

PROJECT INFORMATION

New instruments for cooperation with the administration in environmental matters in Croatia



In Croatia, Environmental damage can now be easily reported via app

Source: Zelena Akcija/Martina Jakal

Background

The participation of civil society in environmental decisions of the administration can contribute to more environmental protection. In this context, access to environmental information and good cooperation with the administration are of decisive importance. Zelena Akcija's Green Phone project has been supporting citizens and civil society organizations in Croatia since 1997 by providing telephone advice. Together with volunteers and in cooperation with authorities, environmental problems are identified and solutions found.

Project details

The "Green Phone" in Zagreb and the Zagrebacka Zupanija region was modernized and upgraded with a mobile application. The app allows citizens to report environmental damage via smartphone and to add supplement information such as location and photos. As a result, the quality of the reports increases significantly and makes it easier for the authorities to resolve the damage. This provides a directly visible result for improving the environment and promotes trust and cooperation between civil society and the administration.

The comprehensive participatory development process of the app and its monitoring by a steering group from the environmental administration and civil society strengthened cooperation between the stakeholders. The project team has created the conditions for disseminating the app in other regions through workshops and information material. In addition, educational material is available to facilitate citizens' participation in spatial planning processes. The aim is to strengthen capacity and knowledge in further regions, thereby creating greater cooperation, transparency and trust between authorities and civil society.

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Project country: Croatia

Duration: 12/2021 – 07/2024

Beneficiaries: Citizens, environmental organisations, administration

Implementing organisation:

UfU – Independent Institute for Environmental Issues

Project number: 168249

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Advisory Assistance Programme (AAP)

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