



*Federal
Ombudsman
Office*

*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.

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312 Federal Ombudsmen Offices (The Federal System)

Thousands of Ombudsmen Offices (The National Network)



a huge amount of data

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How can we translate all these individual problems into collective solutions?





Value Creation axis:

Gathering and analyzing data provided by citizens in order to improve public services deliveries and fight corruption



Infrastructural axis:

Settling the foundation stone of effective communication procedures between citizens and State with focus on the channel



System, Service, Platform





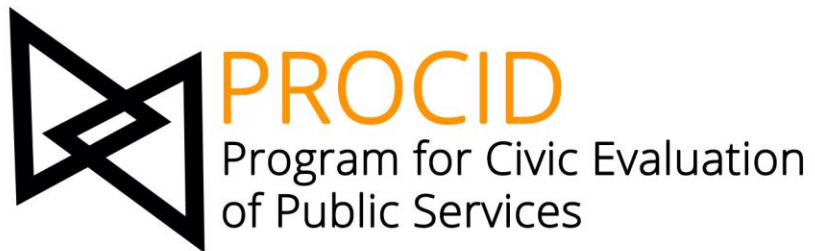
- Consolidation of the Federal Ombudsmen System: (i) fully integration of all databases of federal ombudsmen; (ii) expansion of the use of e-Ouv System;
- Consolidation of the National Ombudsmen’s Network: (i) expansion of National Ombudsmen’s Network; (ii) expansion of the PROFORT over municipalities; (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;



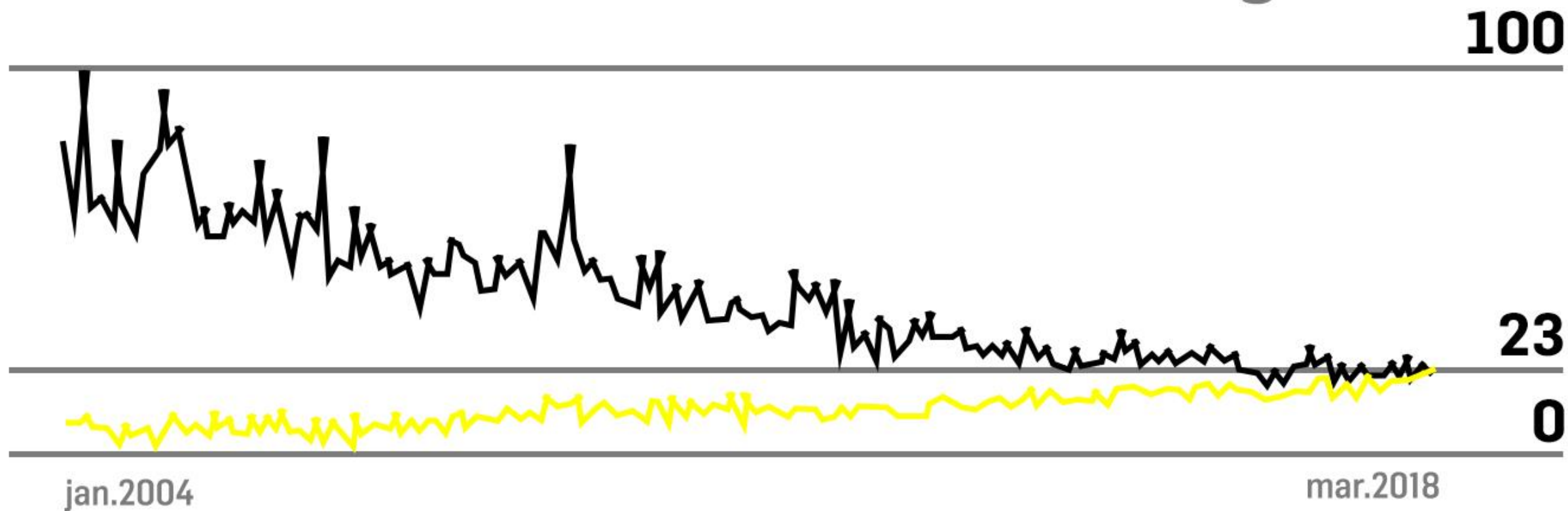
- Capacity-building and standardization of procedures towards an environment of legal certainty for users and whistleblowers: (i) expansion of the Lifelong Learning Policy for Ombudsmen (PROFOCO); (ii) development of new studies on ombudsmen matters; (iii) building of regulatory and oversight conditions; (iv) normalization of common procedures; and
- Publicity and Civil Engagement: “Public Service is no favor, it’s my right” Campaign.



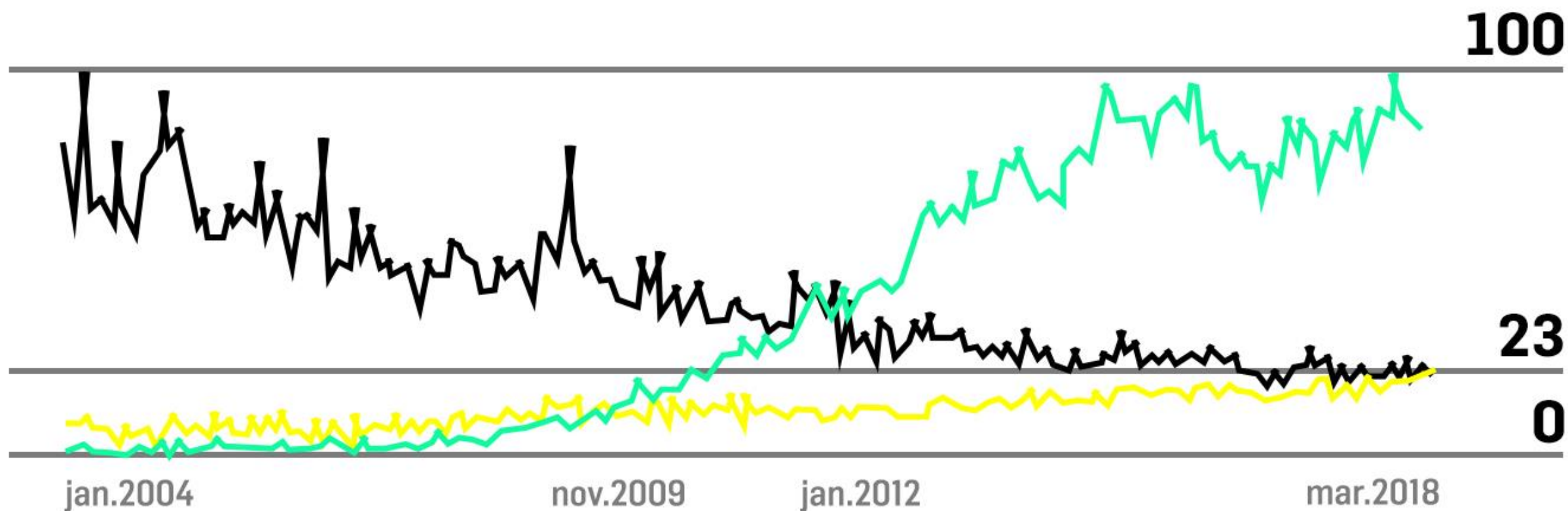
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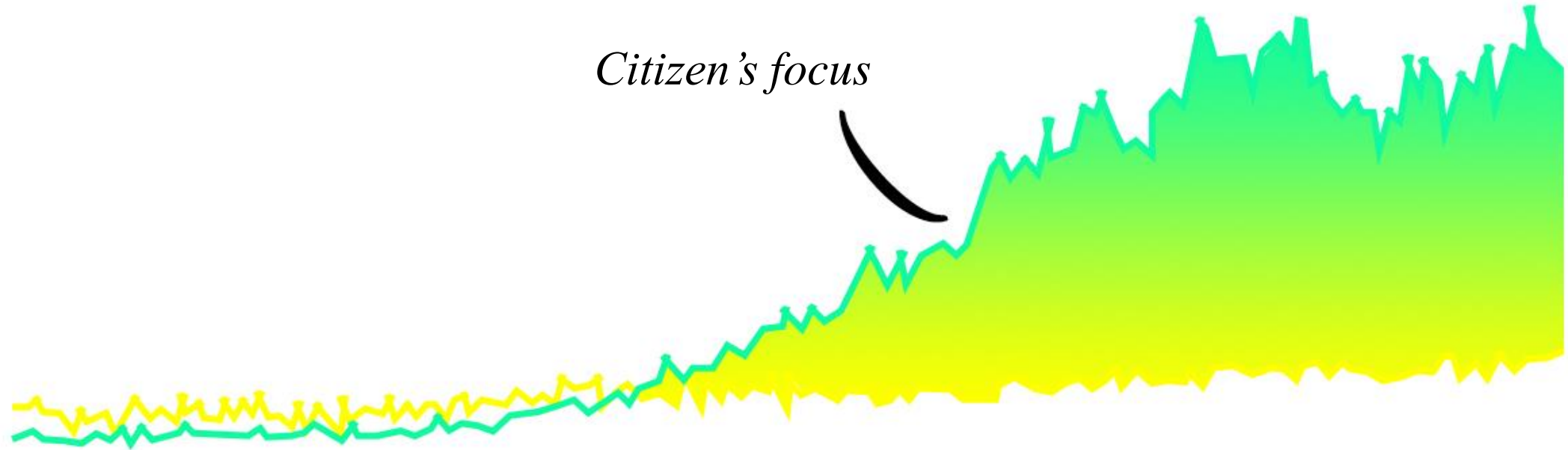


PROCONS vs. OUVIDORIAS no *Google*



PROCONS vs. **OUVIDORIAS** vs. **Reclame Aqui** no *Google*





Citizen's focus



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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?

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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)

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Reaching people wherever they are.



Monitoring violence against LGBT +
community with 'Todxs' app (first talks)

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Reaching people wherever they are.



Promise Tracker (students evaluate
'Monitorando a Merenda' project)







Serviço público é **DIREITO**, não é favor!

Alimentação escolar de **QUALIDADE** é direito seu!

Você sabe se esse direito está sendo **RESPEITADO**?

Avalie a merenda servida na sua escola e defenda seus direitos!



A Alimentação Escolar é um direito de todo estudante 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 NA 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 tem 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 da campanha, o código da sua campanha é:



4 Responda cada questão relativa à merenda na sua escola.



6 Clique em "enviar"



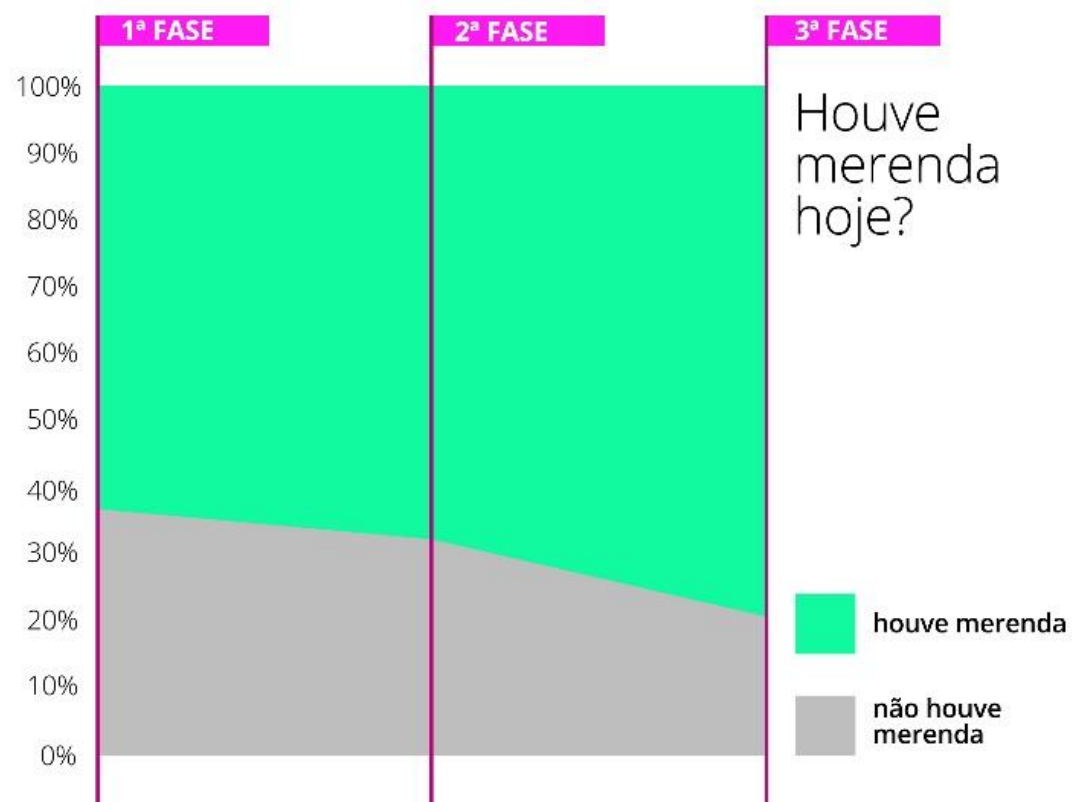
5 No momento em que for solicitado, tire uma foto da merenda servida e do cardápio, se ele existir. O próprio aplicativo abrirá a câmera ao se clicar em "tirar uma foto".



AVALIE A MERENDA TODOS OS DIAS!

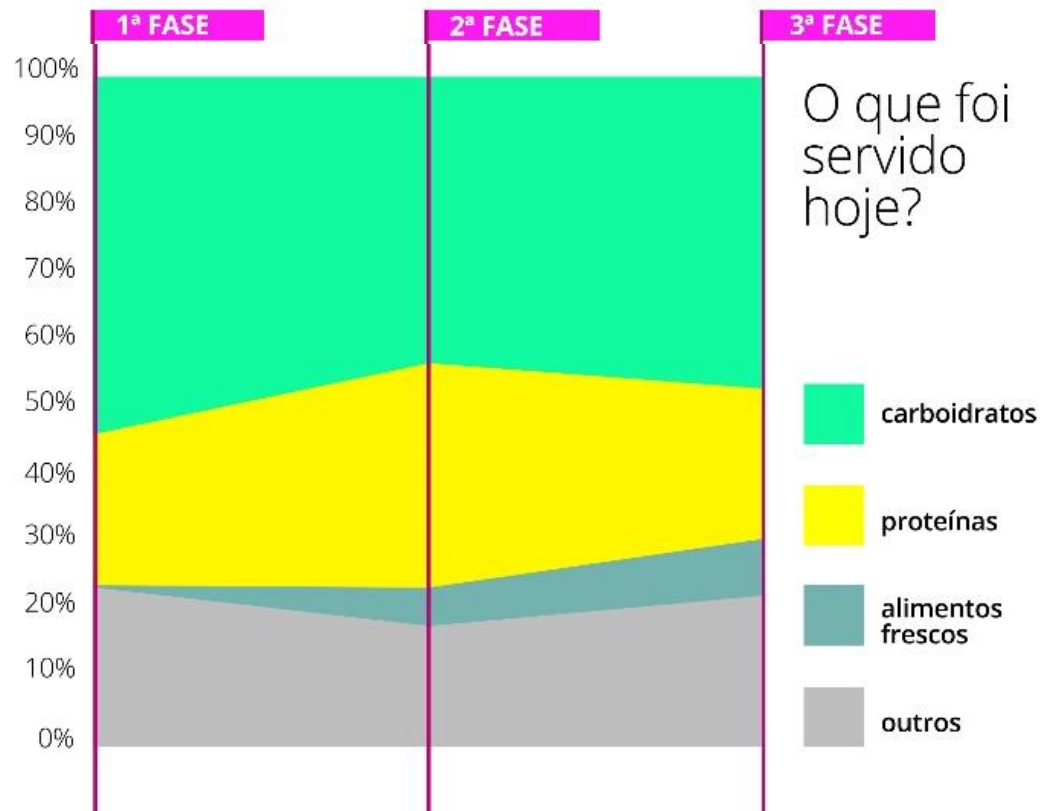


1 ano de monitorando a merenda no Pará





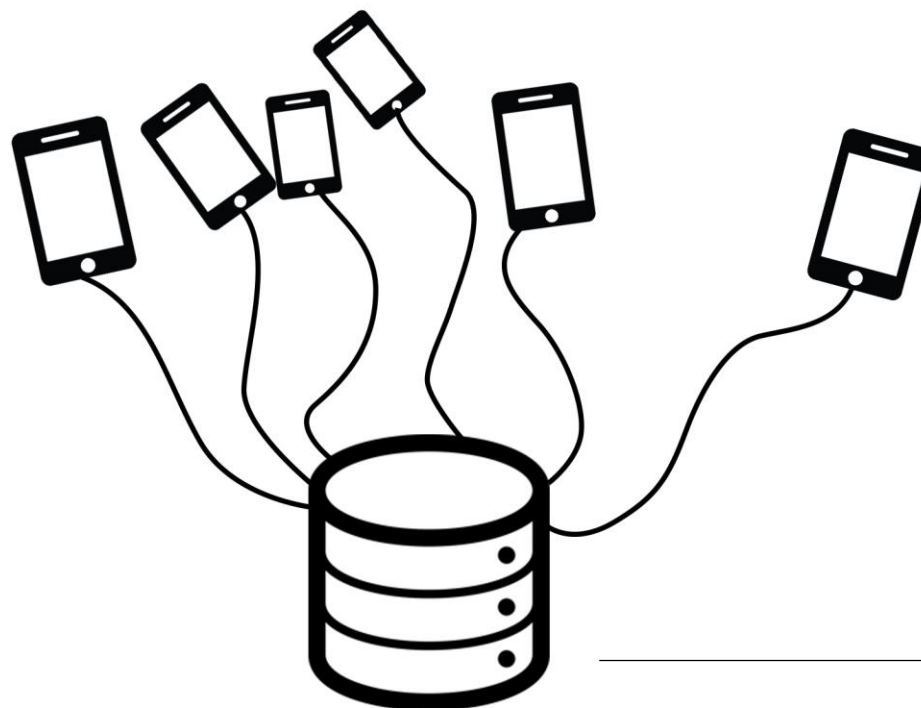
1 ano de monitorando a merenda no Pará



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Thinking Open Gov from an input perspective.



Evaluating
Executing
Implementing
Formulating
Agenda

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Civic education for a better future

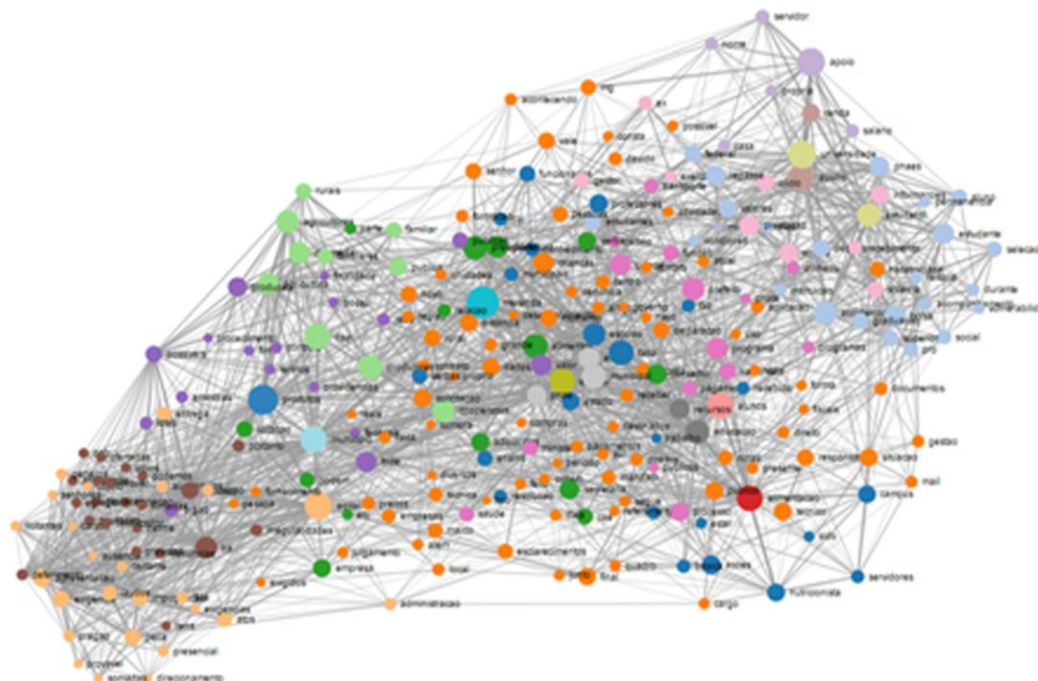
Global Action Project. more than 11 thousand attendances, in 28 different cities from all Brazilian States and DC



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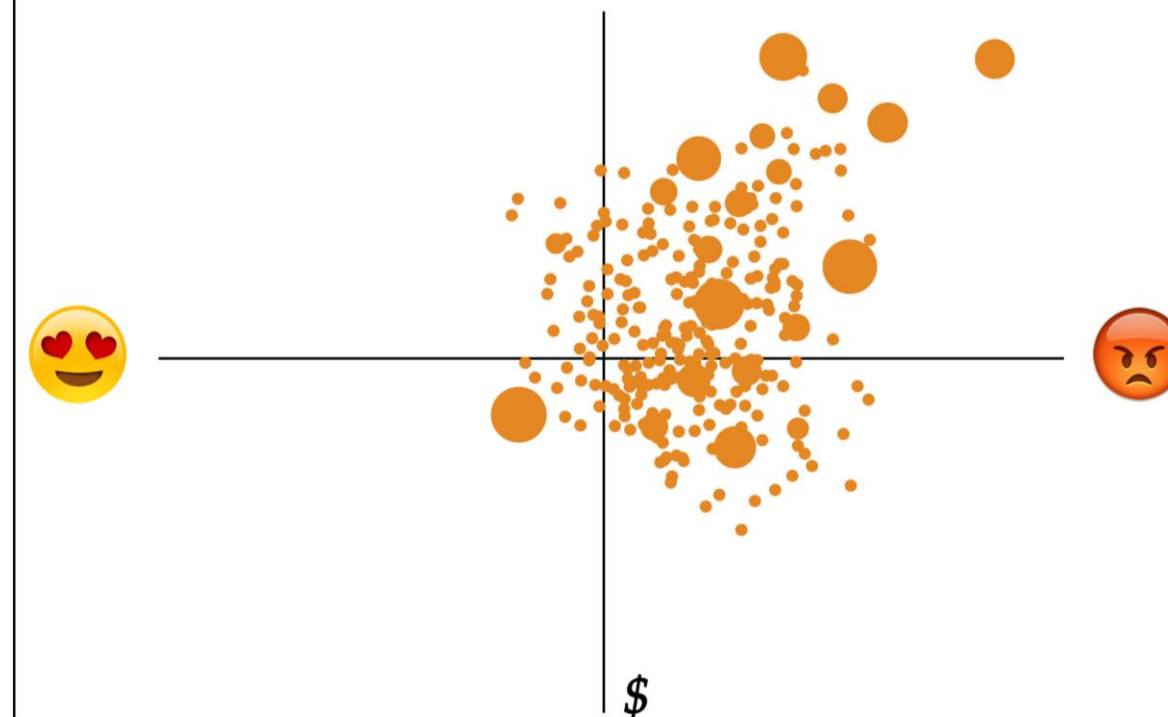
*Analyzing and producing Information:
from general feelings to incisive actions*



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Maybe a hate map?

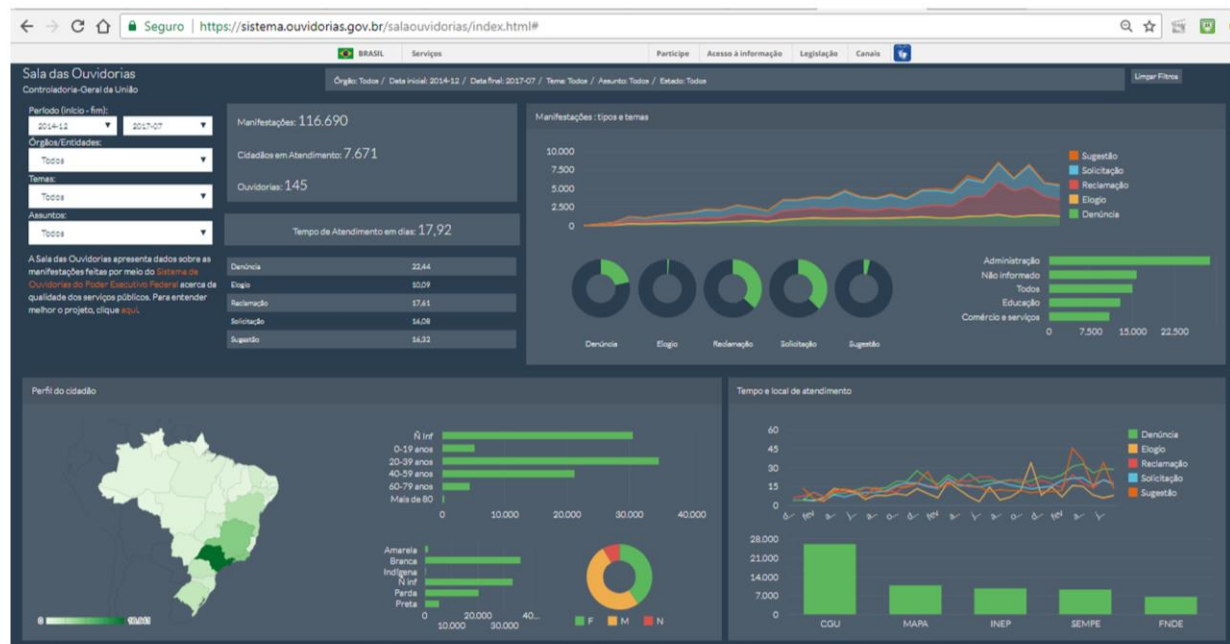




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Ombudsmen's Room & Open Data



Thank you

Ministry of Transparency and General Comptroller Office
Federal Ombudsman Office

Marcos Lindenmayer

Chief of Staff of the Federal Ombudsman Office

marcos.lindenmayer@cgu.gov.br

+ 55 61 2020 6782

+ 55 61 98217 2772

MINISTÉRIO DA
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