Open Government Partnership (OGP) Webinar Series

Participants' Feedback Report[1] on "The role of Ombudsman in advancing Open Government"

Wednesday, April 16 2014| 10:00-11:00 AM EST

April 21, 2014

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[1] Prepared by Elsa Peraldi, WBI Consultant

Webinar on The role of Ombudsman in advancing Open Government | Wednesday, April 16, 2014 |10:00-11:00 AM EST

Presenters:
- **Peter Tyndall, Ombudsman of Ireland**
- **Tom Pegram, Deputy Director of the Institute of Global Governance University College London**

Sponsored by: **OGP Support Unit, The International Ombudsman Institute and World Bank Institute (WBI).**

Background

The open government agenda has gained significant momentum since the launching of the Open Government Partnership in 2011. A wide range of stakeholders have been engaged in national consultations and collaborate in the implementation of action plans. So far, Ombudsman Offices have had a limited engagement in this agenda.

As OGP continues to grow with new countries joining and current members moving forward with their OGP processes, a unique opportunity emerges to expand the range of actors involved. Ombudsman Offices are placed in a unique position to mediate between citizens and governments, and thus promote open government. Through their activities, they create spaces for dialogue between various stakeholders to discuss key public policies; they can also channel citizen voice and engagement; foster civil society engagement and can hold government accountable to citizens.

Ireland formally joined the OGP in May 2013 and as it prepares the national action plan, diverse stakeholders have been engaged. The Ombudsman Office in Ireland has weighted into the dialogue by proposing commitments that could be included in the action plan and where the office would play a significant role in the implementation.
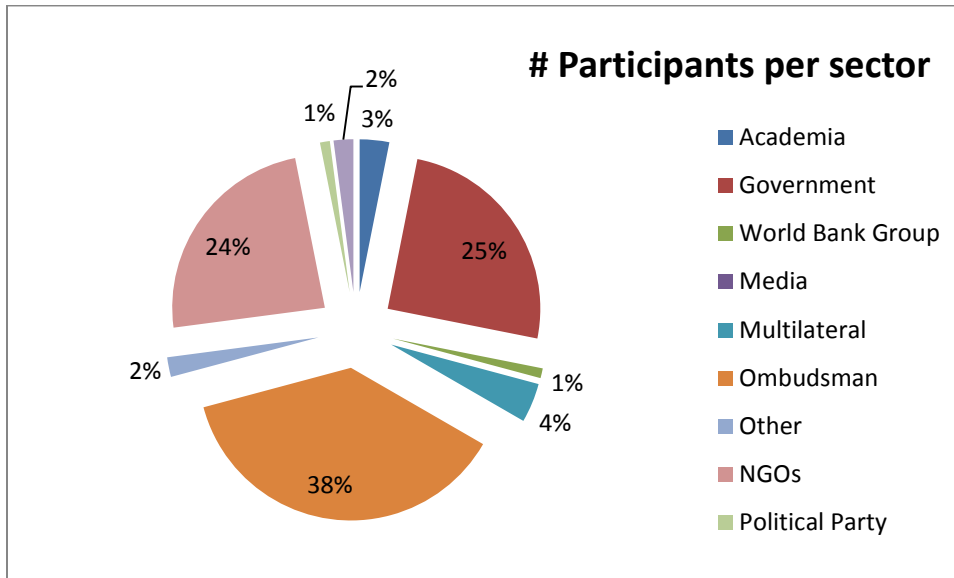
Featuring the experience of Ireland, this session discussed the opportunities for Ombudsman Offices to engage in their respective countries' OGP processes.

The following questions were addressed during the session:

- What has been the role so far of Ombudsman Offices in the OGP process from consultation, implementation to monitoring and evaluation?
- What could be some of the entry points for Ombudsman Offices to engage in OGP?
- How does the mandate of Ombudsman Offices fit into the OGP agenda?

I.   Participation statistics

Participants per sector

- Academia
- Government
- World Bank Group
- Media
- Multilateral
- Ombudsman
- Other
- NGOs
- Political Party

II.   Level of participation

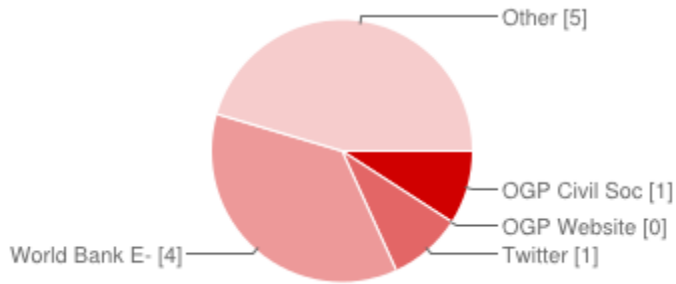| Participation	#	%
Registered	231	100
Participants	97	42
Registered vs Participants	134	58

<u>Number of answers: 11</u>

III.   Summary of Participants' Feedback

1. *Did you attend the webinar on Wednesday, April 16, 2014 on the Role of Ombudsman in advancing Open Government at 10:00 AM EST?*
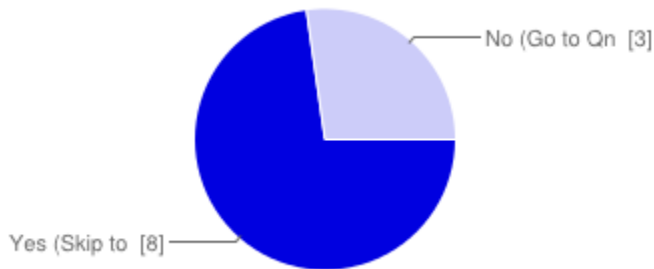

Yes	11	100%
No	0	0%
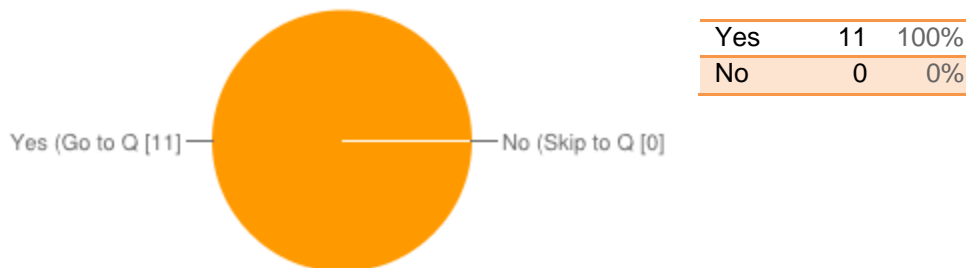
2. *How did you find out about the webinar?*

GP Civil Society Mailing list	1	9%
OGP Website	0	0%
Twitter	1	9%
World Bank E-mail	4	36%
Other	5	45%

3. *If you attended the Webinar, did you make a comment, ask a question, or share a resource/link during the session?*

Yes	8	73%
No	3	27%

4. *Why didn't you comment, ask a question or share a resource?*
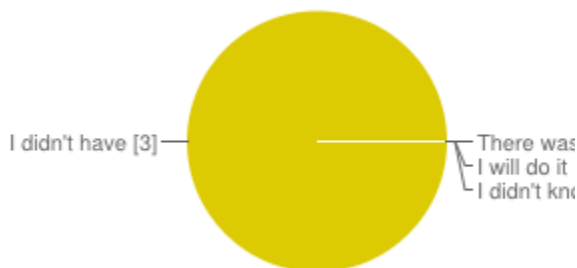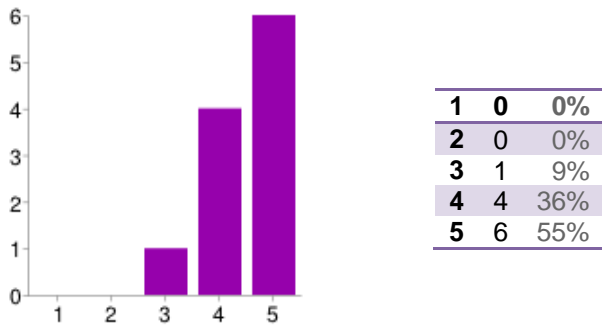

I didn't have one	3	100%
There wasn't enough time	0	0%
I will do it through a listserv (OGP Civil Society etc.)	0	0%
I didn't know how to use Adobe Connect, it was my first time.	0	0%

5. If you asked a question, were you satisfied with the answer?

Yes	6	86%
No	0	0%
Other	1	14%
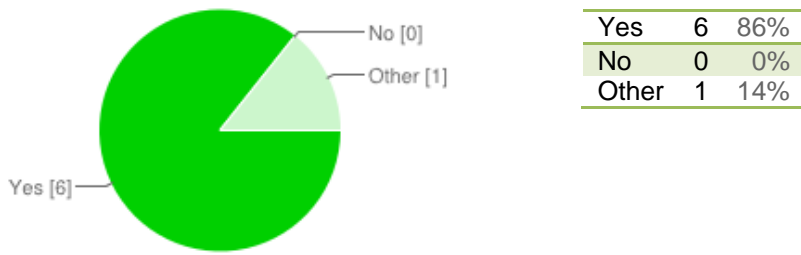
6a. Overall, did the webinar meet your expectations?

1	**0**	**0%**
2	0	0%
3	1	9%
4	4	36%
5	6	55%

6b. How would you rate the depth and usefulness of the content?

1	**0**	**0%**
2	1	9%
3	0	0%
4	6	55%
5	4	36%
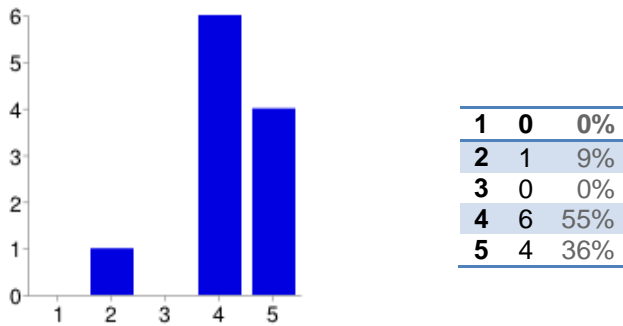
6c. How would you rate the allocation of time between the presentations?

1	0	0%
2	0	0%
3	1	9%
4	3	27%
5	7	64%
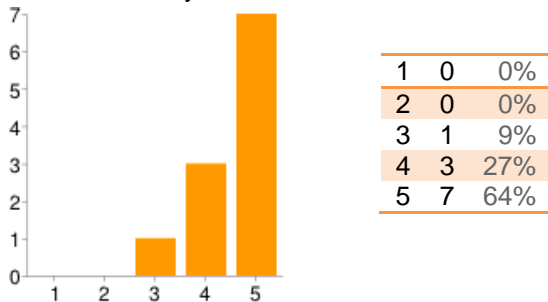
7. What did you like most or find the most helpful about the Webinar?

- The strict time-keeping
- It was interesting to hear about the experience in other jurisdictions.
- Knowing the history and how Ombudsman in different countries and how they play its role in helping helpless citizens
- Appreciating the wide range in people's questions about the role of the Ombudsman and how they perceive it before and after the presentations.
- I like how the challenges of the ombudsman were exposed by Mr. Peter Tyndall.
- The presentations would be useful in understanding the role Ombudsman may play in OGP
- Very knowledgeable presenters and good questions and discussion.
- Both presentations were excellent!
- Great opportunity to explore frontiers of Ombudsman work and collaboration with the World Bank. Particularly helpful to have participants from all over the world.
- Good speakers. Good presentations (stayed focused on the topic)
- Fresh information regarding initiatives.
- Updating the topic.
- The innovation of civil engagement with the government to gain the participations

8. How will you use the information presented?

- Will share it with our member organizations to deal with various wrangles deals with Natural resources in Kenya
- Food for thought
- Present it to our Institution, and as a guide to engage with OGP agenda.
- While interacting with the litigants and government representatives
- Share with colleagues.
- In articles / possible book
- Our organization is promoting reforms to the argentine national Ombudsman, and participates in OGP sharing with government colleagues

9. What do you suggest we improve for next time?

- A chat area reserved for questions only, and one for comments/links. It was difficult to follow all the questions that were being asked
- I was hoping for more information about new innovations in Ombudsman work, from my perspective in Canada, I didn't hear anything new.
- I think all is well timing and sound was well
- Nice amount of time and glad you could be flexible in terms of allowing for fullest of response to questions. Challenge as always is allowing for the greater number of questions as opposed to allow any follow ups to clarify the specific question being asked.
- I think everything was great.
- Such types of interactive programs be made frequently

- If possible can the chat window be reconfigured so it is larger.
- Wonderful and invigorating - no major suggestions.
- Maybe Statistical information would be useful to share.

10. What would be most helpful for you in terms of follow up activities related to this Webinar? (for example, case studies, follow-up webinars, etc.)

- I would like to hear more case studies, perhaps case studies mapped out on a continuum.
- Case studies of ombudsman in developing countries would be great.
- Allowing the thoughts and questions raised through this specific one to be digested and reviewed with an opportunity to assess and re-express in a further forum.
- The engagement of the Ombudsman with the OGP agenda.
- Case studies, useful links and ongoing follow-up webinars would all be very helpful.
- Please continue with a diversity of presenters.
- Members of the executive to know their positions or counter-arguments towards formally acknowledging the Ombudsman as a public entity that control government agencies' compliance with OGP.
- Bios and contacts of participants. What are they doing in relation to these issues? What publications directly or indirectly can they offer? (facilitate networking)"

11. Please provide us with any additional feedback that you may have.
- One of the participants asked about use of social media by ombudsmen. Unfortunately, there was very little that was used and the answer pertained to use of Twitter instead of reports.
- While our office has a presence on Facebook (https://www.facebook.com/officiallanguages) and Twitter (http://www.twitter.com/OCOLCanada), there is some thinking on our part about the use of social media and open government tools to facilitate participation by citizenry. That is to say, we want to find ways to use existing or new social media platforms to become more accessible to citizens. I had hoped that we might hear more about that sort of activity."
- In Kenya, giving information has been a problem because they still have no faith with the ombudsman office since they feel its part of government arm. the office should be made more independent.
- Thanks very much for providing it and superb speakers.
- Both presentations were excellent, I look forward for other webinar.
- Material on the subject
- This was very good. Thank you very much for the session.
- Thank you very much for the excellent organization!
- It was a very effective webinar
- Give us opportunity to suggest other speakers.

IV Annex. Participation data broken down

<u>Registration data per country</u>

Country	# Registered	# Actual Participants
Afghanistan	4	2
Argentina	6	3
Armenia	1	0
Australia	8	1
Austria	4	3
Belgium	2	2
Bermuda	1	1
Bolivia	2	2
Bosnia and Herzegovina	1	0
Brazil	7	5
Bulgaria	2	1
Canada	24	10
Cayman Islands	6	1
Chile	1	0
China	1	0
Colombia	1	1
Costa Rica	1	0
Croatia	1	0
Denmark	1	0
Dominican Republic	10	4
France	1	1
Georgia	1	0
Germany	2	0
Ghana	4	0
Greece	2	0
Guatemala	1	0
Guinea	1	1
Honduras	4	2
Hong Kong SAR, China	4	3
India	1	0
Indonesia	1	0
Ireland	13	7
Italy	1	0
Jordan	3	1
Kenya	1	1
Korea, Republic of	1	1

Kosovo	1	0
Libya	1	0
Luxembourg	1	0
Macao SAR, China	1	0
Malta	1	0
Mauritius	1	0
Mexico	6	1
Moldova	1	0
Morocco	1	1
Nepal	1	0
Netherlands	2	2
Netherlands Antilles	6	1
New Zealand	9	1
Pakistan	5	1
Paraguay	2	2
Peru	2	0
Philippines	1	0
Samoa	1	0
Serbia	2	2
Slovak Republic	4	3
South Africa	1	1
Spain	2	1
St. Kitts and Nevis	1	0
Switzerland	1	0
Tanzania	1	0
Tonga	1	0
Trinidad and Tobago	1	1
Tunisia	8	5
Turkey	1	0
Uganda	4	2
Ukraine	1	1
United Kingdom	11	3
United States	20	14
Uruguay	1	0
Uzbekistan	2	1
Virgin Islands, British	1	1
Total	**231**	**97**

Data per sector

Type of organization	# Registered	# Actual Participants
Academia	11	3
Government	57	24
World Bank Group	2	1
Media	1	0
Multilateral	5	4
Ombudsman	86	36
Other	5	2
NGOs	57	23
Political Party	1	1
Research Institute	2	2
Service Providers	4	1
Total	**231**	**97**