### **Glossary**

### **Accountability**

The existence of an obligation to demonstrate that work has been conducted in compliance with agreed rules and standards or to report fairly and accurately on performance results vis-à-vis mandated roles and/or plans.

Costs incurred by government in administering and enforcing the regulatory requirements. These costs include the costs of publicising the existence of the new regulations, developing and implementing new licensing or registration systems, assessing and approving applications and processing renewals. They will also include devising and implementing inspection and/or auditing systems and developing and implementing systems of regulatory sanctions to respond to non-compliance.

### Administrative burdens

The costs involved in obtaining, reading and understanding regulations, developing compliance strategies and meeting mandated reporting requirements, including data collection, processing, reporting and storage, but NOT including the capital costs of measures taken to comply with the regulations, nor the costs to the public sector of administering the regulations.

Selected experts and/or interested parties (e.g. social partners, environmental groups) are brought together to form a consultative body, either on an ad hoc or a standing basis. This is a formalised group, i.e. there is a formal written statute, or members are appointed through a formal method.

### **Agency**

Semi-autonomous public organisation that operates at arm's length from the government, usually reporting to a ministry and mandated to carry out public tasks (e.g. regulation, service delivery, policy implementation) in a relatively autonomous manner (i.e. with less hierarchy and political influence in daily operations and with more managerial freedom).

### **Allocation**

The designation of funds in the Budget to a government programme or organisation.

Interfaces used by information systems to communicate with each other. These interfaces allow automated access to and exchange of data within the limits established by the information system operator.

### **Apps**

Applications specifically designed for mobile devices, e.g. smartphones, tablets.

### **Award criterion**

The criterion by which the successful tender is to be selected.

### Award of a procurement contract

A final stage of the procurement resulting in the conclusion and entry into force of a procurement between the procuring entity and selected supplier(s).

### **Awarding procedures**

Are the procedures carried out by Contracting Authorities in order to award a public contract for goods, works or services

Consultation materials, and request for comments, are sent to a selected group of stakeholders, rather than being openly advertised to the general public (Adapted from OECD, 2008).

**Budget** 

A comprehensive statement of Government financial plans which include expenditures, revenues, deficit or surplus and debt. The budget is the Government's main economic policy document, demonstrating how the Government plans to use public resources to meet policy goals.

Authorization issued by a governmental institution to conduct business within the jurisdiction of that government.

**Cabinet** 

This term is used to refer to the collective meeting of Ministers. In some countries it is called the Council of Ministers.

Capital expenditure

Investments in physical assets such as buildings and equipment that can be used for a number of years.

Capitation payment

Is a health care provider payment method in which all providers in the payment system are paid a predetermined fixed rate for each individual registered or enrolled with the provider for a fixed period to provide a defined set of services.

**Case-based payment** 

Is a hospital payment method that pays hospitals a fixed amount per admission or discharge depending on the patient and clinical characteristics.

Central Budget Authority (CBA)

Is a public entity, or several co-ordinated entities, responsible for the custody and management of all (or the majority) of public funds. It is often the Central Government Ministry of Finance or Treasury, or a specific part of these. The CBA is responsible for putting together the budget and dispensing resources to line ministries. The CBA has the leading role in maintaining aggregate fiscal discipline, ensuring compliance with the budget laws and enforcing effective control of budgetary expenditure. This Authority regulates budget execution but does not necessarily undertake the treasury function of disbursing public funds.

**Central Government** 

Central government is often called federal or national government, depending on the country. For purposes of this questionnaire, the central government consists of the institutional units controlled and financed at the central level plus those NPIs (non-profit institutions) that are controlled and mainly financed by central government. The political authority of central government extends over the entire national territory and the national economy, and central government has therefore the authority to impose taxes on all residents and non-resident units engaged in economic activities within the country.

According to EU: is a contracting authority that: (i) acquires goods or services intended for one or more contracting authorities; (ii) awards public contracts for works, goods or services intended for one or more contracting authorities; or, (iii) concludes framework agreements for works, goods or services intended for one or more contracting authorities.

Central/federal government

According to the System of National Accounts (SNA), "central government" consists of the institutional units making up the central government (including line ministries and affiliated agencies), plus those non-profit institutions that are controlled and mainly financed by central government.

## Centre of Government (CoG)

The term Centre of Government (CoG) refers to the organisations and units that serve the Chief Executive (President or Prime Minister, and the Cabinet collectively) and perform certain cross-cutting functions (strategic management, policy coordination, monitoring and improving performance, managing the politics of policies, and communications and accountability). Unlike line ministries and agencies, the CoG usually does not deliver services directly to the public, and does not focus on specific policy areas. The Centre of Government includes a great variety of units across countries, such as General Secretariat, Cabinet Office, Office/Ministry of the Presidency, Council of Ministers Office, etc. In many countries the CoG is made up of more than one unit, fulfilling different functions. Sometimes, units within other ministries (such as Finance or Planning) are regarded as part of the CoG, as they are responsible for some of the functions mentioned before.

By "policy cycle" it is intended: 1) the identification of policy priorities 2) the drafting of the actual policy document, 3) the policy implementation, and 4) the evaluation of its impacts. By "Citizens' Participation in the Policy Cycle" (CPPC) it is intended any activity that foresees the involvement of citizens (including civil society organisations and organisations representing the private sector) in the 4 above mentioned building blocks of the policy cycle.

## An employee of the state, either permanent or on a long-term contract, who would remain a state employee if the government changes.

Compulsory private insurance

Civil servant

Is a financing arrangement under which all residents (or a large group of the population) are obliged to take out health insurance with a health insurance company or health insurance fund, meaning that the purchase of private coverage is mandatory. The insurance is established by an insurance contract between the individual and the insurer.

A contract which differs from a public contract in that the source of revenue for the economic operator consists either solely in the right of exploitation or in this right together with payment.

All work associated with the construction, reconstruction, demolition, repair or renovation of a building, structure or works, such as site preparation, excavation, erection, building, installation of equipment or materials, decoration and finishing, as well as services incidental to construction such as drilling, mapping, satellite photography, seismic investigations and similar services provided pursuant to the procurement contract, if the value of those services does not exceed that of the construction itself.

Cost-benefit analysis

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Cost-benefit analysis is a systematic process for calculating and comparing benefits and costs of a government policy. It has two purposes: a) to determine if it is a sound investment/decision (justification/feasibility); b) to provide a basis for comparing different government policies. It involves comparing the total expected cost of each option against the total expected benefits, to see whether the benefits outweigh the costs, and by how much. Cost-benefit analysis is related to, but distinct from cost-effectiveness analysis. In cost-benefit analysis, benefits and costs are expressed in monetary terms, and are adjusted for the time value of money, so that all flows of benefits and costs over time are expressed on a common basis in terms of their "net present value".

#### **Cost-effectiveness analysis**

Cost-effectiveness analysis is a form of economic analysis that compares the relative costs and outcomes (effects) of two or more courses of action. Cost-effectiveness analysis is often used in the field of health services, where it may be inappropriate to monetize health effect. Common measures include "quality-adjusted life years".

#### **Data**

A value or set of values representing a specific concept or concepts. Data become "information" when analysed and possibly combined with other data in order to extract meaning, and to provide context.

### **Datasets (or data sets)**

Collection of data, usually presented in tabular form.

Flows of official financing earmarked for health from donor government agencies or multi-lateral institutions to recipient countries that are costary in nature and may include a grant element.

Data processed by a computer of any type.

Award of procurement contract directly to one supplier.

On a one stop shop portal, direct data provision means that data is provided directly on the portal (users are not redirected to other government's websites).

### **Discretionary spending**

Public expenditure that is governed by annual or other periodic appropriations, rather than by formulas or criteria set forth in authorising legislation.

The documents that contain the information considered by the legislature prior to reaching its decision to enact a law; for example memoranda from government agencies and legislators, and comments or reports from legislative committees, commissions, legal associations, and lobbying groups.

A framework agreement to which a supplier (or suppliers) or a contractor (or contractors) in addition to the initial parties may subsequently become a party or parties.

### **Effectiveness**

The extent to which a policy, programme and/or organisation's previously stated objectives or targets have been met.

### **Efficiency**

Measuring efficiency aims to examine whether policies, programmes, and/or organisations are achieving the maximum output from a given level of resources (inputs). Determining whether greater "value for money" or efficiency has been achieved however, requires an assessment against a standard of what optimal efficiency is/should be.

### Ex post evaluation

Evaluation carried out after the implementation of a regulation to ensure it is effective and efficient.

### Executive

Central/federal government organisations located in the Executive branch of government. This includes the Prime Minister/President, the Cabinet, line ministries and their agencies.

### **Extra-budgetary funds**

Special funds owned by the Government, that are not part of the budget and that receive revenues from earmarked levies, possibly in addition to other sources such as fees and contributions from the general revenue fund. See also Off-Budget Expenditure

Is a health care provider payment method that pays providers for each individual service provided. Fees are fixed in advance for each service or group of services.

Are institutional units that manage one or more financing schemes: they collect revenues and/or purchase services under the rule of the given health care financing scheme.

Exchanges with selected interested parties where the proceedings are formally recorded.

### Framework Agreement

Agreement between the procuring entity and the selected supplier (or suppliers) or contractor (or contractors) concluded upon completion of the first stage of the framework agreement procedure, in which certain terms and conditions of the procurement that cannot be established with sufficient precision when the framework agreement is concluded are to be established or refined through a second-stage competition.

### General government revenues

Refer to all compulsory funding sources (central government, sub-national governments and social security funds together).

### **General Government**

The institutional sector that consists of central, regional, state and local government units together with social security funds imposed and controlled by those units. It includes non-profit institutions engaged in non-market production that are controlled and mainly financed by government units or social security funds. General government differs from the "public sector" in that the latter also includes public enterprises.

### **Geospatial data**

Data that consists of or contains information of geographic or spatial nature. For example data held in geographic information systems, topographical information, three-dimensional territorial imagery.

### Geospatial tools (or Geographic Information Systems)

In a general sense, geospatial tools are information systems that integrate store, edit, analyse, share and display geographic information for decision making. GIS applications allow users to access geo-spatial information and, depending on the GIS and its interfaces, re-use it.

### Goods

Objects of every kind and description including raw materials, products and equipment and objects in solid, liquid or gaseous form, and electricity, as well as services incidental to the supply of the goods if the value of those incidental services does not exceed that of the goods themselves.

### **Government entities**

Unit within a ministry with a certain degree of autonomy and independence from line ministries to which they are accountable. They may be subject to completely or partially different series of administrative and financial rules. The term "government entities" in the questionnaire excludes public enterprises.

## Government health care financing scheme

Is a financing arrangement with automatic entitlement for all citizens/ residents, or for a specific group of the population (e.g. lower income) defined by law/government regulation. This scheme is funded through government budget revenues (primarily taxes).

## Government Plan or Programme

The government plan or programme is typically developed on the basis of an incoming government's policy manifesto (or in the case of coalition

governments, the coalition manifesto). The programme covers policies and legislation that the government intends to implement during its period in office. It may be updated and refined on annual basis.

An action initiated by citizens in any public sector institution with the aim of exercising a right, receiving a benefit and generating a result in the form of a document (identification, registration, lincense, permit, authorization, etc.).

### **Grants/transfers**

Refer to payments from a government level to another, whether they are earmarked or general purpose, discretionary or mandatory.

## Green (good/service or works)

Refers to a reduced environmental impact throughout their life cycle when compared to goods, services and works with the same primary function that would otherwise be procured.

A consultation document designed to stimulate discussion on a particular topic. Green papers invite interested parties (bodies or individuals) to participate in a consultation process and debate a subject and provide feedback on possible solutions. Green papers are intended to provide information for discussion and do not imply any commitment to any specific action.

### Green public procurement

Is defined in the EU as "a process whereby public authorities seek to procure goods, services and works with a reduced environmental impact throughout their life cycle when compared to goods, services and works with the same primary function that would otherwise be procured".

### Hackathon

An event that gathers a wide range of people to collaborate on developing a service, a product or a solution to a given challenge. The aim of hackathons is typically to arrive at prototypes or "minimally viable products". Hackathons are often attended by software and apps developers, user interface designers, data analysts as well as experts in a given area (e.g. a policy domain) and other interested parties.

### Head of Government (HG) or Chief Executive

This term is used to refer to the Prime Minister or President – or both – depending on the political system of the country.

### Health budget overrun

When annual health expenditures exceed the initially budgeted health allocation, and thus requires voting supplementary budgets.

### Health budget underspending

When annual health expenditures fail to meet the initially budgeted health allocation.

## Health care financing schemes

Are the main types of financing arrangements through which people obtain health services and goods.

### Health debt

The accumulation of financial obligations by government for the specific purpose of financing health deficits (see below).

#### **Health deficit**

When annual health expenditures exceed annual revenues dedicated to health and recourse is sought to the government budget or other financing mechanisms for supplementary funding. This is generally only observed in countries with social insurance based financing.

The definition of 'health expenditure (or spending)' used in this document is consistent with that in the OECD's System of Health Accounts and can be found here: http://stats.oecd.org/Index.aspx?DataSetCode=SHA

"Purchasers" refer to "purchasing agents" as defined in the System of Health Accounts (Table 7.7, p.184), i.e. the "institutional units" that operate "financing schemes".

an approach used to determine the inclusion of medical procedures, medicines, medical devices and high cost equipment in entitlements and benefits packages. HTAs normally incorporate the medical, social, ethical and economic implications of funding such items.

### High level official

A senior public official in the ministry. For example Permanent Secretary, Departmental Secretary, State Secretary, Secretary-General, Deputy Minister, etc.

### **ICT** project

An investment project where the use of ICT is an essential component without which the project would not be implemented. The ICT component can reflect new development or considerable adjustment of existing solutions.

### **Implementation**

The processes and actions that need to be taken, once a new policy and/or law has been adopted, in order to ensure that the policy or law is given concrete effect. Can also be called operationalisation, reflecting the fact that policies have no effect unless and until they are made operational.

By "inclusive and participative" it is intended that the Strategy/document/policy was not developed by the institution in charge of Open Government alone but by involving relevant central government institutions and a representative number of non-governmental organisations.

On a one stop shop portal, indirect data provision means that data is provided through links which redirect users to the sources of data (e.g.: line ministry's website, regional government website).

## Informal consultation with selected groups

Ad hoc meetings with selected interested parties, held at the discretion of regulators.

Are those characterized by a new or significantly improved product, process. For an innovation to be considered as such, it needs to have been implemented, which is interpreted as having been introduced on the market.

### Inter-Ministerial Committee

Committees of ministers, usually set up to deal with specific sectors of government activity and policy such as economic affairs or social affairs in order to confirm a course of action and to resolve disagreements. They are usually chaired by a relevant senior minister. A key objective is to minimise the number of issues that need to be put to the Cabinet, and to identify the priority issues that merit Cabinet attention. Ministerial committees are often "shadowed" by committees of officials, with the equivalent aim of preparing the ministerial committees, identifying priority issues for ministerial attention, and resolving disagreements.

### **Life Cycle Cost**

is the sum of all recurring and one-time (non-recurring) costs over the full life span or a specified period of a good, service, structure, or system. In includes purchase price, installation cost, operating costs, maintenance and upgrade costs, environmental and remaining (residual or salvage) value at the end of ownership or its useful life.

The entity contacts suppliers individually, only under specified conditions

### Line-item budget

Is the allocation of a fixed amount to a health care provider for a specified period to cover specific input costs (e.g. personnel, medicines, utilities).

A term coined by Tim Berners-Lee that describes a method of publishing structured data so that it can be interlinked and become more useful. It builds upon standard Web technologies such as HTTP and URIs, but rather than using them to serve web pages for human readers, it extends them to share information in a way that can be read automatically by computers. This enables data from different sources to be connected and queried.

### Machine-Readable (format, file)

Information or data that is in a structured format that can be processed by a computer without (or with minimal) human intervention and without loss of semantic meaning. Digital formats are not automatically machine-readable too, e.g. text documents in PDF or WORD formats are not machine readable.

Public expenditure that is governed by formulas or criteria set forth in authorising legislation, rather than by periodic appropriations.

### Metadata/User's guide

Metadata/User's guide attributes structuring information to content. They describe the contents of data, e.g. periods covered by the data, as well as information about right holders and conditions for use. Harmonisation of metadata is important to facilitate access, use and re-use of data.

### **Minister**

Political head of a ministry (in certain countries, the head of a ministry may be called Secretary or Secretary of State, and minister may be more junior in rank). Ministers are generally in charge of one or more ministries, and have a portfolio of responsibilities derived from the areas of responsibility covered by the ministry or ministries. Some ministers do not head up a ministry, but are in charge of specific issues supported by an office ("minister without portfolio"). In most parliamentary systems, ministers are drawn from the legislature but keep their parliamentary seats. In most presidential systems, ministers are not elected officials and are appointed by the President.

### Ministry or line ministry

An organisation which forms part of the central core of the executive branch of government. A ministry is responsible for the design and implementation of an area or sector of public policy and administration (e.g. agriculture, education, economy, foreign affairs), in line with the government plan and strategy. A ministry is also responsible for the direction of agencies under its authority. In some countries, ministries are called "departments." Sub-national governments may also be organised into ministries. A ministry has a delegated budget to exercise its responsibilities, under the authority and direction of the finance ministry or equivalent organisation responsible for the budget in central government. The term line ministry designates the majority of ministries, which exercise delegated, sectoral powers. The finance ministry is not a line ministry.

Is an evaluation criterion according to which the winner where there are non-price award/evaluation criteria.

### National government

The national, central, or federal government that exercises authority over the entire economic territory of a country, as opposed to local and regional governments.

Products developed based on the re-use of public data made available as open data.

Set of public data made available as open data.

The set of skills and capacities needed to use and understand open data.

In many OECD countries, the governance arrangements of open government reforms include the creation of an ad hoc open government committee (or similar coordination and outreach mechanism) that supports the work of the office in charge of open government, by ensuring that all relevant stakeholders (from the public sector as well as civil society and private sector) contribute to the development and implementation of open government policies and initiatives.

#### **Open Government Strategy**

By "Open Government Strategy" it is intended a single national document highlighting the principles, instruments, and objectives of your county's open government reform agenda, including key open government policies and initiatives. For OGP members, this could be the OGP Action Plan. If your country has an Open Government Strategy and an Open Government Implementation Plan, please submit both of them or provide the URL link.

It refers to a paradigm that assumes that the boundaries between the public administration and its environment have become more permeable; and that governments can and should use external talent and ideas, as well as internal ones, to spot innovative solutions to problems.

Open licenses grant permission to access, re-use, and redistribute a work without payment of licence fees.

Any service provider may submit a tender.

Open science commonly refers to efforts to make the outputs of publicly funded research results more widely accessible in digital format to the scientific community, the business sector or society more generally.

It includes interactions at the local, regional, and national level. Interactions via e-mail are excluded.

Regulations that impose obligations stated in terms of outcomes to be achieved or avoided, giving regulated entities flexibility to determine the means to achieve the mandated or prohibited outcomes. Also referred to as outcome-based regulation.

A meeting where members of the general public are invited to attend and to provide comments. A physical public meeting is a public meeting where members of the public must attend in person. Please note that for the purposes of this questionnaire parliamentary debates should not be considered as public meetings even when members of the public are allowed to witness them.

A committee of interested parties/experts who are formally responsible for helping find solutions to the problem and draft the regulations. Also referred to as "preparatory commission".

### **Primary legislation**

Regulations which must be approved by the parliament or congress. Also referred to as "principal legislation" or "primary law".

### **Procurement (public)**

Public procurement is the purchase of goods and services by governments and state-owned enterprises. It encompasses a sequence of related activities starting with the assessment of needs through awards to contract management and final payment.

#### **Procurement savings**

Procurement savings are here measured annually and indicate the difference in cost of acquiring ICT goods or services. Savings can be the result of strategies or programmes managed by ICT procurement responsible in the public sector, such as standardising, pooling purchasing power, increasing transparency, among others; however, external factors can also play a significant role to the size of such savings.

All actions necessary to register a property by a citizen or business.

### **Public authorities**

Refer to both public services and administration activities (e.g. tax, customs, business registration and social security).

Consultation open to any member of the public, inviting them to comment with a clear indication how comments can be provided. The public should be able to either submit comments online and/or send them to an e-mail address that is clearly indicated on the website. This excludes simply posting regulatory proposals on the internet without provision for comment.

### **Public Policy**

A public policy defines a consistent course of action designed to meet a goal or objective, respond to an issue or problem identified by the government as requiring action or reform. It is implemented by a public body (ministry, agency, etc.), although elements may be delegated to other bodies. Examples include a public policy to tackle climate change, educational reform, support for entrepreneurship. A public policy is, or should be, linked to the government plan and its strategic planning. It is often given a formal framework through legislation and/or secondary regulations, especially in countries with a system of civil law. It is given practical effect through a defined course of action, programmes and activities. It is, as necessary, funded from the state budget. A priority policy is a policy which matters more than others for the achievement of the government's strategic objectives. The responsibility for taking forward a public policy may rest with the relevant line ministry, or, in the case of policies that cut across ministerial boundaries, may be shared by relevant ministries.

Information generated by governments as part of their public task, including weather, map, statistical or legal data, and information held and maintained by governments in galleries, libraries, archives and museums.

A public service has a single service outcome, a single service ownership, and a primary end user group. Rate of Return (RR): The rate of return reflects the value of money at the time of the ICT project, including payback time covered in the initial business case of the project.

### Regulation

The diverse set of instruments by which governments set requirements on enterprises and citizens. Regulation include all laws, formal and informal orders, subordinate rules, administrative formalities and rules issued by non-governmental or self-regulatory bodies to whom governments have delegated regulatory powers.

#### Regulators

Administrators in government departments and other agencies responsible for making and enforcing regulation.

### Regulatory agency

A regulatory agency is an institution or body that is authorised by law to exercise regulatory powers over a sector/policy area or market.

### Regulatory Impact Analysis (RIA)

Systematic process of identification and quantification of benefits and costs likely to flow from regulatory or non-regulatory options for a policy under consideration. May be based on benefit/cost analysis, cost-effectiveness analysis, business impact analysis etc.

### **Regulatory policy**

The set of rules, procedures and institutions introduced by government for the express purpose of developing, administering and reviewing regulation.

### **Regulatory reform**

Changes that improve regulatory quality, that is, enhance the performance, cost-effectiveness, or legal quality of regulation and formalities. "Deregulation" is a subset of regulatory reform.

those suppliers invited to do so by the entity may submit a tender.

### **Review clause**

The automatic review of a regulation a certain period of time after its entry into force.

A search function that searches a Website/portal offers users a way to find content/data. Users can locate content by searching for specific words or phrases, without needing to understand or navigate through the structure of the Web site/portal.

### **Services**

Any objective of procurement other than goods or construction.

By "single and national" it is intended one document that applies to all central government institutions (i.e. the Centre of Government, all line ministries, and all executive agencies).

### Social health insurance scheme

Is a financing arrangement to ensure access to health care for specific population groups through mandatory participation and eligibility based on a payment of a non-risk related contribution by or on behalf of the eligible person.

### Social security funds

Are social insurance programmes imposed and controlled by a government unit and covering the community as a whole, or large sections of the community. They generally involve compulsory contributions by employees or employers or both, and the terms on which benefits are paid to recipients are determined by a government unit.

### Stakeholder engagement

Refers to the process by which the government informs all interested parties of proposed changes in regulation and receives feedback.

Storage (or memory) is in this context the capacity to save digital data. A recent trend in storage is the increasing use of virtualisation and cloud computing, allowing for optimisation of usage through remote storage solutions purchased as scalable services.

### Strategic planning

A tool for identifying short-, medium-, and long-term priorities and goals (e.g. "improve education" or "achieve energy security") and laying out a set of present and future (collective) actions for achieving them.

### **Sub-national government**

Refers to all levels of government below the central government level (i.e includes both regional/state and local governments).

### **Subordinate regulation**

Regulations that can be approved by the head of government, by an individual minister or by the cabinet – that is, by an authority other than the parliament/congress. Please note that many subordinate regulations are subject to disallowance by the parliament/congress. Subordinate regulations are also referred to as "secondary legislation" or "subordinate legislation" or "delegated legislation".

The automatic repeal of regulations a certain number of years after they have come into force.

Data presented in rows and columns, as opposed to imagery, documents, XML.

For "technical level" it is intended public officials with expertise relevant to the task but with a position not at senior management level.

Time savings can be the result implementing productivity enhancing ICT projects. Time can be saved for example by the elimination, reduction or automation of service delivery or administrative processes. Time savings within the public administration is measured in full time equivalents (FTEs) annually and can be attributed a financial value. Time savings for citizens and businesses are measured in hours annually, and can equally be attributed a financial value.

#### **Transaction costs**

The specific costs of delivering a specific service per service transaction. Studies show that transaction costs vary across channels which explains why governments seek to prioritise the most cost-effective service delivery channels.

### Unit

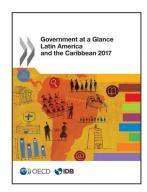
We use this generic term to refer to Departments, Directorates, Sections, or any other organizational segment that can be identified within the CoG.

### Virtual public meeting

A meeting where members of the general public can attend and make comments via internet or phone.

Include voluntary private health insurance (commercial or non-for-profit) and other voluntary insurance schemes (e.g. organized by members or "communities", non-government organisations, etc.)

A government report which sets out a detailed policy or regulatory proposal. A white paper allows for the opportunity to gather feedback before the policy/regulation is formally presented.



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