

LATVIAN GOVERNMENT ONLINE PLATFORM

MAZAKSSLOGS.GOV.LV

Eduards Ozoliņš
The State Chancellery of Latvia
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Efficient public participation in decision-making



Portal for drafting legal acts



Transparency of decision-making process



Open and efficient public procurement



Moving towards "zero bureaucracy"



Open Data Portal

LATVIA'S OPEN GOVERNMENT PARTNERSHIP NATIONAL ACTION PLAN 2017-2019



Efficient whistle-blowing mechanism



Public sector values and ethics



Transparency and accountability in governance of state-owned enterprises



Transparency about enterprises and beneficiary ownership



Accessible studies and data for evidence-based decision making and society needs



Information on state budget spending and results

Concept in the beginning

Online platform www.mazaksslogs.gov.lv and the mobile application "Football" was developed to:



Promote public participation



Improve the customer service culture in public administration



Assess the performance of public administration employees by submitting their feedback

Platform as it is today

BALSO

PAR
ATSAUCĪGU
VALSTS
PĀRVALDES
DARBINIEKU!

KLIENTU
APKALPOŠANAS
GODA BALVA



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Results so far



550
suggestions
(received from
2013
to 2016)



A successful yearly
campaign where
citizens can vote for
excellent service
received from civil
servants



Suggestions tend to be
rather specific

Challenges



What happens with suggestions?



The quality of suggestions (can they be implemented?)



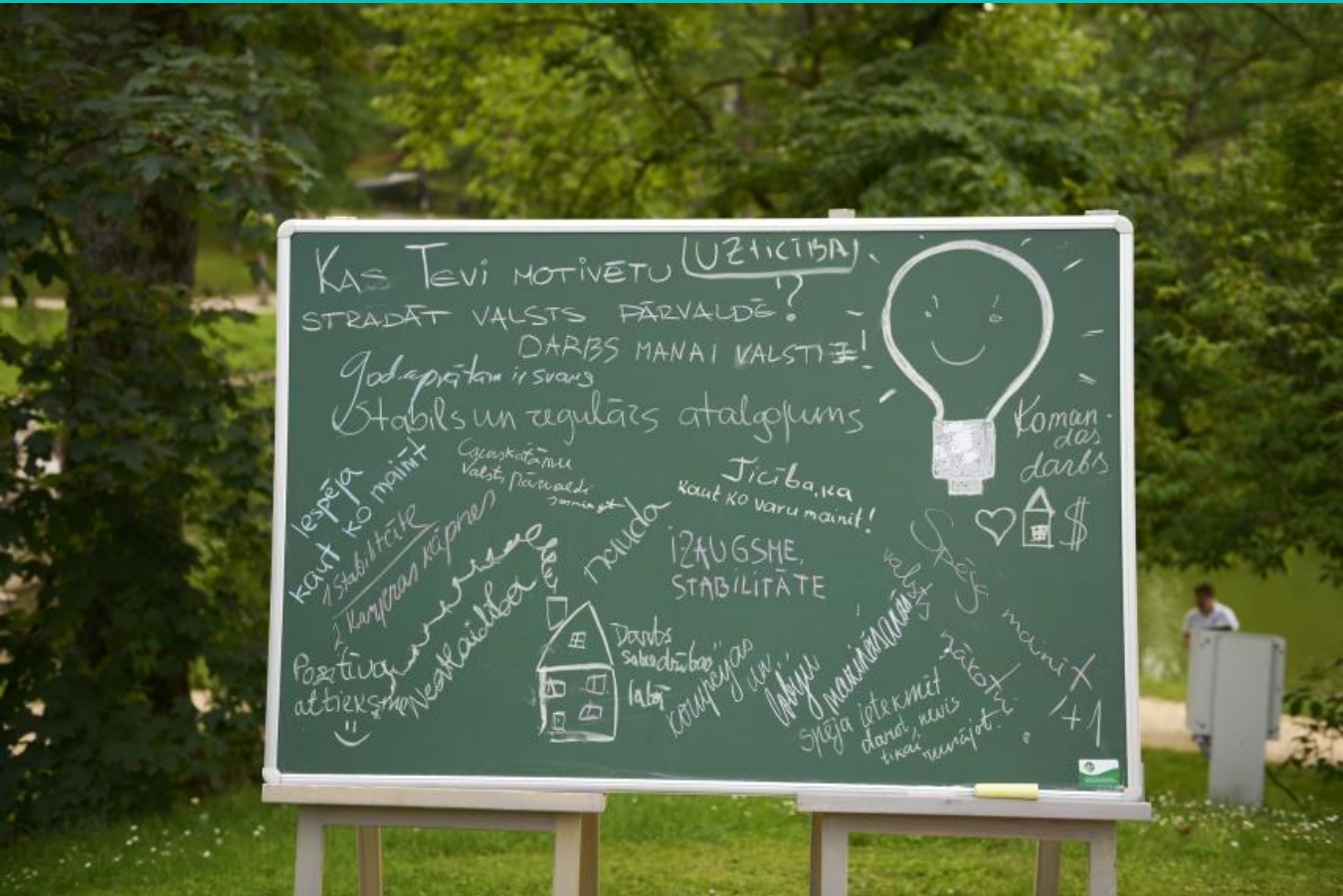
When suggestions are received, how do we evaluate and implement?

Mobile app

**“Football” app
designed in Latvia will
be introduced by
public authorities
across the EU.
It will be known as
“Open Football”**

State Chancellery of Latvia

Conclusion



Thank You!

For any further questions:

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