

**SEMINAR**

# **Public Governance and the Role of Citizens in Shaping the Open Government Dialogue**

**(Can we use the open government to accelerate public governance?)**



**17-19 March, 2014**  
**Royal Palace of Caserta**  
**Caserta, Italy**

**Organised jointly by**  
**MENA-OECD Governance Programme Centre and ARADO**



## Introduction:

Governments are increasingly being called upon to be more inclusive and open when formulating policy and to have viable channels to engage citizens in decision-making process.

Open and inclusive policy making means that the institutions are transparent in decision making processes that they can be easily approached and hence accessible and that they respond adequately to the many views and concerns of their citizens. This necessarily calls for greater engagement between the governments and their constituencies and such a direct relationship will further enhance accountability, transparency and development, as well as ownership of national priorities.

Governance is no longer the domain of national governments alone but it's becoming more and more evident that the concrete contribution from additional stakeholders such as civil society is of crucial importance.

Governments are key political players and remain powerful, however, citizens and civil society are coming up with many responses in order to engage in decision-making processes.

Governments must invest adequate time, resources and commitment in building robust legal, policy and institutional frameworks, developing appropriate tools and evaluating their own performance in engaging citizens in policy-making. Poorly designed and inadequate measures for information, consultation and active participation in policy-making can undermine government-citizens relations.

Strengthening relations with citizens is a sound investment in better policy-making and a core element of good governance. It allows governments to tap new sources of policy-relevant ideas, information and resources when making decisions. Equally important, it contributes to building public trust in government, raising the quality of democracy and strengthening civic capacity.





### **Main topics of the Seminar:**

The Seminar will discuss the following topics:

- Supporting a constructive dialogue between institutions and citizens for a better policy-making and good governance.
- The role of ICT in facilitating information sharing across government and with citizens.  
The effect of e-government in providing a more citizen-centric services focused on
- multiple delivery channels/ access, choice according to citizens requirements .  
The impact of increasing the awareness of citizens in building trust between citizens
- and government.

The last day of the seminar will include a field visit to the District Council of Caserta, and meeting with the President of the District Council and local authorities.

### **Forum Date & Venue:**

The Seminar will be held in the Royal Palace of Caserta, Caserta, Italy, during the period 17-19 March 2014.

### **Participants:**

Deputy and Assistant Ministers – Parliamentary - Governmental Officials – Director Generals and High Level Officials in Governmental Organizations - High Level Officials in the Ministries of Communications and Administrative Reform - Directors of Schools and Institutes of Public Administration - Department Directors – IT Specialists - Private Sector Organization - Researchers.

### **Participation Fees:**

700 US\$ (Does not include the cost of travel and accommodation).





## Information Note for Participants:

### Meeting Venue:

The Seminar will take place in the premises of the MENA OECD Governance Programme Center located in the Royal Palace of Caserta

Reggia di Caserta (Royal Palace of Caserta), Via Nazionale Appia 2/A, Caserta, Italy

Closest airport : Naples Capodicchino (30 minutes)

Distance from the city of Naples approx. 40 min. Distance from the city of Rome approx. 2h.30.

Distance from the Rome Fiumicino airport approx. 2 h.

### Languages:

The working languages at the seminar will be English and Arabic. Simultaneous interpretation will be available. Headsets will be provided in the meeting room.

### Social event:

A private visit for all the participants will be organized in the Royal Palace of Caserta. The visit will take approximately forty-five minutes.

A visit of the city of Naples, located aprox. 40 minutes from Caserta, will be also organized for the participants.

A gala dinner will be held on Monday, March 17.

### Lunch and dinner:

A buffet style lunch and dinner will be provided at the Residence of the Centre.

### Transfer:

Private transfers can be provided at special fares:

Naples Capodicchino airport (approx. 30 minutes): 30 euro one way

The city of Naples ( approx.. 40 minutes) i 40 euro one way.

Rome Fiumicino airport (approx.. 2 h ) 200 euro one way.

Trains from Naples to Caserta run every 30 minutes (5 euro).

Fast train Rome –Caserta runs several times a day ( approx.. 1 h ) at 40 euro first class one way.

Private taxis in Caserta : please dial +39.39.29.70.99.01.

## Contacts:

We are looking forward to welcome you at the above event. If you have any questions, please do not hesitate to contact:

### For ARADO:

Miss. Nadine Ihab

Nihab@arado.org.eg

Te: +202 22580006 – Ext: 331

### For the MENA-OECD Centre:

Ms. Luisa Pannone

secretariat@tcmenaoecd.org or

l. pannone@sna.gov.it

## **Tentative Time Table:**

### Sunday 16 March

Arrival of participants to Caserta

### Monday 17 March

9:00 - 11:00 Session One: Supporting a constructive dialogue between institutions and citizens for a better policy-making and good governance. The priorities in the promotion of the open government principles and practices.

11.00 - 11:30 Coffee Break

11:30 – 14.00 Session Two: The role of ICT in facilitating information sharing across government and with citizens. The steady integration of new technologies into everyday lives of businesses, governments and citizens is going to rise to new forms of public engagement and relationships that overlap across public, private and social spheres in a new digital governance environment.

14:00 Lunch

### Tuesday 18 March

9:00 - 11.00 Session Three: The effect of e-government in providing a more citizen-centric shared services focused on multiple delivery channels/ access, choice according to citizens requirements .

11:00 - 11:30 Coffee Break

11:30 - 14:00 Session Four: The impact of increasing the awareness of citizens on building trust between citizens and government

- Change the citizens' culture from receiving governmental services through traditional (old) channel to multiple/ remote delivery channels (trust - financial model – time – integration of information – quality of services).
- Availing governmental information as a tool for building trust (the role of ICT – legal framework – information channels)

14:00 Lunch

### Wednesday 19 March

10:00 - 12:00 Institutional visit to the District Council of Caserta, meeting with the President of the District Council and local authorities.



## SEMINAR

# Public Governance and the Role of Citizens in Shaping the Open Government Dialogue

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**Caserta, 17-19 March, 2014**

## ATTENDEE REGISTRATION FORM

PERSONAL INFORMATION				
PLEASE PHOTOCOPY THIS FORM TO REGISTER FURTHER DELEGATES				
Title (Mr. Mrs. Ms. Dr.)	Last Name	First Name		
Nationality	Position / Title			
Company				
Address	P.O. Box	Zip Code		
City	Country			
Telephone	Fax	Mobile		
E-Mail address	Website			
MODE OF PAYMENT				
Bank Transfer <input type="radio"/>	Cash <input type="radio"/>	Invoice <input type="radio"/>	Credit Card <input type="radio"/>	Cheque <input type="radio"/>
<ul style="list-style-type: none"><li><input type="checkbox"/> Conference : ( US\$ 700)</li><li>Bank Transfer should be in favour of Arab Administrative Development Organization to order of: Commercial International Bank Cairo-Egypt (CIB-Maryland Branch) Acc: 100008264435 Swift Code: CIBEEGXC031.</li><li>All US\$ Cheques and Bankers draft should be drawn on a New York Bank.</li><li>Credit Card: <input type="checkbox"/> Name: _____ <input type="checkbox"/> Card Number: _____ <input type="checkbox"/> Exp. Date: _____ <input type="checkbox"/> Amount: _____ <input type="checkbox"/> Signature: _____</li><li>Payment by Invoice please complete below: Invoicing Contact: _____ Invoicing Contact Tel Number: _____ Invoicing Fax Number: _____ Invoicing Address: _____</li></ul>				

Please complete the registration form and send to:  
arado@arado.org.eg  
www.arado.org.eg  
Arab Administrative Development Organization  
P.O. Box: 2692 Alhorria,  
Heliopolis, Cairo-Egypt

## LIST OF HOTELS IN CASERTA AND NAPLES (NAPOLI)

**Hotel Jolly Caserta (4 star) walking distance from the Royal Palace**  
Viale Vittorio Veneto, 13  
81020 Caserta -Italy  
E-mail [info@jollyhotelcaserta.it](mailto:info@jollyhotelcaserta.it)  
Tel. 0823 325 222  
special rate of 100 euro/night

**Grand Hotel Vesuvio (luxury)**  
Via Partenope, 45, 80121 Napoli  
Tel. 081 764 0044  
Fax +39 081 7644483  
E-mail: [info@vesuvio.it](mailto:info@vesuvio.it)  
Rates go around 200 euro /night

**Grand Hotel Vanvitelli (5 star)**  
Viale Carlo III  
81100 Caserta – Italy  
Tel +39 0823 217111 Fax +39 0823 421330  
E-mail: [reservation@grandhotelvanvitelli.it](mailto:reservation@grandhotelvanvitelli.it)  
special rate of 130 euro /night

**Grand Hotel Excelsior (luxury)**  
Via Partenope 48, 80121 Napoli  
Tel. +39 081 7640111  
Fax +39 081 764 9743  
E-mail: [info@excelsior.it](mailto:info@excelsior.it)  
Rates go around 200 euro / night