

# We Needed IMPACT...





# CONTEXT ANALYSIS: COLLAPSING PUBLIC ADMINISTRATION

Lebanon is a country in crisis. Decades of persistent political mismanagement, endemic corruption and entrenched state capture have resulted in an overall dysfunctional state-society relationship and a severe gap between the public administration and citizens.



## ENDEMIC CORRUPTION

Lebanon scores **154 out of 180** countries on the 2021 Corruption Perceptions Index reported by Transparency International.



## POOR SERVICE DELIVERY

The public administration is often characterised **by complex bureaucracy and obsolete processes**, leading to poor service delivery. Lebanon ranks **127** in the E-Government Development Index (2020)



## COMPOUNDED CRISES

With the **COVID-19 pandemic**, the August 2020 **Beirut port explosion**, and the **economic crisis** ranked by the World Bank as one of the three most severe crises in the world since 1850s, public administrations and institutions were hollowed out.

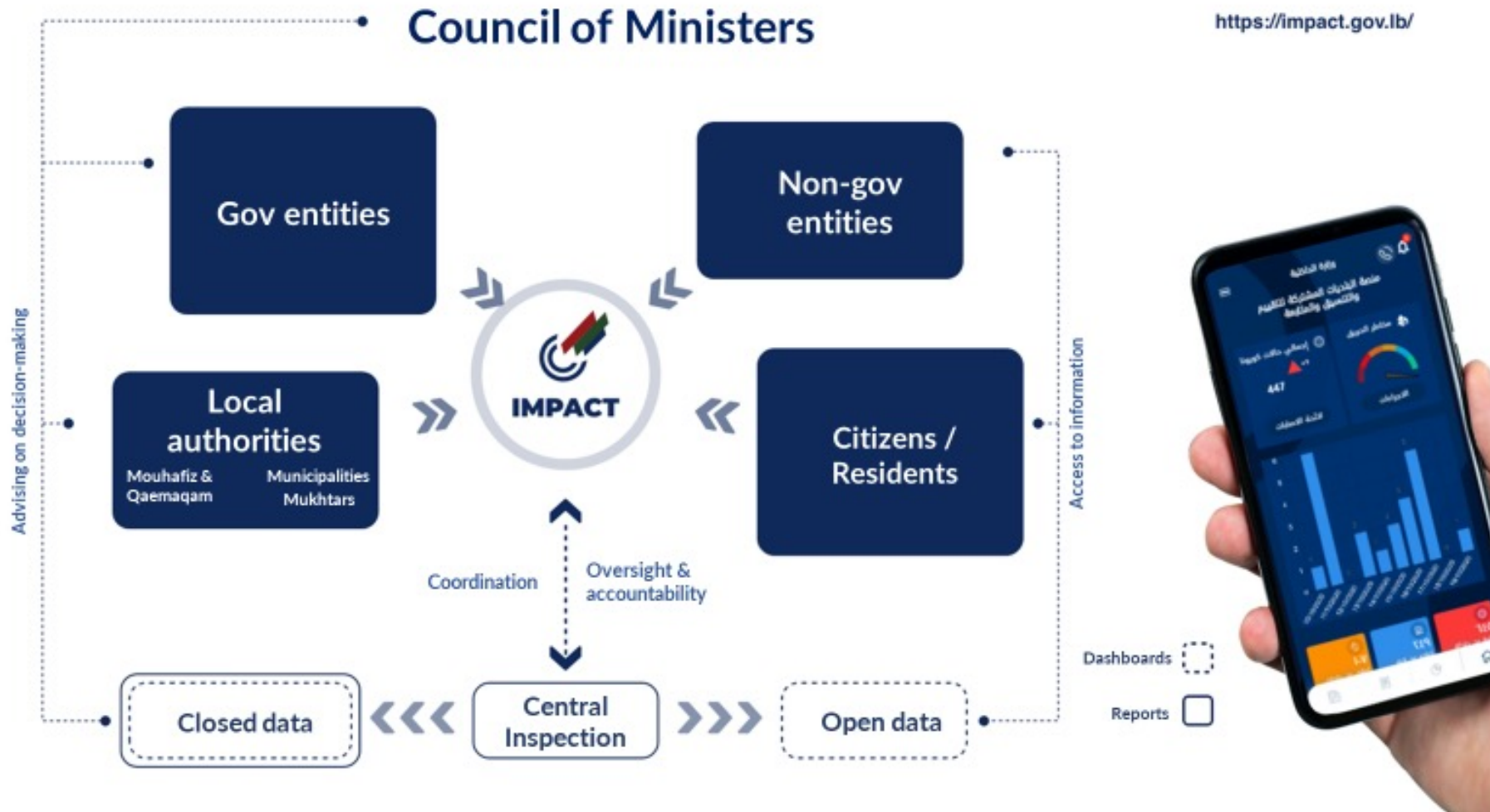


## STATE-SOCIETY GAP

Due to the dysfunctional state-society relationship and the **gap between the public administration and citizens**, public trust in the government is drastically low.

# FORWARD-THINKING SOLUTION EMERGING FROM CRISIS

Launched in March 2020, the Inter-Ministerial and Municipal Platform for Assessment, Coordination and Tracking (IMPACT) connects public administrations and institutions, local authorities, civil society organizations and citizens, facilitating multi-directional communication, information-sharing and coordination.



# IMPACT IN NUMBERS

As the first e-governance platform in Lebanon, IMPACT proved that technology is a key enabler of good governance reform. The impact that the platform had since its launch in 2020 has been substantial and ground-breaking.

<b>20</b>	Ministries connected digitally	<b>1,000+</b>	Municipalities connected digitally	<b>1,500+</b>	Local mayors connected digitally	<b>4M+</b>	Lines of code in total
<b>+2.6M</b>	Individuals vaccinated against COVID-19	<b>1M+</b>	COVID-19 cases digitally traced and reported	<b>15M+</b>	Mobility permit requests digitally processed	<b>5K+</b>	COVID-19 measures reported by local authorities
<b>580k+</b>	Vulnerable households mapped	<b>90K+</b>	Households benefiting from aid	<b>6,300+</b>	Lives saved during the pandemic	<b>230</b>	Government buildings mapped post-blast
<b>120</b>	Public administrations digitally audited	<b>1,600+</b>	Administrative decisions logged and archived	<b>1,100+</b>	Towns mapped across nine sectors	<b>150</b>	Local NGOs engaged



# CONNECTING

## PUBLIC ADMINISTRATIONS الإدارات العامة

رئاسة مجلس الوزراء	مجلس النواب	رئاسة الجمهورية	وزارة الداخلية والبلديات	وزارة الصحة العامة	وزارة الشؤون الاجتماعية	وزارة المهجرين	وزارة الصناعة	وزارة العدل	وزارة الزراعة
وزارة الاتصالات	وزارة البيئة	وزارة العمل	وزارة الثقافة	وزارة الأشغال والنقل	وزارة التربية والتعليم العالي	وزارة الإعلام	وزارة المالية	وزارة الاقتصاد والتجارة	وزارة السياحة
وزارة الخارجية والمغتربين	وزارة الطاقة والمياه	وزارة الشباب والرياضة	وزارة شؤون التنمية الادارية	وحدة ادارة مخاطر الكوارث	المجلس الوطني للبحوث العلمية	أوجيرو للاتصالات	الجيش اللبناني	قوى الامن الداخلي	مطار رفيق الحريري الدولي

## INTERNATIONAL ORGANIZATIONS المنظمات الدولية

THE WORLD BANK	World Food Programme	World Health Organization

## CIVIL SOCIETY ORGANIZATIONS منظمات المجتمع المدني

USJ Université Saint-Joseph de Beyrouth	YOUTH4GOVERNANCE	synaps	Global Campus Arab World	نقابة الإشتصاصيين في العمل الاجتماعي في لبنان SOCIAL WORKERS SYNDICATE IN LEBANON	جمعية الصناعيين اللبنانيين ASSOCIATION OF LEBANESE INDUSTRIALISTS	L'Orient LE JOUR	THE POLICY INITIATIVE
SK eyes Somme Kasseir eyes		الجمعية الاحمر الصليب Rouge Libanais	المجلس الوطني للبحوث العلمية	وزارة الصحة العامة	وزارة الصناعة		وزارة التربية والتعليم العالي

& more ...

# A DIGITAL AUDIT TOOL FOR AUGMENTED INSPECTORS

As the centerpiece of CI's audit arsenal, IMPACT enables the Central Inspection to digitize its oversight functions and perform them in real-time, via tools that augment the inspectors' capacities. CI also led by example on digital transformation, transparency and access to information, thus gradually transforming administrative behavior within the public sector.





# LOCAL INITIATIVES TO PAVE THE WAY FOR E-GOVERNANCE

IMPACT has elevated the standard of service expected from public administrations and the expectations of citizens. Continued investment in such initiatives is crucial. The power of Lebanon is in its brain and skills and many of those are still in town fighting to initiate change and make things happen. They have the vision, the strategy, the theory of change and the initial success stories. They just need support!



**THANK YOU**

---