

## **Statutory Charter of Obligations of Municipal Authorities towards Citizens in the "Knowledge Society"**

The "knowledge society" creates new data and new opportunities for growth, prosperity and quality of life. New technologies change the way we work, entertain, communicate and trade, transforming the bases of economic competition. They are a tool for modernizing public administration and business competitiveness, creating new skills and the need for continuous learning and changing the education system. At the same time, they enable the improvement of health, welfare, environment, transport and contribute to the promotion of cultural heritage

The goal of Local Government is to create the "Knowledge Society", to be a society for all, without the risk of inequalities such as the digital divide, where the rights of the citizen are safeguarded, as well as the freedom of expression and information. That is why we undertake, within the sphere of our responsibility and our activities, gradually to ensure the effective recognition and protection of the special and measurable rights of all citizens in the "knowledge society" by guaranteeing the following:

### **CHAPTER I. Obligation to provide free access to the Internet and security of personal data**

I.1. The municipal authority is taking initiatives to ensure that citizens have free access to the internet through municipal infrastructure, preferably through broadband infrastructure. Particular emphasis should be placed on free internet access.

I.2. The municipal authority takes into account the needs of citizens and provides for the fight against the digital divide in all its forms (geographical, age, disabled)

I.3. The municipal authority provides guarantees for the security and privacy of all personal data that exist and are traded in the municipal information systems.

### **CHAPTER II: Obligation to provide digital services and content**

II.1. The Municipal Authority produces digital content highlighting the cultural reserve, showing the tourist spots and presenting the historical path of the city it represents.

II.2. The municipal authority provides citizens and businesses with digital services of all levels.

II.3. The municipal authority ensures that the policies, standards and technologies

used in its information systems for electronic services, electronic payments and content management are in line with the terms of the Interoperability and Electronic Transaction Framework.

II.4. The Municipal Authority should work with citizens to shape and implement new IT and communications technology applications and services

### CHAPTER III: Obligation to adopt open standards

III.1. The municipal authority seeks to adopt open standards of document storage and information transfer to public services in order to achieve independence from certain software manufacturers, to ensure the long-term preservation of information and to facilitate access to it.

III.2. The municipal authority supports the use of Free Software in municipal services and explores the possibilities of transition where this is not technically easy to achieve sustainability, transparency and interoperability in e-services but also to exploit the international social capital represented by Free Software

### CHAPTER IV: Obligation to adopt green IT and communication technologies

IV.1. The municipal authority must invest in green ICTs by providing the appropriate technology by educating citizens in the use of Municipal Green ICT, by exploring the institutionalization of telework and by extending e-Government services.

IV.2. The municipal authority must make progress on the use of ICTs to protect the environment

### CHAPTER V: Obligation to facilitate, in a digital manner, participation

V.1. The municipal authority is obliged to ensure that the citizen has the right to express his / her opinion using all the means provided by the new technologies, at least on the big issues, before taking decisions.

V.2. The municipal authority is committed to publishing the final texts of the decisions on the Internet so that citizens can be fully informed.

### CHAPTER VI: Obligation for training in the use of new technologies

VI.1. The municipal authority is taking initiatives to provide citizens with basic knowledge and skills for the effective use of new technologies, especially those used in citizens' transactions with municipal services.

VI.2. The municipal authority ensures that citizens have personalized assistance

when using municipal equipment and facilities of new technologies

VI.3. The municipal authority creates e-learning platforms to enable citizens to use municipal digital services and equipment