @zagreb.hr	
Creating a detailed technical specification for software Development	6/2024	7/2024	City of Zagreb, Information System and Technical Service	Hrvoje Kalčiček, Assistant to the head for the preparation and monitoring of EU digitization projects and the development and improvement of processes; Hrvoje.Kalcicek@zagreb.hr	*Finished*
Integration and Testing	8/2024	11/2024	City of Zagreb, Information System	Hrvoje Kalčiček, Assistant to the head for the preparation and	*In progress*

| | | | | and Technical Service, GDi | monitoring of EU digitization projects and the development and improvement of processes; Hrvoje.Kalcicek@zagreb.hr

Aleksandra Grubić Jureško, Assistant to the head of local self-government; Aleksandra.Grubic-Juresko@zagreb.hr

GDI, Vojkan Gavrilović, Head of the business sector of public administration; vojkan.gavrilovic@gdi.net | |

| Deployment Training and Documentation Maintenance and Support | 10/2024 | 02/2025 | City of Zagreb, Information System and Technical Service, Information System and Technical Service, GDi | Hrvoje Kalčiček, Assistant to the head for the preparation and monitoring of EU digitization projects and the development and improvement of processes; Hrvoje.Kalcicek@zagreb.hr Aleksandra Grubić Jureško, Assistant to the head of local self-government; Aleksandra.Grubic-Juresko@zagreb.hr GDI, Vojkan Gavrilović, Head of the business sector of public administration; | *In progress* |

				vojkan.gavrilovic@gdi.net	

Open Gov Challenge

The Open Government Challenge was launched in 2023, which asks OGP members to raise ambition in one or more of ten areas of open government. You find all the information about the Open Gov Challenge here. If you want to submit this commitment to be considered for the challenge, please fill out the following questions; otherwise, you can skip this section.

18. Do you want to submit this commitment to be considered for the Open Gov Challenge?

No

19. Why does this commitment meet the ambition of the Challenge?

20. What is the primary Challenge area?

21. What is the secondary Challenge area? (If any)