Empowering citizens to fight corruption and reach a better public service delivery
Brazil

Legislative

Executive

Judiciary

Federal Ombudsman Office

The federal body entitled to foster social participation and accountability in all phases of the cycle of Public Policies, by means of receiving complaints and whistleblowers reports, mediating conflicts, executing crowdsourcing projects and creating useful information for public managers on the quality, legitimacy and effectivity of their policies.
Federal Ombudsman Office

312 Federal Ombudsmen Offices (The Federal System)

Thousands of Ombudsmen Offices (The National Network)

a huge amount of data
Federal Ombudsman Office

How can we translate all these individual problems into collective solutions?
**Infrastructural axis:**
Settling the foundation stone of effective communication procedures between citizens and State with focus on the channel

**Value Creation axis:**
Gathering and analyzing data provided by citizens in order to improve public services deliveries and fight corruption
• Consolidation of the Federal Ombudsmen System: (i) fully integration of all databases of federal ombudsmen; (ii) expansion of the use of e-Ouv System;
• Consolidation of the National Ombudsmen’s Network: (i) expansion of National Ombudsmen’s Network; (ii) expansion of the PROFORT over municipalities; (iii) broaden and deepen the capacity to build national standards for ombudsmen activities;
• System connection and interoperability: (i) implementation of the bar systems model to integrate different ombudsmen systems; (ii) implementation of the e-Ouv municipalities, to address the necessities of small municipalities and their inhabitants; (iii) implementation of the “Simplify!” form at the e-Ouv, to address the determination of the Citizenship Decree and create the conditions to gather civil society’s contribution to eliminate unnecessary red tapes;
• Capacity-building and standardization of procedures towards an environment of legal certainty for users and whistleblowers: (i) expansion of the Lifelong Learning Policy for Ombudsmen (PROFOCO); (ii) development of new studies on ombudsmen matters; (iii) building of regulatory and oversight conditions; (iv) normalization of common procedures; and
• Publicity and Civil Engagement: “Public Service is no favor, it’s my right” Campaign.
Federal Ombudsman Office

PROCID
Program for Civic Evaluation of Public Services

Collecting social participation data

Data analytics & useful information

Detecting problems & finding solutions

Transparency & Accountability
PROCONS vs. OVIDORIAS no Google

jan.2004  mar.2018
PROCONS vs. OUVIDORIAS vs. Reclame Aqui no Google
Citizen’s focus
The bar framework for ombudsman systems. Connecting all public ombudsmen.

Reaching people wherever they are. Moving away from that fallacy about the “official means” of communication as the only trustful place to host the interaction between Society and State.

Thinking Open Gov from an input approach.
Yes, we’ve been talking too much about an output approach on Open Gov. Let’s start talking about an input approach too and try to experience a real data democracy?
Federal Ombudsman Office

Collecting social participation data

Reaching people wherever they are.

ReclameAQUI ('complain here')
3rd most accessed website in Brazil

TÁ DE PÉ? ('is it built?')
monitoring daycare centers constructions with an app

Promise Tracker (students evaluation of school meal)
('Monitorando a Merenda' project)
Monitoring violence against LGBT+ community with ‘Todxs’ app (first talks)
Federal Ombudsman Office

Reaching people wherever they are.

Promise Tracker (students evaluating ‘Monitorando a Merenda’ project)
A Alimentação Escolar é um direito de todo aluno da rede pública de ensino e é financiada pelo dinheiro público. Para receber o financiamento, o fornecimento da merenda deve seguir algumas regras.

**COMO SEI SE O FORNECIMENTO DA MERENDA DA MINHA ESCOLA ESTÁ ADEQUADO?**

- Não pode faltar merenda para nenhum aluno da escola pública.
- Devem ser servidas, no mínimo, três porções de frutas e hortaliças por semana.
- A escola deve fornecer alimentação diferenciada para os alunos que tenham restrição alimentar por recomendação médica.
- O cardápio tem que variar.
- A comida tem que ter um sabor agradável e estar adequada aos costumes de alimentação do local.

**SÃO SÓ SEIS PASSOS PARA VOCÊ AVALIAR A MERENDA DA SUA ESCOLA:**

1. Entre no App Store ou no Google Play Store e baixe o aplicativo. Monitorando a cidade.
2. Abra o aplicativo e clique em “Baixar nova campanha”.
3. Será necessário o preenchimento do código de campanha, o código de sua campanha é: ________
4. Responda cada questão relativa à merenda na sua escola.
5. No momento em que for solicitado, tire uma foto da merenda servida e do cardápio, se ele existir. O próprio aplicativo abrirá a câmera ao se clicar em “ tirar uma foto”.
6. Clique em “enviar”.
1 ano de monitorando a merenda no Pará

1ª FASE
2ª FASE
3ª FASE

Houve merenda hoje?

houve merenda
não houve merenda
1 ano de monitorando a merenda no Pará

O que foi servido hoje?

- Carboidratos
- Proteínas
- Alimentos frescos
- Outros
Thinking Open Gov from an input perspective.
Civic education for a better future

Global Action Project. more than 11 thousand attendances, in 28 different cities from all Brazilian States and DC
Analyzing and producing Information: from general feelings to incisive actions
Federal Ombudsman Office

Maybe a hate map?
Ombudsmen’s Room & Open Data
Thank you

Ministry of Transparency and General Comptroller Office
Federal Ombudsman Office

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