

Open Government Case Study - Sample Case Submission Form

[Open Data, Participation, Collaboration, Citizen Engagement, and Public Sector Innovation]

Important Information

The Economic and Social Commission for Western Asia (ESCWA) and the Organisation for Economic Co-operation and Development (OECD) are conducting a joint study on the economic and social impact of open government for the Arab region. The study will reflect on literature review and previous studies and reports made by OECD and ESCWA and other organizations, and it will consider case studies and best practices from Arab and OECD countries. As such, and for the preparation of the study, this Sample Case Submission Form is intended to help the collection efforts for inspiring case studies and best practices from government entities and agencies in the Arab region. It should be noted that selected cases may be published within the ESCWA portal for the open government, which is under design and implementation, as well as the [OECD Open Government case platform](https://oecd-opsi.org/case_type/open-government/)¹. Furthermore, the relevant experiences will be featured in the planned Joint OECD-ESCWA meeting of the MENA Working Group on Open and Innovative Government this year, in coordination and collaboration with authorities concerned by these experiences.

The attached form serves as a submission form for open government activities that have been or are currently being developed and implemented at any level of government, and specifically those authorities that are working on open government development in the country, including local levels. The Case Study might cover one of the following topics: Open Government, Open Data, Stakeholder Participation, Collaboration, Citizen Engagement, Transparency, Accountability or Innovation in the Public Sector.

In the context of the attached form, an “activity” refers to any processes and actions taken to work towards the achievement of open government at national, area or local levels. An activity can consist of one or more actions. Participants can submit as many activities they wish, and it is preferable to choose activities with an economic or social impact. ESCWA will make the analysis of the contributions and may contact participants with follow-up questions.

To share a case, please complete the MS Word form, either in English or in Arabic, as many times as you wish. We must receive all submissions no later than [15/05/2020]. Should you have any questions, do not hesitate to send an email to Ms. Nibal Idlebi, chief of Innovation at ESCWA (email: idlebi@un.org, & escwa-tdd@un.org) and to the OECD Open Government Unit (Opengov@oecd.org).

¹ https://oecd-opsi.org/case_type/open-government/

1. Organisation Details

1.1. Organisation Name

1.2. Organisation Type

[Government, NGO, International, Academia, Private Sector]

1.3. Country

1.4. Primary Sector

[Economic affairs, Education, Public administration, Health, Transport, etc.]

Central Office of Relations with the Citizen on the Presidency of the Government
 e-Government Unit at the Presidency of the Government (as a support entity)

Government

Tunisia

e-Government, public administration

2. Activity Case Study

Now, we are going to ask you several questions about your activity. We are very excited to find out what you did, how you did it and who benefited from it. The more comprehensive your answers are, the easier it will be for the reviewers and readers to appreciate the aims and achievements of your activity.

2.1. Title

[a title for your activity]

2.2. Website

[the website about your activity, if existed]

2.3. Year Your Activity was Put Into Practice

2.4. Which of the following best describes your activity?

[Please mark the main category]

Developing the e-petition platform "e-People"

<https://www.e-people.gov.tn/>

2018

x

Open Data

Participation

Collaboration

x

Citizen Engagement

Transparency

Accountability

Public Sector Innovation

2.5. Summary (Short and Simple Explanation)

The summary should describe your activity and be short and simple (few sentences), and it should use clear language, compel the reader to continue reading, use simple, not sector-specific terminology (no idioms, slang, or domain-specific "buzz" words). The summary should answer the following questions:

- What the activity is?
- Why it was developed or the problem/opportunity being addressed?
- And who it benefitted?

"Developing an integrated electronic civil petition platform" is a project aiming to enhance the participation and interaction between the Administration and users, as well as to reinforce the Administration's performance and to improve the public services quality.

This platform has been designed for the benefit of the government departments and citizens through contributing in the efforts oriented to fight corruption and promote citizen participation.

There are several beneficiaries of this platform namely the public institutions, citizens, media and civil society organizations (CSOs).

2.6. Case Study Overview

The Overview is an overview of the activity and outcomes. You will have the opportunity to elaborate on some of the details. Please tell us:

- What problem the activity solves or what opportunity was taken advantage of
- What the activity is
- Objectives
- Beneficiaries
- How is it envisioned for the future? For example, how will it be institutionalised in its current context? How will it scale even bigger?

Overview of the project and issues to be resolved

The establishment of an integrated e-petition platform is part of the implementation of the tenth (10) commitment included in the 2nd OGP Action Plan.

It should be mentioned that this project was taken over from the 1st OGP action plan for reasons of non-progress of implementation. Given the importance of the expected impacts of such project, it was decided to relaunch its implementation within the framework of the 2nd OGP action plan. IT was put online on March, 2018 within 10 pilot public institutions (ministries, public structures, municipalities).

The system represents a one stop shop to receive citizens' complaints.

These complaints will be dispatched to different public structures at the central, regional and local levels. It also ensures the follow up of these petitions throughout the treatment process.

Main objectives of this platform are articulated around :

- contributing to fight corruption and promote the public sector integrity
- Enhancing the citizens empowerment and activate their participation in public affairs;
- Providing various communication channels (Website, Call center, SMS, direct visits of citizens,...) for citizens to express their needs, submit their petitions, suggestions or inquiries online
- Reinforcing the Administration's performance, enhancing its relationship with users in addition to improve the services quality.

The portal is addressed to various beneficiaries' categories namely the public structures, citizens, media, NGOs and civil society organizations (CSOs).

The envisioned measures for the future are articulated around :

- generalizing the platform deployment within public structures at central and local levels
- Publishing an accurate and categorized statistics about complaints received treated by different public structures.
- Promote the use of this platform by citizens
- Continue the implementation of the capacity building program for the benefit of public officials on the e-people platform
- Promulgating and applying the provisions of the Government decree on the e-people platform aiming to fix the management tools, the content and communication canals for the system

2.7. What Makes Your Activity Different, Unique, or Innovative?

The e-people platform aims to establish the open government principles and values. Indeed, it offers various functionalities promoting the participatory approach. Indeed, this platform allows creating a new mechanism of interaction and communication between government and citizens. Accelerate and facilitate the process of citizen complaints treatments.

It should be emphasized that this large-scale national project reflects the will and the explicit commitment of the Government and its determination to involve the citizen in public affairs, in the fight against corruption and therefore reinforce the citizens' contribution in the public policies design and implementation.

3. Development

3.1. Collaborations & Partnerships

Were there partners involved? Describe what each brought to the table and why it was important to the case. These may include: Citizens, Government officials, Civil society organisations, and Companies.

- The Korean International Cooperation Agency- KOICA considered as a main partner in this project given that the e-people implementation in conjunction with the KOICA.
- A Steering committee has been setup which brings together several partners from ministries and public technical support structures.
- The National Centre of Informatics and the National Agency for computer Security as a technical partners
- The e-Government Unit at the Presidency of the Government as a member of the steering committee and it was in charge of the coordination aspects with the Korean partners.
- OSCs active in this field such as I Watch, Al Bawsala

3.2. Users, Stakeholders & Beneficiaries

Who are the users, beneficiaries, and stakeholders targeted? How each group are affected. These may also include: Citizens, Government officials, Civil society organisations, and Companies.

- **Beneficiaries** include citizens and public administrations and in particular the office of relations with the citizen.
- **Stakeholders:** Government (Ministries, local authorities,) are the main stakeholders in this field given their related fundamental contributions and. Also, CSOs and NGOs have an important contribution to promote the use of the platform, in addition to donors involved in the implementation.
- **Users** : includes Government departments (offices of relations with the citizen), citizens, CSOs and NGOs.

4. Reflections

4.1. Results, Outcomes & Impact

- What results and impacts have been observed from the activity so far?
- How have the results and impacts been measured (e.g., methodologies used)?
- What results and impacts do you expect in the future?
- To the extent possible, please indicate the tangible or numeric results.

As a concrete results of this project, it can be mentioned :

- The e-people platform has been put online on March 2018 for the benefit of ten (10) pilot public structures.
- The Platform is accessible in two languages (Arabic, French)
- Establishing a call centre aiming to enhance the work of central office of relations with citizen and to improve the exploitation of the use
- increased evolution of user interest in the platform observed through some statistical information about the audience of the platform : increasing on the total "likes" on November 2019 to 607 (was 185 in April 2018) and increasing subscribers (followers) to 619 people (189 in April 2018)²
- Design and implement a training program on the use of the system for the benefit of public officials in charge of the relation with citizen.

Other measures to be adopted in the future

- Generalizing the use of the platform by all public structure
- Put online a dashboard to ensure the follow-up the activities of this system through Publishing an accurate and categorized statistics about complaints received treated by different public structures

4.2. Challenges

- What challenges have been encountered?
- What failures have been encountered along the way (e.g., structural failures or significant setbacks)?
- And how, if at all, have those challenges and/or failures been responded to?

Several challenges have been faced during the implementation and exploitation of the e-people platform, which revolved around:

- *Exploitation of all the functionalities provided by the system, because there are functionalities not yet exploited*
- *Open and extend the e-people platform via APIs usable by other applications / portals and integrate it into a global government infrastructure*
- *Further involving public structure to adopt this tool and Increasing awareness of public officials around the importance and the expected impact of the e-people platform*
- *Raising awareness among Tunisians citizens on how they can benefit from this platform which provides several communication channels (Website, Call center, SMS,...) facilitating the direct contact with the administration.*
- *Conducting communication campaigns aiming to further publicize the platform and encourage citizens to use it.*
- *Generalize the capacity building program around the platform manipulation and use for the benefit of public officials aiming to improve their skills and knowledge about the opportunities offered by the platform*
- *Providing the human, and technical resources required to ensure a good exploitation of the e-people*

² Source : [Rapport « Évaluation des plateformes numériques de participation citoyenne en Tunisie »](#)

platform, given the limitation of the human and material resources made available to manage this platform accompanied by a significant workload related to the processing of complaints requests and proposals,

4.3. Conditions for Success

What conditions do you think are necessary for the success of your activity? Conditions for success may include:

- Supporting infrastructure and services
- Policy and rules
- Leadership and guidance
- Human and financial resources
- Personal values and motivation

There are several conditions and factors allowed to complete and put online the e-people platform such as

- *Establishing a partnership and coordination framework with the Korean government having a similar platform. This partnership allows to facilitate development works and required needs identifications, and therefore get inspired from the Korean experience to establish a appropriate system to the national context*
- *Benefit from the legal framework of the access information provisions around the submission of access to information requests and the mandatory of administration answer of these requests.*
- *Commitment and leadership of the Government project owners who have made multiple efforts to achieve the implementation of the platform*
- *The existence of a civil society organizations active in this field, which contribute to further disseminate useful information and cases to raising awareness of citizens. CSOs provided in several cases the support and technical assistance for the benefit of public institutions*
- *The establishment of a framework of coordination between government and other stakeholders involved*

4.4. Replication

Has the activity been replicated to address similar problems? If so, how? In your opinion, what is the potential for it to be further replicated in the future? You may wish to discuss how the activity has already been used by others, as well as how you believe it could be used by others in the future. These others may be in: Other organisations, within your organisation, larger or smaller agencies, organisations or governments.

Joining the OGP initiative, the Tunisian Government has expressed its commitment to further involve citizens in the public affairs management and to ensure their right of information. These efforts have been consolidated by other initiatives launched by the civil society and even the instantiation of the national experience in the field of citizen participation within some sectors to answer specific needs. In this context, it can be mentioned the experience of the Ministry of Local Affairs which developed a complaint treatment system for municipalities. As well as other initiatives launched by the CSOs (Informini.org, Billkamcha.tn)

4.5. Lessons Learned

What lessons from your experience would you like to share with others like you? Where there any pitfalls to avoid?

Consecrating the citizen participation in public life is a multi-dimensional project that covers various aspects, namely the legal, organizational and technical ones. In this regard, the e-people platform is designed to meet the functional and the technological challenges arising from practising the citizen participation. However, the government's efforts are not limited to offering only a platform, but its efforts covered all related aspects (raising awareness, legal framework, organizational framework) in order to ensure the sustainability and adoption of the platform within public structures.

4.6. Anything Else

Is there any other information you would like to share about the activity?

[response of no more than 300 words]

5. Materials

5.1. Materials

Do you have online materials you would like to include with your submission? Please use the fields below to insert your links.

Link for images

- ❖ URL address of the e-People platform
<https://www.e-people.gov.tn/>
- ❖ Official Facebook page dedicated to present platform's activities and news
<https://www.facebook.com/epeopleTunisia/>

Link for supporting files
Project-Related Video URL 1

[https://...]
<https://www.youtube.com/watch?v=5jrKoinp9NI>

Project-Related Video URL 2

Other related URL

<https://www.youtube.com/watch?v=trotGHDIBdk>

https://www.youtube.com/watch?v=Z_Em3eRB4Oc

5.2. Could you give us the permission to republish the data and information, or part of them, included in this form?

[Yes, No]

5.3. Please provide the correct reference for re-publishing purposes.

[response]