

19 Information and Communication Technology for Citizen Engagement

WHAT ARE THE MAIN ISSUES

Local government more and more is having to deal with emerging social issues, the need for greater public participation and the challenges of city governance with limited resources. Cities have limited capacity to gather and share data either internally or externally but need accurate, relevant, and accessible data to develop effective policies to ensure responsiveness to citizens' needs. Public participation in city management is called for by the highest levels of government in China, but local governments often struggle to find effective ways to engage the public and channel public input into effective policy-making.

HOW CAN UNDP HELP

UNDP will conduct an assessment of the current status of the city's social governance and smart city development. It will then co-design a process with the city to conduct community consultations to identify community priorities. UNDP will then bring together numerous experts on governance and smart data platforms along with government and community stakeholders to custom design a social governance index, and identify data sources and collection methodologies hosted on a smart data platform.

TO WHOM WE WORK WITH

Guiyang municipal government, Guiyang Wing-cloud Big Data Service Co Ltd. Intel, research institutes (experts on social governance and on smart data platforms for local governance)

UNDP PAST EXPERIENCE AND SUCCESSFUL CASES



POSSIBLE SOLUTIONS

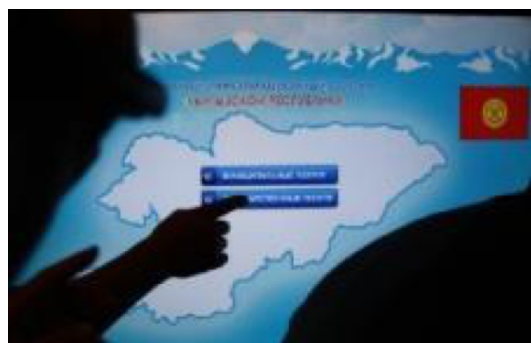
Smart city development, driven by big data and cloud computing, is bringing about profound changes to the governance of urban society, giving birth to innovative governance and new techniques and ideas for addressing urban problems. Rather than limiting the smart city concept to the information and technology revolution, the ultimate goal of developing a smart city should be to combine city social governance with information technology and equipment, improving the efficiency and level of social governance and public service supply. A smart city can contribute to achieving the goal of creating inclusive and sustainable cities, by collecting and sharing information with high-tech support. In short, the ultimate goal for the smart city concept is to support a city's social governance to make the city meet the needs of its residents.

This data platform will help inform city leaders and track progress towards improved social governance. Leaders can then make better decisions in accordance with city development goals and community priorities and increase transparency and communication ensuring more community support to the city.

UNDP in China, “The Guiyang Smart Cities and Social Governance Index”- develops a strategic direction for using smart technologies to support inclusive and sustainable cities through public participation in Guiyang.

The project highlights and values communities' voice in public decision making and is developing a social governance index, a smart platform for data collection, a research report and toolkits for public participation in decision.

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UNDP in Kyrgyz Republic, E-Governance Strategy, 2014 to 2017

UNDP is developing a strategy for more effective, transparent, accountable, participatory and citizen oriented public administration through the use of ICT, encourage citizens' direct participation in the governance processes, and bring about more efficient and cost-effective administration in an open and democratic government.



UNDP in Africa, Increasing e-participation in West Africa, 2011

UNDP is collaborating with the Panos Institute to enhance and disseminate knowledge about e-participation practices in West Africa.

UNDP in Montenegro, Increasing citizens' engagement and enhance government's transparency and accountability by using social innovation and social media, 2013-2014

This project is using web/mobile technology to create indispensable linkages between the public sector and civil society. It is introducing e-petitioning platforms at the local level as well as civic reporting on the informal economy and tax fraud through web and mobile applications.

19 运用信息通信技术促进公民参与

主要问题

面临随着发展出现的社会问题，地方政府急需找到对策，尤其是如何利用有效的资源实现高效的政府管理和人民民主参政。尽管城市在内部或外部收集和共享数据的能力有限，但是政府的管理仍然需要准确和易获得的数据，以制定有效的政策，确保解决社会问题、满足公众的需求。人民民主参政是中国政府一贯鼓励和要求的，然而，地方政府往往很难找到有效的方式来吸引公众参与政治生活、抒发意见，并将他们意见纳入政策制定的考虑中。

UNDP如何帮助

联合国开发计划署首先对城市的社会治理和智慧城市发展的现状进行评估，然后与地方政府共同制定项目方案，进行走访，以确定当地优先发展事项。调查后，联合国开发计划署还将聚集城市治理和智能数据平台的多位专家，与政府和其他发展推动者共同研究设定社会治理指数，并确定在智能数据平

我们的合作伙伴

贵阳市政府，贵州高新翼云科技有限公司，英特尔，和社会治理、智能平台建设相关的研究机构和专家等

UNDP的过往经验和成功案例



可行措施

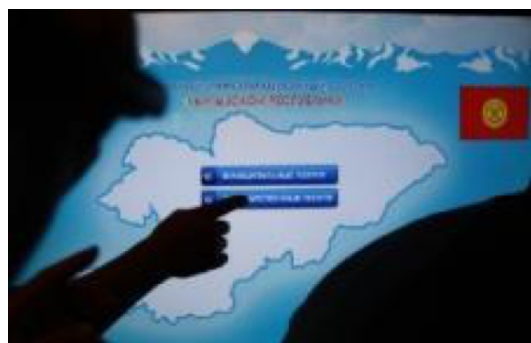
由大数据和云计算驱动的智能城市发展，正在为城镇治理带来深刻的变化，孕育了一系列创新治理方案和解决城市问题的新技术和新想法。发展智慧城市，不仅仅局限于信息和技术层面的发展，它的最终目标是将城镇治理与信息技术和设备相结合，提高政府管理和公共服务供应的效率和水平。通过高科技的支持，智慧城市可以通过收集和分享信息，帮助实现创造包容性和可持续发展城市的目标，也就是使政府对城镇的治理能够满足其居民的需求。

台上托管的数据源和数据收集方法。这个数据平台将有助于使地方政府领导了解当地发展状况，并跟踪改进当地社会治理情况，根据当地发展目标和优先发展事项做出更好的决策。同时，数据平台还可以用于公开政务，提高政府的透明度，提高公众对政府的信任和参与政务的积极性。

联合国开发计划署驻华代表处，“贵阳智慧城市和社会治理指数”

该项目制定了利用智能技术促进公众参与，以最终支持包容性和可持续城市建设的战略方向，着重突出社区意见在公共决策中角色，并且正在制定社会治理指数，建设用于数据收集的智能平台，撰写研究报告和总结促进公众参与决策的途径。

19 运用信息通信技术促进公民参与



联合国开发计划署驻吉尔吉斯共和国代表处，“智能治理战略”（2014年）

通过使用信通技术，鼓励公民直接参与治理，实现更有效，透明，可靠，公众参与性强和公民导向的公共治理，并在公开和民主的情况下实现更有效率和更符合成本效益的管理。



联合国开发计划署驻非洲代表处，“增加西非公民智能参政的实践”（2011年）

与帕诺斯研究所（Panos Institute）合作，传播西非公民智能参政的实践。

联合国开发计划署驻黑山共和国代表处，“运用社会创新和社交媒体鼓励公民参与政治生活和提升政府透明度”（2013-2014年）

运用网络/移动技术在公共部门和民间社会之间建立联系，向地方政府引入电子议政平台，并建立渠道鼓励民众通过网络和移动应用程序对非正规经济和税务欺诈进行举报。