

Applicant Name: Latvia Team  
Normalized Scores 66.2

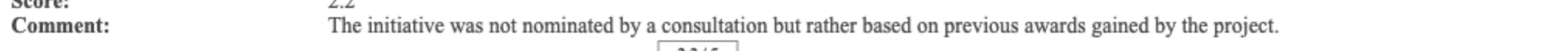
JUDGING CRITERION # 1: CREDIBILITY OF PARTNERSHIPS (0-5)

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

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>



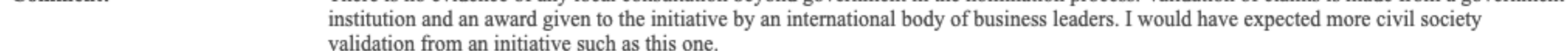
**Judge Name:** Mohamed Adnene Trojette  
**Score:** 2.2  
**Comment:** The initiative was not nominated by a consultation but rather based on previous awards gained by the project.



**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.

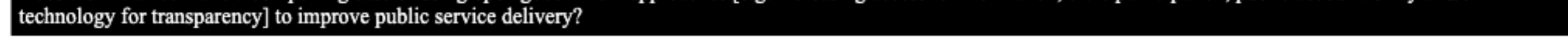
JUDGING CRITERION # 2: STRENGTH AND INNOVATION IN OPEN GOVERNMENT APPROACHES (0-5)

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?

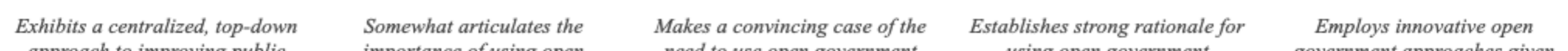
0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
<i>Exhibits a centralized, top-down approach to improving public services rather than public-facing approach; Target population largely have a passive role</i>	<i>Somewhat articulates the importance of using open government approaches but these are sporadic, not well-thought out; Needs of the target population is unclear</i>	<i>Makes a convincing case of the need to use open government approaches and addresses a need of the target population for improved public services</i>	<i>Establishes strong rationale for using open government approaches which are somewhat innovative; targets a large number of the population and clearly identifies a need</i>	<i>Employs innovative open government approaches given the country context; targets an ambitious number of the population and is responding to a real need or demand</i>



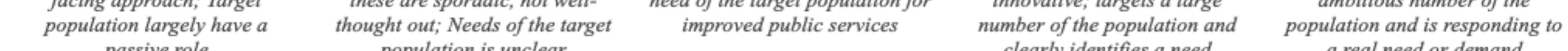
**Judge Name:** Mohamed Adnene Trojette  
**Score:** 4.9  
**Comment:** The initiative is based on a smartphone application which is available to everyone and gives the ability to evaluate public services.



**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?

0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
<i>Shows little evidence of achieving any of the outcomes or of an improvement in public services; target population has barely been reached</i>	<i>Shows some signs of achieving outcomes but the evidence is unconvincing; change in public service is incremental and has reached some of the target population</i>	<i>Demonstrates achieving one or more of the outcomes, but it is unclear whether the quality of the public service or access to the service has improved</i>	<i>Uses clear indicators to prove that one or more of the outcomes were achieved; initiative has widened access or improved the quality of a public service for more than half of the target population</i>	<i>Achieved two or more of the outcomes to ultimately expand access or improve service quality for a majority of the target population; set new standards for the relationship between government and citizens</i>



**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 restructure the whole process for more results as per OGP norms.

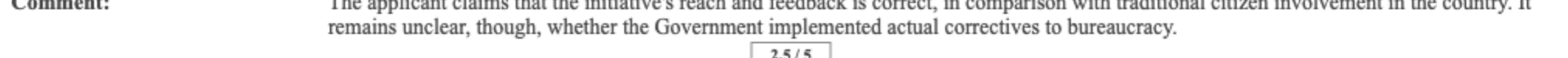


**Judge Name:** Florence Thibault  
**Score:** 4.0  
**Comment:** We have several indicators : so far mobile application has been downloaded close to 5000 times and more than 300 constructive citizen proposals and suggestions how to improve public administration have been received. That's not so much 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?

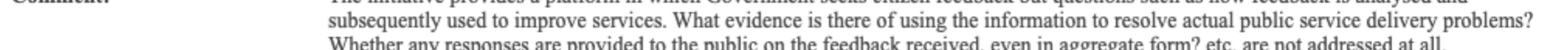
0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
<i>Demonstrates few plans in moving the initiative beyond the pilot stage; does not address any potential threats or challenges to the initiative</i>	<i>Shows some commitment to institutionalizing the initiative; but presents unrealistic ways of managing challenges faced 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:** 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.



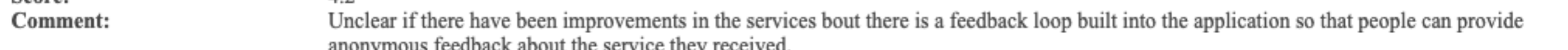
**Judge Name:** Gertrude Muguzi  
**Score:** 2.7  
**Comment:** The initiative seems to be already institutionalized, although, my comments on question 4 also apply here.



**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 which I'm not the best way. I can understand that is to implement and cultivate client oriented culture within public administration sector but I'm not sure is the convied 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 ?".

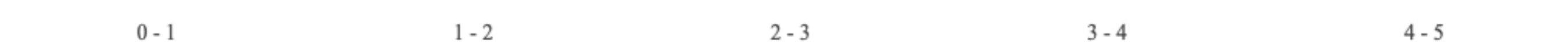
JUDGING CRITERION # 5: SPECIAL RECOGNITION (0-5)

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.

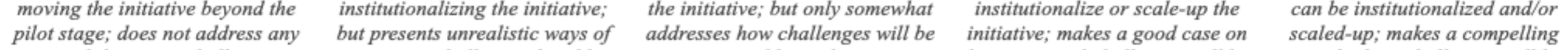
0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
<i>Select this range for No</i>	<i>Do Not Select</i>	<i>Do Not Select</i>	<i>Do Not Select</i>	<i>Select this range for Yes</i>



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



**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