

Applicant Name: Latvia Team
Normalized Scores 66.2

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?

Table with 5 columns (0-1 to 4-5) and 1 row of descriptive text for each score range.



Judge Name: Mohamed Adnene Trojette
Score: 2.2
Comment: The initiative was not nominated by a consultation but rather based on previous awards gained by the project.



Judge Name: Gertrude Muguzi
Score: 2.2
Comment: There is no evidence of any local consultation beyond government in the nomination process. Validation of claims is made from a government institution and an award given to the initiative by an international body of business leaders. I would have expected more civil society validation from an initiative such as this one.



Judge Name: Tanvi Nagpal
Score: 3.3
Comment: Looks like the initiative was jointly designed and implemented with an ad agency and the government but the former is not a CSO!



Judge Name: Bibhu Prasad Sahu
Score: 2.2
Comment: Application not consulted with CSOs, no validation and hence scored low.



Judge Name: Florence Thibault
Score: 2.8
Comment: To select the initiative, any consultation was organised. The project was selected because is part of an official long term initiative in the level of the Cabinet of the Ministers and because it was awarded in several contests. I think we can consider than an award and a video for all the population is a validation of claims but that's not perfect.

JUDGING CRITERION # 2: STRENGTH AND INNOVATION IN OPEN GOVERNMENT APPROACHES (0-5)

Does the initiative make a compelling case of using open government approaches [e.g. increasing access to information, civic participation, public accountability and/or technology for transparency] to improve public service delivery?

Table with 5 columns (0-1 to 4-5) and 1 row of descriptive text for each score range.



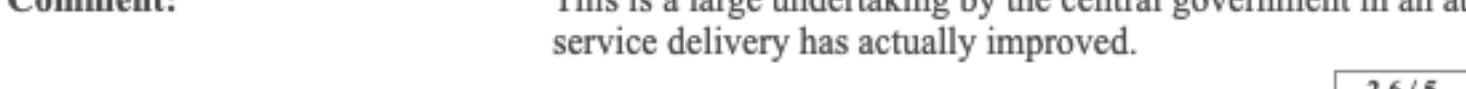
Judge Name: Mohamed Adnene Trojette
Score: 4.9
Comment: The initiative is based on a smartphone application which is available to everyone and gives the ability to evaluate public services.



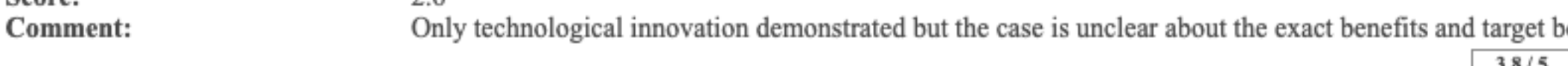
Judge Name: Gertrude Muguzi
Score: 3.2
Comment: An App that acts as an online public feedback mechanism is a good idea and the problem being addressed is clearly identified. It also has the potential to produce vast amounts of useful information on public opinion and citizen views. However, the initiative does not explain how this feedback is actually being used or whether and to what extent it is applied to systematically improve public services and the problems identified.



Judge Name: Tanvi Nagpal
Score: 5.0
Comment: This is a large undertaking by the central government in an attempt to improve bureaucratic responsiveness and culture. It's unclear that service delivery has actually improved.



Judge Name: Bibhu Prasad Sahu
Score: 2.6
Comment: Only technological innovation demonstrated but the case is unclear about the exact benefits and target beneficiaries.



Judge Name: Florence Thibault
Score: 3.8
Comment: "Let's Share the Burden!" is a programm for all the population and the need is clear and important : to find how to improve public administration that is to say how to reduce administrative burden and improve the quality of customer service with the analyses of the population. A mobile application was created to attempt this goal : it's an innovative open government approach.

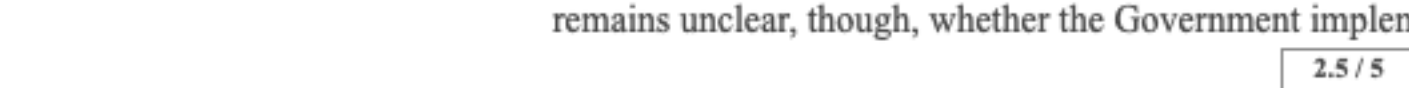
JUDGING CRITERION # 3: EVIDENCE OF RESULTS (0-5)

Is there any evidence of the initiative achieving the four initiative outcomes listed in the application and/or concrete improvements in public services or access to services?

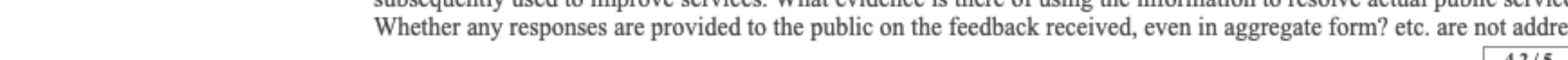
Table with 5 columns (0-1 to 4-5) and 1 row of descriptive text for each score range.



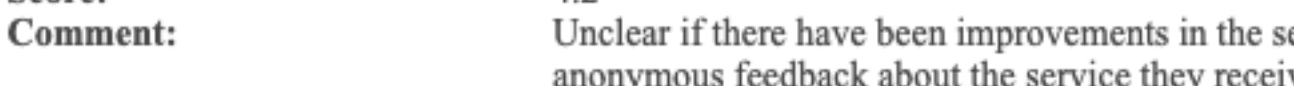
Judge Name: Mohamed Adnene Trojette
Score: 3.6
Comment: The applicant claims that the initiative's reach and feedback is correct, in comparison with traditional citizen involvement in the country. It remains unclear, though, whether the Government implemented actual correctives to bureaucracy.



Judge Name: Gertrude Muguzi
Score: 2.5
Comment: The initiative provides a platform in which Government seeks citizen feedback but questions such as how feedback is analysed and subsequently used to improve services. What evidence is there of using the information to resolve actual public service delivery problems? Whether any responses are provided to the public on the feedback received, even in aggregate form? etc. are not addressed at all.



Judge Name: Tanvi Nagpal
Score: 4.2
Comment: Unclear if there have been improvements in the services but there is a feedback loop built into the application so that people can provide anonymous feedback about the service they received.



Judge Name: Bibhu Prasad Sahu
Score: 2.3
Comment: No clear evidence of quality of public service. Limited feedback from citizens and no citizens participation in design and delivery. No mechanism for citizen monitoring. Need to re-strategise the whole process for more results as per OGP norms.



Judge Name: Florence Thibault
Score: 4.0
Comment: We have several indicators : so far mobile application has been downloaded close to 5000 times and more than 300 constructive citizen proposals and suggestions how to improve public administration have been received. That's not so much if we consider that all the population is concerned but that's interesting. According to me, it's important to see that the application also functions as database of public administration institutions (address, contact information, working hours, location in the map etc.) .

JUDGING CRITERION # 4: SUSTAINABILITY (0-5)

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

Table with 5 columns (0-1 to 4-5) and 1 row of descriptive text for each score range.



Judge Name: Mohamed Adnene Trojette
Score: 4.2
Comment: The applicant claims that he will continue the development of new promising features, such as individual evaluation, based on a positive approach. The initiative seems long-term and sustainable.



Judge Name: Gertrude Muguzi
Score: 2.7
Comment: The initiative seems to be already institutionalized, although, my comments on question 4 also apply here.



Judge Name: Tanvi Nagpal
Score: 4.2
Comment: The site will be expanded to pair with a mobile application. It's meant to be expanded.



Judge Name: Bibhu Prasad Sahu
Score: 3.0
Comment: No clear road map just technological scaling up demonstrated. Risks and mitigation plan not demonstrated. Need to redesign the sustainability plan.



Judge Name: Florence Thibault
Score: 3.3
Comment: As if we can note that the project is a long-term and sustainable Initiative we have not so much informations about how this challenge will be managed. We have information only on the next step : "Thank you" for witch I'm not convinced. I can understand that is to implement and cultivate client oriented culture within public administration sector but I'm not sure is the best way to attempt this goal and I'm a little bit afraid about that (management of results, management of civil servants, other informations that can contribute to the quotation...). We have no information about "how can I have a better participation in the futur and after several years ?".

JUDGING CRITERION # 5: SPECIAL RECOGNITION (0-5)

Does this open government initiative demonstrate that it successfully improved service delivery access and/or outcomes for a vulnerable population (e.g. poor, elderly, minorities, women), thereby promoting more inclusive development? *Please note that this criterion will not be used in the overall score.

Table with 5 columns (0-1 to 4-5) and 1 row of descriptive text for each score range.



Judge Name: Mohamed Adnene Trojette
Score: 0.0
Comment: There is no claim toward vulnerable population targetingting.



Judge Name: Gertrude Muguzi
Score: 0.0
Comment: There is no mention of vulnerable groups in the application.



Judge Name: Tanvi Nagpal
Score: 0.0
Comment: No evidence provided of reaching minorities, vulnerable population.



Judge Name: Bibhu Prasad Sahu
Score: 0.0
Comment: Weak case for recognition. Needs more improvements following OGP norms.



Judge Name: Florence Thibault
Score: 0.0
Comment: The initiative concern all the population and no a vulnerable population especially