

Applicant Name: Azerbaijan Team
Normalized Scores 66.5

JUDGING CRITERION # 1: CREDIBILITY OF PARTNERSHIPS (0-5)

Did the applicant provide sufficient evidence of partnering with other non-government organizations in either nominating, validating and/or jointly implementing the initiative?

0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
<i>Shows no consultation in nominating an initiative; may have been jointly implemented but shows very weak validation of claims</i>	<i>Some effort in consulting with other partners in nominating an initiative; initiative was not jointly implemented but provided minimal validation of claims</i>	<i>Provided sufficient evidence of consulting with other partners to nominate an initiative, was jointly implemented and presented somewhat convincing validation of claims</i>	<i>Demonstrated compelling mechanisms for consulting others in nominating an initiative; was not jointly implemented but shows convincing validation of claims</i>	<i>Shows strong evidence of consulting others in nominating an initiative; jointly implemented with a partner agency and strong validation of claims</i>

Judge Name: Juanita Burgos
Score: 5.0
Comment:

3.8 / 5

Judge Name: Marija Novkovic
Score: 3.8
Comment: The initiative is jointly implemented with an NGO, who also claims to act on behalf of other NGOs (as stated in the letter of support from CRF). CRF is a partner in evaluating and implementing civic ideas.

4.3 / 5

Judge Name: Gilbert Sendugwa
Score: 4.3
Comment: "Constitution" Researches Foundation confirms in the letter that it was consulted in nominating the idea. It is mentioned as a contact and several other public, private and civil society agencies are mentioned as among partnerships which confirms information provided.

2.3 / 5

Judge Name: Maxine Tanya Hamada
Score: 2.3
Comment: The initiative focuses on a feedback mechanism for a consolidated service center. I see the co-ownership of efforts to improve the ASAN center approach to service delivery. I was looking for more info on whether beyond the center itself, the improvement of the services offered by the center were also co-owned and jointly implemented or the ideas for improvement of service delivery were implemented mainly by the ministry concerned.

2.6 / 5

Judge Name: Chris Vein
Score: 2.6
Comment: The application states that the "Idea Bank is in the center of attention of various NGOs, societies and communities." While Idea Bank is obviously a successful program, it is not clear that more than one organization was consulted for this submission and that it was jointly implemented. Claims are made of its success but are somewhat anecdotal.

JUDGING CRITERION # 2: DEPTH OF ENGAGEMENT (0-5)

Does the initiative provide incentives for the participation of citizens and offer direct, innovative channels for citizens to engage with government?

0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
<i>Offered no incentives for participation; provides basic information to citizens but no avenues for real engagement to influence policy/service design or implementation; doesn't define a target population</i>	<i>Provided few incentives for participation; obtained basic feedback from some of its target population; however, did not indicate how feedback would be used</i>	<i>Demonstrated sufficient incentives for participation; created indirect ways to solicit citizens' aspirations; strived to exceed the intended level of engagement of its target population</i>	<i>Created reliable ways to incentivize participation; used direct and innovative ways to get citizen feedback; secured participation of at least half of target population</i>	<i>Employed compelling measures to incentivize participation; used direct and innovative methods to partner with citizens in decision-making; reached an ambitious level of engagement with its target population</i>

Judge Name: Juanita Burgos
Score: 3.1
Comment:

3.6 / 5

Judge Name: Marija Novkovic
Score: 3.6
Comment: The video pitch is very compelling, it brings to the fore citizens of Azerbaijan whose ideas were in fact implemented. There seems to be evidence of a feedback loop as "Consequently all new ASAN service centers are built based on lessons learned by considering citizens' ideas." Incentives for citizens to take part are in place. i.e. awards, recognition and actual implementation of ideas. The only issue is the scale: with the population of over 9 mil, 2000 ideas does not seem that ambitious. On the other hand, 30% of ideas was enforced which is a good ration.

4.1 / 5

Judge Name: Gilbert Sendugwa
Score: 4.1
Comment: Idea Bank allows citizens to make suggestions on specific improvements needed on basic services. Public sector responsiveness provides incentive for more ideas to be proposed.

2.7 / 5

Judge Name: Maxine Tanya Hamada
Score: 2.7
Comment: Given that the Idea Bank started in 2012, an average of 20 ideas submitted per day is a good baseline. It is difficult to benchmark what is the total number of a target population for generating service delivery improvement ideas. But I believe the expansion to kiosks and iclubs will increase the engagement and reach of the initiative

2 / 5

Judge Name: Chris Vein
Score: 2.0
Comment: The application states that "Several methods used to attract more citizens. Therefore Idea Bank is advertised in the centers with specially designed roll-ups. Some media materials about Idea Bank are periodically spread on social networks, TV, radio and newspapers to raise awareness about this initiative." While this is impressive, the application is not clear about incentives or on how citizens become partners rather than just participants.

JUDGING CRITERION # 3: EVIDENCE OF RESULTS (0-5)

Did citizen engagement influence the design or delivery of government policy and services? Is there any evidence of concrete benefits to citizens and the government as a result?

0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
<i>Shows that citizens may be informed but provided little to no evidence of change in public policy or service</i>	<i>Nominally influenced a public policy or service; and shows some benefits to citizens as a result</i>	<i>Sufficiently changed a public policy or service; and demonstrated reliable benefits to citizens as a result</i>	<i>Significantly influenced a public policy or service; resulted in compelling benefits to citizens and the government</i>	<i>Transformed a public policy or service; set new standards for the relationship between government and citizens; resulted in concrete benefits for both</i>

Judge Name: Juanita Burgos
Score: 3.5
Comment:

4.1 / 5

Judge Name: Marija Novkovic
Score: 4.1
Comment: Stories presented in the video demonstrate actual changes in the delivery of public services, e.g. Skype Box, ExitPoll Machine for assessing quality of public services. The submission would have been stronger if we could learn more about the ways citizens of Azerbaijan are evaluating public services. On a positive note, it seems that lessons learnt are taken in consideration when opening new ASAN centers.

3.3 / 5

Judge Name: Gilbert Sendugwa
Score: 3.3
Comment: It is clear that Idea Bank has positively impacted service delivery and improved practices. Would have been great for the application to mention specific cases of instances where replication has been done.

2.3 / 5

Judge Name: Maxine Tanya Hamada
Score: 2.3
Comment: My understanding of this initiative is that it is the ASAN center and its efficient and transparent function as a consolidated service center that benefits directly from citizens' ideas. There is good information on the influence of the citizen/submitted idea on the improvement of ASAN centers. There is no information or example whether the public services themselves housed in the centers are improved by submitted ideas.

2.6 / 5

Judge Name: Chris Vein
Score: 2.6
Comment: The application states that "The establishment of Idea Bank positively influenced citizens and ASAN service as ultimate beneficiaries. Around 2000 citizens come to each ASAN service every day. This number is rising as the service quality of services increases by receiving ideas." It would have been helpful to better understand results.

JUDGING CRITERION # 4: SUSTAINABILITY (0-5)

Does the applicant make a compelling case that the initiative will be institutionalized or scaled-up over time?

0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
<i>Demonstrates few plans in moving the initiative beyond the pilot stage; does not address any potential threats or challenges to the initiative</i>	<i>Shows some commitment to institutionalizing the initiative; but presents unrealistic ways of managing challenges faced by the initiative</i>	<i>Lists activities to institutionalize the initiative; but only somewhat addresses how challenges will be addressed</i>	<i>Outlines a clear path to either institutionalize or scale-up the initiative; makes a good case on how potential challenges will be addressed</i>	<i>Presents a durable model that can be institutionalized and/or scaled-up; makes a compelling case for how challenges will be managed</i>

Judge Name: Juanita Burgos
Score: 4.7
Comment:

4.5 / 5

Judge Name: Marija Novkovic
Score: 4.5
Comment: The sustainability plan seems well designed, with a number of actions in the pipeline. There is a plan to boost Idea Bank's online presence, as well as introduce kiosks for offline participation.

2.2 / 5

Judge Name: Gilbert Sendugwa
Score: 2.2
Comment: It is also not sufficiently clear how planned activities will sustain citizen engagement institutionally or financially. No mention of plans for policy action has been suggested.

2.6 / 5

Judge Name: Maxine Tanya Hamada
Score: 2.6
Comment: The scale up of the Idea Bank through kiosks and iClubs is discussed. There was no mention or discussion of challenges or potential threats to the initiative.

3.2 / 5

Judge Name: Chris Vein
Score: 3.2
Comment: The application states that "Idea Bank kiosks will be set-up everywhere in the country (specially out-reached areas) to create an opportunity for non-internet users to share their ideas as videos directly to Idea Bank. Idea Bank forum will be held twice in a year where citizens will present their inventions to public." This is really positive. The application doesn't address challenges that need to be overcome however. iClubs as a co-brand of Idea Bank will be established in the universities to create an environment for students to generate social ideas. The club will be equipped with all modern technological infrastructures to encourage young brains. Workshops and seminars will be held with people to help them to formalize ideas and design them.