e-Participation in Colombia

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E-GOVERNMENT APPROACH

Policy Framework

Offering

- Focus
- Prioritize
- Boost

Public Agencies

- Incentive
- Collaborate
- Foster

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Preference for electronic channels

Private Sector Academy

Demand

Citizens

- Communicate
- Enhance usage
- Engage

Policy and Institutional Environment

- Policy
- Evaluation
- Control
<table>
<thead>
<tr>
<th>Infrastructure</th>
<th>Municipalities (Optical fiber)</th>
<th>Internet connections</th>
<th>Households and MSME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile Penetration</td>
<td>105%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internet connections</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mobile (3G/4G)</td>
<td>Fixed (≥2 MB)</td>
<td>Goal 2014</td>
<td>Household</td>
</tr>
<tr>
<td>18%</td>
<td>50%</td>
<td>96%</td>
<td>0.8</td>
</tr>
<tr>
<td>17%</td>
<td>20%</td>
<td>50%</td>
<td>X3</td>
</tr>
</tbody>
</table>
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.
- 101 Points 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
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
CITIZENS CAPACITIES TO INTERACT WITH GOVERNMENT

FOSTERING E-PARTICIPATION

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

People know the offering of e-services and e-participation at national and local level
- ATL/BTL
- Massive events

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

78%
50%
1. 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

2. Open Government Partnership
- 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

Collaboration Platforms:
- Active citizens
- Citizens 7x24
- Visible Congress
- Visible Local Councils

Collaboration Events and Communities:
- Hackathons
- Governancehons
- DemoDays
- DemoDays
- DemoDays
- YoGobierno (I-Gov)
- Smart Cities
- Co-Creation
- Digital Brigade
- YoGobierno (I-Gov)

Visible Congress
- Visible Local Councils

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**E-PARTICIPATION EXPERIENCE**

**THE CRYSTAL BALLOT BOX**

- Citizens with no Internet Connection
  - TV
  - SMS
  - USSD
  - Telephone
- Transparency
- Consultation
- Decision-making

**Citizens with no Internet Connection**

**E-Citizens**

**Presidencia de la República**

**Urnas de Cristal reconocidas con el Premio Gobierno Abierto PUNTOGOV-ASAEC 2013**

**¿Cómo puedes ayudar a construir buen Gobierno?**

**Infórmate**

Consultar cuáles son las temáticas de participación de la semana.

**Participa**

Realizar preguntas y propuestas al Gobierno. Así contribuye a la transparencia social.

**Comparte**

Compartir con los amigos tus preguntas o propuestas para que las apoyen.

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 tarifa no se modifica. Cómo e preguntas y respuestas sobre la reforma a la salud.
Citizen are concerned about unnecessary procedures to access services.

**Consultation**
- General (4 questions)
  - www.urnadecristal.gov.co
  - Twitter, Facebook, Telephone
  - 26,053 responses
- Voting
  - www.urnadecristal.gov.co
  - Facebook
  - 47,837 votes

**Results**
- Law 019/2012
  - Communication of results
  - TV, Radio, Website

**Impact**
- 40% of all government procedures were eliminated.
E-PARTICIPATION EXPERIENCE

THE CRYSTAL BALLOT BOX - OUTCOMES

<table>
<thead>
<tr>
<th>Year</th>
<th>Citizens reached by messages (Millions)</th>
<th>Followers (Thousands)</th>
<th>Telephone Calls (Thousands)</th>
<th>Questions &amp; Claims processed (Thousands)</th>
<th>e-Participation events (Making-decision)</th>
<th>Agencies involved (Central Gov)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>7,1</td>
<td>82,1</td>
<td>4,4</td>
<td>6,8</td>
<td>10</td>
<td>50</td>
</tr>
<tr>
<td>2012</td>
<td>5,5</td>
<td>46,4</td>
<td>7,1</td>
<td>10,7</td>
<td>10</td>
<td>11</td>
</tr>
<tr>
<td>2011</td>
<td>11,7</td>
<td></td>
<td>4,4</td>
<td>0,08</td>
<td>1</td>
<td>4</td>
</tr>
</tbody>
</table>
• 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