

e-Participation in Colombia

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Ministry of Information and Communication Technologies

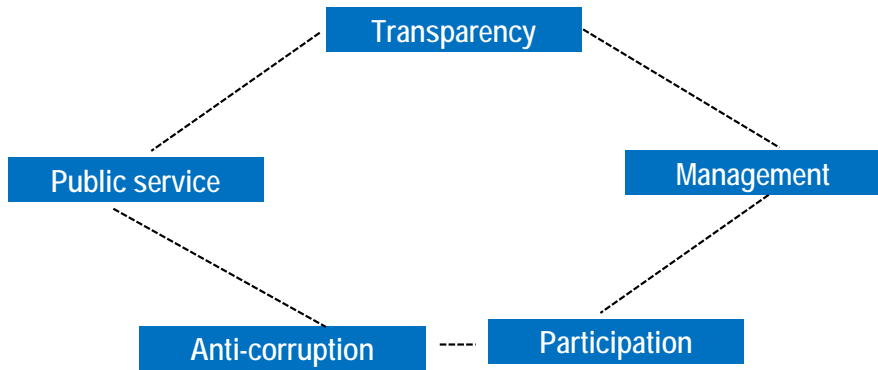
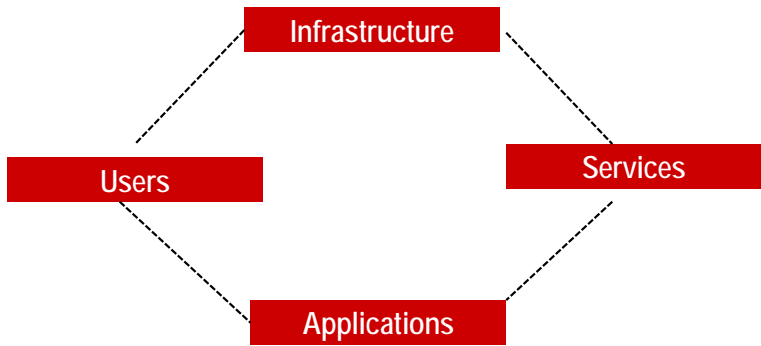
@EnriqueCusba, Geneva, July 2013

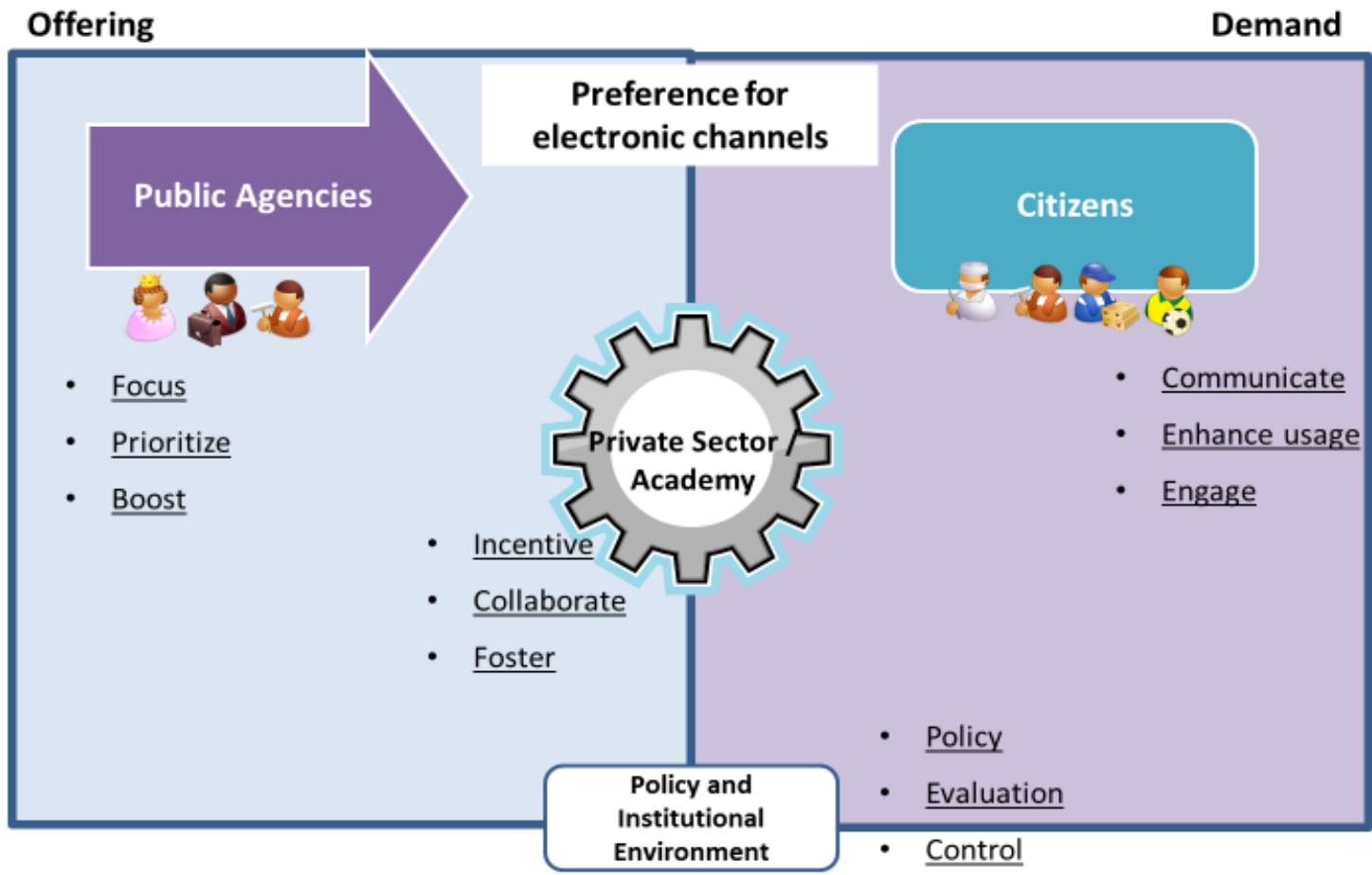
POLICY FRAMEWORK

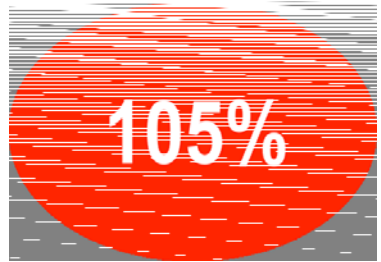


ICT Policy

Good Governance

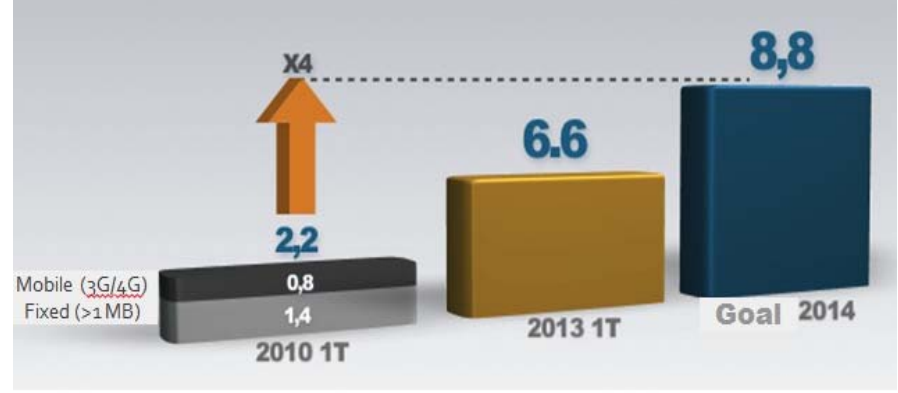




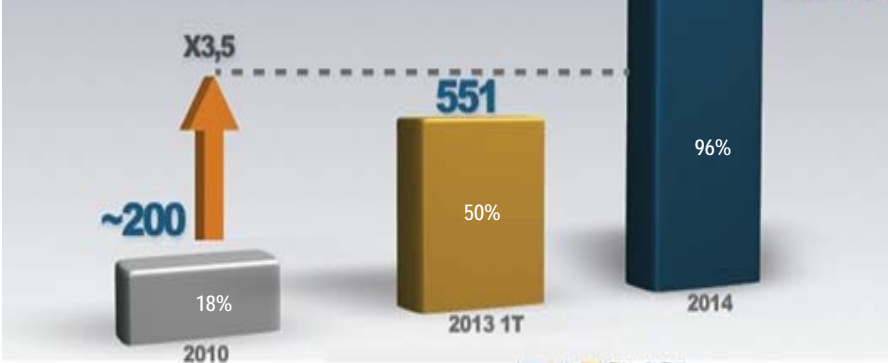


Mobile Penetration

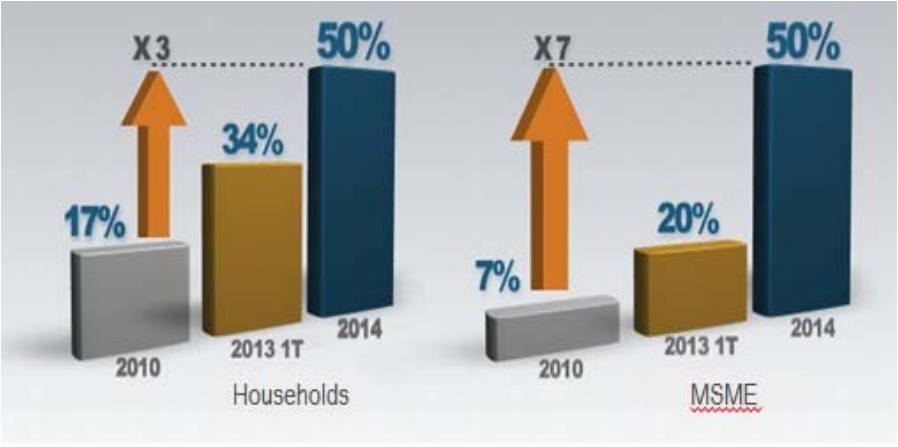
Internet connections



Municipalities (Optical fiber)



Households and MSME



Families



1,000,000 low-income families are benefited from Broadband Internet subsidy which may be used to fund the computer or the Internet service fare

New homes financed by the Government for low-income families include internet connection

Urban: Live Digital Points - Community spaces equipped with computers and Internet
101Points have been installed throughout the country.
2104: 800 Points

Rural and remote areas – Live Digital Kiosks

1.055 kiosks also equipped with Internet and computers are located in population centers of over 100 inhabitants and national parks
2013: 2.744 kiosks operating

Communities



Digital Citizenship Initiative

- Encourage the use and adoption of ICT among public servants and in the public education sector
- 300,000 people registered for the Digital Citizen initiative
- Every public servant and teacher in Colombia is to be trained and certified under the program by 2014



Tertiary education

2010-2011: 120-hour courses were delivered
 2013-2014: A graduate program will be provided with support of diverse universities (Public servants and CIO's)

Advising Services (Specialized Task Force)

- Capacity-building (Managers, CIO's)
- Social Networks Handbook
- Innovation & Change Management

Digital Task Force

Strategic team created to strengthen the capacity of public agencies to promote participation by enhancing digital media use

- Communication and digital interaction
- Digital intelligence
- Innovation

Communication

Use

Engagement



People know the offering of e-services and e-participation at national and local level

- ATL/BTL
- Massive events

78%



People have an experience (It works!)

- Partnering with over 500 public libraries, ICT firms, Live Digital Points and Kiosks
- Itinerant (Tent moving around the country)

62.000 citizens reached in 2012

50%



People keep on using e-services or participating online

- Increase and improve the offer of e-services and e-participation
- Evaluate quality and satisfaction
- Incentive collaboration

Open Data

MICT sponsoring 60 Apps including e-participation (Mobile Government Initiative)

One-Stop Shop

Citizens can report corruption events

Popularly-elected bodies online

- Congress: Visibility of legislative activity and participation (Law projects
- 1.132 Local Councils elected by vote. They now have presence in Internet reporting outcomes and progress

Innovation Center

10 crowdsourcing events with public organizations to solve particular issues in collaboration with citizens

Crystal Ballot Box

Multichannel Platform
Information, consultation, decision-making



- Decree 2963/2012: Compulsory e-participation** (Accountability reports and events, track the progress of policy execution, consultation, decision-making, co-creation)
 - Use of social networks
 - Open Data
 - Accessibility / Usability
- Open Government Partnership**

Own initiatives
The Government supports

80% Any Social Network

40% 13%

14th place worldwide

Collaboration Platforms

Active citizens
Citizens 7x24
Visible Congress
Visible Local Councils

Collaboration Events and Communities

Hackathons Smart Cities
Governathons Co-Creation
DemoDays Digital Brigade
CampusParty YoGobierno (I-Gov)

E-PARTICIPATION EXPERIENCE THE CRYSTAL BALLOT BOX

Citizens with no Internet Connection

TV



SMS
USSD



Telephone



e-Citizens

Inicio sesión o regístrate Bogotá 21 de Julio de 2013

¿Qué es la Urna? ¿Quiénes somos? Preguntas frecuentes

Presidencia de la República PROSPERIDAD PARA TODOS urna de cristal

Buscar en el sitio

Urna de Cristal reconocida con el Premio Gobierno Abierto PUNTOGOV-ASAEC 2013

Actualidad Participación Respuestas del Gobierno Histórico de Participación

Respuesta a las preguntas
Respuesta a las propuestas
Urna de Cristal Radio
Urna de Cristal Televisión

El Congreso aprobó la Reforma a la Salud. Esto es todo lo que necesitas saber sobre el proyecto.

El nuevo modelo de salud es una realidad. La tutela no se modifica. Conoce preguntas y respuestas sobre la reforma a la salud.

Participa

1 2 3 4 5

¿Cómo puedes ayudar a construir buen Gobierno?

Infórmate
Consulta cuáles son las temáticas de participación de la semana.

Participa
Realiza preguntas y propuestas al Gobierno. Así contribuyes con la transparencia estatal.

Comparte
Comparte con tus amigos tus preguntas o propuestas para que te apoyen.

Selecciona Tema o Acuerdo

Preguntas Propuestas

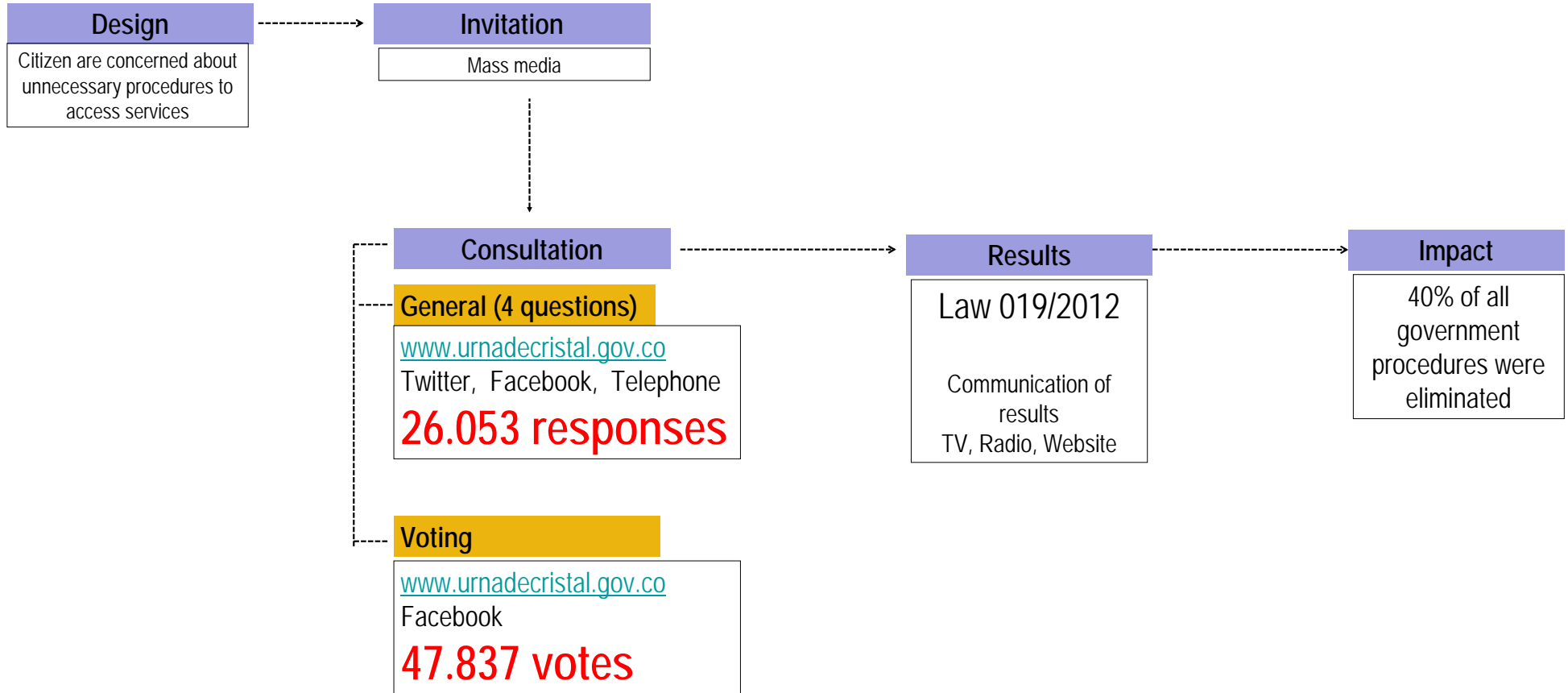
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Transparency

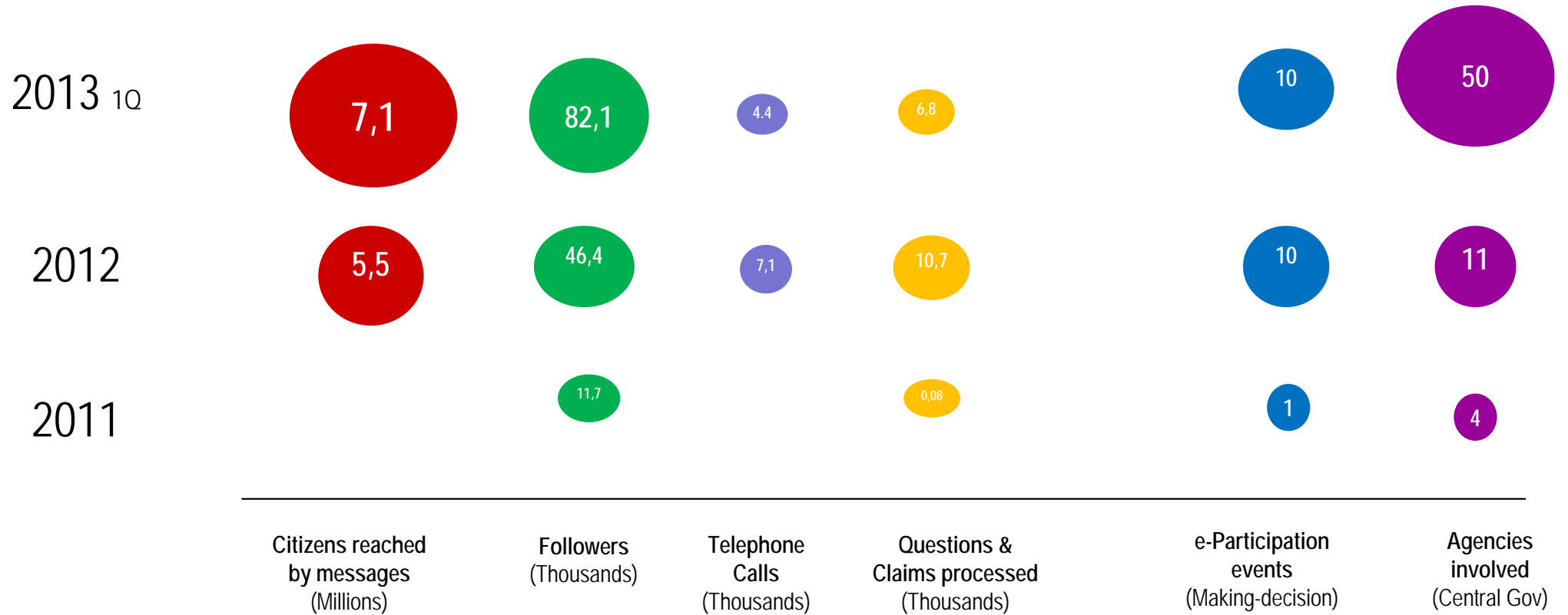
Consultation

Decision-making

E-PARTICIPATION EXPERIENCE THE ANTI-PROCEDURE CAMPAIGN 2011-2012



E-PARTICIPATION EXPERIENCE THE CRYSTAL BALLOT BOX- OUTCOMES



- Implement actions to enhance offering and demand
- Coordinate actions with those instances and initiatives that may boost participation: Transparency, Civil Service, ICT, Planning, Service delivery, Open Government, Anti-Corruption, other public sectors, NGO's)
- Support local initiatives (Common platforms, training, financial resources)
- Make use of basic technology to reach more people: SMS, USSD, Video Streaming
- Use diverse and complementary technical channels when carrying out e-participation events. Not only Internet but telephone, mobile, radio, social networks and TV
- Participation may come from the bottom. Support civic initiatives
- Assessment is necessary to track the progress of actions. Define internal indexes that allows to identify pitfalls and successes
- Engage public servants to open participation processes by providing training and formal education
- Implement innovation process in public administration to figure out new e-participation forms
- Provide incentives to agencies and citizens. Awards, contests and public recognition is quite useful
- Coordinate with other regional governments