

# Commitment

Design and implementation of the comprehensive Accountability strategy of the District of Cartagena de Indias for the #CartagenaCuenta 2023 citizenship, with a territorial approach, social inclusion and permanent dialogue, with an emphasis on planning and public finances.



## CARTAGENA DE INDIAS, COLOMBIA, 2023



JUNTOS POR LA TRANSPARENCIA

## Commitment CARTAGENA DE INDIAS, COLOMBIA, 2023

### 1. Commitment Title

Design and implementation of the comprehensive Accountability strategy of the District of Cartagena de Indias for the #CartagenaCuenta 2023 citizenship, with a territorial approach, social inclusion and permanent dialogue, with an emphasis on planning and public finances.

### 2. Commitment Start Date:

01-01-2023

### 3. Commitment End Date:

31-12-2023

### 4. Lead implemen

District Mayor's Office of Cartagena de Indias:

- Communications Advisory Office
- Secretary of Participation and Social Development
- Secretary of Planning
- School of Government and Leadership

### 5. Lead implementing non-governmental stakeholder, if applicable

Together for Transparency Program by USAID

FUNCICAR

### 6. Problem

The accountability process has been one of the priorities of the administration "Let's save Cartagena together 2020-2023", seeking to inform, publicize and socialize citizens and other valued groups in the progress in management. However This process has not been without its difficulties and challenges.

On the one hand, spaces have been designed in a way that, although they have informed, generated dialogue and reached the definition of commitments; they do not respond to

the needs, interests and characteristics of citizens and other interested parties. Likewise, citizens face great technological, physical and economic limitations to access the institutional offer in the matter and to effectively relate to the administration.

On the other hand, the use and appropriation of channels by the administration and citizens has lacked effectiveness. The administration has not made use of the channels preferred or most consumed by the public and on its own, the public does not make use of the channels that the administration has prioritized for the dissemination of information and dialogue.

Finally, the administration has failed to identify priority issues and interests for accountability, causing these spaces to not meet the needs that citizens express in terms of dialogue and information.

## 7. Status quo

The administration «Save Cartagena Together 2020 - 2023» has made progress in strengthening its accountability strategy, in disseminating management results and in bringing citizens closer to the administration, however, in the process there have been drawbacks related to:

- \* Insufficient resources allocated for the development of accountability spaces.
- \* Loss of confidence on the part of citizens and interest groups in spaces of accountability.
- \* Lack of recognition of the dialogue spaces that are developed by the district to inform others about the management.
- \* Varied and dissimilar expectations regarding the accountability process in different interest groups, which demand accountability strategies with differentiated actions (at the territorial, inclusion, and sectoral communication levels).
- \* Weakness in the processes of permanent accountability.

It should be noted that since 2020, the District Administration, with the support of the USAID Together for Transparency program, and having FUNCICAR as a local partner, has worked to strengthen the relationship with citizens to obtain feedback and recommendations for the process of accountability, doing it with work groups with the Citizen Committee to Fight Corruption, with which important improvements have been achieved in the design of the accountability strategy. However, as accountability is reduced to the biannual and annual public event, the problems described above persist, which demand a more comprehensive and sustained strategy.

## 8. Action

This commitment seeks to improve access to information with citizen language, the use of various channels, encouraging citizen participation and dialogue through the design of a strategy with a territorial and social inclusion approach, which meets the interests and needs of dialogue. and information on citizens and valued groups.

General objective: Design and implement the Accountability strategy of the District of Cartagena de Indias for citizenship #CartagenaCuenta 2023, with a territorial approach, social inclusion, and permanent public dialogue, with an emphasis on planning and public finances.

## 9. How Will the commitment contribute to solving the public problem described above?

The commitment named “Design and implementation of the Accountability strategy of the District of Cartagena de Indias for citizenship #CartagenaCuenta 2023, with a territorial, planning and public finance approach” contemplates the following change processes:

- \* Comprehensive strengthening of dialogue channels.
- \* Facilitate access to information and boost citizen access to it.
- \* Identify the citizens’ needs for dialogue and information.
- \* Review and adjust institutional planning, mission goals and improvement plans regarding accountability based on citizen feedback.
- \* Channel proposals for improving communication on public policies before internal control and competent bodies.
- \* Disseminate to the community the results of accountability and improvement plans.
- \* Design and implement institutional mechanisms for monitoring and citizen evaluation of accountability.
- \* Administratively institutionalize the successful processes that are generated within the framework of the Open Government process.

## 10. What long- term goal as identified in your Open Government Strategy does this commitment relate to?

The Development Plan “Save Cartagena Together” 2020 - 2023 in its Cartagena Transparent Pillar has the Program “Transparency for the strengthening of confidence in the institutions of the district of Cartagena”, which aims to reestablish the bonds of trust between society, the private sector, the public sector and its officials through strategies and facts of transparency, integrity, legality and open government, generating more leading roles for citizens in making decisions that affect them and monitoring them.

## 11. Primaty Policy Area

- \* Right to Information
- \* Civic Space

## 12. What OGP value is this commitment relevant to?

Access to information: To improve access to information, it is important to open new channels and spaces for conversation with the public.

Accountability: Improve the accountability exercises that are being developed, in such a way that they are more participatory, inclusive and that they communicate clearly and permanently.

## 13. What resources are needed to achieve this commitment?

YES

## 14. Milestones

1. Design of the 2023 accountability strategy. January 2023.
2. Implementation of strategies that guarantee participation in the prioritization of issues for accountability. February 2023.
3. Review and selection of prioritized topics. February 2023.
4. Socialization of the accountability strategy with different government and civil society actors. February – March 2023.
5. Progress meetings with the internal accountability committee to define commitments. January – March 2023.
6. Development of spaces for evaluation and feedback of the accountability process, with citizenship. May – December 2023.
7. Implementation of the 2023 accountability strategy. February – December 2023