

# Application

## Participant: Tunisia Team

Submission

### PRELIMINARY QUESTIONS:

As you consider which initiative to put forward for the Open Government Awards, please consider the following questions:

(1) Does the initiative seek to improve a public policy or service?  
 Yes  No

(2) If yes, does the initiative seek to improve the ability of citizens to provide feedback and/or to make decisions in the design or implementation of a policy or service? For examples of initiatives, see: <http://www.opengovguide.com/topics/citizen-engagement>  
 Yes  No

If you have answered "Yes" to BOTH of these questions, please proceed with your application.

### A. THE TEAM

The following information is required to capture a basic understanding of those responsible for your initiative and any partnerships that have helped you to meet your goals.

#### INITIATIVE NAME (required)

Provide the name of the initiative that your team is submitting for consideration by the judges of the 2014 Open Government Awards (under the inaugural theme, Citizen Engagement). If the initiative is operating under one or more alternate name(s), provide the name that is most commonly recognized.

Public consultation portal "www.consultations-publiques.tn"

#### THE NOMINATION (required)

Begin by describing how this initiative was selected. For example, mention any nomination or consultation process held with civil society partners or others when selecting the initiative. Please offer your explanation of this process in 200 words or less.

In Tunisia many initiatives were undertaken in the area of citizen engagement, the theme of OGP awards this year. Some of those initiatives enhance online public participation. To choose an initiative that can be considered as much suitable for the OGP awards, OGP Tunisia team consulted with members of civil society and selected jointly the public consultation portal to be candidate for this award. The co-submission with the NGO Bawsala indicates the support of NGOs for this choice. Other members of the civil society showed support to this initiative.

#### GOVERNMENT POINT OF CONTACT (required)

Provide the name and title of a single point of contact for the purposes of communicating with your team. The person should be the most senior individual responsible for overseeing the application submission.

Provide the phone number(s), email address(es), and physical address of your designated point of contact. You may provide alternate contact information, if it is a direct means for reaching the designated point of contact.

Mr. Khaled SELAMI  
 General Director of the e-government unit at the presidency of the government in Tunisia.  
 Address: place of the government; la Kasbah, Tunis, Tunisia  
 phone number: +21671563021  
 fax: +21671562428  
 E-mail: khaled.sellami@pm.gov.tn

#### CIVIL SOCIETY POINT OF CONTACT (strongly recommended)

We strongly encourage applicants to submit a joint application from a government agency and a civil society partner. If submitting a joint application, please provide the name and title of a single point of contact at the partner organization. If not, please be sure to focus on the "validation of claims" in Section B (see pg. A-3).

Amira Yahiaoui  
 chief executive officer of the association **Albawsala**  
 tel: +216 27666383  
 mail: amira.yahiaoui@albawsala.com

#### OTHER PARTNERSHIPS (optional)

If you are partnering with one or more other government agencies, private sector entities, media, or other organizations, please list each partner. In 250 words or less, provide a brief narrative of the partnership, including the roles that each partner assumes in the initiative.

### B. THE INITIATIVE

The Open Government Partnership (OGP) is prepared to celebrate a range of successful applicants to the Open Government Awards. This year's theme is "citizen engagement." To qualify for recognition, we need to understand the various elements of success for your initiative and its sustainability over time.

#### PROBLEM DEFINITION (required)

In 200 words or less, please identify the specific problem your initiative intended to solve. Why was this problem important to solve at a particular time and for the particular context in which you are working?

Before the revolution, public services had no feedback from citizen and had no way to consult online with them. Citizens also were not allowed to give their opinions about public policies and that made them frustrated and always not satisfied. After the revolution, with the breath of freedom that tunisians are enjoying, and with the increased demand from citizens for more openness and more participation, the government had to adopt towards being more transparent and more responsive to citizens expectations. Civil society also played a major role in pushing towards more communication between government and citizen. In this context many initiatives were made in order to enhance public transparency, public participation and to foster participative democracy. One of them is the development of this portal which contributed to demolish this barrier of direct dialogue between citizen and government.

#### TARGET POPULATION (required)

In 100 words or less, please identify the target population who may benefit from this initiative. Highlight your understanding of the needs or demands of the target population that were addressed by your initiative.

This initiative is oriented to citizens aspiring to present their opinions about public policies and decision making process. The target public is simple citizen but also NGOs, business and also public servants. Consultations on public policies were conducted using this portal and saw the participation of categories mentioned above. Thousands of people took part in those consultations from all categories.

#### INITIATIVE DESIGN (required)

In 350 words or less, describe your initiative's goals and objectives. Focus specifically on how the initiative was designed to meet those objectives. For example, identify stage(s) of the policy/service design or implementation when you solicited citizen participation. What kind of participation did you seek from citizens (e.g., feedback, consultation, joint decision-making, monitoring of activities, etc.)? Explain why this particular approach was best suited to achieve the initiative's goals. How did you encourage citizens to participate? Describe any innovations in the design of the initiative.

initiative goals:  
 to make the government more participative and responsive to citizen needs and expectations.  
 initiatives objectives:  
 - enhance participative democracy and public participation in the policy making process.  
 - strengthen the confidence of citizens towards the government and improve public service delivery.  
 - enhance public participation at local level  
 Public consultation portal was designed to facilitate public consultation process to be more efficient and effective and to reach a big number of the population especially population having access to the internet and used to be familiar with it.  
 The portal was used the first time to receive public opinion about the revision of the working time hours for public administration. in this case it was used to solicit opinion and consultation from citizen about the best scenario.  
 The second time the portal was used by citizens to give their opinions about the project of amendment of the decree law for access to administrative documents.  
 Another time the portal was used to get feedback from civil servants and citizens about mobility in public service.  
 Now, the portal is including the consultation about the elaboration of an open government action plan in Tunisia.  
 To encourage people to participate in the public consultation through this platform a seminar was organised to announce the beginning of the public consultation one for the mobility and the second one for the elaboration of the open government action plan.  
 In addition to the communication via facebook pages to inform people about the possibility to present their opinions via the public consultation portal.

#### INITIATIVE OUTCOMES (required)

In 250 words or less, describe the intended outcomes and the actual outcomes that the initiative achieved. Who were the ultimate beneficiaries, and what benefits did they experience? For example, list any concrete improvements in policy, services, behaviors, or power relations between the government and citizens. Try to present your case from the perspective of the various stakeholders involved (e.g., your agency, citizens, Civil Society Organizations, media, et al.). If there are any baseline indicators or standards to measure the outcomes of the initiative, such as the breadth or depth of engagement, please describe them in detail.

The beneficiaries of the initiative were:  
 \* citizens,  
 \* civil society representatives,  
 \* civil servants.  
 the beneficiaries of this initiative are supposed to use the website to give their opinion about the more suitable scenario of the decision adopted.  
 the outcomes of the initiative:  
 - actual outcomes:  
 \* improvement of the public participation  
 \* improvement of the quality of laws.  
 - intended outcomes:  
 \* improvement of public services delivery  
 \* improvement of the quality of the legal texts.  
 \* increase of the participative democracy  
 \* increase of citizen satisfaction and citizen confidence towards government activities and policies.

for instance, the portal was deployed to consult citizens about the administrative working hours and for the best scenario to adopt both for citizens and for civil servants.

And after the consultation period the results of consultation were taken into consideration in the decision of modification of working hours.

#### INITIATIVE SUSTAINABILITY (required)

In 200 words or less, please describe any plans for scaling up and/or sustaining the initiative in the future. Base your description of the strategy on information provided in the previous sections, such as how you intend to leverage your current success and increase your reach or capacity. Address any threats or operational challenges to your initiative and describe how you intend to manage those risks on a regular basis.

The government of Tunisia is now aware about the importance of citizen engagement through many ways and one of this ways is the online public consultation portal.

This initiative have started since 2012 and must be sustained to reach all tunisian population and to be generalised to all public policies. It is in a sort became an essential tool for the government to conduct opinion polls and questionnaires for public policies.

Strategies within the government are being oriented towards enhancing this practice in regard to its benefits in decision making process.

#### VALIDATION OF CLAIMS (required)

While it is strongly encouraged that each initiative includes partners, such as Civil Society Organizations, private sector agencies, media entities, etc., it is not a requirement. However, you are required to secure and upload documents from one or more credible nongovernmental actors who can attest to the veracity of any claims made in your application.

You are only allowed to upload one file. If you have multiple documents, please zip them into a single file first. The file types that are allowed to be uploaded have an extension of .ZIP, .PDF, .DOC, .DOCX, .XLS or .XLSX.

OGP-endorsment.docx

### C. THE PITCH

The following information allows each applicant to make their strongest (and final) case for consideration.

#### BEST CASE (required)

In 250 words or less, please present the most compelling facts for why your initiative should be recognized. This is an opportunity to distinguish your initiative, based on any factors that you have not had the opportunity to describe in the previous sections. What is your best argument for why your initiative has achieved a meaningful outcome? What elements of the initiative make it different and better than others, that have been tried and tested? Be creative and concise.

After the revolution of January 14th, 2011, there was a real need from the government to enhance citizen participation in policy and decision making process and strengthen dialogue with civil society in order to gain citizen confidence and trust and make the voice of citizens reach the government. One option was to use ICT technologies to fulfill this need of being more responsive and closer to citizen needs and expectations.

The development of a public consultation portal was among the initiatives taken by the government to poll citizen opinion and to listen to his preoccupations and expectations. The portal was launched early 2012 and the first consultation on-line was made on the subject of the revision of the administrative working hours.

The public consultation portal served later to conduct public consultations on organic law on freedom of access to information, mobility of public servants in public sector; services of national medical insurance fund, modernisation of civil services, employment and others. The latest is the national consultation on Open Government Partnership (OGP) action plan in Tunisia.

Public consultation portal is an initiative that can be considered as an important effort and a major step made by tunisian government to express its commitment to be more responsive and more participatory, the shift from a closed, non-participatory and one way working government to a participative and more responsive government is one among the most important things to consider when assessing the selected initiative.

#### VIDEO SUBMISSION (recommended\*)

OGP does not offer a venue for applicants to meet our judges during the application process. In order to provide the opportunity for making a personal connection, you are encouraged to upload a short video to complement your application. You may also depict an individual participant in your initiative and describe his or her experience. We do not need to know actual names or personal details. Take this opportunity to tell a story, to connect with our panel of experts, so that they might better understand your attention to specific needs.

Video submissions should follow these guidelines:

Maximum length of 3-4 minutes.

Please focus on personal presentations; it's not necessary to develop a sophisticated or polished video.

Here are some logistical and technical suggestions:

Video cameras, digital cameras, and phones are easy ways to record a video.  
 Laptop and desktop computers can typically record video through Skype or other software.  
 If possible, set to a low resolution to reduce file size. This will enable an easier video uploading process.  
 If you are having difficulty uploading the video file, try logging out of the application and logging back in using another Internet browser.

Here are general suggestions for delivering a high-quality video pitch:

Include the following:  
 Introduce yourself and your initiative.  
 Focus on describing your intended benefits and/or services and how they have been effective.  
 What is unique about your initiative, partners, or technical approach?  
 Hone your content:  
 Keep your description and language simple.  
 Demonstrate passion through your words and enthusiasm.

\*If the burden of developing a video presentation is either prohibitive or might not reflect the best characterization of your initiative, then you are not required to submit one, and the judges are instructed not to discount your application because it may not include a video. We hope that this option offers a new and inventive way in which you can best express the results of your work.