

**59th Session of the Commission for Social Development  
SIDE EVENT**

**Innovating Public Governance and Leveraging Digital Technologies for  
Social Inclusion of Vulnerable Groups**

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# Crucial Factors for Fostering Innovation

- Declaration of policy priority for the inclusion of vulnerable groups
- Innovative action plan overarching all levels of the government
- Implementation of action plan and its performance evaluation

## Promoting Inclusive Policy Processes

- Inclusion of citizens' proposals in policy-making
- Public participation in solving critical social problems
- Online and offline platforms for local communities

## Public Service Delivery

- Full package service for seniors, disabled, and minorities
- Learning centers for those falling behind the digital era
- Pro-active customized social service based on data analysis