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ASIAN DEVELOPMENT BANK

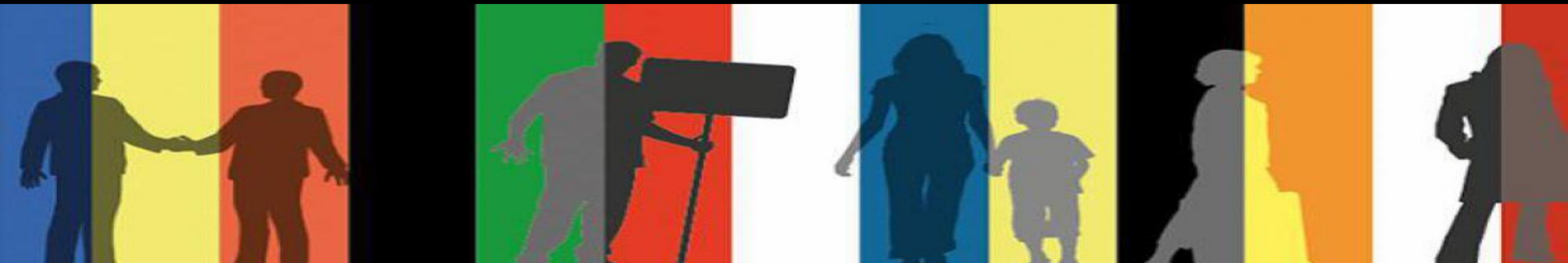
**OPEN GOVERNMENT  
INITIATIVES FOR  
SERVICE DELIVERY  
—  
AN ASSESSMENT**

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# OBJECTIVES

- Create case studies of open government initiatives in select Asia Pacific countries for improving service delivery;
- Identify and organize results of the open government initiatives into patterns, themes, and commonalities;
- Identify strategies or next steps that different stakeholder groups can adopt to improve the uptake and delivery of open government reforms.





# THE OPEN GOVERNMENT INITIATIVES

## YEAR

- 2008** ● Citizens' Voice in Action by World Vision
- 2011** ● Checkmyschool by the ANSA East Asia Pacific
- 2012** ● LAPOR! (National Aspiration and Complaint Handling System) by the Government of Indonesia
- Governance Hubs by the Government of the Philippines
- 2014** ● Community-based monitoring of school by Integrity Action Afghanistan
- 2015** ● Health commitments on National Health Performance, Combatting of Kidney Disease and Transparent Policy on Medicine by the Government of Sri Lanka
- 2016** ● Citizen monitoring of the implementation of the Department of Education (DepEd) Computerization Program (DCP) by DepEd and UNDP
- Mainstreaming Social Accountability in Mongolia (MASAM) by the Government of Mongolia, World Bank, and UNDP
- Open Data Indonesia by Open Data Labs
- Citizen Charter by the Government of Afghanistan
- Citizen Satisfaction Survey by the Government of Pakistan
- 2017** ● Assistance to Disadvantaged Municipalities (ADM) by the Government of the Philippines

# SCOPE

**4/12**

**NATIONAL**

**education**

**urban**

**human rights**

**3/12**

**SUBNATIONAL**

**health**

**culture**

**water, hygiene,  
and sanitation**

**5/12**

**BOTH**

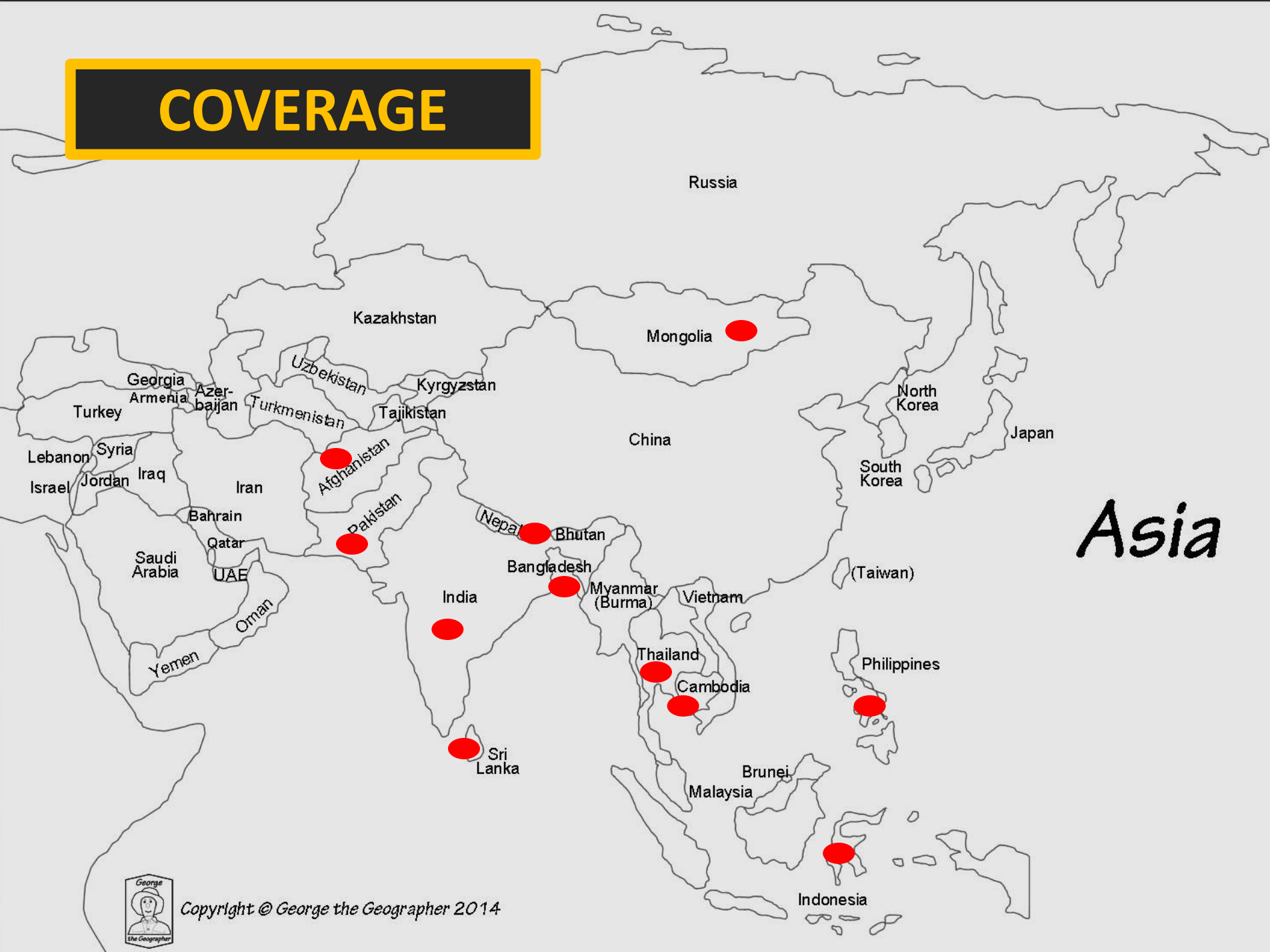
**peace**

**economy**

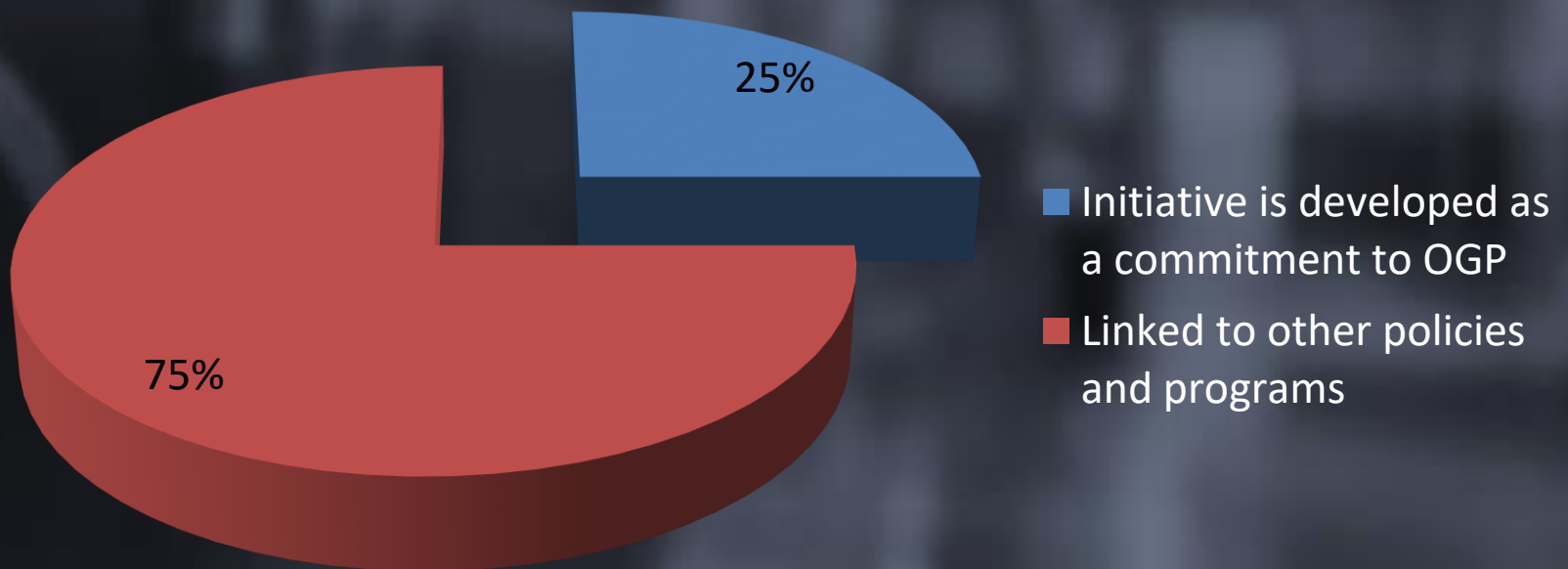
**infrastructure**

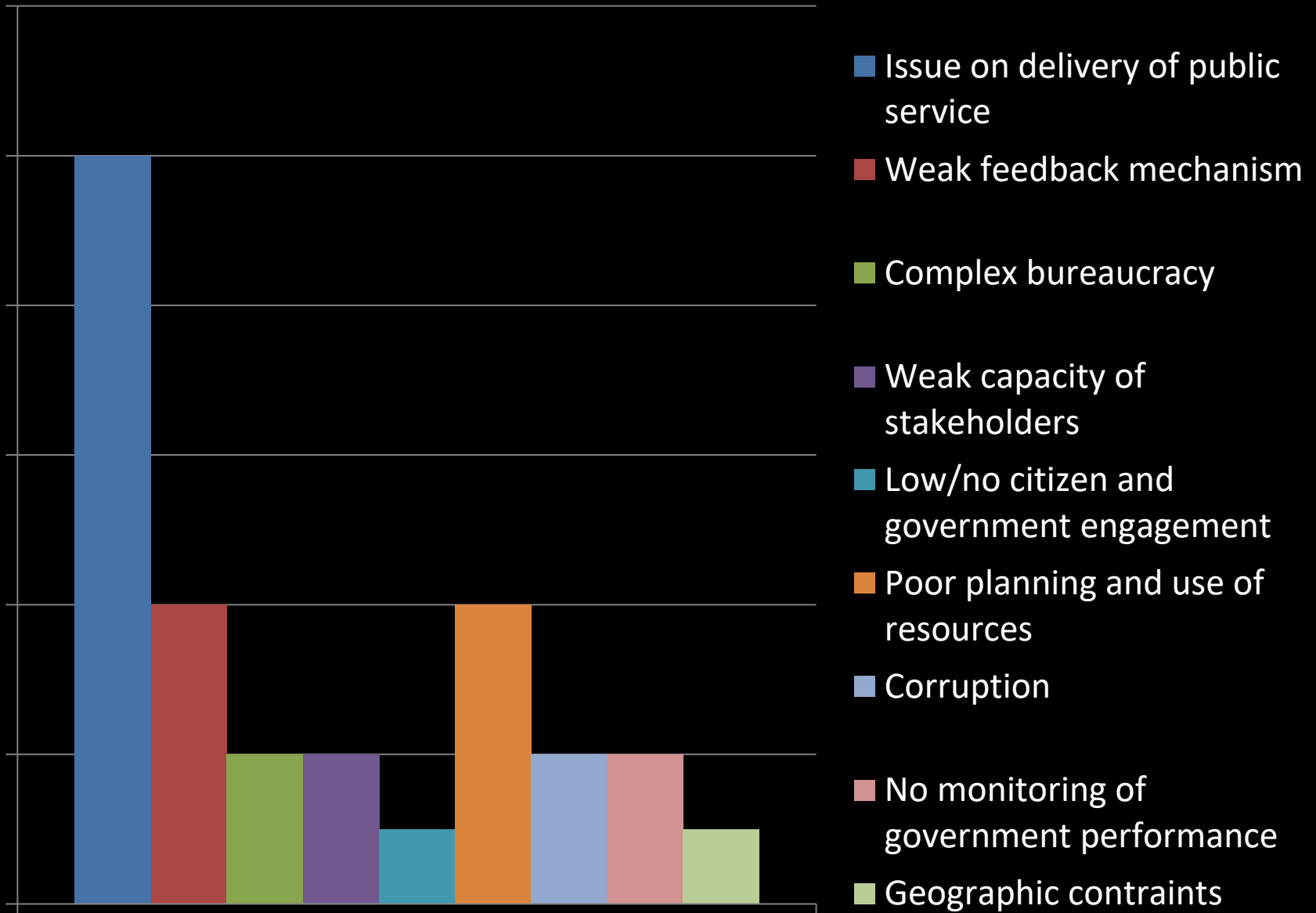


# COVERAGE



# LINK OF INITIATIVE TO OGP COMMITMENT





## CHALLENGES IN SERVICE DELIVERY



## Access to info

“Access to information will lead to better government” – Open Data Indonesia

## Citizen monitoring

“Measuring and checking government performance will benefit citizens” – Citizen Satisfaction Survey, Pakistan

## Use of technology

“Technology can be leveraged to hear the voice of the citizens” – Lapor! of Indonesia

“Accountability happens when people know what they are suppose to get and demand that from the government in a constructive way” – MASAM of Mongolia

“Both gov’t and citizens benefit when they engage and mobilized for better services” – Community-Based Monitoring of School in Afghanistan

“Improving the feedback loop will help improve policies and implementation” – CVA in multiple countries

## Demand accountability

## Citizen-Gov’t Engagement

## Closing the feedback loop

# Means for reaching out to target users

Face-to-face interactions

(i.e. consultations and community visits)

Digital platforms

(i.e. social media and website)

Research studies

(i.e. survey results)

Creative means

(i.e. murals)

Traditional media

(i.e. radio and television)

Structured

communications  
(i.e. joint circulars)



# TOOLS AND TECHNIQUES

Community discussions about service delivery

Make information easily available online and offline

Use of digital technology

Engagement with various stakeholders (i.e. youth)

Actual citizen monitoring of public services

Standardization of performance measurements

Capacity building of both government and citizens

Feedback sessions with government

Decentralization and systematization of processes

- Governance Hubs

- Checkmyschool

Decentralized connections from national to local

Layered multi-stakeholder engagement

## **PARTNERSHIP MODELS**

Simple government and civil society partnerships

Complex independent local networks

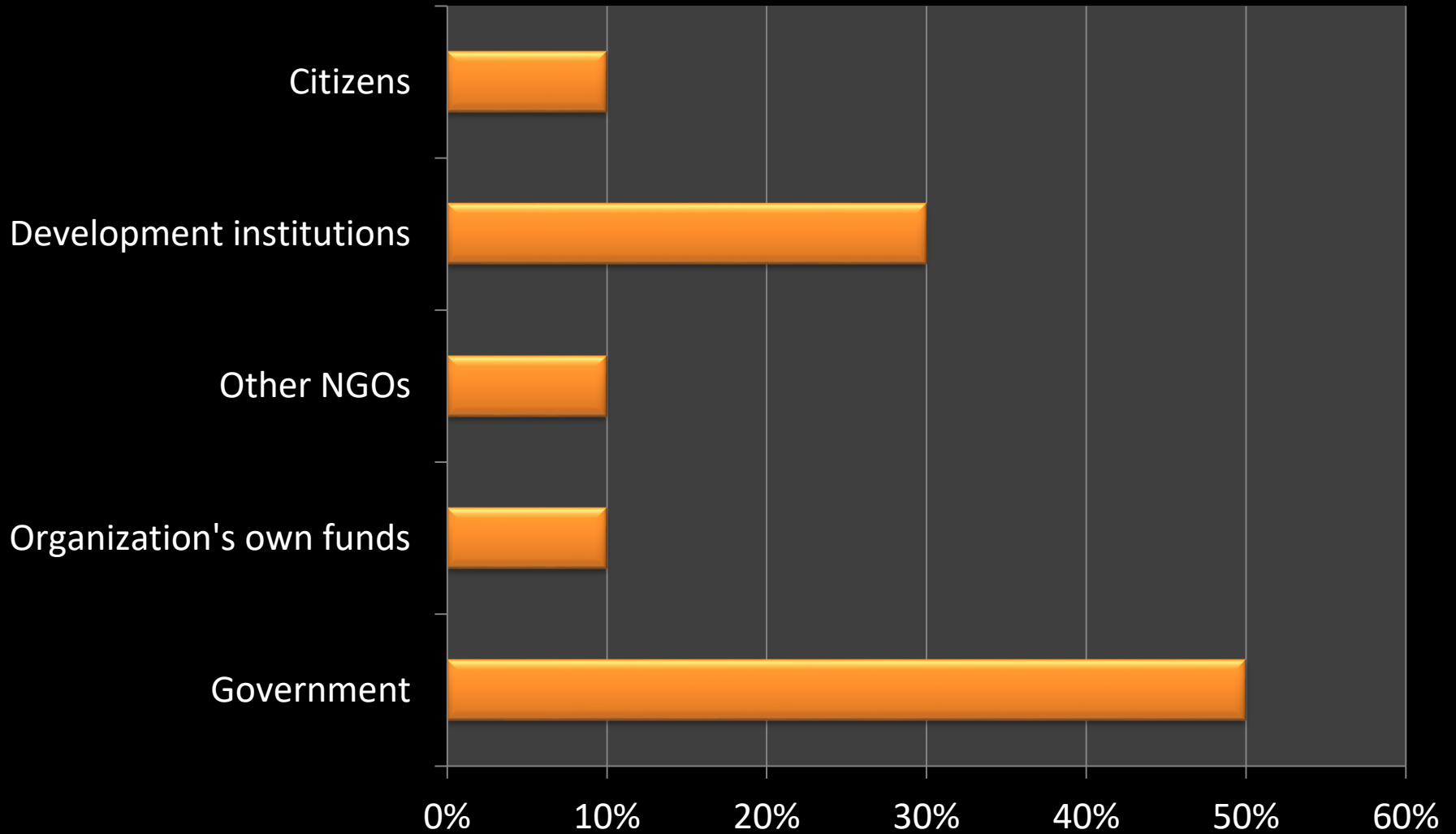
- Citizen Charter

- Assistance to Disadvantaged Municipalities

# INNOVATIONS

- Use of digital tools
- Proactive reach-out to excluded and disadvantaged communities
- Citizen-centric approach particularly in sending feedback and problem solving
- Required responsibilities on both sides – government and citizens
- Integrated government portal for complaints and answers
- Training of the communities on multiple monitoring skills and their rights
- Blended approach of online and offline interventions
- Use of government funds for accountability work

# SOURCES OF FUNDING





# Challenges in Implementation

Political

Changes in leadership

Digital

Internet penetration

Organizational

Inadequate government capacity

Social

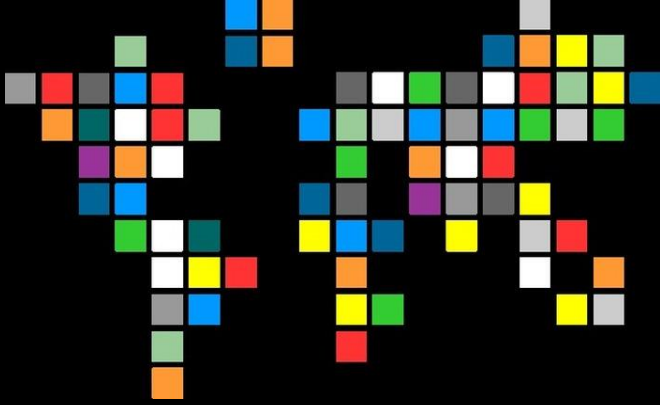
Risk of excluding some communities

Financial

Irregular and limited source of funds

Procedural

Difficulty in transitioning to new systems



## APPROACHES TO ENABLE CHANGES IN PUBLIC SERVICE DELIVERY

Formalize GOV-CSO  
engagements

Push for policy  
reforms

Explore multiple  
sources of  
sustainable funding

Integration of  
information and  
feedback systems

Standardization and  
systematization of  
public service  
delivery

Development and  
strengthening of  
new structures

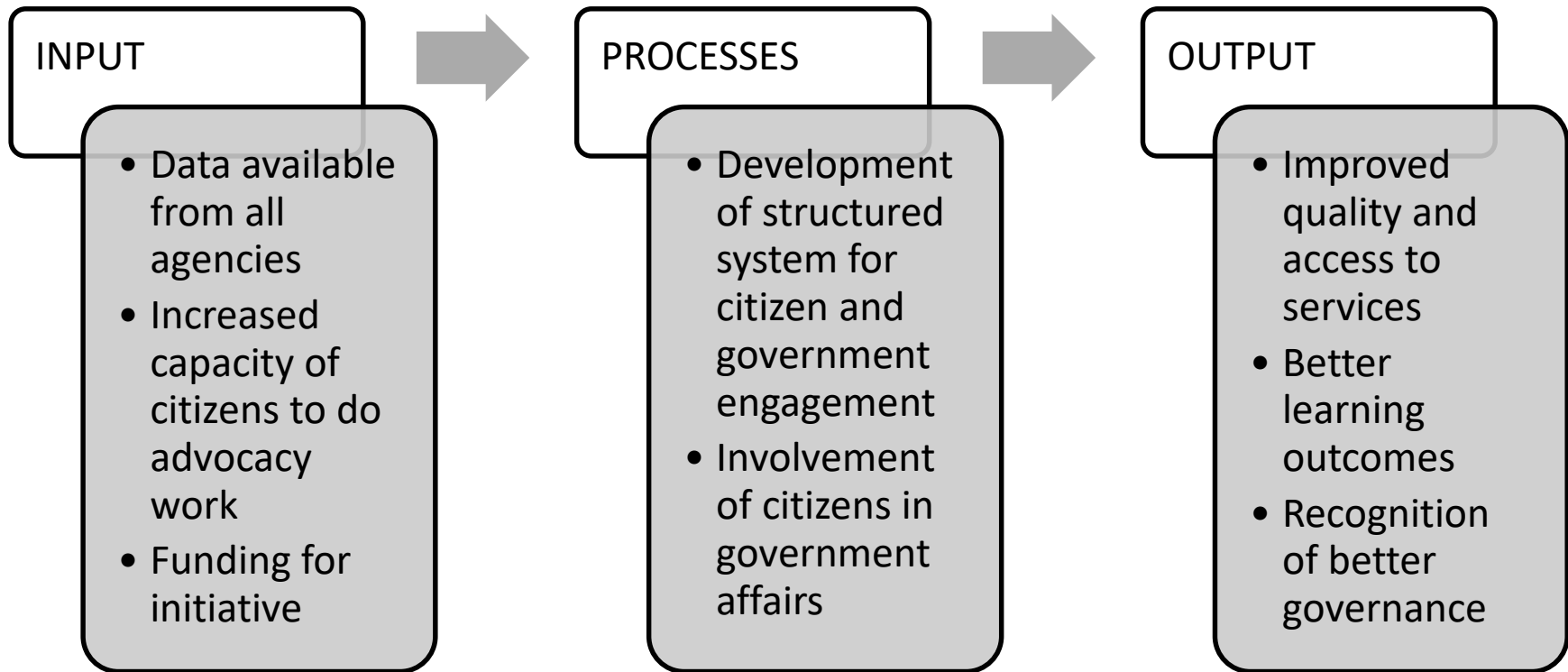
Coalition building  
with multiple  
stakeholders

Institutionalization  
of initiatives

Reporting of good  
and successful  
stories



# RESULTS





# Questions?

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