



PLATFORM FOR CITIZEN PARTICIPATION "IPARTICIPA" IN ECUADOR

Our client Starting point

Ecuador's transitional Judiciary Council, the Consejo de la Judicatura de Transición (CJT), has the challenge of incorporating information technologies into the restructuring process of judiciary functions, in order to improve the administration to make it more transparent, simplified, responsible, community service-oriented and to deliver tangible results that promote the welfare of the Ecuadorian public. In short, the need is to position the citizen as a customer who requires effective management of taxes. Citizens demand that governments involve them more in their management, as well as allowing them greater involvement and more role in decision-making.

Business challenge. Client needs

Carry out the implementation of the "Justicia 2.0" project, which consists of the digitisation of the Ecuadorian legal system, through an integrated technology platform enabling the electronic management of files as well as the activity of the agents involved in the process.

One of the components of Justicia 2.0 is "TOD@S SOMOS JUSTICIA" (We all are Justice), an online social platform that allows Ecuadorians to become the protagonists

Our Solution. Indra Approach

Indra offers the client a powerful fully adjustable tool that is adapted to real needs and can be evolved over the lifecycle of the project.

This tool allows the alignment of the Public Administration needs with its ecosystem: citizens, officials, private contractors, universities, schools, marketplaces for innovation, research institutes, public and private innovation agencies. This allows the public administration to be closer to citizens, enabling them to participate in the management and contribute their ideas and proposals.

Along with the tool, the client also can have a team of human resources specialised in open innovation, as well as a technical team with extensive experience in managing open innovation communities.

Some relevant data

- 3,510 users registered in the platform
- 406 ideas sent
- 87,894 visits
- 5,504 support issued
- 1,260 comments made





SERVICE FOR CITIZEN

Citizen participation

THINK SMART

iPARTICIPA

iPARTICIPA is a platform designed for the management of innovation that broadens the possibilities of participation of citizens in a different, more open and adjacent model government and management, in line with open policies such as Open Government inspired by the needs of people and not technology. iPARTICIPA fully covers the value chain:



HELP IN LISTENING

Channeling the entry of citizen initiatives

Guiding responsible debate towards specific goals

Allowing citizens to choose



HELP IN TALKING ACTION

Allowing public concerns to be displayed in an orderly form

Drawing attention to the initiatives and complaints receiving most backing

Making it easy to communicate the actions and decisions taken



HELP IN INTERACTING

Enabling collaborative work with others

Energising the community through a programme of online encounters



Online processes participation

Incidents
Proposals
Debates
Surveys
Queries



Online processes communication

Interviews
Special government programmes
Campaigns
Participation report



Online processes monitoring

Dashboard
Alarms
Observatory



indra

Avenida de Bruselas, 35
28108 Alcobendas,
Madrid, (Spain)
T +34 914 805 000
F +34 914 805 057
indracompany.com

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