

# Open Government for Improving Public Services in Asia

Dates: 7-8 August 2017

Venue: ADB Headquarters, Manila

## **Background**

Good quality public services are critical to the lives of citizens, and ensuring their effective delivery is an essential function of government. But governments are not alone in this; experience and evidence built up over a number of decades has shown that citizens and civil society also have important roles to play in improving, delivering and monitoring public services, and achieving positive outcomes. Open government reforms have the potential to improve existing services, and unlock the ideas, knowledge and capacity for new solutions to societal challenges.

Our vision is that governments becoming more transparent, accountable, and responsive to their own citizens, contributes to the ultimate goal of improving the quality of governance, as well as the quality of services that citizens receive. We want to see more and better quality public service commitments in OGP National Action Plans and SDGs Action Plans, which translate into concrete improvements into people's daily lives.

The workshop on Open Government for Improving Public Services in Asia-Pacific aims to catalyze ambitious public service delivery reforms, foster learning between government agencies, civil society organizations and development partners working on improving public services, and exploring how the OGP platform can be used to develop, implement, evaluate and showcase impactful reforms.

## **Objectives**

- 1. Creating space for countries to share experiences and learn from each other:** Participants will be invited to share experiences and lessons learnt from implementing policies and programs to make public services more responsive to the needs of citizens, in areas such as education, water, health and infrastructure. The workshop will also provide an opportunity for country peer-to-peer and expert feedback on addressing the challenges faced in the implementation of these policies and programs and on potential areas of improvement and innovation. Additionally, the meeting will be used to curate and/or develop the value propositions and stories of these initiatives.
- 2. Stocktaking and feedback on public service delivery commitments in OGP:** The workshop will provide an opportunity for countries developing new action plans to present draft commitments on public service delivery and get feedback from peers with experience in designing or delivering similar reforms. Similarly, for countries implementing action plans, the workshop will provide an opportunity to take stock of progress and identify how the reforms can have greater impact.
- 3. Raising collective ambition, with focus on participatory mechanisms and identifying potential regional leaders:** Participants will be introduced to OGP's new guidance paper on developing robust and ambitious public service commitments and relevant guidance materials from partners such as UNDP methodologies for mitigating corruption risks in sectors such as education, water and health as well as in public procurement. Through facilitated sessions and teamwork exercises, participants will identify how public service delivery reforms can be designed to incorporate a robust theory of change, and move beyond transparency to citizen mobilization and social accountability towards government responsiveness.
- 4. Refining tools and resources needed to support reformers:** The outcomes of the event will be used to refine the value propositions, guidance and stories to help reformers make the case for open government initiatives for improving public service delivery and understand support needs from OGP, UNDP and other multilateral partners.

**DAY 1 - AUGUST 7th**

Time	Session Title	Session Description
8:30 -9:00	Arrival and Registration	
9:00 - 9:30	Setting the Scene	Welcome remarks by organizers Expectation-setting for the workshop with participants
9:30: 11:00	The Elevator Pitch	<p>Lightning talks on open government initiatives for improving public services. Initiatives to be covered include: 1) Citizen Satisfaction Index (Pakistan), 2) Mainstreaming Social Accountability (Mongolia); 3) Community-based Monitoring (Afghanistan); 4) Health-sector initiatives (Sri Lanka); 5) Participatory Budgeting (Philippines)</p> <p>The presentations will be focussed on the following.:</p> <ol style="list-style-type: none"> <li>1. What problem does the reform aim to solve?</li> <li>2. What was the scope of the reform (geographic and mandate)</li> <li>3. How did the reform come about (process)? What has enabled the reform (context specificities)?</li> <li>4. What are the results achieved/intended (outcomes)</li> <li>5. Who were/are instrumental to the success of this initiative and what's the partnership model between stakeholders</li> </ol> <p>The plenary session will be followed by breakout group discussions exploring:</p> <ol style="list-style-type: none"> <li>1. What incentives exist for government to scale, adopt or replicate this project?</li> <li>2. How will you frame the message i.e. what is the value proposition for this reform?</li> <li>3. What kind of tools/innovations/policy reforms are suitable, or even important, at the national/federal level to complement those at local level to further social accountability to promote effective public service delivery?</li> </ol>
11:00- 11:30	Coffee Break	
11:30 - 13:30	What Works? What Doesn't and Why?	<p>Participants will discuss ways to bring citizen voice or integrate social accountability mechanisms during: agenda setting; service design; service delivery, service monitoring and in closing the feedback loop through government responsiveness. The focus will be on successful strategies, tools and techniques used. Findings from the pre-event research and inputs gathered from participants will be discussed.</p> <p>Presentations by:</p> <ol style="list-style-type: none"> <li>1. Stockholm International Water Institute</li> <li>2. ANSA-EAP</li> <li>3. Open Data Labs Jakarta</li> <li>4. World Vision</li> <li>5. Department of Budget and Management</li> </ol> <p>This will be followed by facilitated group discussions on bringing in citizen voice during different phases of the policy cycle:</p> <ol style="list-style-type: none"> <li>1. <i>Agenda setting</i></li> <li>2. <i>Service Design</i></li> <li>3. <i>Monitoring and Accountability</i></li> </ol> <p>Finally, lessons learnt from across projects - based on pre-event</p>

		information -gathering will be shared and discussed with participants
13:30 - 14:30	Lunch Break	
14:30 - 15:30	Challenge Clinics	In groups, participants will share 1-2 specific challenges they are currently facing in either scaling the ambition or scope of their reforms, or in implementing them. Peers and experts in the room will be invited to provide feedback.
15:30 - 16:00	Coffee Break	
16:00-17:00	Challenge Clinics	Contd. from previous session Project delegations (or country delegations) to develop roadmaps for next steps in their initiatives and identify where peer support is needed; gaps etc. This will be followed by sharing of 1-2 roadmaps.
17:00 - 17:30	Wrap-up Discussion	Summary of feedback and key takeaways from previous sessions

## DAY 2 - AUGUST 8th

Time	Session Title	Session Description
09:00 - 11:00	Innovation Lab	Elevator pitches will briefly walk participants through two initiatives with cross-sectoral focus: LAPOR! (Indonesia) and Governance Hubs (Philippines)  The initiatives will then be 'deconstructed' with an innovation lens to draw lessons learnt for other countries reforms. During this session the initiatives' components will be analysed, reflecting on why were designed that way, what has made them successful and what can be improved. Participants will be invited to reflect on what this would like look like in their country context if they were to adapt a similar initiative.
11:30 - 11: 30	Coffee Break	
11:30 - 13:00	Innovation Lab	Continued from previous session. Breakouts continued and report back
13:00 - 14:30	Lunch Break	
14:30 - 15:30	The Sustainability Question	Participants will share tips and tactics for building local capacities, creating and empowering coalitions for change, and navigating politics, reflecting on the discussions had in the previous sessions.
15:30 - 16:00	Coffee Break	
16:00- 17: 30	Raising collective ambition	Participants will be introduced to OGP's new guidance paper on developing open government commitments for public service delivery, relevant guidance and resources materials from partners (e.g.UNDP Report " <a href="#">Innovation for Sustainable Development Goals</a> " " <a href="#">UNDP Reflections on Social Accountability</a> ", UNDP methodologies for mitigating corruption risks in sectors such as education, water and health as well as in public procurement). Participants will be invited to discuss in groups how the collective ambition of reforms can be raised, and identify what additional resources might be helpful in advocating for implementing reforms.
17:30 - 17: 45	Closing	Wrap up and follow up