

OIDP DINSTINCTION “BEST PRACTICE IN CITIZENS’ PARTICIPATION
BEYOGLU MUNICIPALITY
“CITIZEN THE MAYOR”

As Beyoğlu Municipality we have various innovative projects and services. One of our important and major project is called “Citizen the Mayor”. I would like to summarize it briefly. “Citizen the Mayor” is a new dimension in the sense of municipalism. It means transition to the direct democracy from the representative democracy. Democracy is the name of a continuous process, as the communication instruments are rapidly developing in this era, “instant managements” are the new concepts included in our lives. It is a new management model that aims the citizens to participate in the management by reaching information about themselves, declaring their opinion and views directly, demanding new services according to the needs and being able to reach the authorities easily. It is a kind of a municipal service that directs its services and operations according to the demands of the citizens and gives opportunity to the society to examine the Municipality. Every citizen, participating in the Municipality of Beyoğlu “Citizen the Mayor” and directing the democracy applications with his/her request, view, complaint and opinions are accepted as a part of the Project. CITIZEN THE MAYOR

There are 7 main components of the Project:

- **Beyoğlu.bel.tr: The parallel Beyoğlu created on internet**
- **Call Centre: 7/24 Uninterrupted Service Platform**
- **Reception Department: Citizen Representative**
- **Mobile Teams: Peer to peer communication**
- **Mayor’s meetings with citizens**
- **Take a picture, locate yourself and submit your request via smart phone**
- **Interactive Screen Kiosk on Beyoğlu Street**

The bureaucracy is removed by the reception unit. All residents of Beyoğlu are connected to each other via digital network. Beyoğlu is transformed into a “smart city”. Absolute transparency and publicity is carried into effect as the management model in the municipality by connecting the residents via digital network and including them directly in the management processes.

Web Links:

<http://tv.beyoglu.bel.tr/VideoDetail/2/Cek-Ilet-Beyoglunu-Cepten-Yonet>

<http://www.youtube.com/watch?v=Z221t3Smdjs&feature=youtu.be>