ACTION PLAN

CARTAGENA DE INDIAS, COLOMBIA, 2023

Duration

January to December 2023

Date of presentation

November 30, 2022

Foreword

The Open Government commitment of the District of Cartagena Mayor's Office is focused on generating trust in its citizens, based on the fight against corruption and the development of inclusion and citizen participation processes.

It is important for the Salvemos Juntos a Cartagena Government Administration to face the challenges of the city, which is why it is essential to have a direct and permanent dialogue that allows us to establish collaboration networks and build the city, as well as inform citizens about the processes implemented.

Tools are developed for these purposes which allow establishing direct communication with citizens, so they know the actions carried out and so the government is aware of the needs and can make the proper decisions. With this, we strive to consolidate Cartagena, as a foreground that champions the fight against corruption, through transparent, participatory, and collaborative processes that promote co-responsibility among its different actors.

- **Challenges, opportunities, and strategic vision of open government**

What is the long-term vision for open government in your context and jurisdiction?

The long-term vision of the current Administration, the Salvemos Juntos a Cartagena government, consists of generating transformation in management through more transparent processes that allow strengthening the trust of citizens towards the institutions and increasing citizen participation in public matters.

Transparency and access to information are pillars to build trust that allow the design and co-creation of innovative instruments/tools with a high percentage of impact in local government, where the citizen is a central part of the public sphere.

What are the achievements in open government to date?

Initiatives of the Salvemos Juntos a Cartagena administration:

» *Códigos QR codes*

As a tool for public information acces, QR codes were implemented on the billboards of public works that are built in all sectors of the city. This code can be scanned by any citizen who is interested in knowing the contractual information of the worksite and allows them to follow up on it, as well as to communicate any irregularities that they may identify regarding these.

· *Let's talk transparently*

To generate a dialogue between institutions and citizens, a strategy called Let's Talk with Transparency was opened, a stage that encourages an open, direct conversation facing the city with regards to the problems that affect its development.

This space was created to consolidate a shared vision of the city alongside district management, with the aim of putting the needs of society on the agenda.

The conversation will be open between:
*   Local Government workers
*   Members of the private sector
*   Citizenship

· *Transparency Fair*

Strategy that allows citizens to know how public resources are invested, directly exposing the current hiring plans of the office of District Mayor's of Cartagena.
*   The pillars of this strategy are:
*   Institutional strengthening
*   Economic reactivation
*   Rendering of accounts
*   Social control

JUNTOS POR LA TRANSPARENCIA

- *Virtual channels for receiving complaints of possible acts of corruption.*

Two virtual channels were implemented for citizens to file their complaints of alleged acts of corruption, directly or anonymously.

Channels:

* Complaints Portal: https://www.cartagena.gov.co/denuncia
* Email: transparenciayanticorrupcion@cartagena.gov.co

- *Open Government Platforms*
* Open Management

Consultation portal of the Cartagena District Mayor's Office designed to find all the activities and management reports of each of the heads of dependencies of this public entity.

* Open Contracting

Portal designed so that citizens know in real time the contracting executed by each of the dependencies of the Cartagena District Mayor's Office.

What are the current challenges / areas for improvement in open government that the jurisdiction wishes to address?

One of the great challenges in terms of open government is to generate appropriation and use of the tools that are designed, both within the entity and by its citizens. The challenges that this represents translate into the use of ICTs to implement participatory and collaborative actions, both face-to-face and virtual.

Another challenge that the entity faces is to modernize with the processes of attention to the citizen, through the digitalization of these and the procedures, they must be made more transparent, faster and in a virtual way in their entirety.

What are the open government goals that the government wants to achieve in the medium term?

The open government goals of this government are concentrated in the following lines of work:

* Transparency, institutional strengthening, and access to information: Visibility and use of information as an instrument to promote and strengthen citizen participation and social control.

*   Anti-corruption citizen culture: Participation, belonging and appropriation of the public.
*   Prevention of corruption: Anticipation of risks of corruption and reintegration.

In this context, open government actions and tools are framed in the citizen as the predominant actor in their implementation, monitoring and evaluation, which must be accessible and inclusive.

How does this action plan contribute to achieving the Open Government Strategic Vision?

The opening of public information for the citizenry, as well as prioritizing the fight against corruption, are pillars of the current government, which allow public admiration to be brought closer to the citizen and generate trust in the institutions. Therefore, we assume the city challenges with the citizens.

The action plan allows the Cartagena District Mayor's Office to implement and strengthen actions focused on one of the pillars of the 2020-2023 Development Plan, Cartagena Transparente, which aims to make information visible through processes that promote transparency. for trust with citizens, involving them in decision-making that affects them and monitoring them.

How does the strategic vision of open government contribute to the achievement of the general policy objectives of the current administration?

For the current government, Let's Save Cartagena Together, transparency and the fight against corruption are fundamental to its open government strategy, and it favors the rescue of citizens' trust, through actions that allow different sectors of the community to be involved. city and make decisions collectively.

It is recognized that aligning the open government processes implemented by the entity with its own processes favors the appropriation and socialization of values such as transparency, participation, accountability, and collaboration, which directly contributes to the view of the current administration.

*   **Commitment and coordination in the strategic vision of open government and the OGP action plan**

Please list the lead institutions responsible for the implementation of this Open Government Partnership (OGP) action plan.

* Transparency and Anti-Corruption Advisory Group
* IT Advisory Office
* International Cooperation Office
* Communications Advisory Office
* Participation and Social Development Department
* School of Government and Leadership

What kind of institutional arrangements are in place to coordinate between government agencies and departments to implement the OGP action plan?

CEach of the actions developed for the preparation of the 2023 Open Government Action lan was led by the Transparency and Anti-Corruption Advisory Group of the Cartagena District Mayor's Office, in coordination with the Planning Secretary, the Participation Secretary, the School of Government and Leadership, the International Cooperation Office, the Information Technology Office and the Communications Office.

Seeing as that the agencies implement actions focused on transparency, access to information, the fight against corruption and open government, it was decided to have periodic work groups that allow internal coordination of activities and decision-making regarding the action plan. in accordance with technical criteria and temporal scope for such implementation.

What kind of spaces have you used or created to enable collaboration between the government and civil society in the co-creation and implementation of this action plan? Mention online and offline references.

For the elaboration of the 2023 Action Plan of Open Government for the District Mayor's Office of Cartagena, a methodology based on the co-creation method was established, which allowed collaborative work between the government and the citizenry, under the approach that the solutions/initiatives/actions are determined by the recipients of the institutional offer, that is, the citizens themselves.

For this, two stages were established, one in person and one virtual, the first was the co-creation phase, in which citizens of the different interest groups of the city participated and different formats were established for this procedure depending on the size of actors foreseen by each sector/group. As a result, 23 working groups were held between the months of September and October 2022 and more than 120 citizen proposals were gathered.

The virtual consultation phase was created as the second part; a microsite was developed on the website of the Mayor's Office, where the open government process within the framework of which the local OGP was evidenced, as well as the inventory of citizen initiatives, and the of a consultation form for a week in November of 2022, in which citizens were able to enter and choose between 12 previously analyzed and evaluated initiatives. This phase

allowed the selection of the proposal to be developed within the framework of the 2023 Open Government Action Plan.

What steps did you take to ensure diversity of representation (including vulnerable or marginalized communities) in these spaces?

For each of the stages of the co-creation process of the 2023 Open Government Action Plan of the District Mayor's Office of Cartagena, the context of the city was considered, for which sectors and populations were prioritized for the co-creation phase. These included:

* Organized civil representation

* Academia

* Majority Groups (elderly, youth, women, ethnic communities, population of diverse identities, people with disabilities, migrants)

* Communal sector (neighborhoods from the 15 communal government units and 3 rural areas)

* Political sector

For the virtual consultation phase, the participation panorama was broader, all the citizens was invited to participate through the platform designed for this phase.

Who participated in these spaces?

For each of the stages of the co-creation process, different parties participated, including:

* Identification of open government strategies of the District Mayor's Office of Cartagena aligned to OGP. For this, different departments of the entity were articulated, the Advisory Team on Transparency and Anti-Corruption, the Secretariat of Participation and Social Development, the School of Government and Leadership, the International Cooperation Office, the Information Technology Office and the Communications and Press Office.

* Definition of technical support for co-creation. For this, we had the support of Funcicar and the USAID Together for Transparency Program for the development of each of the spaces designed for the phases of the process.

* Management of the facilitator before the citizens. Funcicar had the role of facilitator with the citizens, facilitated the conversations in the different co-creation spaces. Additionally, Funcicar held conversations with allied organizations to obtain logistical support for the spaces.

* Co-creation Phase. Sectors and populations were prioritized to develop the co-creation process: a) Organized civil representation; b) Academia; c) Majority groups (elderly, you-

th, women, ethnic communities, population of diverse identities, people with disabilities, migrants); d) Communal sector (neighborhoods from the 15 communal government units and 3 rural areas); e) Political sector.

* Virtual consultation phase. This space was socialized and disseminated through the institutional channels available to invite all citizens to participate.

How many groups participated in these spaces?

PFor the co-creation phase, 7 groups participated for a total of 246 people:

* Organized civil representation
* Academia
* Population groups
* Communal Township 1
* Communal Township 2
* Communal Township 3
* Political sector

How many meetings with the public were held in the co-creation process?

There were 7 meetings held in person with a total of 23 co-creation tables. Additionally, the virtual consultation phase was open for a week on the website set up for this, in which citizens with an interest in the issue of open government participated and contributed to the process of preparing the 2023 Action Plan.

How will government and non-government stakeholders continue to collaborate through the implementation of this action plan?

In each sector/population co-creation space developed, representatives were democratically selected to constitute the Citizen Committee for Monitoring the 2023 Open Government Action Plan.

This committee has an important role, overseeing, validating and monitoring each of the stages and the commitments established by the Mayor's Office in the Action Plan.

- **Describe the independent oversight body you have chosen for this plan**

In order to search for the monitoring body of the co-creation process and the action plan 2023 of open government, the consultation and invitation to several universities in the coun-

try was carried out to that independently carry out the evaluation of the results. After the consultation and invitation, the University of Los Andes, specifically a team from the School of Government, responded positively to carry out the activities of the monitoring entity.

Please provide the contact details of the independent oversight body

Camilo González

Professor at the School of Government

University of the Andes

What kind of activities will be implemented to discuss the progress of the commitments with the concerned parties?

Considering the fundamental principles of the Local OGP, which are accountability and learning, which promote the implementation of ambitious reforms, the body of monitoring contributes to the process of the Action Plan of the District Mayor's Office of Cartagena lessons learned, accountability and legitimacy to the process.

The activities that the Universidad de Los Andes will implement in its role as monitoring entity will develop in three instances:

1. Action plan co-creation process

The monitoring entity must gather evidence of the co-creation process from the action plan, and with this information it must prepare an initial report, in which it will evaluate the degree and the process quality.

2. Results of the commitments implemented

The monitoring entity should gather evidence to evaluate the commitments once they have been implemented and prepare a final report.

3. Final learning exercise

Once the implementation of the action plan is complete, the monitoring entity must document a process of reflection and learning, which shows how they participated different actors in the action plan, and mention elements that will improve for the next action plan.

How will you regularly check in on progress with the implementing agencies?

For the implementation of each of the commitments signed with OGP Local, an area responsible for the District Mayor's Office of Cartagena, which will be reporting in a timely manner on the execution of the commitment to the monitoring entity. In addition to this,

tables of work with the areas responsible for the commitments so that the monitoring entity will be aware of directly how the commitments are being implemented and whether there are obstacles.

The regularity of the reports and the work groups will depend on each commitment and the dates stipulated for the development of each milestone.

How will you share the results of your monitoring efforts with the public?

The reports presented by the monitoring entity will be published on the microsite assigned by the Local OGP and the open government microsite on the website of the District Mayor's Office of Cartagena.

*   Local OGP Micrositel: https://www.opengovpartnership.org/es/members/cartagena-de-indias-colombia/

*   Open Government Microsite: https://www.cartagena.gov.co/transparencia/ogp

Support from non-governmental stakeholders

In the co-creation phase of the Action Plan, 23 participatory tables were held, in which democratically selected 12 citizens to form the citizen committee of monitoring of the action plan, which represent different sectors of the city.

Name	Sector
Eliana Salas	Civil Society
Eugenia Mier	Civil Society
Odelys Salcedo	Academy
Edilson Bello Ospino	Academy
Kevin Zabaleta	Population groups
Diana Guerrero	Population groups
Alejandro Vásquez	Communal Township 1
Edilberto Licona	Communal Township 1
Victoria Daza	Communal Township 3
Luz Maide Ávila	Communal Township 3
Luz Dary Moreno	Communal Township 12
Marco Pertuz	Communal Township 2