



After a major urban upgrading initiative, the Municipality of La Paz wanted to find a way to engage communities to provide feedback on its performance.

It conceived the Barrio Digital project as a way to communicate effectively with citizens and improve service delivery.

The municipality received funding via the Cities Alliance Innovation Programme **Know Your City!** call, with the World Bank as lead.

The project:

Barrio Digital is a web and SMS-based online platform that makes it easy for citizens living in upgraded areas to send real-time feedback, grievances and requests for assistance to the municipality.

It also provides open access to information on the city's upgrading projects.

It is accessible through:



text message



computer



smartphone

The approach:

- **Engaging residents.** Consultation sessions and workshops raised awareness of the project, solicited feedback on design, and provided instructions on using the technology.
- **Building capacity.** Workshops helped municipal staff learn how to use ICT tools for better service provision and maintenance.

Transformative change:

Barrio Digital was initially implemented in four neighbourhoods. Citizens are using it frequently, and the municipality's processing time for requests went down significantly.

The municipality plans to expand the project to 20 communities.

Impact:

Local government:



Better accountability. The platform has increased local government accountability and its capacity for planning and implementing service maintenance in upgraded communities.



Greater transparency. Citizens can report and follow-up on their requests. These reports, and information on the upgrading projects, are all publicly accessible through the platform.



Ability to turn data into action. The municipality can react directly to citizen requests with feedback or delivering the requested services.

Citizens:



The project has made it easier for citizens of all backgrounds and ages to engage and communicate with their local government.

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It is a very practical tool and has already given us benefits. When we have registered our requests, the municipality has come to solve several problems.

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Marco, Neighbourhood Council President in an upgraded community

Cities Alliance is the global partnership supporting cities to deliver sustainable development.