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[1]. Furthermore, the relevant experiences will be in featured in the planned Joint OECD-ECSWA 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).

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

1. Organisation Details

1.1. Organisation Name	*e-Government Unit at the Presidency of the Government, in cooperation with the Ministry of Local Affairs and civil society*
1.2. Organisation Type *[Government, NGO, International, Academia, Private Sector]*	*Government*
1.3. Country	*Tunisia*
1.4. Primary Sector *[Economic affairs, Education, Public administration, Health, Transport, etc.]*	*e-Government, local affairs*

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]*		*Instaure the OGP at the local level*
2.2. Website *[the website about your activity, if existed]*		*All news and information about this project are published through the OGP portal www.ogptunisie.gov.tn*
2.3. Year Your Activity was Put Into Practice		*2018-2020 (in progress)*
2.4. Which of the following best describes your activity? *[Please mark the main category]*		*Open Data*
	x	*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?

Instaure the OGP at the local level project aims to establish initiatives on open government at the level of twelve (12) municipalities, in a similar participatory approach to the OGP initiative launched at the national level.

The purpose is to achieve reforms in line with specific needs and requirements of each region in compliance with the open government principles, while being in accordance with national strategic visions, given that the previous OGP action plans have often focused on reforms at the national and sectorial levels without designing reforms at the local level.

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

This project is part of the implementation of commitment 11 included in the 3rd OGP action plan (2018-2020) relating to the establishment of the OGP at the level of twelve municipalities.
The specificity of this initiative is its potential to enable municipalities to develop commitments more in line with the region's characteristics and requirements, as well as rendering the administration more accessible to citizens by involving them in defining commitments and following up their implementation. The idea of this project is to instantiate the OGP initiative at the national level within these municipalities by establishing the co-creation process and adopting a participative approach during the design and execution of public policies at the local level.
The first stage of this project has been achieved by selecting municipalities involved in this project and completing various activities (training sessions, workshops,..), launching a public consultation to collect proposals).

The main objectives of this project are :
- *be in compliance with the legal framework of local governance devoted in Tunisia thanks to the several articles in the 2014 Constitution that promotes this approach, as well as the provisions related to the transparency and open governance included in the Code on Local Authorities adopted on May 2018.*
- *be in line with the OGP initiative orientations , given that the OGP launched in 2016 a "pilot program of local government" aiming to enshrine the OGP principles in local governments and municipalities.*
- *Implement reforms and initiatives serving the region and having a positive and direct impact on citizens' life;, and which are sensitive to the characteristics of regions, while being in accordance with national strategic visions in the related fields and also drawing on international best practices.*
- *Approximate the open government concept to citizens and enable them to contribute to embedding this concept in their respective regions. This will improve the quality of services and contribute to building solid foundations to ensure good governance of public affairs at the local administration level.*

Beneficiaries included :
- Local authorities (municipalities) involved in this project : 12 municipalities have been selected following a call for application. These municipalities are : Carthage, Hammam chatt, Nefza, Tinja, Dar Chaabnae el fehri, Zriba, Zaouiet Sousse, Essouassi, Regueb, Gabes, Medenin, Kebeli
- Citizens at the local level. They will contribute to draw the local programs and visions by participating in all phase of elaboration and implementation of the OGP local action plan dedicated for their region
- CSOs at the local level : will be part in the process of co-creation and drafting of the envisioned OGP local action plan

> *The envisioned measures and activities for the next steps of the project are articulated around :*
> - Develop a local OGP action plan for each municipality comprising region-specific reforms and enabling the implementation of projects that contribute to achieving development and improving services provided to citizens.
> - Establish a communication action plan to further disseminate information about these initiatives

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

> *The specificity of this project is its potential to enable municipalities to develop commitments more in line with the region's characteristics and requirements. It is designed in accordance with the new legal provisions provided by the constitution and the Code of Local Authorities, and the related national visions. It is designed through a participatory approach comprising all stockholders. Its implementation will be supported by a dedicated organizational framework.*
> *It will offer opportunity to Tunisia to figure among the pioneer countries in this field, given that since 2011, around 332 local level commitments have been undertaken by OGP countries members.*

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.

> This project allows to gather several partners such as :
> - Ministry of Local Affairs, which represents the supervisory structure at the central level of the municipalities
> - Civil Society Organizations: contribute to the implementation of this project by assisting the Government and providing the required support. Among these CSOs; it can be mentioned Tunisian Association of local governance, TACID Network, OpenDataForum
> - Some donors which contribute to the implementation of this project by providing the required technical and financial support like World Ban, OECD, GIZ

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***: the 12 municipalities involved. They will adopt the same national approach to develop their OGP local action plans
> - ***Stakeholders***: Government (Ministry of local affairs, e-Gov Unit). This project allows government to establish a significant experience can be classified among the best practices. Government could generalize it for other municipalities and share it at international level. Also, CSOs support the implementation of this project. Therefore, they will have the expertise to replicate this initiative in other regions
> - **Users** : Government and CSOs, and citizens could benefit and use the outputs of this project and even replicate it.

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.

Methodology adopted to achieve the first project's stage

A methodology has been designed for the selection of municipalities in order to ensure the transparency and the rational selection of candidates. It was based on 10 criteria in compliance with the open government principles. Indeed, the 73 received applications have been sorted by a working group comprising representatives from the e-Governement Unit and the Ministry of the local affairs and the civil society representatives. Noting that the initial sort allowed to delete 10 applications which are not-compliant with the required conditions (non-administrative status of the applicant, duplication of some candidacies). A second sort step allowed selecting municipalities which have a score equal or exceeding 15 out of 20, which were around 30 municipalities that have been organized according to geographical distribution (North, Central, South). For each region, the four municipalities with the highest score have been selected. After then, project has been launched by implementing several activities with these municipalities

As a result of the first stage of project, concrete results include :

- *Participation of 73 municipalities in the call for application*
- *Selection of 12 municipalities according to geographical distribution (North, Central, South). For each region, four municipalities have been selected.*
- *Organization of a first public consultation to collect proposals ideas. As a result, reception of around 1200 participations with more than 5800 proposals.*

The future measures to extend the project and to create an impact :
- *Selecting proposals and ideas to draft an OGP local action plan for each municipality*
- *Supporting the implementation of the OGP local action plans which drafted within this co-creation process*
- *Generalizing this experience within the future OGP national action plan with other municipalities.*

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 this project which revolved around:
- *Raising awareness of municipalities involved on the importance of this project, around the OGP initiative and associated principles and themes in order to ensure the commitment and involvement of these municipalities during the implementation of this project. For this, several training sessions and workshops have been conducted for the benefit of these municipalities about Open Government concept and principles and the OGP initiative and related axes.*
- *Ensure the capacity building for the benefit of municipalities' public officials in order to improve their understanding and adoption of the different concepts. For that, various training session have been completed in this field during which dedicated supports have been used such as "the Open Government Guide at the local level";*
- *Providing the human, technical and financial resources required to implement this project. Coordination with associations active in this field and at local level has made it possible to create a stakeholders network around this project, in addition to the technical support provided by some donors.*
- *Maintain the sustainability of this project with the municipalities involved by developing projects and reforms in accordance with the citizens needs. The current context of the coronavirus has affected the progress of this project given the social and economic responsibilities assumed by the municipalities. In this regard, the reflexions of the several stakeholders are oriented to further align with these new requirements and adapt the process with the new context, and provide more support to the municipalities.*

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 success keys and conditions allowed to achieve this project. These conditions include :
- *Commitment and leadership of the Government project owners at the central level who have made multiple efforts to ensure the optimized implementation of the project*
- *Commitment and involvement of the various partners and municipalities involved in the project.*
- *The rational methodology adopted since the beginning of this project characterized by the establishment of a work group gathering representatives of all stakeholders.*
- *The participatory approach adopted during the whole of the execution of this project. Given that municipalities have been involved in all stages and the various activities were carried out in concert with them*
provide the necessary and adequate support since the launch of the project by organizing workshops and training session for the benefit of municipalities on the OGP concept and principles. These works have been continued with specific meetings and forums for each municipality to bring this project closer and involve citizens and local stakeholders in each region
- *The support and technical assistance provided by the CSOs and donors allowed to achieve several activities*
- *Providing the required logistical means to bring together the participants coming from all regions of Tunisia*
- *Existence of tools and materials in favor of the open government at the local level such as "the Open Government Guide at the local level" drafted within the framework of the 2nd national action plan PGO. This guide has been used during the training sessions addressed to the municipalities.*

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.

This project represents the first Tunisia's pilot experience within the framework of establishment of open government at the local level. Until now, there are no replications for this initiative by other municipalities even on a voluntary basis. However, the reflections of the steering committee in charge of monitoring the Tunisia's OGP program are oriented to extend this initiative in the future OGP action plans in order to generalize this experience for the benefit of other municipalities and create a dynamic of co-creation and competition at the level of municipalities to join this process.

4.5. Lessons Learned

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

"Instaure the OGP at the local level" represents the first project that Tunisian Government included in the OGP national action plans which is dedicated for the local authorities. The progress and the completion of the current phase become possible thanks to the establishment of a cooperation and co-creation framework between the various stakeholders (government, civil society) and by adopting a participatory approach throughout the whole of this process.

In addition, it should be emphasized that Tunisia has a legal framework in favor of the open governance considered as a constitutional principle thanks to the constitution of 2014, and supported through the code of local authorities. This factor facilitated the work of the team responsible for monitoring this project and encouraged the municipalities to join this project. This explains the large number of applications received.

Thus, the establishment of a dedicated organisational framework for this project has made it possible to consolidate all efforts and improve initiatives and ideas launched by all stakeholders. Given that a working group was set up bringing together representatives of the various stakeholders (Government, civil society).

Moreover, a rational process has been adopted for the selection of municipalities through a clear methodology and criteria in accordance with the principles of open government, in addition to the planning and carrying out timely activities to reinforce the involvement municipalities.

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	***Links for some activities achieved within this project :*** ❖ *Announcing the results of the first phase of public consultation related to the elaboration of OGP local action plans* http://www.ogptunisie.gov.tn/en/?p=1804 ❖ *Execution of a capacity building activities on OGP* http://www.ogptunisie.gov.tn/en/?p=1974 ❖ *Selection of municipalities involved in the project* http://www.ogptunisie.gov.tn/en/?p=1804 ❖ *Launching the call for application for the selection of municipalities* http://www.ogptunisie.gov.tn/en/?p=1762
Link for supporting files	*Open Government Guide at the local level* http://www.ogptunisie.gov.tn/wp-content/uploads/2019/03/Guide-pratique-Mettre-en-place-les-principes-du-gouvernement-ouvert-au-niveau-local-en-Tunisie.pdf
Project-Related Video URL 1	
Project-Related Video URL 2	
Other related URL	*[https://...]*
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]*