



Increasing Citizen Engagement in Evaluation and Monitoring of Public Companies in the City of Tuzla

ACTION PLAN

Needs Assessment














- Conference “From Citizen Engagement to Social Accountability: Participatory Development of Civic Initiatives in the City of Tuzla”. Tuzla, 18th July 2016 (50 participants)
- 8 Focus groups - Elderly, Unemployed, Youth, Ethnic minorities . (66 participants, 33 male / 33 female)
- 10 In-depth interviews with relevant stakeholders (academic, civil society, city administration)
- City Analytical Report

- ❖ Institutional framework for citizen engagement and social inclusion in decision-making processes in the City of Tuzla exists
- ❖ Citizens and civil society groups not using existing mechanisms in the full capacity
- ❖ Public interest in provision of services of public companies and institutions for greater insight into decision-making processes pertaining to these companies and institutions



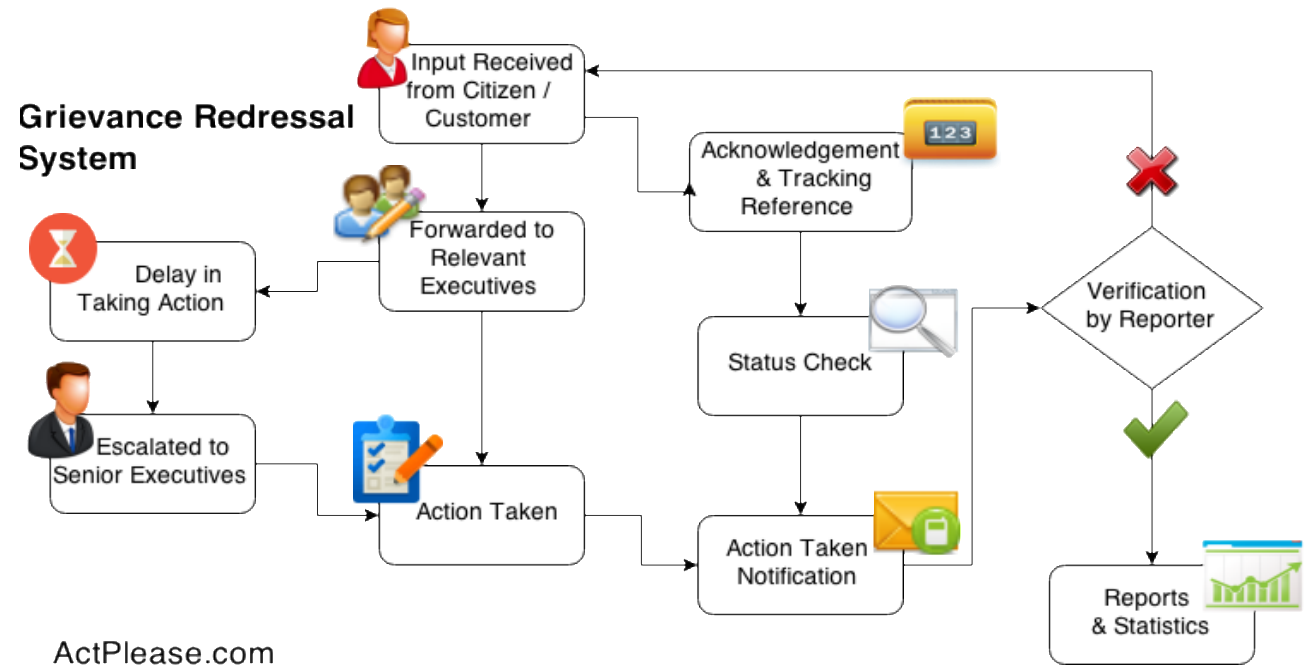
Public companies and redress

- ❖ City of Tuzla is in charge of public companies: water and sewage, heating, food markets, lakes and swimming pools, garbage disposal, media, business development, roads and construction
- ❖ Monitoring and evaluation: City Administration, Mayor, City Council, Center 72, UPP Component Integrity – action plan
- ❖ Complaint system for citizens in place: decentralized, through companies
- ❖ Public wants more insight into: employment policies, management of public funds and resources, setting prices, and similar issues

 <p>JKP 'Panonnica' d.o.o. http://panonika.ba</p>	 <p>JP SKPC 'Mejdan' http://mejdan.ba</p>	 <p>JKP 'Kmemorativni centar' http://komemorativni-centar.ba</p>	 <p>JKP 'Komunalac' http://komunalac.com.ba</p>
 <p>JKP 'Vodovod i kanalizacije' Tuzla vodovod.tz@bih.net.ba</p>	 <p>'Tržnice-Pijace' d.o.o. http://trzniceuzla.com.ba</p>	 <p>BIT Centar, Tuzla http://bit.ba</p>	 <p>RPC Prazvojno poduzetnički centar http://rpctuzla.ba</p>
 <p>JP 'Radio & Televizija 7' http://rtv7.ba</p>	 <p>'Centralno grijanje', Tuzla http://grijanjeuzla.ba</p>	 <p>JKP 'Saobraćaj i komunikacije' http://jkg-sik-tuzla.com.ba</p>	 <p>JP 'Veterinarska stanica', Tuzla http://vstuzla.ba</p>
 <p>JP 'Direkcija za izgradnju' d.o.o. http://direkcija-tz.com.ba</p>			

Objective – Action Plan

- ❖ Improve existing complaint system for public companies and M&E mechanisms and increase public awareness of these mechanisms



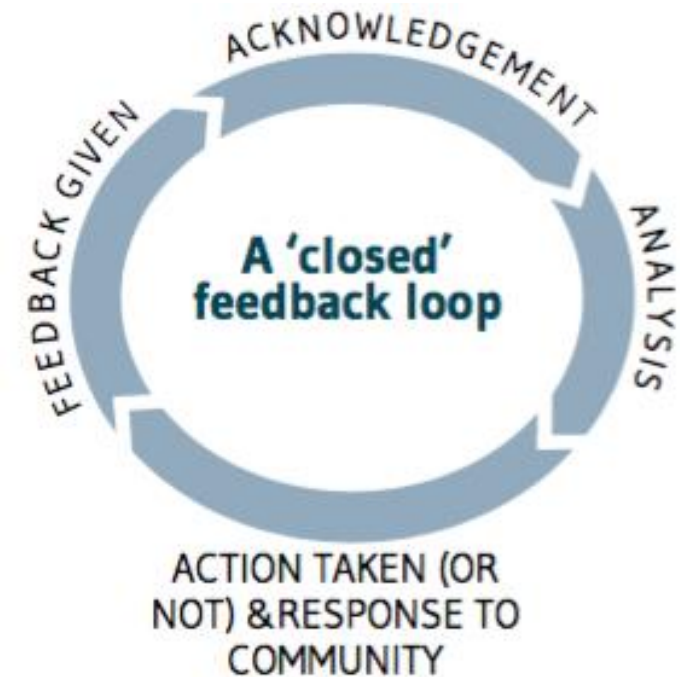
Activities

- ❖ **TRAINING** - World Bank tailored training/capacity building on evaluating, analyzing M&E and complaint mechanisms on operations of public companies for the City Administration team
- ❖ **ANALYSIS** - City Administration to conduct analysis and develop report with policy proposals on how to improve inclusion of citizen feedback and input into operations and policies of public companies and increase public awareness of the existing mechanisms
- ❖ **PARTICIPATORY DECISION-MAKING** - Half-day conference where the draft report and policies will be presented to the City Council and public companies as well as to citizens, CSOs, audit departments, and media
- ❖ **OUTREACH** - Reports from all activities publishes on relevant websites of City's institutions and companies

Implementation

PROGRESS INDICATORS

- ❖ Complaint system reviewed in a **participatory** manner
- ❖ Policy report prepared and visually presented in a **user-friendly** format
- ❖ Half-day conference organized with participation of **diverse stakeholders**
- ❖ **Feedback** from the public and all participants **incorporated** in policy report and conference report.

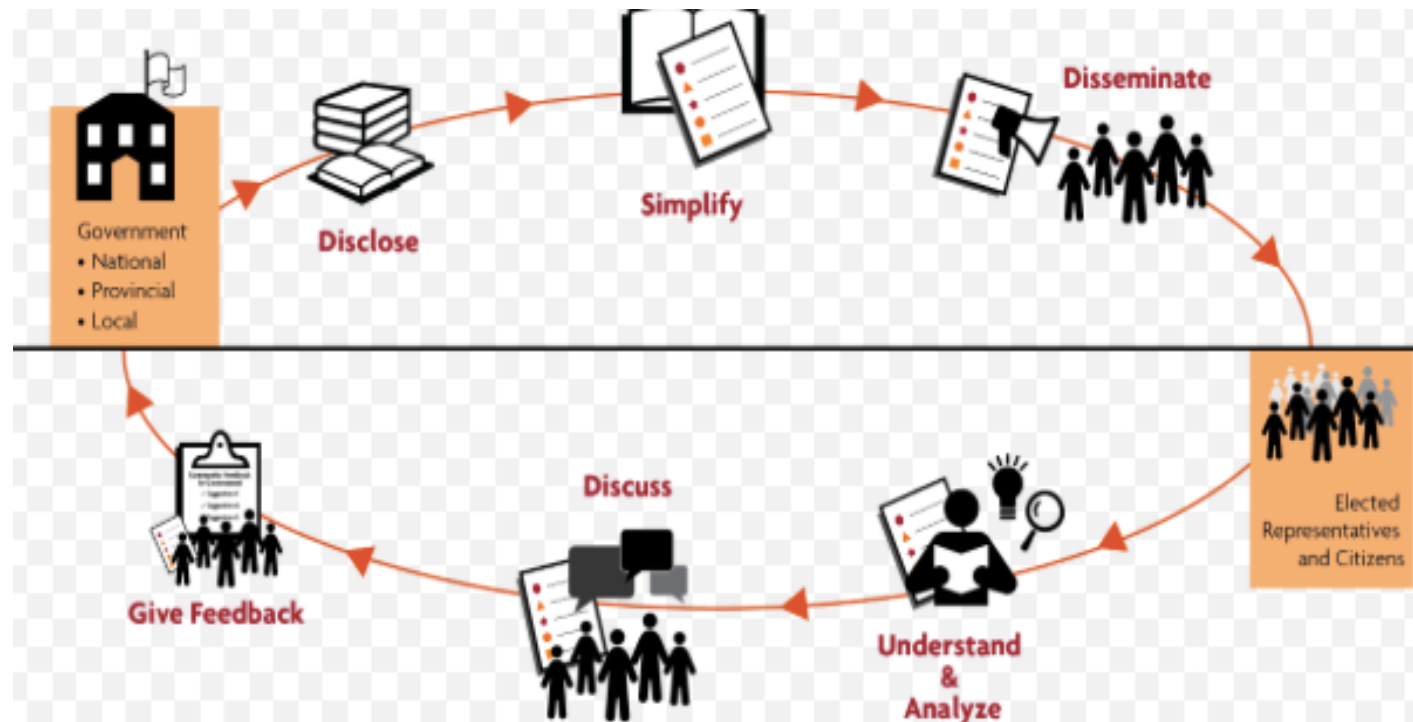


IMPLEMENTATION

- ❖ Administration of the City of Tuzla in cooperation with the Association for Development NERDA
- ❖ Timeframe: April – June 2017

Expected Results

- ❖ Policies on improvement of the existing complaint system for public companies and M&E mechanisms developed and disseminated
- ❖ Increased visibility of the existing issues and solutions related to the complaint system for public companies and M&E mechanisms
- ❖ Sustainability of Action: improved mechanisms in place visible to the public, which is used by the City and public companies
- ❖ Long term: Continuous improvement of public services in accordance with the needs of citizens



Thank you!

