

# Application

## Preliminary Question

In which language are you submitting the application (check one)?  
Please note that each country has the option of either submitting an application in English, or in their native language if they are unable to pay for translation into English. For applications submitted in the native language, OGP will pay for the translation into English before passing on to the judges.

English  
 Native language (please mention \_\_\_\_\_)

If you are submitting in your native language and it is non-Latin based language, you will have the option of uploading a PDF file at the end of this application. Please follow the questions and word limits mentioned in the application template.

## 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 of the 2015 Open Government Awards. If the initiative is operating under one or more alternate name(s), provide the name that is most commonly recognized.

Oradea City Report

### 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.

[100 words]

Oradea City Report, the initiative of Oradea City Hall, has already proved an efficient means of public participation and problem solving at local level, using new technologies and emphasizing transparency. The mobile application, allowing citizens to report local problems via a mobile phone has also won the Romanian Open Government Partnership Award for "The best app" at the end of 2014. The selection process involved public voting and joint decisions of government and civil society representatives. Therefore, selecting this particular initiative to represent Romania's efforts towards greater transparency and improved public services through open government was an obvious choice.

Is this initiative included in your country's OGP National Action Plan?

(Applicants can choose initiatives from within OR outside their OGP National Action Plans)

Yes  No

### GOVERNMENT POINT OF CONTACT (required)

Provide the name, title, phone number(s), email address(es) and mailing address of a single point of contact for the purposes of communicating with your team. The person should be the senior most individual responsible for overseeing the application requirements.

Please also provide the name and professional title of the government official responsible for implementing the initiative, if different from above.

Person responsible for overseeing the application:  
**Radu Puchiu**, Secretary of State, Chancellery of the Prime-Minister, Government of Romania  
radu.puchiu@gov.ro, +4021314.34.00/1018, Piata Victoriei nr.1, Bucuresti

Person responsible for implementing the initiative:  
**Eduard Florea**, City Manager, Oradea City Hall, eflorea@oradea.ro,

### TYPE OF APPLICATION (required)

We strongly encourage applicants to submit a joint application from a government agency and a civil society organization. Only submit a joint application if a civil society organization was involved in either designing, implementing or monitoring the initiative jointly with the government.

Is this a joint application?

Yes  No

If yes, please fill out the "civil society point of contact" field below.

### CIVIL SOCIETY POINT OF CONTACT

Please provide the name and title of a single point of contact at the organization. By providing these details you acknowledge that you are jointly applying with a civil society organization for the 2015 Open Government Awards.

### OTHER PARTNERSHIPS (optional)

If you are partnering with one or more other government agencies, private sector entities, media etc., please list each partner. In 250 words or less, provide a brief narrative of the partnership and the role each partner plays in your initiative.

## B. THE INITIATIVE

The Open Government Partnership (OGP) is prepared to celebrate a range of successful applicants for the Open Government Awards. This year's theme is Improving Public Services through Open Government. Please visit here for more clarification on the theme. To qualify for recognition, we need to understand the various elements of success of your initiative and its sustainability over time. Please answer the following questions:

### 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 what were the challenges posed by your national (or local) economic or political context?

Each and every one of us notice the street: potholes, overfilled/vandalized public garbage bins, garbage or debris thrown randomly, malfunctioning street lighting, abandoned vehicles, blockage of snow, water pipe damage, stray dogs and other things that bother us daily.  
Current reporting means - phone, email, written referral - are used with reluctance. Reasons:  
Not knowing the dispatch phone number  
Long time waiting before the call is answered  
Lack of evidence of registration call / distrust the call will determine necessary actions  
Lack of time to travel to operators' premises  
The Oradea City Report App is an example of how new technologies can help us achieve the objectives of transparency and quality of the City, providing an interactive, modern communication system saves time for citizens and public authorities.

### INITIATIVE DESIGN (required)

In 250 words or less, describe your initiative's goals and objectives. How did it aim to improve public service delivery, who was it intended to benefit (specify the target population), and why was it important to use open government approaches to achieve this goal? If your initiative was designed to improve access or services for disadvantaged or marginalized groups, provide details on this here. Describe any innovations in the design of the initiative.

Oradea City Report is a free application for your mobile phone or tablet, simple and intuitive, that allows citizens to transmit notifications regarding various complaints and incidents to The Municipality of Oradea and operators of local public services (The Local Transport Company, The Local Water Company and The Central Heating Company, Oradea's Local Police etc.)  
It's an Emergency line for public issues, which contribute to citizens' civic spirit and boosts confidence in local public service operators.  
Objectives:  
Increase communication speed - The speed of communication today counts more and more, determinative in most of the issues that we want to be notified through the application for quick intervention and limited damages.  
Remove misunderstandings - Collecting complaints / petitions from citizens by visual identification (photo) and GPS location of the problem.  
Increased citizen involvement - through the availability of the application and by example. All complaints are recorded and become public, including responses sent by the Municipality or by dispatch operators. They can be viewed at any time by the initiator of the petition or by other users of the application.  
Increase public confidence regarding public services and public service operators. Showing to the public how problems are being solved and how fast it happens will increase confidence that citizen involvement matters and can change things.  
Monitoring tool for managers - back-end component that allows the identification of system problems (intervention team response time too high-risk or areas of the city with higher risk, etc.)

### INITIATIVE OUTCOMES (required)

In 450 words or less, explain how your initiative was able to demonstrate one or more of the following results:

Citizens have better access to information on the public services to which they are entitled, and/or information on the performance of public service providers  
Governments are better at asking for and responding to feedback or complaints by citizens on the quality of public services  
Citizens have ways to actively participate in the design and delivery of public services  
Citizens have mechanisms to monitor and oversee public works and services

Initiatives should also provide evidence if the initiative was able to expand access to public services to a larger population than before or if the quality and efficiency of public services has improved.  
If there are any baseline indicators to measure the outcomes of the initiative, please describe them in detail. If the initiative was included in the OGP Action Plan, please describe how this did (or did not) contribute to the initiative's success.

Oradea city hall is responsible with monitoring the entire category of public services not limited to those directly provided by its own departments but including those provided by private and/or outsourced operators. The quality of such services is vital for an urban type locality. This instrument made available to citizens was designated to help Oradea become a better place for living, a city where citizens can contribute directly to administration of the public patrimony of the community. Not in the least, since the main role of the city hall is to be close to each citizen, through this specific application it can be right at hand. We want our citizens to be spared by unnecessary efforts and all reported problems to be resolved promptly.  
Oradea City Report is the first application of this type in Romania being much more than a civic exercise offering a direct interface between citizens and control rooms belonging to operators of public services. At this time the application is connected to 5 such dispatch rooms (hot water, cold water - sewage, garbage and sanitation, public order and public transportation) while being integrated with city hall's internal information management system.  
Categories of problems that can be reported:  
Roads - Green areas - Public illumination  
Sanitation  
Public transportation  
Cold water and sewage  
Hot water and heating system  
Taxes and contributions  
Others  
Application is totally free! Reports are sent through internet thus the only necessary requirement is access to a wi-fi connection or data transmission. Application can also work offline allowing users to operate it without an active internet connection. When an internet connection becomes available the report registered by user is automatically transmitted to the selected dispatch.  
During first 7 months from launching (November 2004) over 4,500 citizens have downloaded, installed and used the application. At this point Online Google Play Store has 234 reviews with a 4.6/5.0 rating range.  
Citizens have actively participated to improvement and monitoring of public patrimony and services quality through over 3,000 reports sent during 7 months of activity. The average number of reports per day is 14.3 and the average response time is 3.1 days.  
Since all reports are registered both on operators and city hall online data base the application is an efficient monitoring instrument of public services operations.

### INITIATIVE SUSTAINABILITY (required)

In 200 words or less, please describe any plans for scaling up or sustaining the initiative. Base your description on the strategy on the 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 manage those risks on a regular basis.

The comfort sought by inhabitants comes from security and this comfort suffers when surprises arise regarding the functioning of city infrastructure. Whether it is about a means of transportation, water, public lighting or electricity in homes, the road to work or to school or an institution's schedule, any change causes surprise and discomfort. And if these changes are not properly marked and in time, they are real problems in the city's activities. Based on the municipality and public service operators' public notifications, Oradea City Report will be upgraded to allow the delivery of public service alerts to the citizens' who use the application mobile phones.  
The section with useful information that can be sent directly through notifications on the smartphones' screen will include transmitting notifications / invitation to discussions or public consultations organized on public interest topics.

### VALIDATION OF CLAIMS (required)

While it is strongly encouraged that each initiative includes an implementing partner, such as a Civil Society Organization, private sector agency, media entity, etc., it is not a requirement. However, you are required to secure and upload documents from at least two credible nongovernmental actors, who can attest to the veracity of the 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.

claims.zip

## 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.

The people of Oradea received with enthusiasm this modern urban tool, as showed by the many messages posted in Google Play App Store and on social networks, but mostly by the number of complaints submitted using the app.  
Statistical data:  
No. of downloads from Google Play Store: 4882 in 7 months;  
Google Play Store Rating: 4.6 / 5.0;  
234 reviews;  
Complaints received: 3008;  
Average number of complaints: 14.3/day;  
Response time: 3.1 days.  
The City of Oradea can boast with having the largest number of inspectors on the ground, the citizens. Every resident who owns a smartphone can send petitions accompanied by photos regarding irregularities noticed in the city.  
The app represents an emergency line for solving public issues, a direct and efficient link between citizens and the local authorities, helps improve the civic spirit of citizens and improve trust in local public service providers through increased transparency and efficiency.  
Right from the start, we had the opportunity to promote Oradea City Report by entering the Partnership for Open Government contest. With nearly two thousand votes cast, our proposal exceeded 6 other applications, gaining the "Best application in Romania" award, provided by Romania's Government and the Coalition for open data.

### VIDEO SUBMISSION or ADDITIONAL DOCUMENTS (optional)

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:  
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? Keep your description and language simple.

### \* NOTE

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. You may upload additional documents instead, such as proof of implementation and results if you wish. This could take the form of evaluation or audit reports, citizen surveys, media reports etc. that would provide additional validation for judges. We hope that this option offers a new and inventive way in which you can best express the results of your work.  
You are only allowed to upload one file with a maximum of 3 pages. This file must be in English or in your native language. 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.

Oradea City Report.docx

### Full Submission Of non-Latin Based Native Language

If your language is Latin based, DO NOT use this upload field. Please use the application above.

You are only allowed to upload one file with an extension of .PDF