

**Freedom of Information:**  
**Designing an effective**  
**Information Commission**

**Andrew Ecclestone**

Honorary Senior Research Fellow,  
Constitution Unit, University College London

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**Know where you want to go?**

**Understand what will achieve  
effective outcomes for Public  
Authorities and Government, as  
well as Requesters**

# Desired Outcomes?

- **Better services for the public**
- **Reduction in wasted spending and inefficiency**
- **Higher quality public administration**
- **Better record keeping and information management**
- **Government welcomes citizen participation in developing policy and plans**
- **Increased public and international confidence in government**

# Does RTI success look like this?

<b>Percentage of the public that Agree</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Increases confidence in public authorities</b>	<b>51%</b>	<b>55%</b>	<b>72%</b>	<b>81%</b>
<b>Increases trust in public authorities</b>	<b>51%</b>	<b>57%</b>	<b>69%</b>	<b>72%</b>

*UK Information Commissioner's Office Annual Track Survey 2007*

# **Now, how to get there?**

**Think about the processes,  
systems and organisational  
structures needed to achieve  
those outcomes.**

# Requests

# Tools for locating information held by government



# Australian DPMC file list

## Indexed File Lists for the Department of the Prime Minister and Cabinet

1 July 2006 – 31 December 2006

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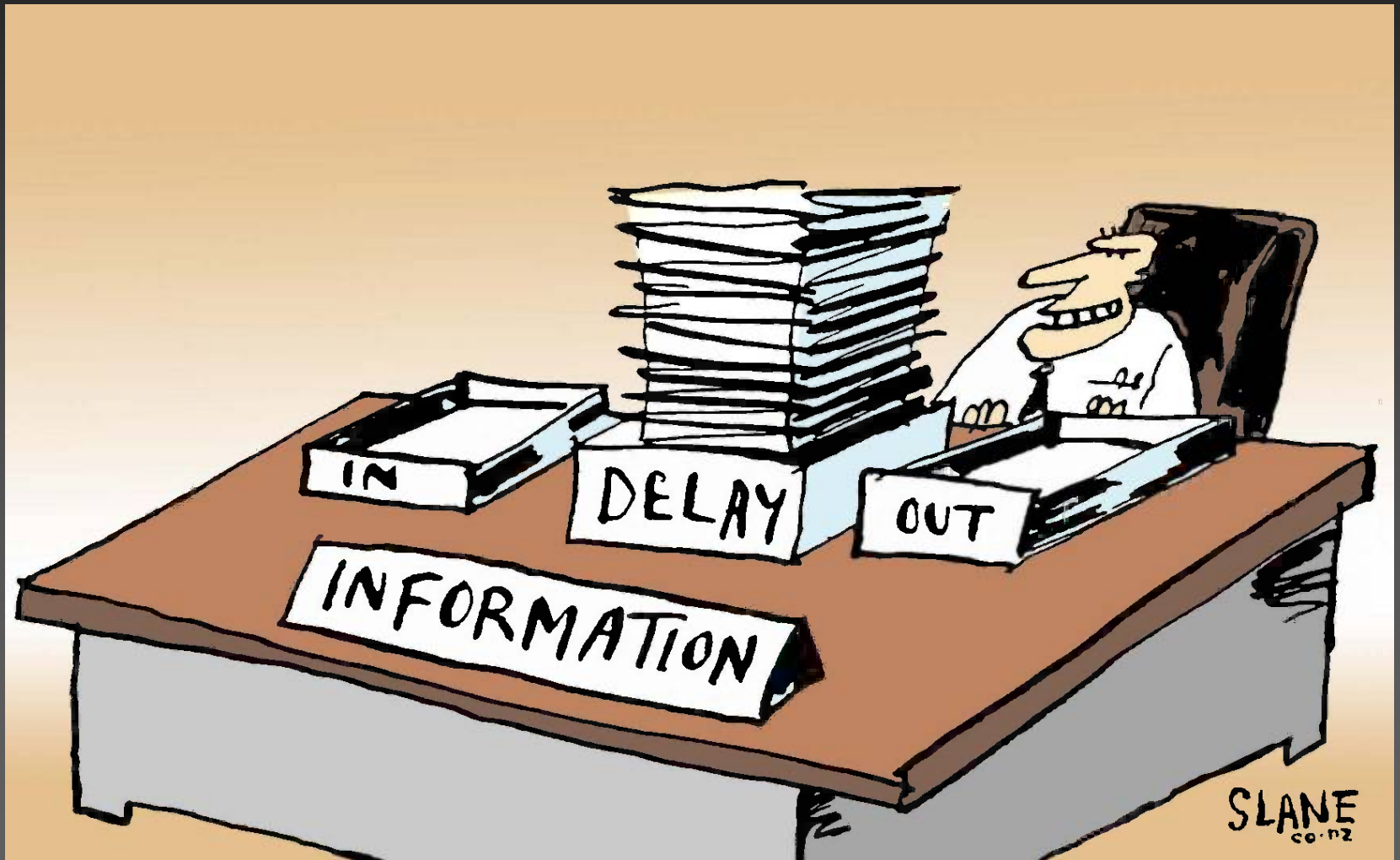
# Australian DPMC file list

## Cabinet Division

### Cabinet Implementation Unit

File No.	File Title
2006/4430	BUDGET PROCESS AND REVIEW - LIAISON WITH DEPARTMENT OF FINANCE AND ADMINISTRATION - CABINET IMPLEMENTATION UNIT - 2006 - (CIU)
2006/4435	AUSAID TRAVEL GRANT - RETRIEVAL OF FUNDS FOR PMC OFFICERS OVERSEAS AND OVERSEAS VISIT TO PMC - CABINET DIVISION - 2005 TO 2008 - (CIU)
2006/4533	CIU MONITORING LIST 2006 - ADVICE TO PMO - BRIEFS AND WORKING PAPERS - 2006 - (CIU)
2006/4537	CIU REPORTING - PROCESS REVIEW - ADVICE TO PMO - BRIEFS AND WORKING PAPERS - 2006 - (CIU)

# The right to request information is critical, but it can be slow



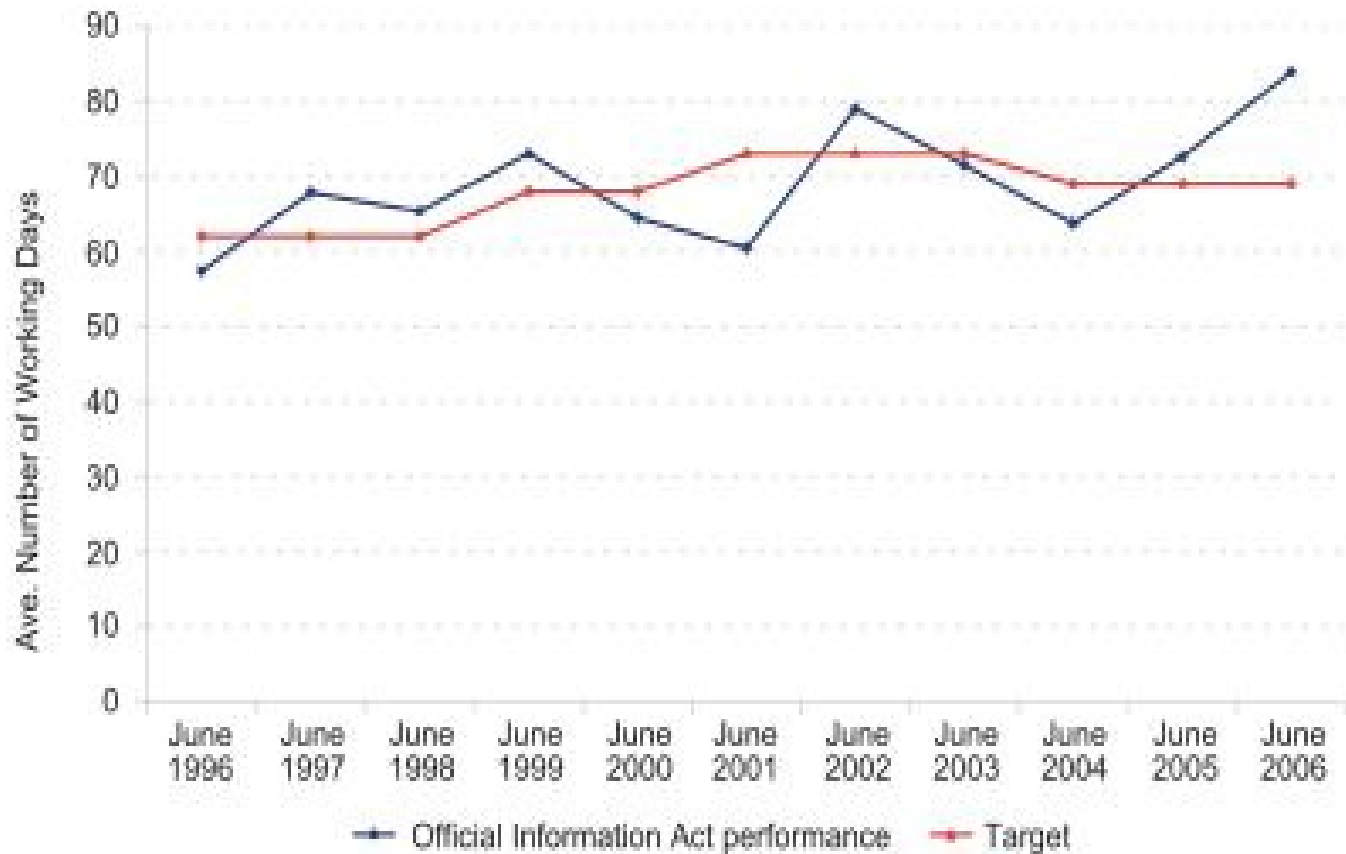
# More than 25% of OIA complaints in NZ relate to delays or extensions

The nature of decisions complained of was:

	30/6/04	30/6/05	Year ended 30/6/06	
			B/f from last year	Rec'd during year
Refusals	565	537	206	479
Delays deemed refusals	314	305	14	199
Delays	5	10	1	20
Charges	25	17	5	19
Corrections	-	-	-	-
Deletions	36	31	10	21
Extensions	25	20	4	15
Conditions	1	1	1	-
Transfers	2	1	-	1
			241	754
<b>TOTAL</b>	<b>973</b>	<b>922</b>	<b>995</b>	

# Average number of days to complete an OIA investigation

*Average number of working days required to complete Official Information Act complaints*



# Investigating Complaints

- **Efficient intake system – Registry**
- **Capable investigators who are properly trained and have access to good quality guidance materials and legal advice**
- **Investigators and Commissioners who can walk in the shoes of requesters and government officials and ministers – they must have the trust and confidence of both**
- **A Policy, research, monitoring and evaluation unit with knowledge management responsibilities**

**It's not just about requests!**

**Affirmative &  
Proactive Disclosure**

**Getting the Information Flowing**

# Affirmative publication

# Mexican Federal FOI Law

**Article 7.** With the exception of classified or confidential information as stipulated in this Law, the subjects compelled by the Law must, under the terms of the Regulations and guidelines that the Institute or an equivalent instance as specified in Article 61 produces, put at the public's disposition and keep up to date the following information:

- I. Their constitutional structure;
- II. The powers of each administrative unit;
- III. A directory of their public servants, from the level of the head of the department or his equivalent and below;
- IV. The monthly remuneration received for each position, including the system of compensation as established in the corresponding dispositions;
- V. The address of the liaison section, as well as the electronic address where requests for information can be received;
- VI. The aims and objectives of the administrative units according to their operational schemes;
- VII. The services they offer;



THIS IS WHERE  
WE HIDE OUR  
PUBLIC INFORMATION.

MINISTRY  
FILE  
ROOM

SLANE  
2012

# Web portal for access to information required to be published

Portal de Obligaciones de Transparencia

Administración Pública Federal

"Las 35 Dependencias y Entidades que concentran el 60% de las solicitudes de información"

INICIO

I Estructura Orgánica

II Facultades

III Directorio

IV Remuneración Mensual

V Unidad de Enlace

VI Metas y Objetivos

VII Servicios

VIII Trámites, requisitos y formatos

IX Presupuesto, Asignado y Ejercicio

X Auditorías

XI Programas de Subsidios

XII Concesiones, Permisos y Autorizaciones

XIII Contrataciones

XIV Marco Normativo

XV Informes

XVI Participación Ciudadana

XVII Información Relevante

Encuesta de Opinión

Buscador de

### Portal de Transparencia y Acceso a la Información Pública Gubernamental

Portal de Transparencia y Acceso a la Información Pública Gubernamental

La Ley Federal de Transparencia y Acceso a la Información Pública Gubernamental tiene como objetivo fortalecer la democratización del país; así como establecer una relación entre el gobierno y la sociedad basada en la rendición de cuentas. En cumplimiento de dicha ley, publicamos la información señalada en el Artículo 7 en lo relativo a obligaciones de transparencia de las dependencias y entidades de la Administración Pública Federal.

I Estructura orgánica operativa	II Facultades
En esta sección se presenta la estructura orgánica, básica, no básica y homologos de las dependencias y entidades. <a href="#">Búsqueda por Institución</a>	En esta sección se presentan las facultades y atribuciones de las unidades administrativas de las dependencias y entidades. <a href="#">Búsqueda por APF</a> <a href="#">Búsqueda por Institución</a>
III Directorio	IV Remuneraciones
En esta sección se presenta el directorio de los servidores públicos. Puede ser consultado por orden alfabético, por áreas y por una búsqueda avanzada. <a href="#">Búsqueda por APF</a> <a href="#">Búsqueda por Institución</a>	En esta sección se presenta la remuneración mensual y el sistema de compensación aplicable a los servidores públicos y el personal contratado por honorarios, así como las plazas vacantes de las dependencias y entidades. <a href="#">Búsqueda por APF</a> <a href="#">Búsqueda por Institución</a>
V Unidad de enlace	VI Metas y objetivos
En esta sección se presentan los datos para contactar a la Unidad de Enlace (la cual recibe las solicitudes de información), el responsable del sitio, los integrantes del comité de información y los servidores públicos habilitados de las distintas dependencias y entidades. <a href="#">Búsqueda por APF</a> <a href="#">Búsqueda por Institución</a>	En esta sección se presentan las metas y objetivos de cada unidad administrativa, así como los avances físico-financieros del presupuesto asignado a las dependencias y entidades. <a href="#">Búsqueda por APF</a> <a href="#">Búsqueda por Institución</a>
VII Servicios	VIII Trámites, requisitos y formatos
En esta sección se presentan los servicios que prestan las dependencias y entidades, clasificados	En esta sección se presentan los trámites y formatos que se realizan ante las dependencias y entidades

# Expenses claims - Panama

http://defensoriadelpueblo.gob.pa/Transparencia/Defensoria/Pagos.asp

http://defensoriadelpueblo.gob.pa/Transparencia/Defensoria/Pagos.asp

Google

Los pagos han sido fiscalizados por la Contraloría General de la República a partir de febrero de 2000

Criterios de Búsqueda			
Fecha	Beneficiario	Concepto	Monto
Hasta: 2005 Julio			> +
Desde: 2005 Mayo			
<input type="button" value="Reiniciar"/> <input type="button" value="Buscar"/>			

Transacciones gestionadas durante la administración 2001/abril - 2006 (Lic. Juan Antonio Tejada)

Transacciones gestionadas durante la administración 1998 - 2001/marzo (Dr. Italo Antinori-Bolaños)

Cheques Pagados por la Defensoría del Pueblo - Actualizada el 18 de Julio de 2005					
Orden #	Pagado el	Cheque #	Beneficiario	Concepto	Monto
s/n	15-Jul-2005	11820	Leysi Santamaría	Pago de viático por gira en misión oficial a las provincias de Coclé, Herrera, Los Santos y Veraguas, para coordinar los Seminarios en Derechos Humanos y Procedimientos Penitenciarios. El 18 y 19 de julio de 2005.	52.50
s/n	15-Jul-2005	11819	César Carrasquilla	Pago de viático por gira en misión oficial a las provincias de Coclé, Herrera, Los Santos y Veraguas, para coordinar los Seminarios en Derechos Humanos y Procedimientos Penitenciarios. El 18 y 19 de julio de 2005.	52.50
s/n	15-Jul-2005	11793	Olga Del C. Abrego C-Caja Menuda	Pago del reembolso de la Caja Menuda de la Secretaría Administrativa, según comprobantes adjuntos. Ref. Reemb. N°045-05	185.09

# Proactive publication

# Department for Education and Skills - Disclosure Log

The screenshot shows a web browser window with the URL <http://www.dfes.gov.uk/foischeme/subPage.cfm?action=disclosures.cfm>. The page header includes the Department for Education and Skills logo and a search bar. Below the header, there are quick links for finding information and picking an area. The main content area is titled "Freedom of Information" and features a navigation menu on the left. The central part of the page displays "Most recent disclosures" with a list of ten items, each with a title and a date of publication. A search box for FOI topics and disclosures is located on the right side of the page.

department for education and skills

Search www.dfes.gov.uk

Quick Links

Find information for go

Pick an area go

Freedom of Information

FOI Home

About FOI

Complaints and feedback

FOI Publication Scheme

About the FOI Publication Scheme

Requesting information

Browse publication scheme

Paying for information

Copyright

Responsibility for the Scheme

The Information Asset Register

Exemptions

FOI Disclosures Log

Disclosures by topic

Most recent disclosures

Most viewed disclosures

Request a disclosure

FOI disclosures and RSS feed

Home > Most recent disclosures

Search the FOI Topics and Disclosures:

Search

Most recent disclosures

These are the ten disclosures published most recently on this website.

<a href="#">Persistent absence</a>	Date of publication: 19/03/2007
<a href="#">Persistent absenteeism in London</a>	Date of publication: 17/01/2007
<a href="#">Persistent Absence in Bradford Schools</a>	Date of publication: 20/12/2006
<a href="#">National Statistics Code Of Practice</a>	Date of publication: 05/12/2006
<a href="#">Key Stage National Statistics</a>	Date of publication: 10/11/2006
<a href="#">DfES National Statistics First Releases, 24th August 2006</a>	Date of publication: 21/09/2006

# DIA - Gambling Act Review

The screenshot shows a web browser window with the address bar displaying [http://www.dia.govt.nz/Pubforms.nsf/wpg\\_CabinetPa](http://www.dia.govt.nz/Pubforms.nsf/wpg_CabinetPa). The page title is "The New Zealand Department of Internal Affairs: Gaming Review and Gambling Act: Legislative Reviews". The navigation menu includes links for Home, Services, What's new, Forms, About us, Legal, and Resources. The main content area is titled "Legislative Reviews" and contains the following text:

**Synopsis of Submissions**

**Gaming Review Decisions**

**Consultation Documents**

**Gaming Review: Terms of Reference**

**Links**

**About the Gaming Review Cabinet Papers Database**

The Minister of Internal Affairs has directed the Department to post the Cabinet papers and minutes on the Gaming Review and the Gambling Act on its website. This page gives you access to the Cabinet papers and minutes on the Gaming Review. These papers are released consistent with the Official Information Act 1982. A small amount of information has been withheld under the Act. We have indicated clearly in each paper where material has been deleted and why.

Please note that these are Cabinet papers, not Departmental papers, and that they appear on the Department's Website for reasons of convenience, because it will be helpful for interested people to find all the Gaming Review material and information on regulations under the Gambling Act in one place.

Some of these documents have been reformatted as part of the process of putting them on our website. There may be some minor differences in layout (eg font or page breaks) to the paper documents that Cabinet considered. There are no differences in content.

To read a paper, click on the highlighted title below. The papers are all in .pdf format. You need to have the Adobe Acrobat Reader installed on your computer. You can download a free version from the Adobe site. They are listed in date order, with the latest at the top. The Department designed a "road map" to show the overall sequencing of the 30 papers Ministers took to Cabinet Committees early in the process. Click [here](#) to view road map document.

**Identifying Papers**

To make it easier to follow, the number and letter code that appears with each paper is the reference number assigned by Cabinet Office. The format of the reference number indicates the type of paper:

- **Min** indicates the paper is a minute from a meeting, which contains a number of decisions. Where **Min** does not appear, in most cases this indicates that a paper from the Minister is attached
- **(01)** Indicates the year in which a paper was considered
- **POL** refers to the Cabinet Policy Committee
- **EXG** refers to the Cabinet Committee on Government Expenditure and Administration
- **CAB** refers to Cabinet
- **CBC** refers to the Cabinet Business Committee

In general, a Cabinet paper is first considered by a Cabinet Committee, which makes decisions, then by Cabinet, which confirms or alters the decisions of the Committee. Some Gaming Review papers were referred back to Committee by Cabinet, so there can be several minutes that relate to the same papers. Where this has occurred, we have attached the relevant paper, to make it easier to follow the decisions, although this means that the same papers appear in several places.

If you would like more information about how Cabinet works, visit <http://www.dpmc.govt.nz/cabinet/index.htm>

# Other Key Elements

- **Education and communications functions**
- **Information and Records Management expertise**
- **Keeping up links to stakeholders, engage with them and listen to them**
- **Policy and research team, knowledge management. Political skills.**
- **I.T. team**
- **Modelling the behaviours and standards you require from others – be as open as you want government to be.**

# Don't make it a painful process!



# Further advice and reading

## UK

[www.foi.gov.uk](http://www.foi.gov.uk)

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

[www.cfoi.org.uk](http://www.cfoi.org.uk)

[foia.blogspot.com](http://foia.blogspot.com)

## International

[freedominfo.org](http://freedominfo.org)

[www.article19.org](http://www.article19.org)

[www.humanrightsinitiative.org](http://www.humanrightsinitiative.org)