

# PROCID

Programa de Avaliação Cidadã  
de Serviços e Políticas Públicas

# *Brazil*

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*Legislative*



*Executive*



*Judiciary*

# *Brazil*

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*Legislative*



*Executive*



*Judiciary*

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*26 states + DC*

*5,570 municipalities*

# *Brazil*

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*Legislative*



*Executive*



*Judiciary*

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*26 states + DC*

*5,570 municipalities*

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 *200,000,000 inhabitants*

# *Brazil*

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*Legislative*



*Executive*



*Judiciary*



*R\$ 3,5 trillion*

# *Brazil*

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*Legislative*



*Executive*



*Judiciary*

## *Federal Ombudsman Office*

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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*

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312 Federal Ombudsmen Offices (The Federal System)

Thousands of Ombudsmen Offices (The National Network)

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*a huge amount of data*

## *Federal Ombudsman Office*

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



# *Federal Ombudsman Office*

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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?



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)



Reaching people wherever they are.



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



## Reaching people wherever they are.

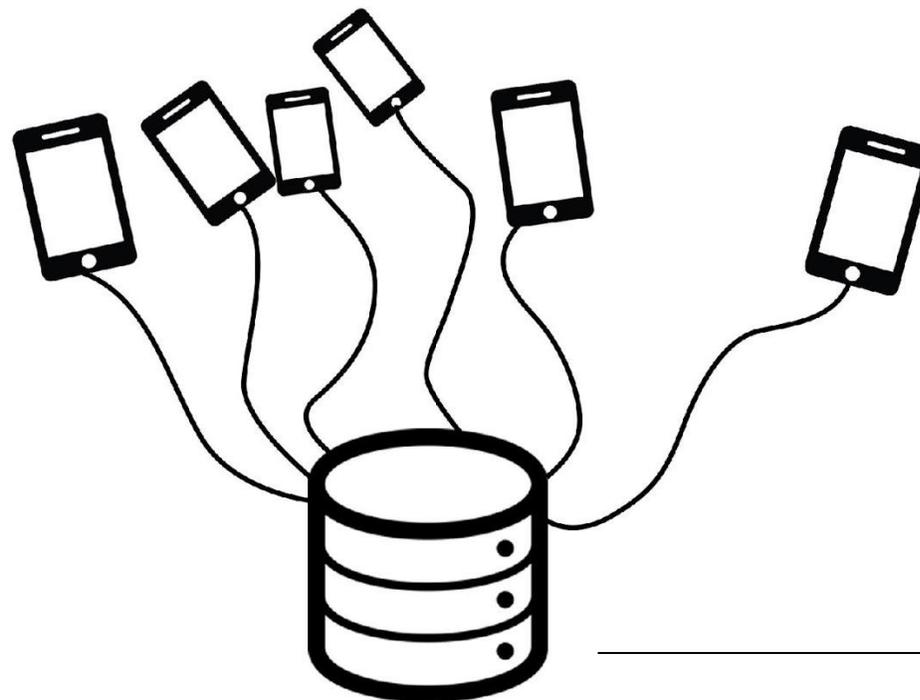


Promise Tracker (students evaluation of school meal)  
(‘Monitorando a Merenda’ project)





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*





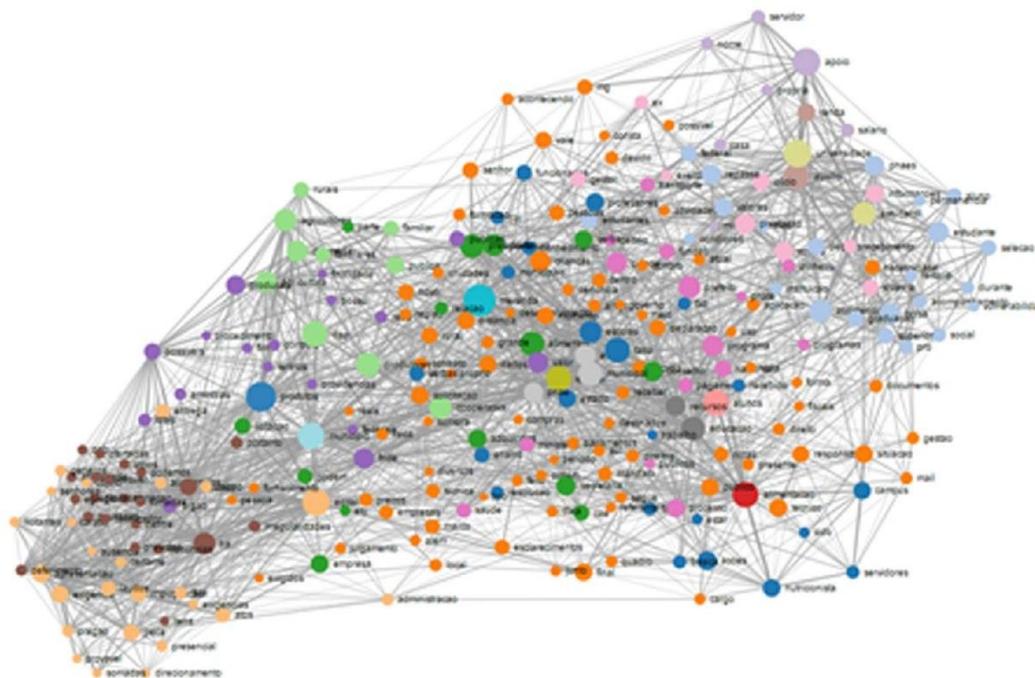
## Civic education for a better future

**HDI Ombudsmen Project.** *one week to change a city.*



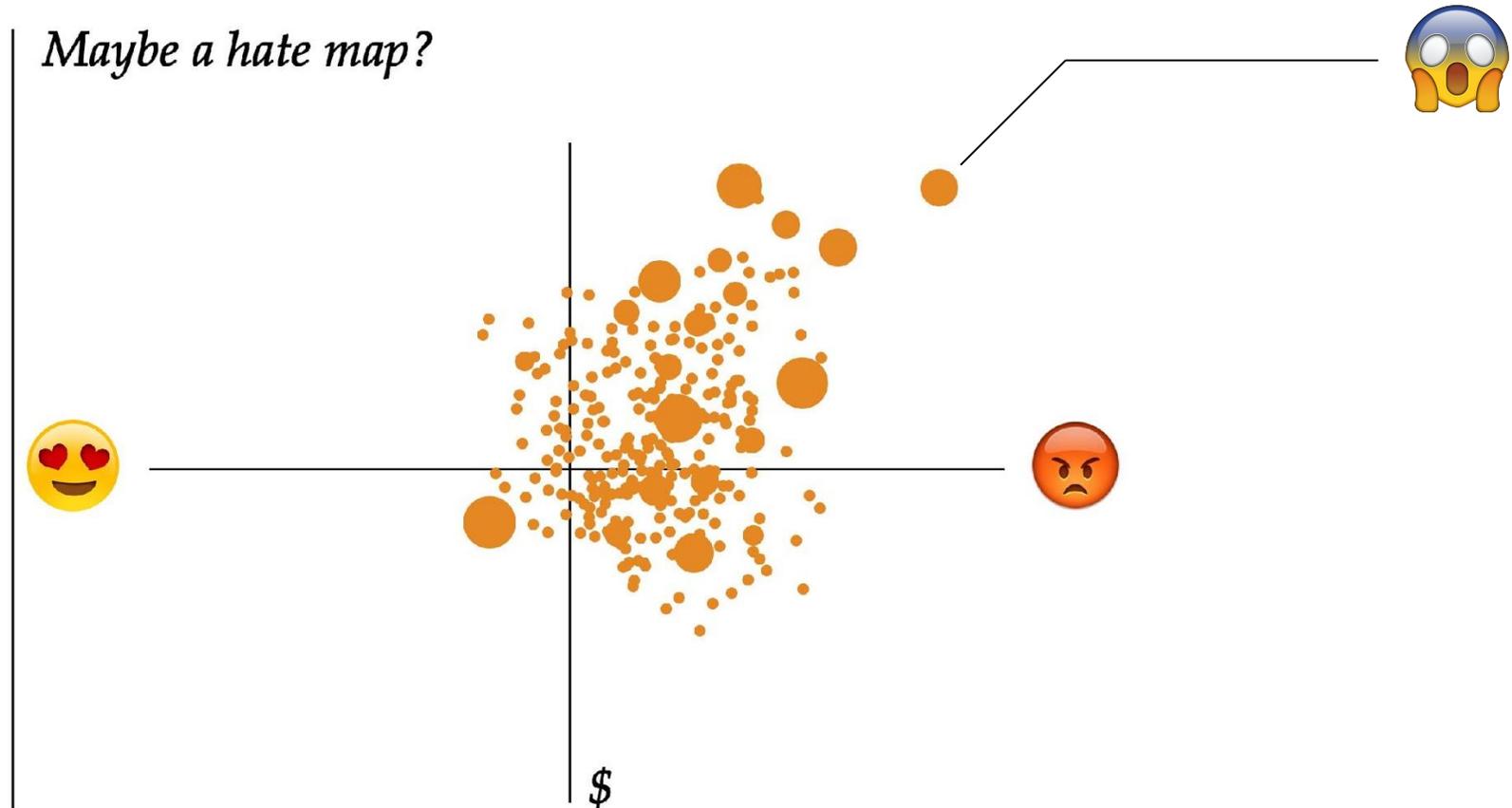


*Analyzing and producing Information:  
from general feelings to incisive actions*



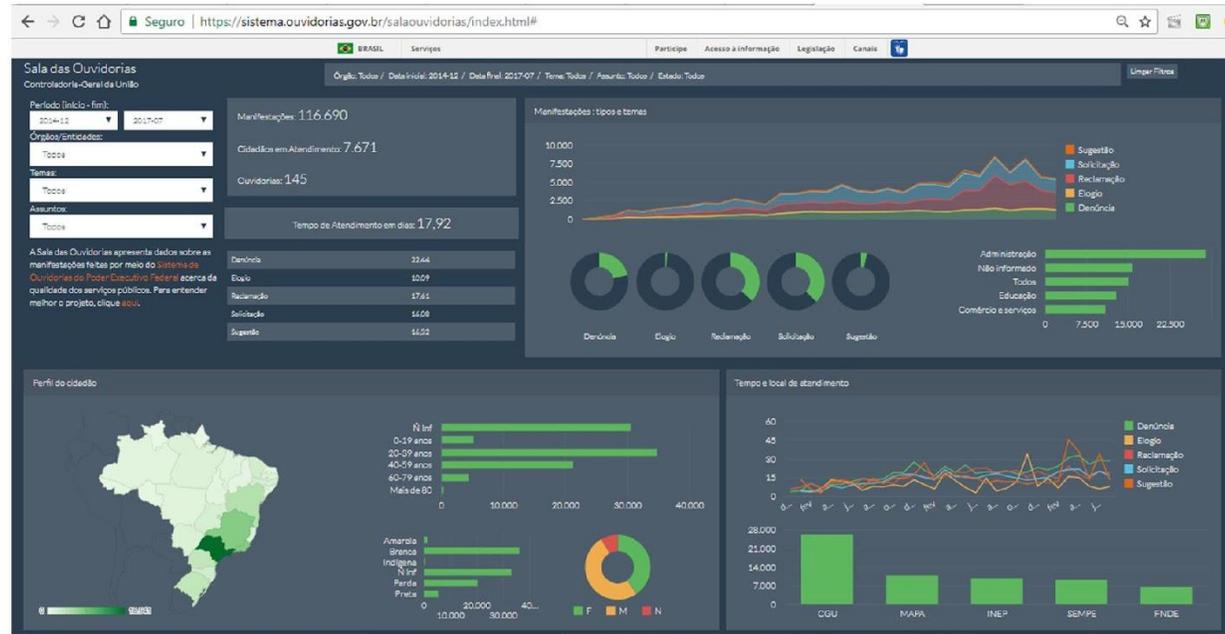


*Maybe a hate map?*





## Ombudsmen's Room & Open Data



# Thank you

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Ministry of Transparency and General Comptroller Office  
*Federal Ombudsman Office*

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