

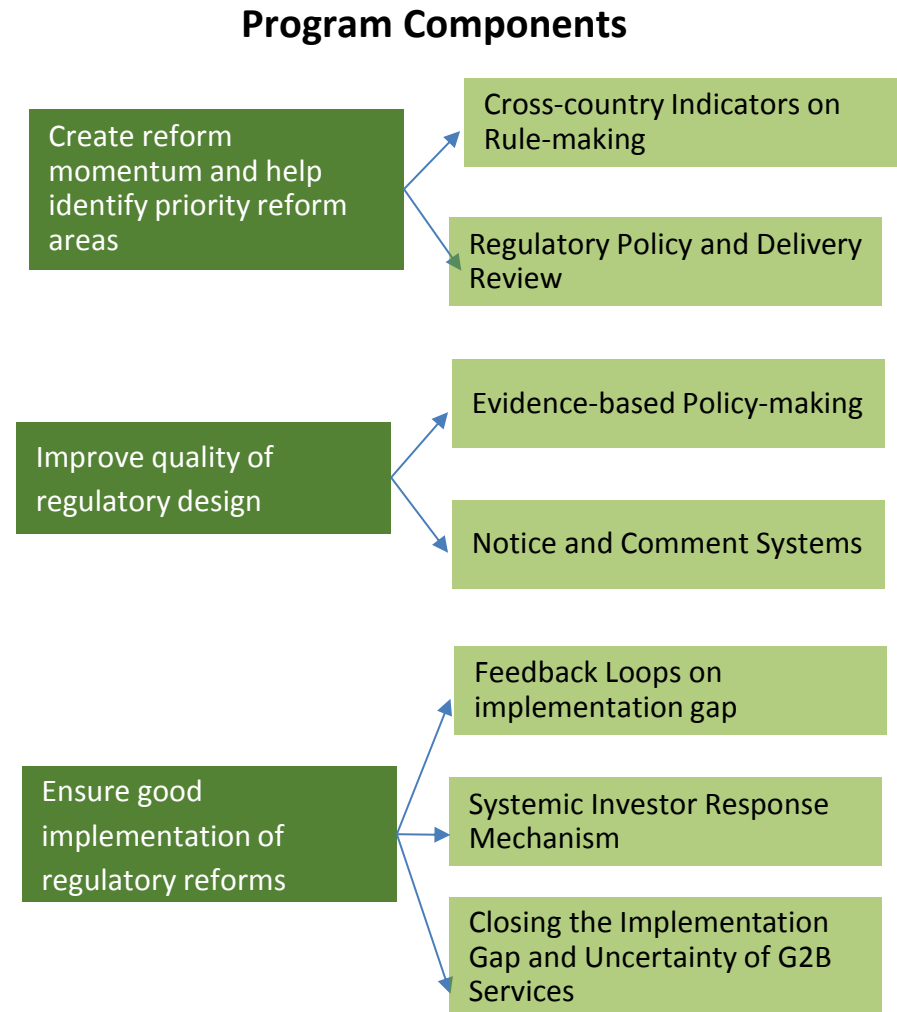
# Online Public Consultation:

**From Concept to Implementation with Results that Matter**

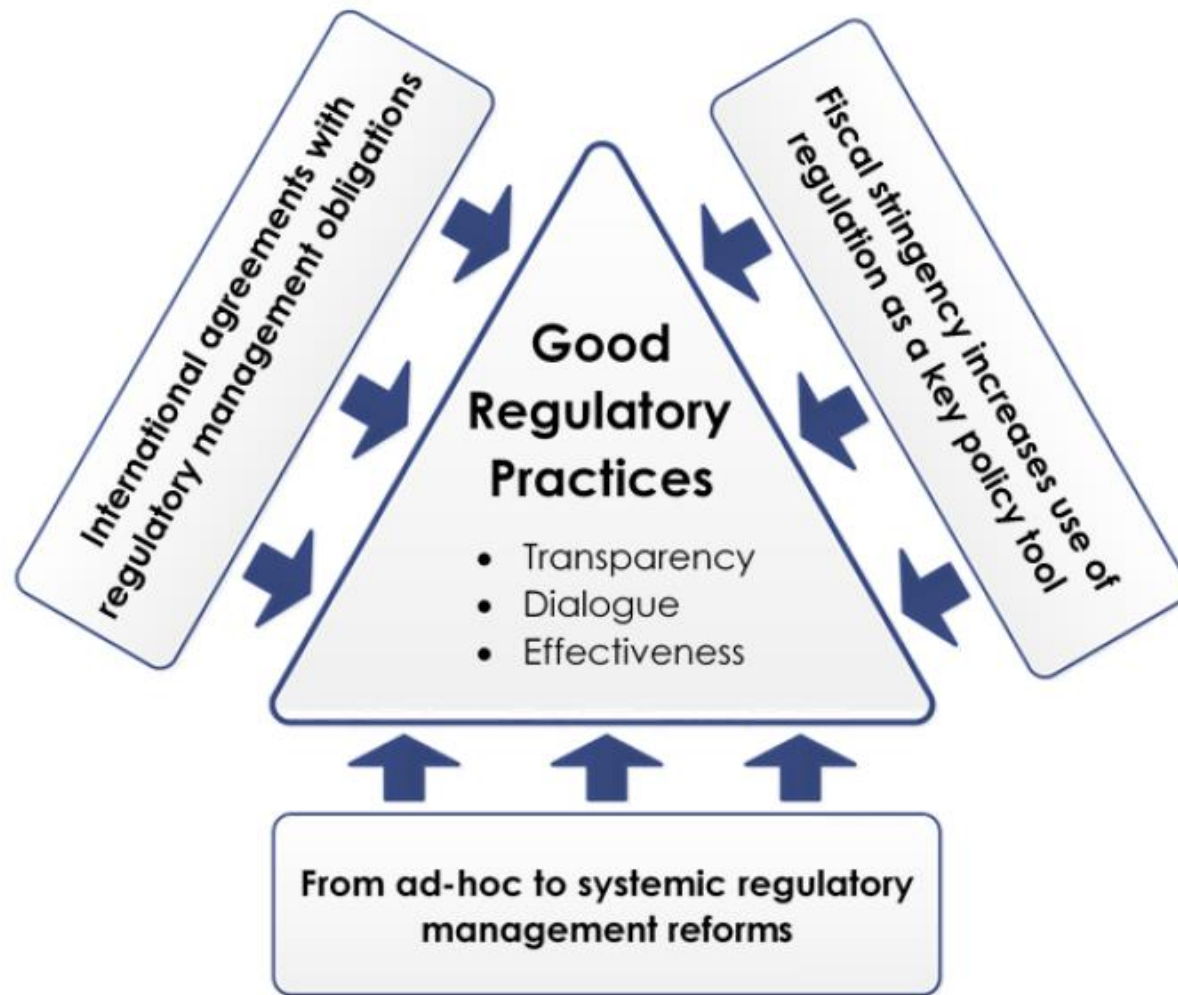


**World Trade Organization  
SPS Workshop on Transparency  
October 30-31, 2017**

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



# 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
  - ✓ 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)

**United States**

**Mexico**

**Russia**

**Vietnam**

## South Korea

[illegible]

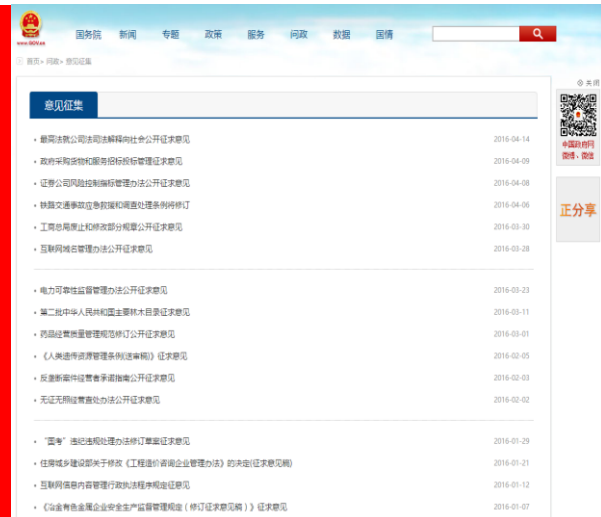
# Examples of N&C websites in the world (3)

**Moldova**




The screenshot shows the Particip.gov.md website, which is a platform for citizen participation in Moldova. It features a header with the logo and navigation links. The main content area includes a section for "Proiectele de reglementări în curs de elaborare la guvern" (Regulatory projects currently being developed by the government) and a "Noutăți" (News) section. The website is designed to facilitate public input and transparency in the legislative process.

**China**



The screenshot shows a public consultation website from the Chinese government. It features a header with the national emblem and navigation links. The main content area includes a "意见征集" (Public Consultation) section with a list of consultation topics and dates. The website is designed to facilitate public input and transparency in the legislative process.

**Denmark**



The screenshot shows the HøringSPORTALEN website, which is a platform for citizen participation in Denmark. It features a header with the logo and navigation links. The main content area includes a "VELKOMMEN" (Welcome) section and a "Søg efter høringer" (Search for consultations) section. The website is designed to facilitate public input and transparency in the legislative process.

**Jordan**



The screenshot shows a public consultation website from the Jordanian government. It features a header with the national emblem and navigation links. The main content area includes a "مسابقات مشروعات القوانين والأنظمة" (Public Consultation on Draft Laws and Regulations) section with a list of consultation topics and dates. The website is designed to facilitate public input and transparency in the legislative process.

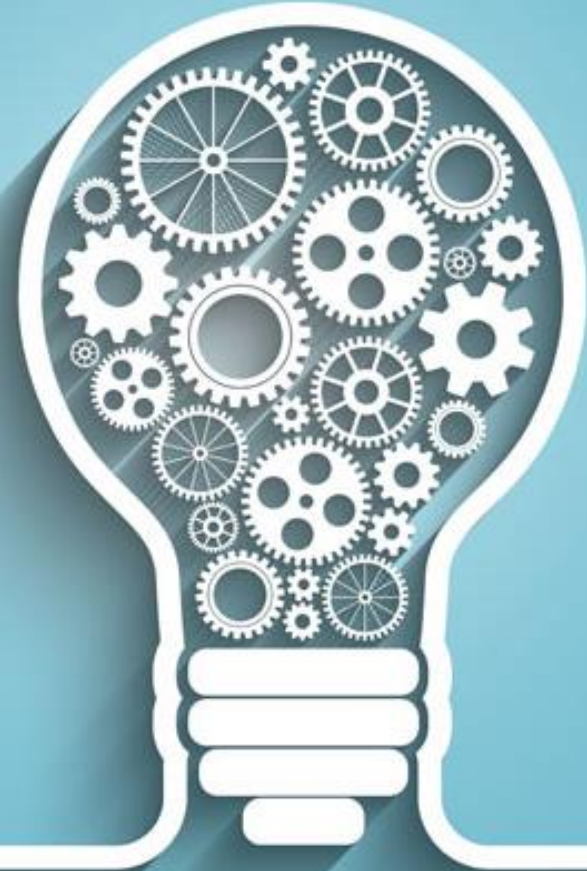
## A common issue found in several public consultation websites

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



**LEGAL AND  
INSTITUTIONAL  
DIMENSION**



**ICT DIMENSION**



**USER  
ENGAGEMENT  
DIMENSION**

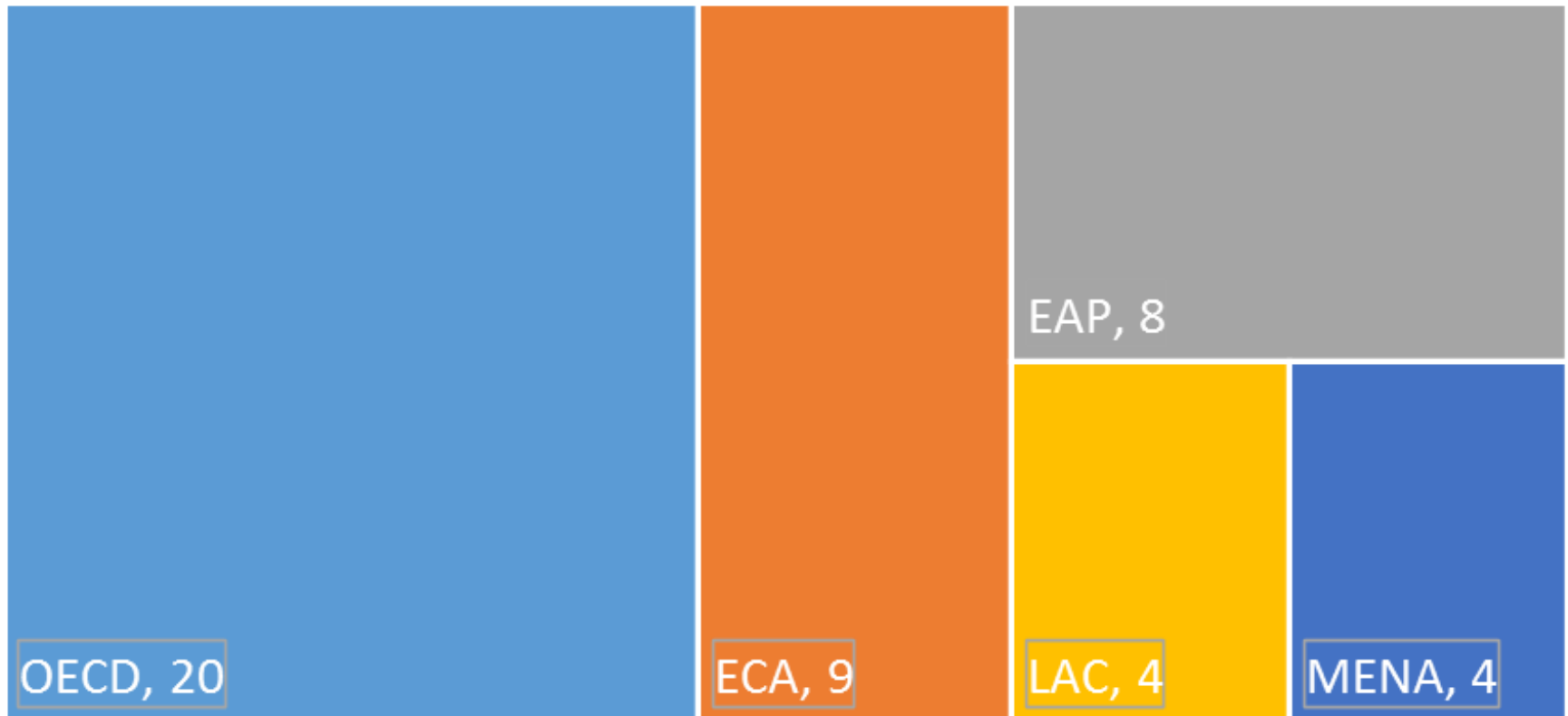


**M&E DIMENSION**





# 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 entire policy cycle.



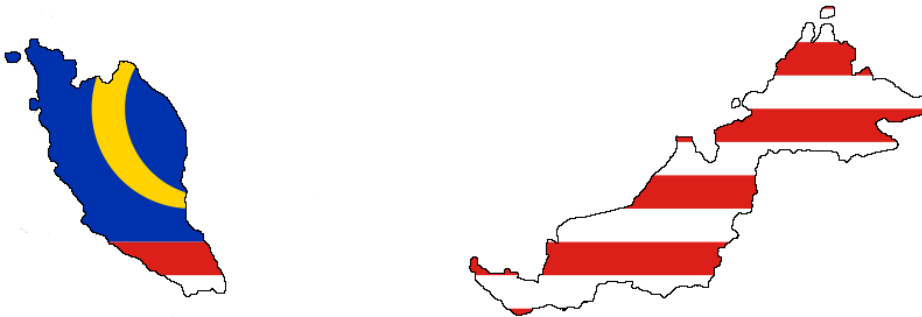
# What success looks like for us...

- ❑ 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

## Malaysia



## Zambia



# Thanks!

## Contact information



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