



# GOOD GOVERNANCE: Building bridges between the state and citizens



## Democratic Governance

This line of action promotes actions guided by key principles for creating deeper democratic mechanisms such as transparency and access to information, the fight against corruption, citizen participation and education for democratic citizenship. It is about (re) building relationships of trust, collaboration and reciprocity between the state and citizens.

### WHICH AREAS ARE INVOLVED?

#### Transparency policies, access to information and data protection

From a regional perspective, ES+ promotes strategic actions for the Transparency and Access to Information Network (RTA):

- ▶ Improvements to document and file management as the central basis for transparency and the right of access to public information.
- ▶ Design and implementation of a measurement model for the right of access to information.
- ▶ Diagnosis and a drafting of a model to incorporate the gender perspective into transparency and access to information policies, with five pilot countries: El Salvador, Chile, Mexico, Colombia and Uruguay.
- ▶ Support for drafting version 2.0 of the Inter-American Framework Law on access to public information.



- ▶ Creation of a toolbox for access to information for legislatures in Latin America, in alliance with ParlAmericas.
- ▶ Diagnosis and action plans on access to information for vulnerable groups.
- ▶ MULTI-COUNTRY. Design and implementation of municipal transparency strategies in Honduras, El Salvador and Uruguay. Support for open parliamentary strategies in Paraguay, Argentina and Chile.
- ▶ EL SALVADOR. Support to the Institute for Access to Information, Ministry of Health and the Social Insurance Institute to improve document management and data protection for clinical files in the integrated health system.
- ▶ ARGENTINA. An interagency coordination mechanism was created to implement the new law on access to information, in addition, measurement, training and documentary management and archives strategies are being promoted.



### WHICH SDG DOES IT INVOLVE?



### EUROPEAN CONSENSUS

Initiative: Good governance, democracy, the rule of law and human rights.

The member states will promote responsible and transparent institutions, including national parliaments, and encourage participatory decision-making and public access to information. They will support initiatives to combat corruption and introduce more transparency and accountability into public financing and the provision of public services.

Consortium led by:



- ▶ COSTA RICA. Promotion of the comprehensive Open State policy and support for the approval of an access to information law.
- ▶ URUGUAY. Manuals and guides for the implementation of a new regulation on personal data protection adapted to the new European regulation.

## Fight against corruption

Las estrategias de apoyo desde ES+ buscan ES+ support strategies seek to combat the increasingly sophisticated nature of corruption through greater specialisation and capacity in anti-corruption agencies, greater inter-institutional collaboration, more international information exchange and better mechanisms to protect whistleblowers.

In this context, from a regional perspective ES+ promotes:

- ▶ Support for the AIAMP Network of Prosecutors Against Corruption. Once a constitutive Statute— its first work plan—was approved for the Network, the APTUS platform has been created to strengthen international cooperation in the fight against corruption, while good practices have also been identified and systematised. Work will be carried out to promote joint investigation teams for corruption cases, as well as in the area of corruption and gender; on winning award agreements and on the issue of final beneficiaries.
- ▶ Diagnosis and drafting a strategy to reduce the differentiated impacts of corruption among women in three priority areas: 1) The trafficking of women and girls allowed or facilitated by public officials; 2) Sexual extortion and other payments that women must make to access public services; 3) Corruption associated with access to key social programmes for women. The theme is being promoted in the international (C20, G20, AIAMP, OAS) and national (Guatemala, Chile, Argentina and Peru) agendas.

At the national level:

- ▶ CHILE. Se An Anti-Corruption Legal Assistance Centre (ALAC) has been created



through an alliance between Chile Transparente and the Public Prosecutor's Office. Since it was opened in April 2018 and until May 2019, 129 citizen consultations have been received and 72 corruption complaints have been processed. A whistleblower protection system is being promoted with the Prosecutor's Office.

- ▶ URUGUAY. Protocols, explanatory manuals and the conceptual and methodological design of a portal to channel administrative corruption complaints managed by the Transparency and Public Ethics Board (JUTEP) have been prepared.
- ▶ PERU. Within the framework of the National Integrity and Anti-Corruption Plan (2018-2021), ES+ has supported the Integrity Secretariat in creating an integrity barometer in the reform of political party financing; and in the incorporation of the gender approach into their strategies. Servir collaborates in improving the ethics of public servants.

## Citizen participation

ES+ supports the strengthening of participation mechanisms for citizens to participate in the resolution of their problems.

- ▶ COSTA RICA. Creation of citizen collaboration mechanisms to identify needs and design strategies at the local level.
- ▶ BRAZIL. Support to the Office of the Comptroller General of the Union (CGU)

in the strengthening the 'ouvidurías' (ombudsmen's offices) as a channel for citizen participation and the reception of accusations, complaints and compliments regarding the state services in order to improve public policies.

- ▶ ECUADOR. Technical collaboration with the Ecuadorian National Electoral Council (NEC) in reforming the country's electoral code.

## Education for democratic citizenship

From this line, educational institutions are accompanied in their strategies to train a democratic citizenship.

- ▶ MULTI-COUNTRY. The creation of Accounting and Tax Assistance Hubs (NAF) for people on a low income has been promoted in universities in Peru (60), Argentina (16), Honduras (3), Paraguay (1) and in the areas most affected by the armed conflict in Colombia (11). A monitoring system is being implemented and the best experiences are being applied systematised in a study to reinforce the social character and impact of the more than 640 NAF hubs already existing in 10 Latin American countries.
- ▶ EL SALVADOR. Guides for teachers and students from pre-school to high school, and for parents, mothers and heads of family. Design of an online course on the platform of the Ministry of Education train teaching specialists.
- ▶ COLOMBIA. Promotion of a more widespread tax culture in the territories of the Colombian post-conflict.

## PARTNERSHIPS

- ▶ Alliance for Open Government (AGA)
- ▶ OAS
- ▶ ParlAmericas
- ▶ AIAMP

## NETWORKS

- ▶ Transparency and Access to Public Information Network (RTA)
- ▶ AIAMP Network of Prosecutors Against Corruption
- ▶ Accounting and Tax Support Hub (NAF) Network

## EUROsocial TV

EUROsocial CHANNEL ON YOUTUBE

Transparency Series

NAF 2.0 innovation 'Itinerant NAF'.

## Publications

EUROsocial LIBRARY

Good practice for the development of Accounting and Tax Support Hubs (NAF).

Women suffer twice as much as men from corruption in Latin America. Article in *El País*.