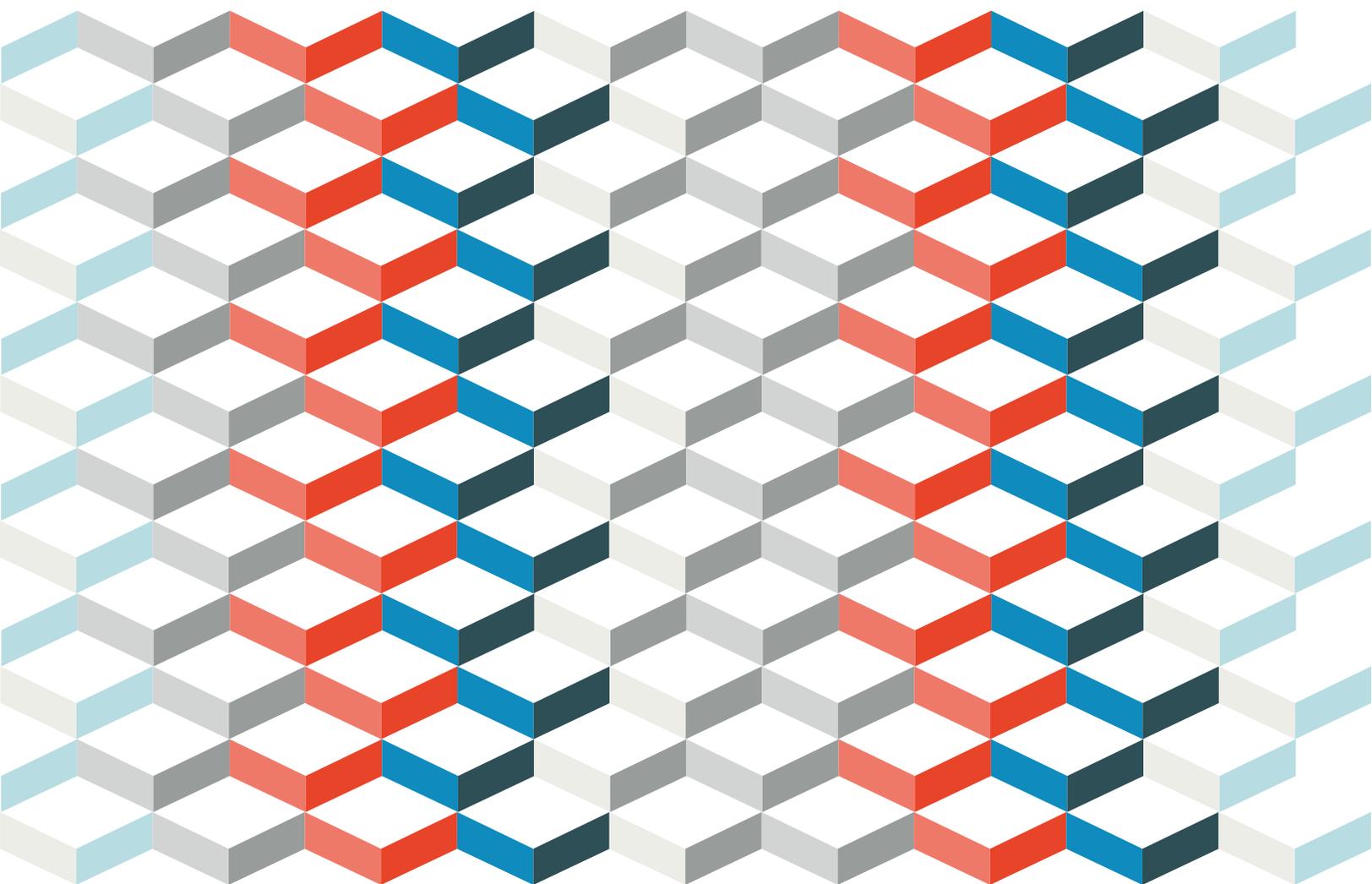


Controller General of São Paulo:

Innovative experiences for corruption fighting and integrity promotion in São Paulo City



PREFEITURA DE
SÃO PAULO
CONTROLADORIA GERAL

THE OFFICE OF THE CONTROLLER GENERAL OF SÃO PAULO CITY HALL – CGM

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Introduction

The creation of the Office of the Comptroller General (CGM) has given a fresh impulse to public transparency and fighting corruption in São Paulo City. The agency, created by 15.764 Act on May 2013, is composed of five structuring areas: General Ombudsman, Internal Corrections Department, General Audit Department, Integrity Promotion Department and the Department of Protection for Municipal Public Services Users .

Combining conceptual approaches and practices that complement each other and are firmly interwoven, the five areas have been developing actions towards the prevention and corruption fighting, as well as the promotion of good use of public money, embracing all bodies and entities.

As a result of this work, São Paulo City Hall has got full marks in the Transparent Brazil Scale benchmark, created by the Office of the Federal Comptroller General (CGU), in order to measure transparency policy effectiveness in Brazilian local and regional governments. São Paulo City Hall has also come in first place amongst city capitals in a research coordinated by Fundação Getúlio Vargas, an independent economic and social research and teaching centre, based on the Freedom of Information Act compliance.

This publication brings 17 case studies developed by all the areas of the Office of the Comptroller General, emphasizing innovative characteristics and substantive impact for the society. Each

experience presents a summary sheet with the objectives, background, methodology and outcomes.

On the theme of the promotion of **public transparency** and **access to information**, the book brings the case of management and monitoring of the **Electronic Information System**, a platform that allows information requests made by the citizens to be answered by the government; the **Transparency Portal**, a website that centralizes data and public information from all bodies and entities of the City Hall; and the **Open Data Portal**, a platform with over a hundred open database available. **The Answered Inquiry!** project presents the initiative to disclose all information requests and their answers in a dedicated platform that allows searching the database with keywords.

The **opening of the real estate database** of the city offers tools for social control of land usage and the process of urban space production, besides contributing for corruption fighting related to tax fraud schemes and money laundering.

Another innovative tool is the **Open Official Journal**, a digital platform that makes available all the information on City Hall official procedures in open format, making it easier for research and manipulation of data contained in administrative acts.

Café Hacker meetings, Access to Information Workshops and the formulation of a Bill draft for the creation of a **Transparency Council** are examples of innovative methodology to foster **democratic participation and social control**.

In terms of improving internal control and inspection, the Comptroller Office has formulated a new **Risk Matrix**, which allows the identification of bodies and programs more vulnerable to irregularities and corruption, making Audit action easier.

The **Ombudsmen Forum** and the **Report Unit** are initiatives developed to, respectively, promote experience exchange, fostering cooperation among public ombudsmen and improving the way reports made by citizens are dealt with.

In order to fight corruption in a direct manner, **Patrimonial Inquiries** were adopted, based on the public servants electronic declaration of assets and revenues, allowing investigations of public agents that present revenues inconsistent with the salaries received at the City Hall. The initiative enabled to dismantle a corruption scheme held by fiscal auditors. The City might be able to recover an amount of 4 billion reais.

Other important actions are the **Integrity Program** and the **Anticorruption Clause** both measures implemented to encourage compliance measures to be embraced by City Hall suppliers.

The results of the adoption of the electronic tool for public procurement procedures are presented in the case of the **Electronic Auction**, which produces economic impact on public coffers.

Finally, the **Code of Conduct** brings forward the elaboration of the document that guides public servants on ethical conduct and establishes rules and principles about issues that are not always dealt within the law scope, such as situations where there is a **conflict of interests**.

With this document, we expect to put forward good practices developed by the Office of the Comptroller General over three years of existence, in a way that it contributes for this necessary and urgent debate and to encourage the replication of such actions by other local and regional Brazilian governments.

Have a pleasant reading!

The Office of the Comptroller General of São Paulo City Hall

The Office of the Comptroller General is composed by five areas, other than a technical advisory team that guides all areas activities and the intelligence and information department, which produces and manages strategic information for irregularities in the administration. The secretariat is completed with three support areas: communications advisory, the administrative and financial department and the human resources area.

The General Ombudsman is responsible for the organisation and management of different types of public communications : suggestions, complaints, compliments and reports. It fulfils a critical role in establishing a dialogue between citizens and the public administration, in addition of being an important tool to orientates public service improvement.

The Department of Integrity Promotion is responsible for promoting and monitoring public transparency, encouraging social control and good governance, aside from cultivating ethics on public service. One of its main attributions is to implement the Freedom of Information Act and developing methodologies to incentivize citizen participation through open data disclosure and new technologies.

The Department of Protection for Municipal Public Services Users elaborates and executes the local policy for the defence of public service users in the city.

The Internal Auditing Department acts in the inspection and internal control of bodies and entities of the City Hall and private law entities recipients of public funds for the purpose of providing public services.

The Internal Corrections Department develops internal control initiatives and correction measures for administrative irregularities, acting directly on the public servants probity preservation.

Land and Property data

In an unprecedented initiative in the country, São Paulo discloses its real estate register

The initiative will strengthen social control and democratic management of the city



What is it about?

Data disclosure of about 3.3 million real estate owners in the city of São Paulo. Data such as names, addresses, sector, block, allotment and information that indicates the land parcel occupied by properties in the city territory were made available.



Actors involved

The opening of the registers was possible through the partnership between the Comptroller General Office and the NGO Transparency International. The cooperation of many other agencies was fundamental for data release, such as: Secretariat of Urban Development, Secretariat of Legal Affairs and Secretariat of Finances and Economic Development.



History

The decision to open real-estate data was a consequence of a cycle of inquiries made since 2013 which made possible the detection of schemes of corruption and fraud on municipal taxes on services (ISS) and real-estate (IPTU).



Methodology

In order to ensure legal security to the opening of data, the Executive Decree 56.701/2015 was issued to define the patterns of availability of the real-estate registers. The legal opinion of São Paulo Attorney General's Office of 2003 and 2015 also backed the decision of opening such data, as they have understood that real-estate information must not be classified.



Outcome

All data about real-estate registers in São Paulo have been opened and geolocated. Any person can search the base at Geosampa portal, digital platform that presents many information of public interest on a digital map. Open data ensure access to the citizens about the city land organization. In this sense, the opening of registers can work as an important background for the participation on guidelines formulation concerning the production of urban space.



“São Paulo is taking an important step to fight corruption, which we applaud. Corrupt people that think they can hide behind shell companies to buy real estate without declaring the beneficial ownership will face a more rigorous control from society.”

Cobus de Swardt, managing director of Transparency International

Assets declaration system

Sispatri could bring R\$ 4 billion back to City Hall public coffers

Electronic system for public servants asset declaration allows preventing and detecting corruption schemes at the municipal level



What is it About?

Sispatri is a new electronic tool implemented by the City Hall in 2013, with the aim of producing patrimonial increase analysis based on the declaration of assets and goods made by the 160.000 municipal civil servants. Until 2012, declarations were made on paper only.



Actors involved

The new system was developed by the Office of the Municipal Comptroller General in association with the Information Technology and Communication Company of São Paulo Municipality (PRODAM).



History

The use of technology allowed progress on Administrative Improbability matters, making clear progress on the application of the law made in the year 1992 on the subject, which forces public servants to inform details of their private patrimony state each year. With the digitalization, it becomes possible to perform cross-linking and to manipulate data, making possible to audit all the information.



Methodology

The tool has an advanced methodology for patrimonial analysis developed by the intelligence sector of the Comptroller General Office, which allows identifying abnormal patrimonial evolution of the public agents and mapping of areas and profiles of public servants that are more vulnerable to corruption practices.



Outcome

The methodology enabled the accomplishment of an investigation that dismantled a corruption scheme maintained by tax auditors of the city's Finance Secretariat which caused an estimated financial loss of R\$ 500 million to the City Hall treasury. The action allowed correcting management weaknesses, resulting on a better tax collection volume. The Comptroller General established 29 cooperation agreements with other control organs from all over the country that were interested in replicating the experience.

Café Hacker

Methodology promotes participation within the process of data and systems opening

In alliance with municipal bodies and entities, the Office of the Comptroller General gathers developers, activists, journalists and citizens for transparency debates



What is it About?

Methodology created by the Office of the Municipal Comptroller General in order to promote data opening and improve city government systems and websites. The initiative promotes meetings between public authorities and society to capture the demand for public interest information and encourage public policy monitoring. More information is available at: www.cafehacker.prefeitura.sp.gov.br



Actors involved

The initiative is from the Comptroller General Office, usually in partnership with other secretariat or agencies. Common participants are public servants from all areas, developers, activists, students, scholars, social movements and, more generally, citizens interested in the matter.



History

Motivated by Access to Information Law implementation, Cafe Hacker emerged from the idea of promoting information transparency in a collaborative way, through the exchange of ideas and identifying the open data needs from the public.



Methodology

The event starts with public agents and specialists talks. Participants are allowed to raise questions, ask for new open data and suggest new improvements. All interventions are recorded systematically in a real time collaborative text editor. Then, the Comptroller General publishes a feedback document with answers and responses to proposals made by the public.



Outcome

The meetings had a direct impact on the improvement of the transparency of the city transport sector and the reform and improvement of several websites and City Hall systems. Since August 2013, 14 meetings were held, in which around 400 people were present. The public attendance through the Internet was estimated at 1000 people.

In 2015, Café Hacker was one of the finalists for the CONIP Award for Excellency in Innovation in Public Management, competing in the category Open Government. CONIP is the Congress of Information Technology and Public Management Innovation, an annual event um that promotes debates and presentations of technology trends for the public sector.

Social Control

Participative process resulted in the Transparency Council Bill

Methodology considered innovative was critical for the minute elaboration of the draft bill that creates the Municipal Transparency and Social Control Council



What is it About?

Innovative methodology for the elaboration of the bill that creates the Transparency and Social Control Municipal Council. The process included participative online tools, onsite meetings and feedback reports made by the Comptroller General. The participative council will be a collegiate body with a consultative, regulatory, proposal-oriented and deliberative role on issues related to transparency policy and social control of local executive government. The bill was sent to the Legislative Council on May 2014.



Actors involved

The initiative of building a council was from the Comptroller General Office. Other public actors also participated of the process such as Secretariat of Citizenship and Human Rights, the then Secretariat of Budget Planning and Management, besides more than 100 civil society actors, such as the Network for Transparency and Social Participation, the Forum of Social Control and Transparency and the Network Our São Paulo.



History

The creation of a municipal council was first projected by the National Conference on Transparency and Social Control held in 2012 and the City Hall Target Planning. Since 2013, the Comptroller General carried out a number of meetings to debate the council setup with civil society actors that are active on transparency issues.



Methodology

In order to elaborate the bill 236/2014 that creates the new body, a number of activities involving civil society were developed. Among these activities, it is worth highlighting a seminar conduction to foster debates on the future council, the public electronic consultation and the public hearing to improve the draft content. In each step, detailed feedback reports of the process were made available.



Outcome

The process resulted on the bill that creates the council. The organ role was defined as formulating transparency and social control policies and monitoring the execution of targets in the area, besides proposing evaluation indicators.



“(...) the process acquires an innovative character, for it associates a unique methodology (well-built feedbacks and interrelation of online and offline environments) capable of securing a State-society dialogue that became a reference on participatory process construction.”

Merchán and Silva (2014), researchers at Fundação Getúlio Vargas

¹ Merchán, C.R. et Silva, T.A.B (2014). A construção dialógica do projeto de lei de criação do Conselho de Transparência e Controle Social de São Paulo: um estudo de caso crítico-analítico. VI Encontro de Administração Pública e Governança, ANPAD, Belo Horizonte, november 2014.

Open data

Portal gathers more than hundred database sets from the City Hall organs

Platform was built based on the listing of all City Hall databases making it possible to create applications and data display



What is it about?

The Open Data Portal gathers more than 100 database from several bodies and agencies from São Paulo City Hall. It was made from an inventory of almost 600 databases which serves as a reference for the public administration data knowledge on the city and its public services. More information available at: <http://dados.prefeitura.sp.gov.br>.



Actors involved

The initiative was developed by the Office of the Municipal Comptroller General and the Urban Development Secretariat. Other secretariats, public companies and agencies were also involved in the project execution.



History

The Municipal Databases Catalogue was provided on the second article of the Executive Ordinance 54.779 released on January 22nd 2014, which promoted changes on the Access to Information Law (Federal Law number 12.527, from 2011). The repertoire served as basis for the Open Data Portal implementation.



Methodology

In order to develop the catalogue, the involved actors performed a general gathering of the existing databases within the City Hall. A second step involved the creation of a data inventory and metadata development, i.e., database and data description. Finally, databases that were already available were published at the Open Data Portal.



Outcome

The catalogue publication improved data access and transparency produced by municipal government agencies. A total of 591 databases were identified, from which 327 are from secretariats, 93 from local representations of City Hall and 171 from other public agencies. More than 100 database ensembles were published in open format.

Open Journal

Platform makes the Official Journal of the City more accessible

In association with the University of São Paulo, the Office of the Comptroller General developed a digital tool that makes Official Journal content available in open format



What is it About?

Open format version of the Official Journal of the city of São Paulo that seeks to improve access to information published by local government bodies, such as laws, orders, decrees, auction notices, appointments, resignations and other administrative acts.



Actors involved

The open official journal version is the result of an association between the Office of the Municipal Comptroller General and the Co-laboratory of Development and Participation (COLAB) of the University of São Paulo.



History

The Open Official Journal is an information vehicle for all administrative acts made by City Hall agencies. Nowadays, its publication is accomplished by the Official Press (a São Paulo State public company), that produces the journal on two formats: printed and digital, in PDF format. Although all data is public, it is not possible to perform automatic content research, making it difficult to those who need the information.



Methodology

It was possible to carry out the prototype using the available temporary files kept in open format (.TXT). The solution involved making this open format stored data available for the Open Official Journal. It is worth mentioning that the prototype development process was opened to the participation of organizations and the interested public.



Outcome

The platform is still experimental, but it is expected that it will be useful for at least a third of public servants, allowing for advanced search on data available from the year 2003 onwards. For the citizens, the platform will provide the possibility to improve studies and analysis. Today, the website is already registering a daily average of 40.000 visits.

“We aim to build changes not only on how the State publishes and treats information and data, but also, to change how people can appropriate themselves and build new perceptions on those matters”

Gisele Craveiro, researcher at the University of São Paulo and Coordinator of the Co-Laboratory of Development and Participation (COLAB)

e-SIC

Continuous monitoring makes São Paulo e-SIC a national benchmark

Through the e-SIC system, created and maintained by the Office of the Comptroller General, citizens can register and monitor information requests processes



What is it About?

The Electronic Information System (e-SIC) is a platform that allows citizens to make public information requests to municipal agencies. Its management is responsibility of the Comptroller Office including daily monitoring of the system and operational support.



Actors involved

All local government agencies and entities have the duty to answer information requests. The Office of the Municipal Comptroller General is the agency responsible for monitoring compliance and providing technical notes on second instance cases.



History

The system was created after the passing of the Ordinance 53.623/2012, that regulates the Access to Information Federal Act at municipal level. It meets the government's obligation to provide to all citizens information of public interest that is not yet available on official websites.



Methodology

The Comptroller General's concern was to keep the system under a constant improvement process that resulted in new procedures to fulfill the information requests faster and with better quality. Regular training is provided to e-SIC operators from all municipal agencies.



Outcome

The work made by the City Hall and the Comptroller General Office on the transparency system was acknowledged several times over the last two years. Brazil Transparency Scale, which assesses information request answers, stands out. São Paulo scored ten out of ten on the last two editions.

Ombudsmen forum

Municipal forum promotes City Hall ombudsmen strengthening

Group composed by several bodies and entities meets to exchange experiences and improve public service



What is it About?

Since 2013, the General Municipal Ombudsman and several sectoral ombudsman offices that work in a decentralized way within specific agencies are promoting meetings aiming the improvement of their actions.



Actors involved

Besides the General Ombudsman, the forum gathers SP Tourism, the Metropolitan Civil Guard, Health, Sports Leisure and Recreation and other ombudsmen that are still informal such as the ones in the Traffic Engineering Company and the Secretariat of Human Rights and Citizenship.



History

The initiative originated from the need of articulating several municipal ombudsmen. The legal basis was given by the Law 15.764/2013 that created the Comptroller General Office and determined the General Ombudsman attribution of orienting other local government ombudsman actions.



Methodology

Every month a collegiate group formed by ombudsman representatives meets to debate on common interest themes, the exchange of experience and how to solve problems on public attendance.



Outcome

Important subjects were discussed such as the World Cup 2014 and its impact for the city, in addition to regular subjects that need communication with other agencies, such as trees pruning and streams cleansing. With the advent of the forum it became possible to design the basis for the formation of an Inter-secretariat Working Group on ombudsman studies.

Analysis of vulnerability

Risk mapping methodology strengthens institutional control

With a risk assessment tool, the Audit department improves instrument that highlights areas more vulnerable to corruption and irregularities



What is it About?

Risk matrix is a tool recently adopted by the Audit Department which allows identifying organs, entities and governmental programs which may present a higher risk for corruption to occur. The inspections are made in an interchanged way along each agency. This way, one avoid reports with recommendations that may be little feasible to be implemented.



Actors involved

Risk matrices of the Office of the Comptroller General of the Union and from Brazilian Intelligence Agency were an important reference for the municipal tool elaboration.



History

The new tool responded to the need of allowing citizens to have contact with a friendlier tool which let the public make their own public management monitoring and control.



Methodology

The tool uses indicators that point out the risk grade of each municipal agency. Indicators are related to quantity and value involved in contracts, partnerships, contracts amendments, the use of onsite procurement procedures and the amount of parliamentary amendments to the benefit of agencies, among other sensitive parameters.



Outcome

The tool is still in an experimental phase, but it is expected to allow a more accurate way of identifying irregularities and corrupt practices within local government. With its implementation, the Municipal Comptroller General is investing in modern methods used widely by other control agencies in the country and abroad. The auditing made within other secretariats resulted on saving R\$58 millions to the public coffers, specially as a result of changes that avoid overestimating contract values.

Balance

3 years of the Comptroller General

Since 2013, after the dismantlement of a tax-fraud scheme and auditing in many Secretariats, the CGM has brought back approximately

R\$ 270 millions

to the municipal treasury

164.229

requests made by citizens have been taken by the municipal ombudsman

46.965

protocols routing

9.130

information inquiries on E-SIC from 2013 to 2015

184

auditings made

From which 150 have been made in the Secretariats and 34 in the City's authorities, foundations and companies

200

findings have been

Pointed out

including 63 serious flaws

R\$ 113.381.900,51

in Financial Results

of which R\$ 55.350.388,56 of loss reported and R\$ 58.031.511,95 of savings

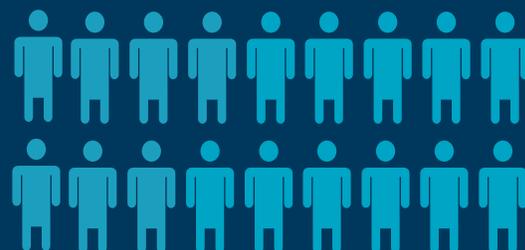
The justice has blocked

R\$ 332 million

from the assets of public agents and companies involved in the tax-fraud scheme

The CGM accomplished **15** Café Hackers and **15** Workshops on Information Access Act

500 people + Trained by our workshops in 2015



Complaints received by the exclusive form created by the Comptroller's Office:

315
en 2014

401
in 2015

95

Inquiries are currently in progress

41 related to civil servants' equity analysis
51 ordinary inquiries
1 administrative inquiries
2 legal responsibility inquiries
19 public servants punished

From inquiries made by the Corrections Department:

29

administrative procedures prosecuted at the Department of Disciplinary Proceedings Department

7 operations made in partnership with the Police and the Public Prosecutor's Office

12 public agents jailed after actions accomplished by the Corrections Dept.

4 public consultations made

Municipal Transparency and Social Control Council, Code of Functional Conduct of Public Agents and High Administration, Municipal Policy of Licensing of the Municipal Administration Contents, New Transparency Portal of São Paulo City.

4 new websites

Café Hacker, Free Official Journal, Open Data Portal and Answered Inquiry!

Creation of the Department of Protection of the Users Of Municipal Services.

Launch of the Integrity Program for companies and adoption of the anti-corruption clause on contracts made by the Municipal Administration

São Paulo got **1st place** on Scale Transparent Brazil prize, being the only capital to receive **grade 10/10** at the first rating in 2015, grade that was kept on the second edition.

Access to information workshops

Training activities teach citizens how to formulate public information requests

With an innovative methodology, workshops link human rights issues to access to information rights. Among the participants, citizens from 69 São Paulo districts, of a total of 96, attended meetings, besides 0 citizens from other 21 cities.



What is it About?

The Access to Information Federal Act (12.527/2011) is an essential instrument for social rights protection. In thematic and territorial workshops, the Office of the Municipal Comptroller General captures demands and guides the public on how to put together an information request based on current legislation.



Actors involved

The initiative was taken by the Integrity Promotion Coordination. The NGO Article XIX, active on freedom of information and expression rights, took part on the first set of meetings.



History

Since 2013 these workshops aim to promote a transparency culture and the use of public interest information. The idea behind the initiative is that the citizens will be able to implement the law through everyday practice.



Methodology

After a brief presentation of the Access to information Law, an expert talks about a specific theme, such as human rights, communication or health. A second related moment comprises dynamic activities, when participants are oriented on how to write their own information requests.



Outcome

Since 2013, 15 workshops have been organized with an attendance of 45 people per event, on average. People from 69 of the existing 96 city districts participated from the activities. The workshops also received participants from other 21 cities of São Paulo State.

10 DICAS PARA UM BOM PEDIDO DE ACESSO À INFORMAÇÃO

1 - UMA DE CADA VEZ

Se você tiver duas ou mais perguntas com relação a uma mesma informação, faça-as em pedidos separados. Dessa forma, o órgão poderá responder à medida que for solucionando cada questão, em vez de esperar reunir todas as respostas para encaminhá-las. Assim, você ganha tempo e evita que uma resposta mais trabalhosa atrase o recebimento de todas as outras.

2 - O QUE PEDIR? SEJA PRECISO (A) NA SOLICITAÇÃO

Se quiser informações sobre a existência de consórcios nas escolas da rede municipal, especifique o tipo de estabelecimento sobre o qual tem interesse - CEs ou EMAs. Ainda nesse exemplo, especifique se quer informações sobre determinado região.

3 - PARA QUEM PEDIR?

Procure descobrir de quem é a responsabilidade sobre o serviço que deseja pedir. Se não tem certeza, peça ao órgão que mais se relaciona com o tema e o pedido será encaminhado internamente.

4 - ESPECIFIQUE O "QUANDO"

Se quiser, por exemplo, dados sobre a execução orçamentária de determinada ação em uma Secretaria específica, de que mês (ou meses) deseja ter essa informação? Não se esqueça de especificar se quer que a informação venha "separada" por mês, ano ou ainda, um total de determinado período.

5 - QUER RECEBER A INFORMAÇÃO EM QUAL FORMATO?

A informação seja fornecida em formato eletrônico para que qualquer cidadão possa acessá-la de maneira transparente. Se não for possível, podem ser cobradas as despesas com a impressão.



ACESSO À INFORMAÇÃO NA CIDADE DE SÃO PAULO



SAIBA COMO SOLICITAR INFORMAÇÕES A ÓRGÃOS E ENTIDADES PÚBLICAS MUNICIPAIS E FAÇA VALER ESTE DIREITO



PREFEITURA DE
SÃO PAULO
CONTROLADORIA GERAL

Corruption fighting

Anti-corruption actions reinforces ethics in the relationship between companies and City Hall

Handbook encourages City Hall suppliers to adopt integrity programs



What is it about?

Anti-corruption measures in order to prevent unlawful acts made by legal entities - such as companies, for example - that have any kind of relationship with the city hall. It is important to emphasize the Integrity Program, which is a handbook with principles and minimum requests that companies must comply with to prevent corruption in an effective way; and the anti-corruption clause, device inserted in all contracts signed by the city government allowing the immediate disruption of contracts signed up with companies involved in corruption.



Actors involved

Entities that cooperate to formulate the Integrity Program are: the Department of Corrections, the Internal Audit, the Department of Integrity Promotion, the Department of Technical Advising, the Department of Intelligence and Information Production, all of them areas subordinated to the Comptroller General Office of São Paulo.



History

Actions of prevention and fighting corruption aiming legal entities have been encouraged according to Federal Law 12.846/2013, known as Anti-corruption Law, that foresees serious consequences to companies involved in unlawful acts. Within São Paulo City, Decree 55.107/2014 regulate that issue, fining the company up to 20% of its revenues.



Methodology

The Integrity Program aims to spread and guide acknowledged practices of prevention and fighting corruption among legal entities that have relationship with the municipal administration.



Outcome

With the implementation of those initiatives, it is expected to involve legal entities on fighting corruption and on the improvement of the public services management and delivery to the citizens. The importance of embracing those players is related to the fact they are fundamental to the accomplishment of public policies, because they supply goods and services as well as provide service as permissionaries or concessionaires.

Answered inquiry!

Information requests database facilitates access to information

Platform “Answered Inquiry!” discloses all requests already made by citizens and answered by bodies and entities of the municipal administration; personal data was removed



What is it About?

Platform developed with open software that publishes all answered access to information requests made to São Paulo City Hall agencies and entities through the Electronic Access to Information System (e-Sic). The complete request database, including attached documents, can be consulted in the City Hall Transparency Portal.



Actors involved

The initiative was led by the Office of the Municipal Comptroller General, with the participation of 16 servants from the Integrity Promotion Department.



History

With the implementation and the consolidation of the e-Sic, the municipal administration started to receive a growing number of access to information requests. The development of “Answered Inquiry!” intends, in parallel to the e-Sic, to strengthen both social control and the municipal transparency policy.



Methodology

Developed based on the “Open Journal” project, the “Answered Inquiry!” was elaborated with open technologies. One team from the Integrity Promotion Department treated the more than 6.500 access to information requests, in order to remove all personal data from requesters. The description of the process is available at the Transparency Portal, at the “Access to Information” section, under “Answered Inquiry”.



Outcome

So far, 7.930 access to information requests received and answered by City Hall organs and entities were published.

Transparency Portal

Transparency portal publishes all City Hall full agreements and partnerships

Website allows searching all documents on procurement and associations celebrated by City Hall bodies



What is it About?

The Transparency Portal makes available contracts, partnerships and agreements celebrated by the government. Previously, only a simple extract of the documents were published. The website also discloses all spending, accounts and informations on civil servants salaries and work related activities.



Actors involved

The Transparency Portal is managed by the Integrity Department. Data is provided by all local government agencies. Participatory dynamics were a part of the permanent process of the portal improvement.



History

The Transparency Portal was created in 2012, from the website "De Olho nas Contas" (Watching the bills). The Municipal Decree n° 54.774/2014, which introduced changes in Access to Information Federal Act at the municipal level, increased the range of information to be published.



Methodology

Contracts and partnerships are disclosed entirely by the municipal administration when the information is sent to the Official Journal. CGM's aims to guarantee that no contract is left undisclosed.



Outcome

The portal went through a constant process of improvement, making available full contracts, partnerships and agreements celebrated with the municipal government and expanding the range of informations published. The portal received 1 million visits and registered a 90% increase in access since the Comptroller General Office took over the website management.

Public procurement

With the electronic auction, City Hall saves up to R\$ 600 million each year

Decree passed in 2013 forces the municipal administration to make public purchases using electronic systems



What is it About?

Totally electronic public procurement. The Municipal Executive Order 54.102, passed on July 17th 2013, establishes the obligation to perform electronic reverse auctions, through IT resources, favoring savings for public treasury, transparency and agility for public procurement procedures.



Actors involved

Besides the Office of the Municipal Comptroller General, other agencies were involved such as the then Secretariat of Planning Budget and Management, the Secretariat of Legal Affairs, the Secretariat of Finance and Economic Development and the Secretariat of Government.



History

The obligation to perform electronic reverse auctions at the municipal level is the result of the adaptation to federal regulations. One example is the Law 8.666/1993 that determines the obligation to perform public auctions. The auction modality was instituted by the Provisional Measure 2.026/2000, regulated by the Decree 3.550/2000 that institutes the modality for the Federal Union. The rolling out for local governments has been made concrete by the Law 10.520/2002. Three years later, the electronic reverse auction is regulated by the Decree 5.450/2005.



Methodology

The introduction of the reverse electronic auction version brought the need for training servants on the use of electronic systems such as Compras.Net and Bolsa Eletrônica de Compras. With that objective in mind, the Comptroller General Office carried out training workshops for 150 civil servants, most of whom are procurement officers.



Outcome

The reverse electronic auction promotes a procurement process that is faster, more transparent, cost-effective and competitive. It is estimated that the local government will save up to R\$ 600 million each year due to the use of this procurement type. The modality favors competition increase, better pricing and greater process control.

Ethics promotion

Code of Conduct orientates public servants on ethical practices

New regulation serves as a guide to promote ethical behavior at the municipal administration and preventing conflicts of interests between the public and private sectors



What is it About?

The Code of Conduct for public servants is a range of norms and principles aiming to establish ethical conduct pattern on the public sector and to prevent situations of conflict of interest between public and private sectors.



Actors involved

The code was developed by a working group composed by representatives of the Integrity Promotion Coordination and the Department of Internal Affairs, both part of the Comptroller General Office, of the Legal Affairs Secretariat and the former Planning Budget and Management Secretariat.



History

From the beginning, the goal to adopt a code of conduct in the municipal realm was part of the objectives of the Comptroller General, created to establish an integrity environment within the public sector. The code adoption is aligned with global trends of integrity promotion.



Methodology

In order to build the code, it was made an extensive legislation research on the theme, as well as mapping case studies on similar initiatives on ethics promotion. In addition, the process involved a participative methodology that allowed suggestions by public servants to the first code draft.



Outcome

The Code of Conduct came into force on May 2015, through the Executive Ordinance 56.130. The process of its elaboration was innovative, since a participative methodology allowed to enrich the debate on building an ethical environment on local government.

Patrimonial investigation

Instrument improves inquiries on public servants illicit enrichment

Adopted in 2014, procedure allows the opening of an investigation and the lifting of tax secrecy in case of illegality



What Is It About?

Patrimonial inquiry is a confidential and investigative procedure, directing efforts to check evidence of public agent's illicit enrichment. The action allows the opening of a process and the lifting of tax secrecy in case illegality evidences are found.



Actors Involved

The procedure is performed by the Internal Corrections Department of the Municipal Comptroller General Office, with support from the Intelligence and Information Production Department of the same organisation.



History

The procedure was regulated by the Decree 54.838, passed on February 13th 2014. The patrimonial inquiry already existed within the Office of the Comptroller General of the Union (CGU) and was replicated at the municipal level.



Methodology

The inquiry procedure starts, at first, from the systematic analysis conducted by the Comptroller General. It consists on the research of several sources to identify evidence of incompatible enrichment when in comparison to the civil servant's income. The Comptroller may also request the lift of tax secrecy to the Federal Tax Authority.



Outcome

Since the creation of the Office of the Municipal Comptroller General, in 2013, a total of 116 inquiries were made, from which 49 were related to illicit enrichment investigation. Out of the total inquiries, 44 are ongoing, 3 were filed and, 2 resulted in the filing of a civil lawsuit for administrative misconduct.

Report Unit

New procedure allows Ombudsman to investigate misconduct reports

Department has also elaborated a handbook to improve the way communications between local government and citizens are handled



What Is It About?

Communication channel created by the Ombudsman allows anonymous reports and a methodology of refinement and classification of all communications sent to the organisation.



Actors Involved

The experience results from the articulation of several areas of internal control that were merged in 2013 into the Comptroller General Office: the Ombudsman, the Internal Auditing Department, the Internal Corrections Department and the Integrity Promotion Coordination.



History

The report channel came out from the need of adopting a more appropriate tool to deal with this type of communication. Before the initiative, reports were treated together with other types of messages. With the classification, it becomes easier to adopt measures concerning the reports.



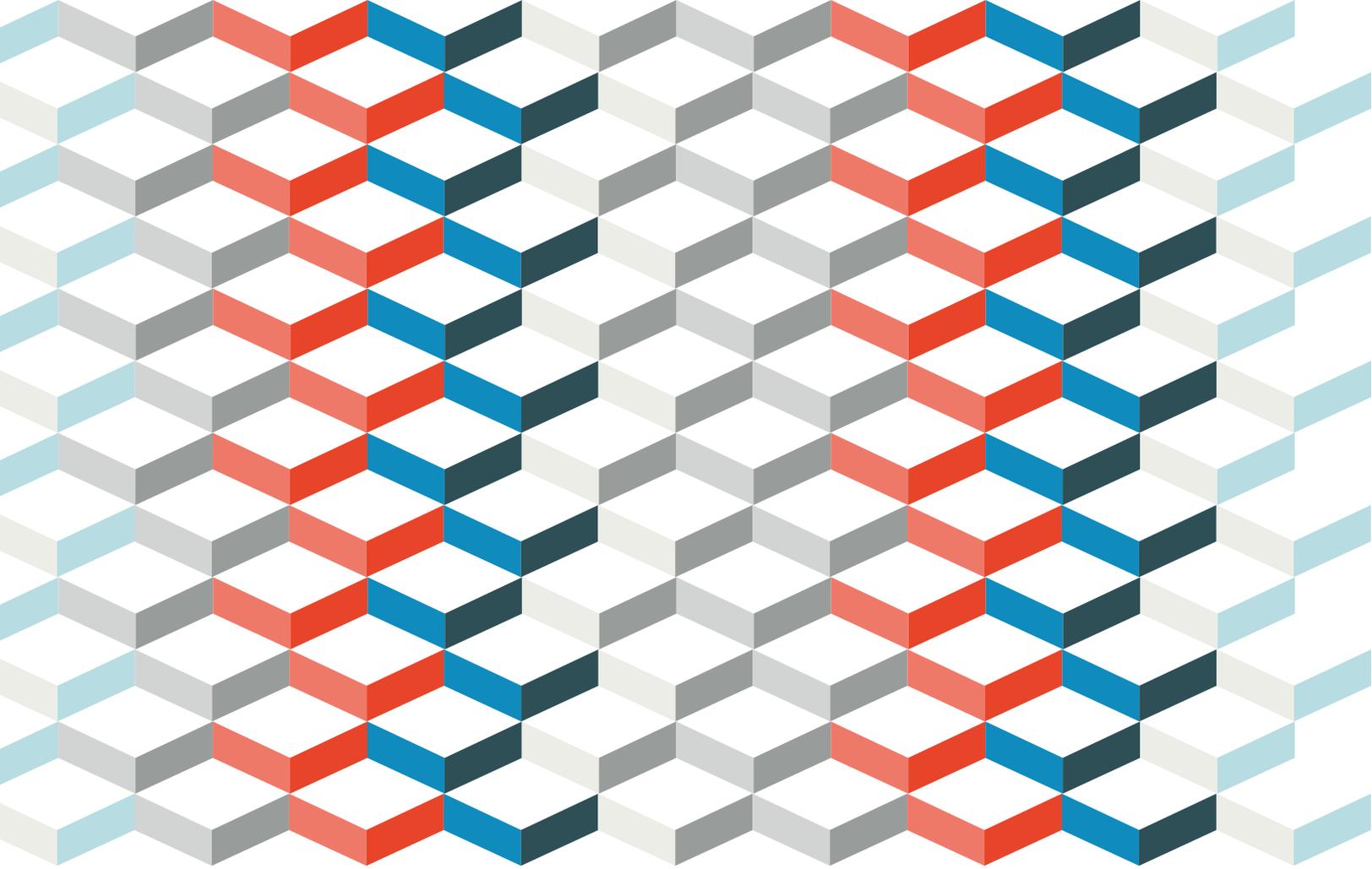
Methodology

In order to give special treatment to reports, a systematic debate was carried out on planning and reshaping of work flows within the Ombudsman that resulted in a manual of procedure approved by the Executive Ordinance n° 33, passed on August 2014. The document establishes the creation of a specific unit composed by auditors and ombudsman officers for the reception of reports.



Outcome

With the merger of several control agencies in a single secretariat, the Ombudsman is working more closely to units responsible for inquiries and internal disciplinary procedures. The Internal Auditing Department also collect benefits, since reports gained in quality with some preliminary analysis being made before they are referred to the inquiry teams.



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