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**Peer-Exchange and Live Application Demonstration
on Mainstreaming Citizen Participation through Mobile Civic Technologies**

June 9, 2021, Wednesday, 1:00PM - 3:00 PM, Cotonou Time / 8:00AM - 10:00 Eastern Time / 8:00 PM - 10:00 PM Manila Time

Objective:

The event aims to:

1. To present and discuss the general features, design and development process, and implementation strategies for mobile civic technologies in Benin and the Philippines;
2. To conduct live demonstration of BousProb tool of Benin and Devlive mobile application of the Philippines; and
3. Facilitate benchmarking and exchange of lessons, challenges and practical areas/ entry points to mainstream public participation in mobile civic technologies between Benin and the Philippines



Highlights of the Meeting

Activity	Notes/Highlights
Welcome Remarks by GIFT Network Director and introductions around the table	<p>Attendees:</p> <p>Department of the Interior and Local Government, Philippines</p> <ul style="list-style-type: none">● Glenn Miranda● Richard Villacorte <p>UNDP Philippines</p> <ul style="list-style-type: none">● Jonathan Hodder● Domenic Ligot <p>DGB Benin</p> <ul style="list-style-type: none">● Rodrigue Chaou● Pierrot Segou● Crepin Ahinouhossou <p>Social Watch Benin</p> <ul style="list-style-type: none">● Jean Pierre Degue● Blanche Sonon <p>GIZ Benin</p> <ul style="list-style-type: none">● Dorinali Yalla Boni● Alfred Deguenonvo <p>International Budget Partnership</p>



	<ul style="list-style-type: none">● Suad Hasan <p>GIFT Coordination Team</p> <ul style="list-style-type: none">● Juan Pablo Guerrero● Marianne Fabian● Aura Martinez Oriol● Albertina Meana
<p>Presentation on Mainstreaming Citizen Participation in the Development and Implementation of Mobile Civic Technologies: The Case of DevLive in the Philippines</p> <p>Demonstration of the Devlive application and its public participation features</p>	<p>Glenn Miranda, Program Manager, Philippine Department of the Interior and Local Government-Support for the Local Governance Program (DILG-SLGP) and Dominic Ligot from the United Nations Development Program (UNDP) Philippines discussed the key features and technology behind Development Live (DevLive) and provided a live demonstration of the application’s functionalities.</p> <ul style="list-style-type: none">● DevLive is a mobile Android application designed to gather citizen’s satisfaction feedback on the quality and implementation of government’s local infrastructure projects.● Development Live (DevLive) started in 2017 with consultations between government and non-government/ civil society organizations.● DevLive gathers and measures citizen satisfaction in seven dimensions:<ul style="list-style-type: none">○ Visibility○ Functionality○ Quality○ Accessibility○ Timeliness○ Relevance○ Operations● At the moment, the application is only available in smartphones running on an Android operating system.● The key features of the application are as follows:



	<ul style="list-style-type: none">○ Search for nearby government projects○ Submit satisfaction feedback○ Works offline○ Uploading of geotagged photos and videos○ Track feedback response○ Linked to social media○ Automated flagging system for citizen feedback○ submitted valid feedback nationwide <ul style="list-style-type: none">● In terms of outreach, dissemination and capacity building for users, DILG trained government representatives, CSOs, head of households, mothers, students. They also customized user manuals depending on the language spoken in a particular region and went to schools and communities.● Below are results of the pilot rollout of DevLive in 2019:<ul style="list-style-type: none">○ 4,868 feedbacks generated○ covering 1,029 projects in 264 pilot LGUs○ 2,012 citizens used the app● The live demonstration featured how DevLive is being utilized for citizen feedback on the Free Wifi Philippines project. <p>The following information and functionalities are available to citizens via the DevLive mobile application:</p> <ul style="list-style-type: none">○ Project information such as Name of project, Location, Financial Information, Status of the Project○ Satisfaction survey that assesses impact of the projects○ Offline access to satisfaction survey○ Other questions related to connectivity and internet use○ Multilingual functionality
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The following information and functionalities are available for application administrators:

- Online web console and dashboard
- Dashboard features include:
 - interactive maps, with all the photos and status of the projects enrolled in DevLive
 - gender-disaggregated data
 - up-to-date and real-time data
- A new update for the dashboard, called DevLive Plus, features disaggregated data and visualizations on various indicators including but not limited to as follows:
 - socio-demographics information of users
 - status of project , status of feedback) with visualization
 - data on cybersecurity threats
 - data on frequency of use
 - data on connectivity difficulty
 - data on feedback/user location
- Currently, the app is managed by the UNDP Philippines, as a third party facilitator. This is to avoid any political issues and conflict of interest in the design, implementation, and maintenance of the mechanism. The idea is for the platform to be owned by CSOs as well.
- Representatives from the Philippine government said that the main objective of DevLive is to improve citizen participation and CSO empowerment. DevLive is also an M&E tool. The government's plan is to enroll more citizen monitors and have a community of citizen feedbackers. The approach for citizen engagement is tech-driven and was also designed to attract the attention of younger generations, specifically millennials.
- Internet and social media use is very high among Filipinos, however, one challenge in implementing Devlive is the slow wifi/internet connectivity in the Philippines. Connectivity is important in a country like the Philippines with more than 7000 islands.



<p>Q&A on Devlive</p>	<p>The following answers were provided by the Philippine representatives when asked about how they specifically involved citizens in the design and development phase of Devlive:</p> <ul style="list-style-type: none">• The DILG engaged and consulted accredited CSOs in Local Development Councils to generate information that will guide the design and development of the application. The consultations focused on what questions CSOs want to ask about infrastructure projects and what features they wanted to see in the application.• DILG targets millennials (students and young professionals) for outreach, but also engages other sectors through traditional engagement methods and through other platforms like CSO network events and OGP consultations. <p>Addressing questions on inclusion, UNDP Philippines shared that the content in the app is now available in four languages: English, Tagalog and two other local dialects. The content is provider-driven, but data architecture and design allows multi-language functionality.</p>
<p>Presentation on the FOA Public Pilot Mechanism from Benin</p>	<p>Representatives from Benin discussed the key features and technology behind the BousProb tool and provided a live demonstration of the application’s functionalities.</p> <ul style="list-style-type: none">• The main goal of the application is to increase citizen participation in Benin’s national budget process. <p>During the live demonstration, the following features of the BousProb application were shared:</p> <ul style="list-style-type: none">• BousProb is an application that presents information about budget cycle phases, as well as, activities in which the citizens can participate. It also provides an agile way for citizens to check budget cycle information and documents.• The national budget calendar, budget process, and other relevant documents throughout the budget cycle are made available via the application and the MEF website.• The application focuses on showing all the budget cycle phases or activities and lets people know whether there is an activity they can engage in at each stage of the budget



	<p>cycle. It could be that there is no participation opportunity in a phase, but there is a document that they can read there as well as mark it as their favorite.</p> <ul style="list-style-type: none">• Push notifications are sent out to users whenever any update has been made in the app (i.e latest information and new publications posted, etc).• Documents available in the application can also be sorted by type and are updated regularly.• Bousprob also has a dashboard available for administrators at the backend.• Currently, there is no feature yet for citizen feedback within the application, but the current app information shows when and where CSO workshops are happening, so citizens can attend and provide feedback to the budget process in these in-person events.• In the pipeline is the plan to integrate a feature where citizens can provide messages/ feedback to DGB via the application. Right now, any questions can be received by DGB outside of the application and are responded to by a team in the DGB.• The DGB envisions the following ways to respond to citizen feedback via the application:<ul style="list-style-type: none">○ Automatic responses for frequently asked questions; and○ Customized reponses, for more specific and particular questions, with their resolutions.• Consolidated citizen feedback, as well as the status of actions/responses to petitions, or participation results will also be included in the documents that DGB will present to the Parliament.
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<p>Open Discussion on Practical Entry Points for Mainstreaming Citizen Engagement in the BousProb Tool Design and Implementation</p>	<p>Addressing the question on closing the feedback loop, representatives from the Philippines shared that concerned local government units are given 12 days to respond to citizen feedback. DILG regional offices facilitate this process and serve as the moderators between citizens and local government.</p> <p>Addressing questions of sustainability and institutional arrangements, Philippine representatives shared that the Devlive application's contribution to promoting citizen participation is cited and forms part of the Philippines' Medium-Term National Development Plan.</p> <p>On the question of promotion and outreach, Philippine representatives cited strategies such as the conduct of roadshows in different schools, universities and local governments; partnership with CSOs; and promoting user-engagement through competitions such as the #DataRallyFromHome on Public Infrastructure Projects of GIFT.</p>
<p>Next Steps and Closing Remarks</p>	<p>The following are next steps discussed to move forward with Benin's pilot FOA mechanism:</p> <ul style="list-style-type: none">● The minutes and Zoom Recording shall be shared to all participants.● The following are proposed GIFT/IBP interventions for consideration of the Benin FOA Advisory Group:<ul style="list-style-type: none">○ In case the DGB has more questions and would like to further seek assistance and guidance from the Philippine DevLive team, another meeting can be arranged.○ Support can be provided in hiring an expert to help integrate the envisioned public participation features within the BousProb application itself○ The pilot roll-out can also stay focused on the current version of the application with budget calendar and information on in-person CSO consultations for particular stages in the budget cycle. The FOA project can focus on the documentation of how citizens were able to participate in the budget process and using information promoted through the app.○ Support can also be provided to strategies for popularization and outreach. GIFT/IBP recommends to focus outreach and capacity-building efforts for CSOs, academics, and think-tanks as target audience. Scoping work is needed to identify such groups which



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	<p>can be partners in outreach and utilizing the application. Some activities suggested that can be supported are as follows:</p> <ul style="list-style-type: none">■ Budget literacy / Capacity development sessions■ Roadshows■ University tours■ Competitions (GIFT-user engagement activities)
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