

# code for <good> 2022

CELEBRATING 10 YEARS

**Organization:** Civic Innovation Foundation

**Website:** [www.civis.vote](http://www.civis.vote)

## Mission

Facilitate dialogue between governments and citizens to create responsive, inclusive and participatory governance in India.

## Context

Civis enables citizens to share their feedback with the government on draft laws before they get passed. Through their platform and programs, Civis facilitates online as well as in-person engagement with citizens on draft policies and laws (referred to as consultations). This helps make the lawmaking process inclusive and democratic in nature. Their work involves consultation design, simplification and summarization of policy content, outreach and communication with stakeholders, feedback collection and analysis.

Since 2018, Civis has worked on 200+ laws, engaged with more than 16,000 citizens and aggregated more than 19,000 responses. Apart from engaging citizens on public consultations, Civis has also partnered with government entities for carrying out private consultations with a target group of respondents. Their government partners include Niti Aayog, National Institute of Urban Affairs and CBSE among others. There is an increasing interest from the government as well as from civil society to engage with citizens to understand their feedback on draft laws. Civis has been working to enhance its platform with features and functionalities to reach the consultations to a wider audience and create awareness and interest in the citizen participation process.

Civis publishes consultation summaries on its platform that explains draft laws in a simplified manner. The platform allows citizens to draft their own unique response or 'use' an existing one that they agree with.

## Challenge

Civis is keen to tangibilize the intrinsic motivation that citizens have through gamification that recognizes, acknowledges, and rewards the participation by citizens. Given the nature of the participation, the gamification would be non-monetary in nature however should motivate them to engage further, thereby building more interest in the public consultation process. Upholding their privacy and confidentiality of data is of paramount importance.

## Additional Considerations

- Inclusive towards Civisens, considering the nature and degree of engagement.
- Scalable across any number of users, without any restriction on the upper limit.
- Maintaining the privacy and integrity of the respondents personally identifiable data.
- Visually appealing.
- Not linked to monetary incentives.

## Technology Baseline

Civis has a Leaderboard displayed on its website that reflects on a real-time basis, the points and Rank earned by all its Civisens. There is also an ability to vote for responses publicly posted by other Civisens. The platform allows for only signed in users to engage in the voting activity, thereby eliminating the risk of non-genuine users. They are also in the process of developing a notifications module that intimates citizens when their responses have been upvoted or 'used' by others.