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# Collaboration with Non-Govt Stakeholders: Examples from MENA Countries

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## What is Open Government?



A culture of governance that promotes the principles of transparency, integrity, accountability and stakeholder participation in support of democracy and inclusive growth"

Transparency

Integrity

Accountability

Participation

**OECD Recommendation of the Council on Open Government**  
Adopted in 2017 - First international legal instrument on OG  
Adherent: OECD member countries + Argentina, Brazil, Morocco, Romania, Tunisia

**The OECD Recommendation of the Council on Open Government**

The pathway for the first international legal instrument on Open Government

Open government strategies and initiatives are needed more than ever to regain citizens' trust in governments. Countries are increasingly acknowledging the role of Open Government as a catalyst for good governance, democracy and inclusive growth. Open government principles – in transparency, integrity, accountability and stakeholder participation – are progressively changing the relationship between public officials and citizens in many countries. A scan of existing initiatives, however, reveals that there is a diversity of definitions, objectives, and implementation methodologies that characterize open government strategies. The OECD has therefore developed a **Recommendation of the Council on Open Government** that defines a set of criteria that will help adhering countries to design and implement successful open government agendas.

**Rationale for developing the Recommendation and its scope**

1. Ensure that open government principles are visible in the public transparency culture
2. Develop the alignment of open government strategies and initiatives with the long-term public interest, as well as the national, regional, and global development agenda
3. Identify an enabling environment that is conducive to an efficient, effective and transparent governance and management
4. Foster transparency and stakeholder participation in public activities

**Process for developing the Draft Recommendation**

**November 2016**  
OECD Secretariat initiates the process to develop the Recommendation

**2016 - 2017**  
OECD Secretariat leads the process to develop the Recommendation

**18th - September 2017**  
OECD Council approves the Recommendation

**October 2017**  
OECD Secretariat leads the process to develop the Recommendation

**November 2017**  
OECD Secretariat leads the process to develop the Recommendation

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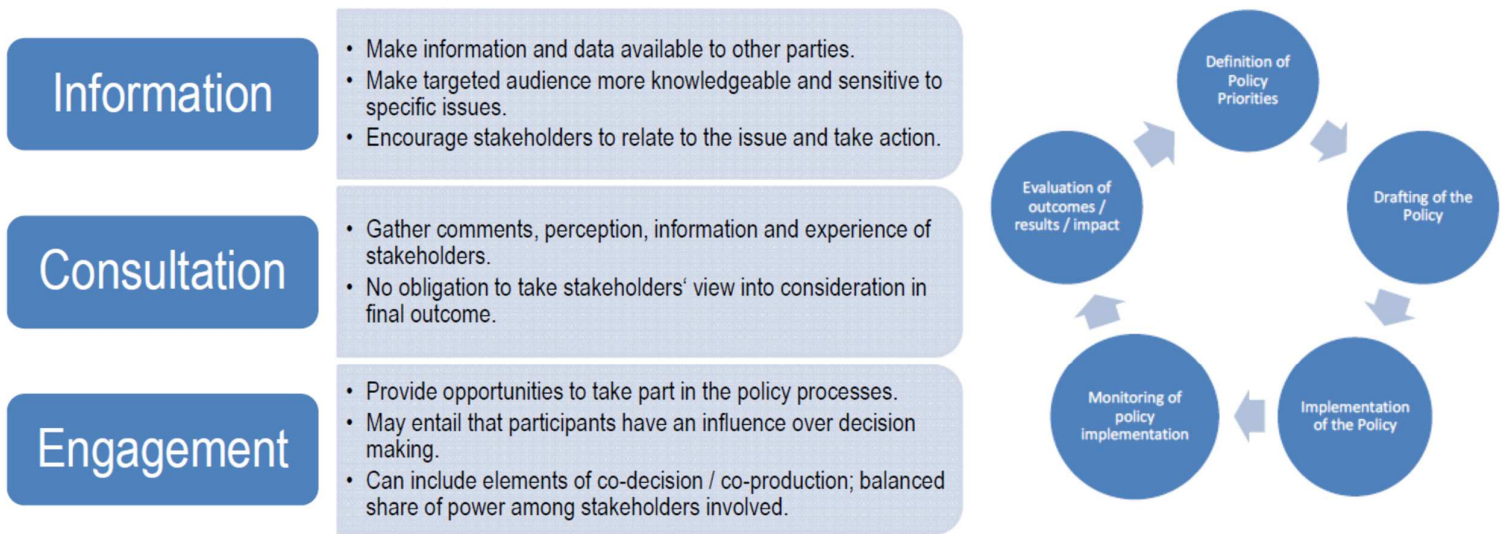
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# Zoom in on participation

## The imaginary ladder of participation practices - Levels of stakeholder participation



# Zoom in on participation

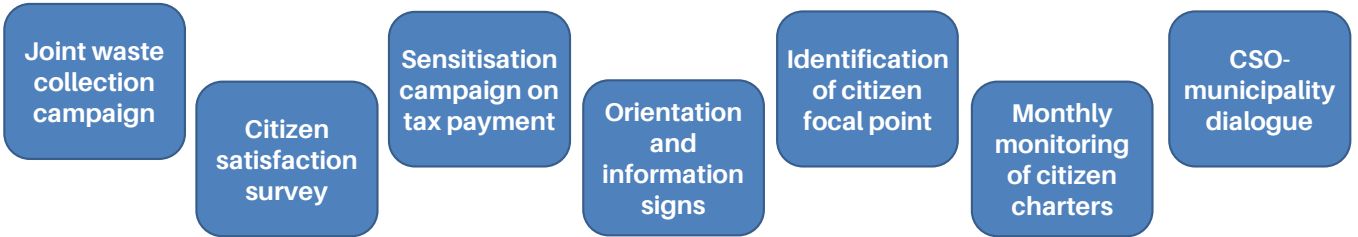
## Motivations for strengthening government-citizen relationships

1. Improve the quality of policy, by allowing governments to tap wider sources of information, perspectives, and potential solutions
2. Meet the challenges of the information society, to prepare for greater and faster interactions with citizens
3. Integrate public input into the policy making process, in order to respond to citizens' expectations that their voices are heard in decision making
4. Respond to calls for greater government transparency and accountability
5. Strengthen public trust in government and reverse the declining confidence in public institutions.

# Examples from the MENA region

## 1. Tunisia: Citizen charters

- A citizen charter is a voluntary public commitment made by a service provider to uphold standards of quality, transparency and accountability
- Drafted in a participatory way, with measurable indicators, widely publicised
- Each charter is specific to a service
- CSO constructive monitoring and collaboration
- Legal framework: governmental decree



### ميثاق المريض بالعيادات الخارجية

يخبرنا قسم العيادات الخارجية بمستشفى سهلون بسوسة في تمشي جودة الخدمات الملائمة وسلامة التكفل بالمرضى وحسن معاملة مستعملي المرفق الصحي.

تعهد قسم العيادات الخارجية تجاه المواطنين دون تمييز باحترام التعهدات والالتزامات التالية:

- المؤشر** 1: إحداث مكتب استقبال بالعيادات الخارجية وتوفير عون على الأقل يعمل من الساعة السابعة صباحا إلى الساعة الواحدة بعد الزوال.
- المؤشر** 2: تبسيط وتحسين علامات الإرشاد لضمان حسن التوجيه نحو الأقسام المعنية في أحسن الظروف.
- المؤشرات** 3: تحسين ظروف الانتظار والتسجيل باعتماد تذاكر الأولوية وتوفير مقاعد الانتظار والاستقبال الترحيب لمنظومة التصرف في المواعيد.
- المؤشر** 4: قياس مدة الانتظار بقسم العيادات الخارجية وتعليقها.
- المؤشر** 5: قياس نسبة رضا المريض حول ظروف الاستقبال والانتظار وجودة الخدمات الصحية ونشر النتائج وتعليقها وأخفا بعين الاعتبار في تحسين الخدمات بصفة مستمرة.

المصدر: العاج

### ميثاق المواطن الأداء البلدي

في إطار تحسين عملية استخلاص الأداء البلدي، تتعهد بلدية باجة بـ:

- المؤشر** 1: القيام بحملات تحسيسية، كل ثلاثة أشهر، فهد للتعريف بالأداء البلدي والتعاون مع ممثلي الضخم المدني.
- المؤشر** 2: معالجة الشكاوي والمقترحات الواردة على البلدية من الأقاليم المتواجبة عبر تطبيق اعلامية خصصت للفرش، تم ابرؤها بعشر فضاء المواطن.
- المؤشر** 3: نسبة المشاركة والمشاركة التي تمت معالجتها في الأقاليم المتواجبة في مجموع البلديات والشكاوي الواردة.
- المؤشر** 4: تطوير موقع واي المدينة وتخصيص صفحة واي المدينة للتعريف بالأداء البلدي وسنن طريقة الاحكامه وأجل استخلاصه.
- المؤشر** 5: وجود صفحة واي المدينة للموقع واي البلدية للتعريف بالأداء البلدي.

### المتعلق بالتصرف في الشكايات

تتعهد بلدية تاورير بـ:

1. جمع الشكايات بصفة دورية، على أن لا تتعدى الـ 10 يومين.
2. جمع الشكايات لمعالجة ورعاية جمع الشكايات الصحية.
3. تعريف المواطنين في جمع الشكايات وفي نظام الصحية.
4. توفير قنوات لتلقي الشكايات عبر الهاتف، البريد الإلكتروني، الموقع الإلكتروني، وغيرها من الوسائل المتاحة.
5. تحديد لغة جمع الشكايات بالاعتماد على اللغة الأكثر استعمالا في المنطقة.
6. توفير طرق لتلقي الشكايات بصفة دورية.
7. عدد الحالات الصحية في المنطقة.

المصدر: تاورير

### ميثاق المواطن الأداء البلدي

بلدية باجة  
بلدية سوسة  
بلدية توزر



# Examples from the MENA region

## 2. Morocco: Co-creation of OGP NAP

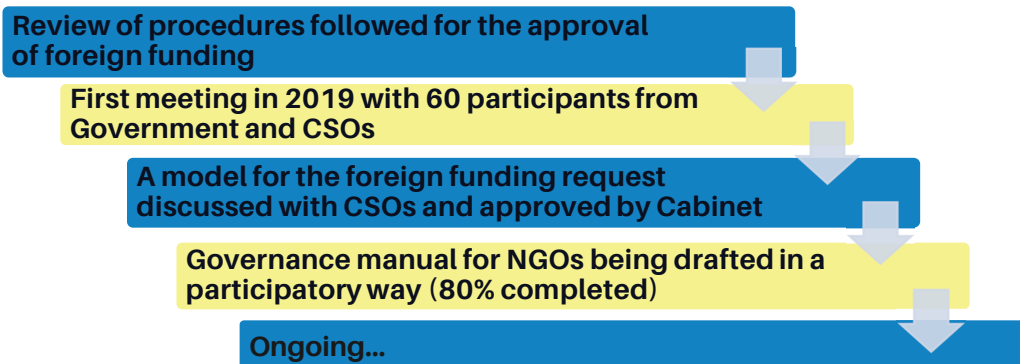
- In the framework of the Open Government Partnership National Action Plan 2021-2022
- 10 themes: integrity and anti-corruption, budget and fiscal transparency, inclusion, access to information, open justice, quality of public services, gender equality, participatory democracy, environment/national resources, innovation/digital governance
- 10 (online) co-creation events led by CSOs, 748 participants, 176 proposals
- A public consultation platform: <http://www.gouvernement-ouvert.ma/>



# Examples from the MENA region

## 3. Jordan: Enhancing partnership, dialogue betw public sector & CS

- First engagement of the 4<sup>th</sup> OGP NAP 2018 - 2021
- Focusing on the mechanisms of approving CSOs' foreign funding, on their governance standards and on policies to improve their work



# Examples from the MENA region

## 4. Lebanon: award by CSO to public administration on ATI

- Gherbal Initiative is a non-profit organisation founded in 2017. "It aims to make data visually accessible to the public"
- "Transparency in Lebanese Public Administrations" project in cooperation with the Office of the Minister of State for Administrative Reform (OMSAR)
- Submitted requests for information to 140 administrations asking for closure of accounts for 2017
- A shield of honor was handed over to the 17 public administrations which provided the requested information within the 15-day legal timeframe established by the ATI law



# Challenges & good engagement principles

- Limited citizens' interest, awareness
- Limited capacity of CSOs/NGOs
- Limited requirements and incentive for public officials
- Limited awareness among public officials of the value added
- Limited financial, human resources and capacities in public administration

- Involve CSOs representatives in the design of the consultation process
- Clarify what is under consideration
- Careful follow-up and feedback
- Ensure representation (selection procedures)
- Tailor to capability of different groups
- Beyond one-off engagement
- *ATI, enabling environment for CSOs/NGOs*

Covid  
-19

- Opportunity to foster digital and hybrid participation (but accessibility issues remain)
- Trust in govt essential to ensure compliance during emergency and for recovery
- Open gov data, working with media, dialogue with citizens to respond to 'infodemic'
- Joining efforts: providing equipment, aid to vulnerable people, info/sensitisation



**Thank you!**

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**<https://www.oecd.org/gov/open-government/>**