

# Open Citizen Feedback

Keys to creating a culture of integrity in public services



- Put the power of feedback in the hands of the communities and beneficiaries
- Build trust between key stakeholders
- Create positive feedback loops
- Make services and projects more sustainable and resilient



- Open Citizen Feedback
- Feedback Triangle
- The Fix-Rate™

# The Open Citizen Feedback Revolution



# Open Consumer Feedback Systems:

1. **Autonomy**

2. **Full transparency**

3. **Positive feedback loop**



**TRUST**



# Beneficiary feedback surveys:

- 1. **Autonomy** **X**
  - 2. **Full transparency** **X**
  - 3. **Positive feedback loop** **X**
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# DevelopmentCheck

1. **Autonomy**



2. **Full transparency**



3. **Positive feedback loop**



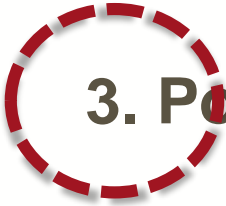


# DevelopmentCheck

1. Autonomy

2. Full transparency

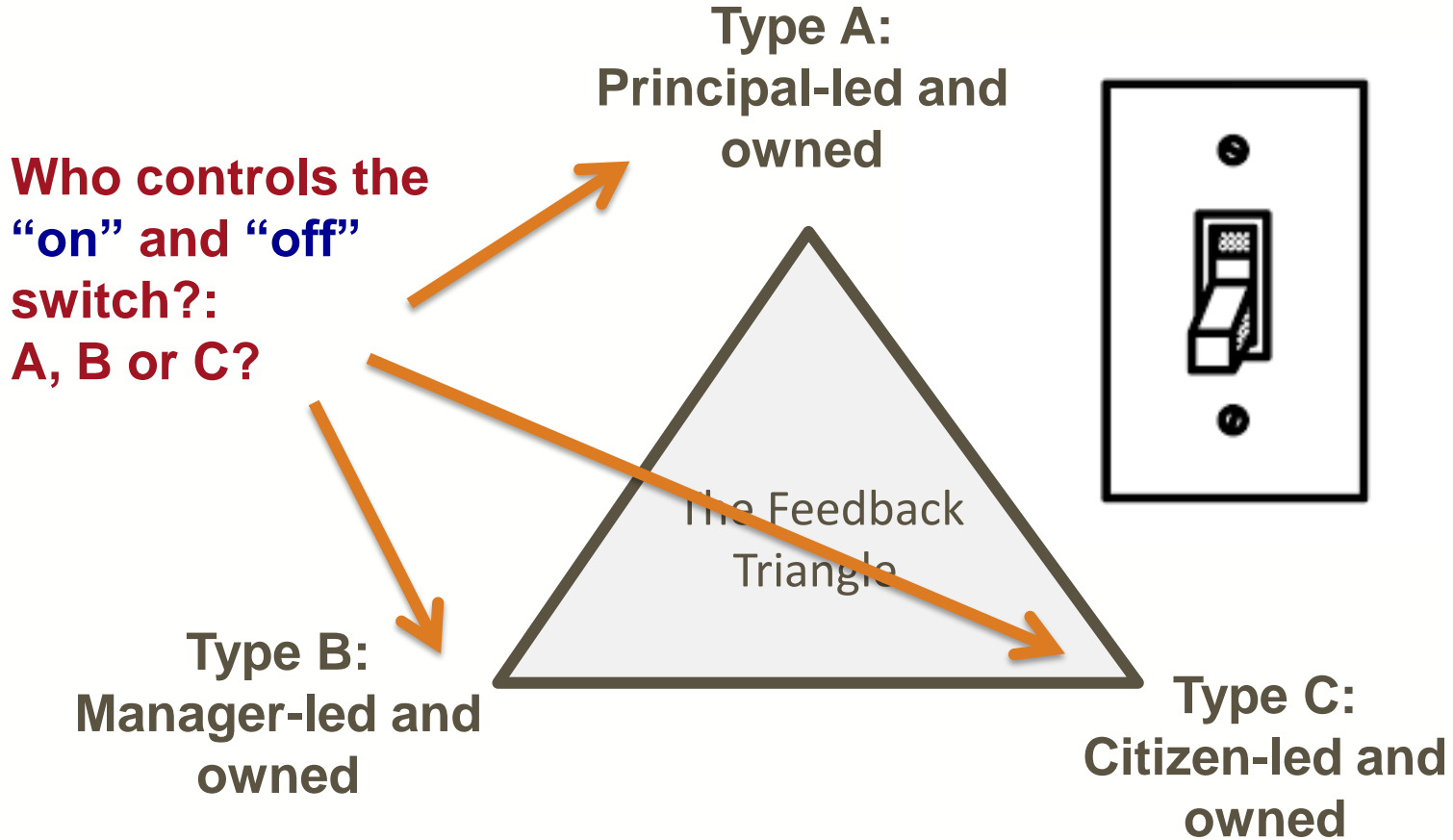
3. Positive feedback loop







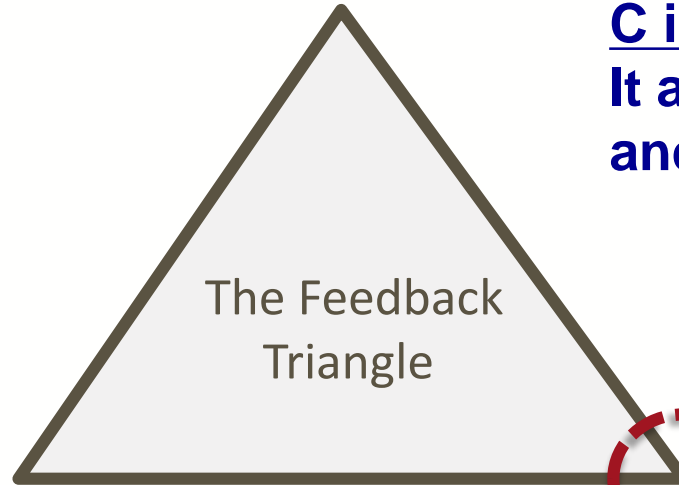
# The Feedback Triangle



**Type A:  
Principal-led and  
owned**

**C is the disruptor;  
It also reinforces A  
and B mechanisms**

**Type B:  
Manager-led and  
owned**



**Type C:  
Citizen-led and  
owned**





How likely are you to recommend our product/service to others?



How likely are you to recommend our company to others?



Please list any additional comments or suggestions.

CHARLES  
TYRWHITT

JERMYN STREET LONDON

We'd love  
your feedback

...it takes as little as 15 seconds!

NB. Please DO NOT REPLY to this email as we (Feefo) cannot respond

Date of your transaction: 25-Mar-2017

Description: Your shopping experience at Charles Tyrwhitt - Cambridge

Dear Mr Fredrik Galtung

It has now been 1 days since you made a purchase with Charles Tyrwhitt UK.

**Charles Tyrwhitt UK** has asked us to gather feedback on the products you purchased and quality of service you received. Your opinion matters. The best way to improve and continue improving is by hearing customers' honest feedback. We do not publish your name, so only Charles Tyrwhitt UK will know who you are.



[LEAVE YOUR FEEDBACK >](#)

Once you've submitted your feedback, it will then be published - WITHIN AN HOUR - on their website for all to see.

Many thanks  
**The feefo Team**

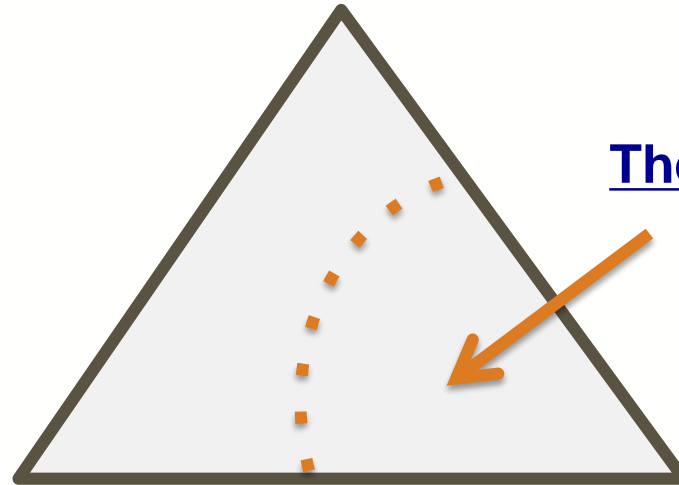
THE Independent Feedback System



**Type A:  
Principal-led and  
owned**

**Type B:  
Manager-led and  
owned**

**Type C:  
Citizen-led and  
owned**



**The Sweet Spot**



# The Fix-Rate™



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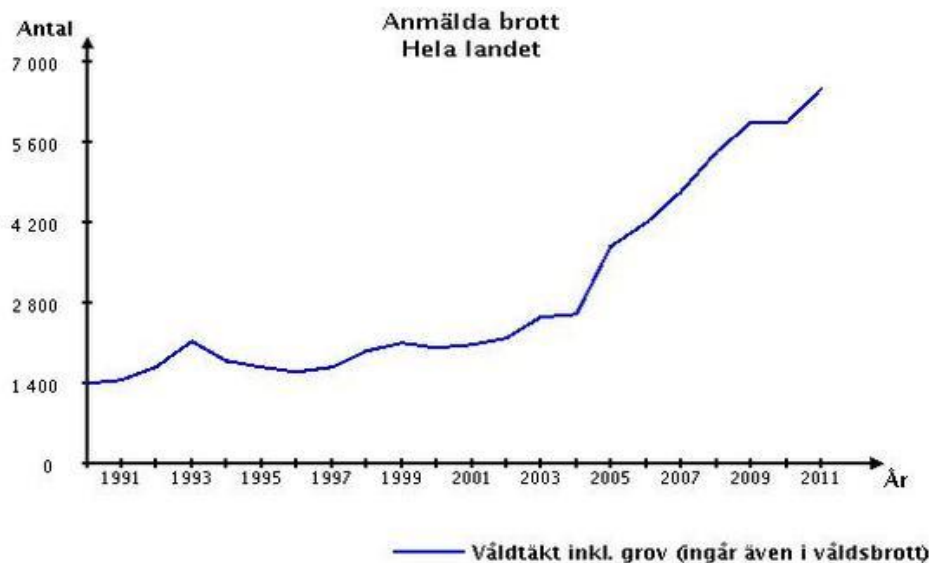
# Problems with Complaints Lines

- Percentage of “valid” complaints
- Quality of complaints
- Volume of complaints

# The Problem-Rate

# Rape

# The Problem-Rate



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# The Fix-Rate™

- The percentage of **identified problems** that are satisfactorily resolved.
- The percentage of **recommendations** that are implemented.

# The Fix-Rate™

- Measures top-down and bottom-up interventions.
- Measure outcomes, not outputs.
- Lends itself to detailed analysis.

# The Fix-Rate™ for “Community Integrity Building”:



	2012/13
Afghanistan	40%
DRC	33% (2011)
Liberia	0%
Nepal	0%
Palestine	31%
Timor-Leste	0%
<b>Average</b>	<b>17%</b>



HAVE A QUERY?  
Ask our experts

1071  
CITIES

133887  
REPORTS

2874.59 CR  
RUPEES

### UTTAR PRADESH

TOTAL REPORTS  
11948

TOTAL AMOUNT  
10.08 Cr

BRIBES PAID  
3416

BRIBES FIGHTERS  
263

HONEST OFFICERS  
34

BRIBE HOTLINE  
8235



**JANA MAHITI**  
REPORT ON PASSPORT VERIFICATION

DOWNLOAD THE REPORT

### LATEST REPORTS

I PAID A BRIBE 13 hours ago 42 views

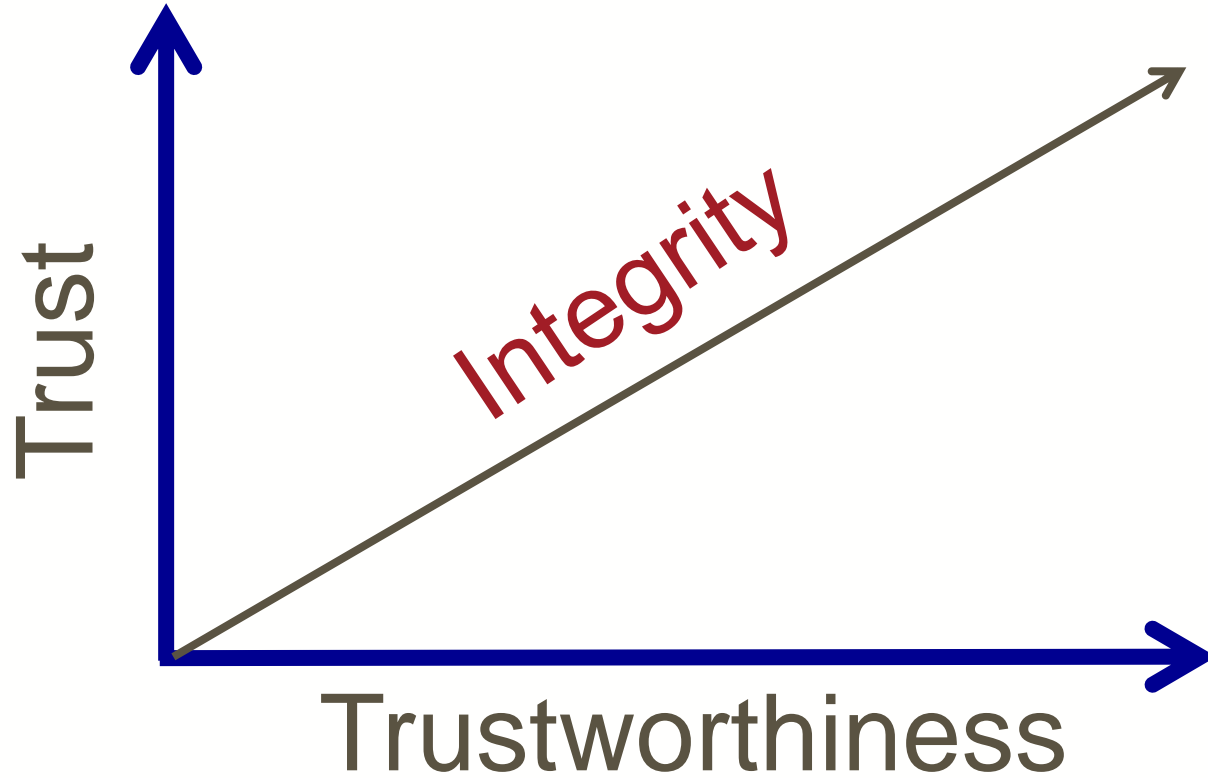
#### Police verification

Police | Bangalore | INR 1,000

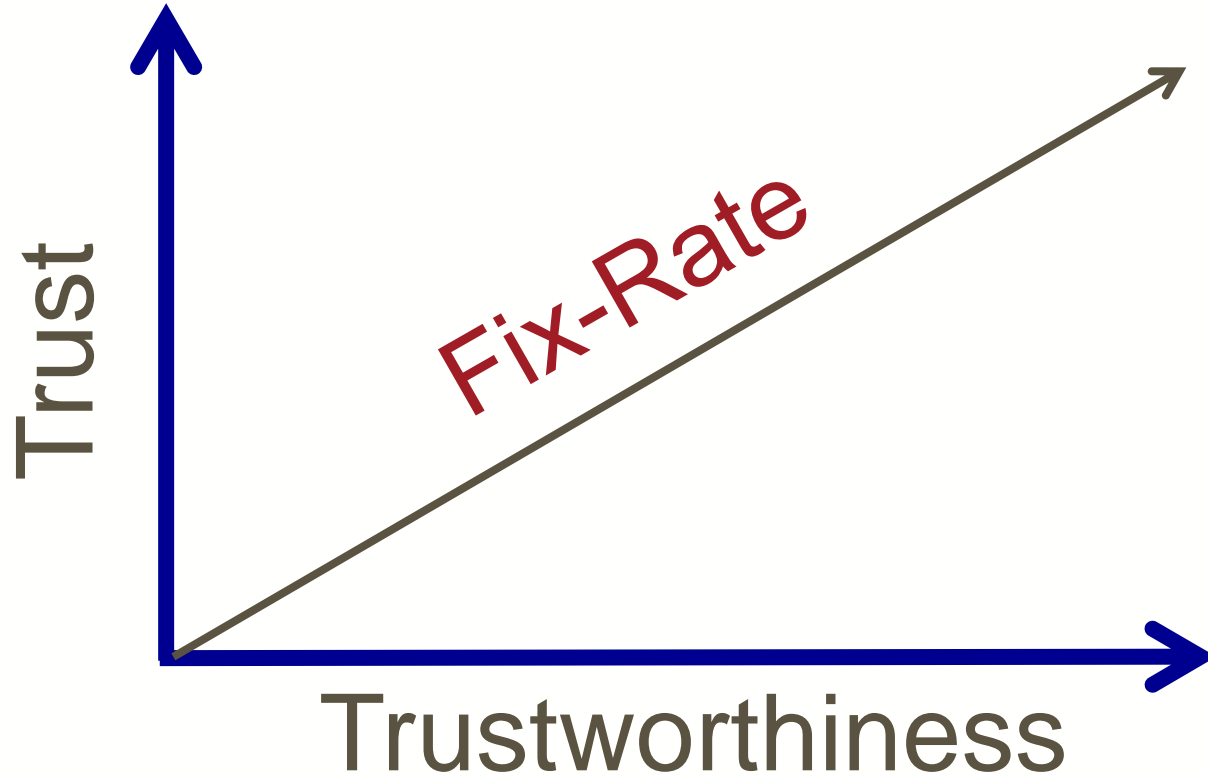
The officer was from the Byappanahalli police station. Name not known. This happened to my neighbour. Just demanded Rs. 1000/- after the job... Read more

I PAID A BRIBE 17 hours ago 80 views

#### Bribe paid for house registration







- Open Citizen Feedback
- Feedback Triangle
- The Fix-Rate™



# Thank you.

Contacts:

**Fredrik Galtung**

Founder President, Integrity Action

[fredrik.galtung@integrityaction.org](mailto:fredrik.galtung@integrityaction.org)

[www.integrityaction.org](http://www.integrityaction.org)

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