# Online Public Consultation: From Concept to Implementation with Results that Matter

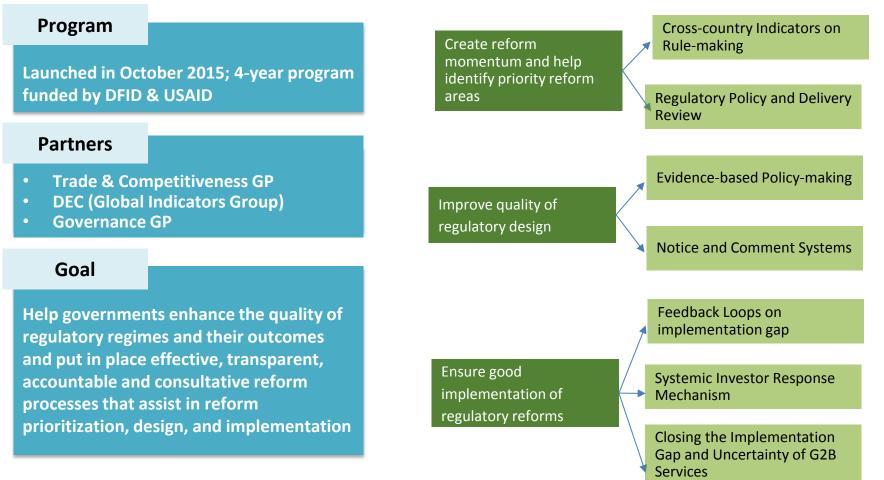
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# WBG's multi-partner Good Regulatory Practices program: seven components delivering on three objectives

#### **Program Components**





## **Original drivers of GRP program**





### Different ways of conducting public consultation in rulemaking

- 1. Informal consultation.
- 2. Circulation for public comment.
- 3. Public hearings and stakeholder meetings.
- 4. Advisory bodies.
- 5. Notice and Comment.





# Notice and Comment (N&C)



"Online tools that are intended to support general public participation in the rulemaking."



# **N&C and Regulatory Governance Reform**

N&C is considered a good regulatory practice, which is more effective when conceived in broader regulatory governance reforms.

N&C is also an essential part of a set of regulatory governance tools to improve new regulations:

- ✓ Regulatory impact assessments (RIA)
- ✓ Consideration of regulatory alternatives
- ✓ Forward regulatory planning
- $\checkmark\,$  Other consultation mechanisms





## Some benefits of public consultation



- □ Improves transparency of rulemaking process.
- Provide access to information about proposed new regulations.
- Increases predictability of and confidence in the regulatory environment.
- ❑ Protects rulemaking against special interests.
- □ Increase compliance with regulations.



## Some benefits of ONLINE public consultation



- Cost-effective way of reaching broader audiences.
  - More inclusive as relevant content and opportunity to comment are available online to everyone 24/7.
- Leaves an online public record with evidence of the consultation process.



## Examples of N&C websites in the world (1)



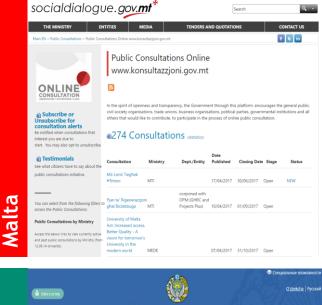






# Examples of N&C websites in the world (2)









# Examples of N&C websites in the world (3)

	Caută ÎN SITE • Q				
	La ce operator ați apelat ultima dată cîr Poșta Moldovei • un operator privat <u>Vezi rezultatele votarii</u>	nd ați avut nevoie de servicii poștale?: cteste mai mult			
	••••••				
	Modulul de participare	Noutăți			
٨d	Proiectele de reglementair in curs de elaborare la guvern: Proiecte Agenda Cliutare Statistica Modul Sortează depă & 100 000 000 000 000 000 000 000 000 0	Anunt privind selectarea membrilor Consiliului National pentru Participare 20.81.2017 191 Acrosit Guverni I Regublici Moldova igi continuă angajamentul de edifica și consolida un dalegi vabil cu societatea civilă în procesul de elaborare, implementare, monitorizare, evaluar si actualizare a documenteoir de polisi strategice.			
MUIUUVA	18.05.2017 <sup>Monterd Restric Itanse Previectul holärhii Gurpernului cu privire la aprobarea Listei obiectivelor ale cárce pazi este de competenta exclusivá a interprindentior de stat specializate in domensio € 46 interprindentior de stat specializate in domensio € 100 entruitori de stata specializate in domensio € 100</sup>	a accumate à declamation de ponte analogico. Anunț de selectare a membrilor Consiliului Național pentru Participare 1963-2013 salt Anexie. Guvernul Republici Middo si continuă angagementul de edifica și consolida un dulegi valeit cu societate civilă în procesal de debarea, mjementerate, monitorzare și			



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· 百贞> 何政> 燈见花集	
意见征集	
• 最高法就公司法司法解释向社会公开征求意见	2016-04-1
• 政府采购货物和服务招标股际管理征求意见	2016-04-0
· 证券公司风险控制编标管理力法公开征求意见	2016-04-0
• 铁器交通季故应急数缓和调查处理条例将修订	2016-04-0
<ul> <li>工商总局度止和修改部分规章公开征求意见</li> </ul>	2016-03-3
• 互联网域名管理办法公开征求意见	2016-03-2
<ul> <li>电力可靠性监督管理办法公开征求意见</li> </ul>	2016-03-2
• 第二批中华人民共和国主要称木目录征求意见	2016-03-1
• 药品经营质量管理规范修订公开征求意见	2016-03-0
• 《人英遗传资源管理条例(送审稿)》征求意见	2016-02-0
• 反壟断案件經营會承诺指南公开征求意见	2016-02-0
・无证无期设需查处办法公开证求意见	2016-02-0
• "图考" 违纪违规让理力法将订单案征求意见	2016-01-2
<ul> <li>         · 住房城乡建设部关于修改《工程造价咨询企业管理办法》的决定(征求意见稿)     </li> </ul>	2016-01-2
<ul> <li>互联网信息内容管理行政此法程序规定征息见</li> </ul>	2016-01-1

#### 🔯 ديوان التشريع و الرامي

Legislation and Opinion Bureau

اضغط للتعليق على مسودات مشروعات القوانين و الأنظمة

مسودات مشروعات القوانين والأنظمة

مكان مناقشة التشريع : عيوان التشريع و الرأي مسودة التشريع : الرجاء الاعتيار اسم المسودة : محتوك المسودة :

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بحث تفريغ الحقوك

اضافة تعليق	عرض الىسودة	اسم المسودة	تاريخ نشر. المسودة	التصنيف
اننىڭة تخيق		نظام الاعفاءات للشركات الاجنبية غير العاملة	9/5/2017	نخلام
اننانة تخيق		قانون إلغاء قانون التصديق على القاقبة برنامج تطوير لتقييم وتطوير وانتاج البترول في الاردن بين وزارة الطاقة والثروة المعدنية في المملكة الاردنية الهاشمية وشركة ترانسيورو اينيرجي في منطقة حلل عمزة	9/5/2017	نطام
اننىڭة تخيق		نظام معدل لنظام التأمين الصحي والضمان الاجتماعي لأطباء الأسنان لمنة 2017	8/5/2017	نظام
اننداذ تخون		نظام اعتماد مكاتب محطات الإذاعة والتقزيون ومراسليها	8/5/2017	نظام
انسانة تخيق		نظام معدل لنظام أحكام وشروط إعفاء نظم مصادر الطاقة المتبددة وأجهزتها ومعاتها وترشيد استهلاك الطاقة ومدخلات الناجها من الرسوم الجمركية واخضاعها للضربية العامة طى المبيعات بنسبة او. بمقدار (صغر)	7/5/2017	دهلام
اننىڭة تخيق		نظام التنظيم الإداري لهيئة تنظيم قطاع الانصالات	7/5/2017	نطام
انتىقة تحيق		مشروع قانون الضابطة الجمرعية لسنة 2017	7/5/2017	فانون
اندىغة تخيق		نظام معدل لنظام التأمين الطبي في جامعة آل البيت لمنة 2017	7/5/2017	نخلام
انتانة تخين		نظام مراسلي المطبوعات الدورية ووسائل الإعلام الخارجية	7/5/2017	نظام
انندیڈ تخون		فآتون معدل لقاتون الكسب غير المشروع	7/5/2017	فاترن



A common issue found in several public consultation websites

# No comments...



## Why is this happening?

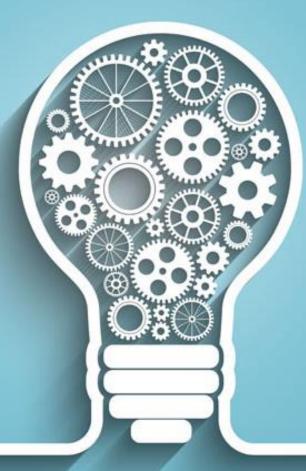
Lack of awareness.

Participation in rulemaking requires effort.

- Social media culture that requires low levels of efforts to participate (i.e. likes, voting).
- High volumes of complex and technical information, not easy to digest or understand by all audiences.
- Fear of retaliation or perception that the policy process is pre-arranged.



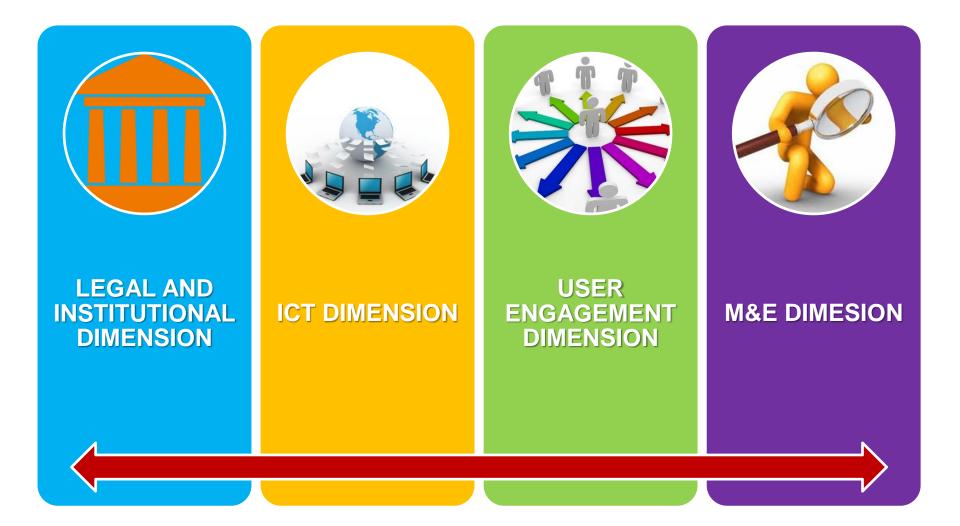




# Our approach to N&C

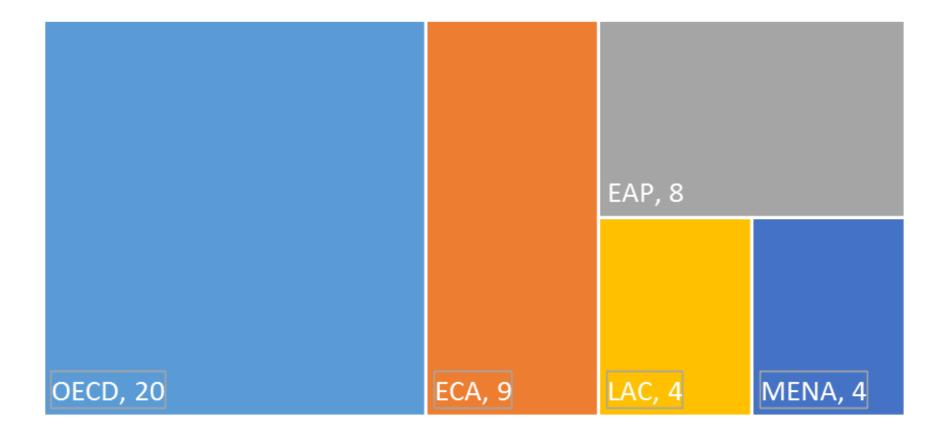


## WBG's approach to improving N&C systems





# Review of international experiences with online public consultation – 45 N&C websites





## Some ideas to achieve results that matter

- □ Share the full text of the regulation.
- Provide information in plain language.
- Make dialogue as transparent as possible.
- Guide users to get from them "better" comments.
- Exploit social media to share content and attract traffic.
- Link "offline" engagement with online conversations.
- Close the feedback loop.
- □ Consider consulting over the enter policy cycle.





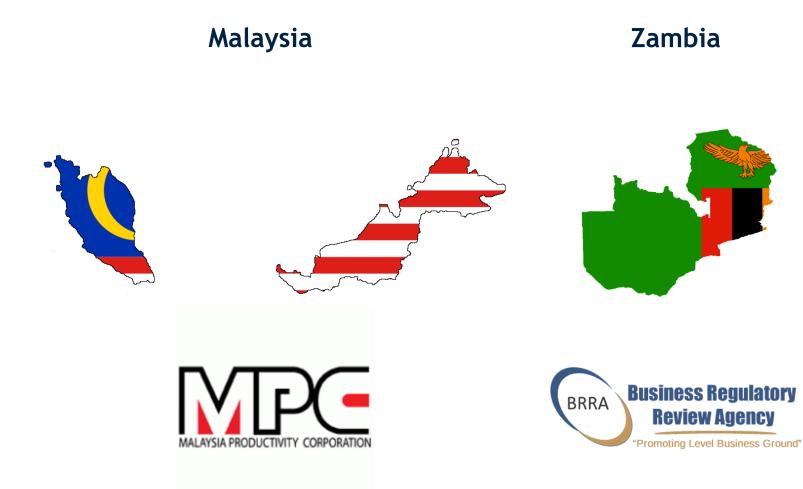
## What success looks like for us...

Higher and sustained levels of participation in consultation.
 Better comments that improve the content of regulations.
 Improved business climate through more transparency and higher predictability of the regulatory environment.
 Increased trust in public institutions and rulemaking process through an improved sense of meaningful participation.





## **Countries we are supporting now**





# Thanks!

# **Contact information**

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