



United Nations
Educational, Scientific and
Cultural Organization

UNESCO AND CITIES

PARTNERS



Sector for External Relations and Cooperation
2008 Edition

Published by UNESCO, 2008 Edition

Photos

Cover:

Sana'a, Yemen © UNESCO/Abou Khalil
Beijing, China © UNESCO/François Burger
Djenné, Mali © UNESCO/Alexis N. Vorontzoff
Machu Picchu, Peru © UNESCO
Mostar Bridge, Bosnia and Herzegovina © Denis Bonhoure

From left to right:

Kyoto, Japan © UNESCO/Misato Le Mignon
Cairo, Egypt © UNESCO/Marianne Spier-Donati
Naples, Italy © UNESCO
Burkina Faso © Denis Bonhoure
Kuala Lumpur, Malaysia © UNESCO
Salvador de Bahia, Brazil © UNESCO/Lucy Davies
Moscow, Russian Federation © Denis Bonhoure
Casablanca, Morocco © Denis Bonhoure

ERC-2007/WS/10 Rev.

UNESCO AND CITIES PARTNERS

Sector for External Relations and Cooperation
2008 Edition

Preface

“**A** century ago, only 4% of the world’s population was urban. Today, cities are home to half of its inhabitants. The city is a hub of wealth, prosperity and social harmony, a place where people come together; but it can often spell poverty, isolation, pollution and violence.” Koichiro Matsuura, Director-General of UNESCO (Marrakesh, 18 March 2002, award of the UNESCO Cities for Peace Prize).

Cities are subject to innumerable pressures that affect their inhabitants even in their private lives. Governing a city is no easy task given the importance of the issues with which the decision-makers are confronted. Well administered, however, cities can bring about change, social progress and cultural diversity. Examples of bold, imaginative and generous initiatives that have resulted in self-realization for the populations concerned and progress for the city are not lacking.

UNESCO supports the action of cities and local authorities in the political, social, economic and cultural fields, and this cooperation acts as a catalyst resulting in a form of modernization with a human face. The effectiveness of such collaboration relies on UNESCO’s intersectoral approach that integrates educational, scientific (both natural and social) and cultural dimensions of problems that cities and local governments face and thus endeavours to address the complex issues of growing urbanization the world over.

Such partnerships are powerful and valuable mechanisms for meeting people’s needs. For UNESCO, extending the range of its partners is a way of increasing the means of achieving its objectives. Its role of impartial mediator in international cooperation enables it to bring cities together and also connect them with other partners under sponsoring, twinning or networking operations.

This booklet, which reviews a variety of possibilities for action in UNESCO's fields of competence, is addressed to all the national and international actors mobilized in the vast undertaking of making cities places of self-realization and new vectors for spreading our Organization's ideals.

A handwritten signature in black ink, consisting of a large, stylized 'S' shape with a horizontal line extending to the left and a smaller loop on the right.

Ahmed Sayyad
Assistant Director-General of UNESCO
for External Relations and Cooperation

Education Sector

THE LEARNING CITY: EDUCATION, DEVELOPMENT AND CITIZENSHIP

"Sustainable development requires committed, active and knowledgeable citizens. It also requires caring and informed decision-makers who will make the right choices about the complex, interrelated issues facing human societies" (Koïchiro Matsuura, Director-General of UNESCO). The United Nations proclaimed the period 2005-2014 the *Decade of Education for Sustainable Development* and designated UNESCO as the lead organization for its promotion. The concept of sustainable development needs to be widely understood, and cities are the main centres of thought and action when it comes to education. For more than half a century, UNESCO has been endeavouring to muster the efforts and talents of all the components of society so that everyone may have access to high-quality education.

Building up responsible citizenship

Education and training are among the most valuable assets of cities in a context of globalization. Nowadays, cities offer many opportunities for education. At local level, the school is an exceptional means of establishing a connection between world problems and local life, of serving as an enabler of change and permitting acquisition of the knowledge and skills required to function as an active and responsible citizen. The local authorities have a strategic role to play in making these means of training and expression available to citizens.

Broadening the field of education

Inculcating concern for the environment, for instance, is a basic stage. More economical consumption of energy and raw materials, re-utilization and recycling, and changing of lifestyles are all things to be assimilated and new behaviours need to be learned at every age. If everyone possessed the requisite knowledge and skills to perform their daily tasks, conflict management, decision-making, project development and recourse to appropriate technologies would be greatly facilitated.



Fighting exclusion

In big cities, education policies often have to cater for highly contrasting populations. Providing education to all, in particular to girls, to persons with disabilities, to the poorest, and to immigrant groups is a complicated exercise requiring expertise and the collaboration of numerous partners. No one person or institution can grasp the complexity of the urban world and manage a city. Its inhabitants also must learn how to live together. A rights-based approach is at the very heart of UNESCO's work in education. UNESCO promotes the right to education with emphasis on inclusion, lifelong learning and non-discrimination, notably in urban settings.

Learning at every stage in life

Lifelong education, a concept at the heart of UNESCO's priorities, covers a field as vast as life itself. Present at every stage in life, it encompasses the education of the young generations, adult and community education, technical and vocational education, higher education – so many vital elements in respect of which the local authorities are in the front line and often need to strengthen their capacities.

Reinventing local democracy

The very idea of a sustainable urban development policy implies the active solidarity of generations and social classes. Networks and partnerships connecting governments, organizations, civil society, local authorities, the private sector and the media thus help to give a new direction to people's thinking and translate concepts into goals and actions.



CITIES AND THE ENVIRONMENT

Water in Cities

Urban water problems are growing around the world. Rapid urbanization, particularly in the developing world, and the formation of megacities through massive internal migration to the cities exacerbate water-related problems in cities. Improving freshwater management, access to safe drinking water and basic sanitation in cities in developing countries now commands a greater sense of urgency and is seen as a necessary pre-condition for health and for the attainment of Millennium Development Goals, in particular for the fight against poverty, hunger, infant mortality and gender inequality. These problems can only be addressed properly through a concerted effort which involves scientific, social and institutional approaches. New paradigms in order to solve increasingly acute urban water problems need also to be developed and applied. The United Nations International Decade on Water for Life (2005-2015) will provide a mechanism to raise awareness in this respect.

As the theme 'water and associated ecosystems' is one of the UNESCO principal priorities, UNESCO plays a leading role in promoting science and knowledge for sustainable use of global freshwater resources. UNESCO's International Hydrological Programme (IHP), created in 1975, is the only global intergovernmental scientific programme devoted to freshwater within the UN system. With its Secretariat at the UNESCO Headquarters in Paris, the IHP has National Committees in over 160 countries. UNESCO's IHP addresses water-related issues in cities through its urban water management programme.

Urban Water Management Programme (UWMP) in IHP

UNESCO-IHP's Urban Water Management Programme is an active and continuously evolving programme aimed at the development



approaches, tools, guidelines and capacity building means to allow cities to assess their urban water situation and to adopt more effective urban water management strategies and practices.

The 5th phase of the IHP (1996-2001) already addressed integrated urban water management, which included non-structural measures for flood management, surface and ground water management, and urban drainage modelling in different climates.

During the 6th phase of the IHP (2002-2007), with a broadened outlook, nine major topics were addressed within the UWMP:

- data requirements management for integrated urban water management
- processes and interactions in the urban water cycle
- sustainable urban groundwater management
- integrated urban water system interactions: complementarity among urban water services
- integrated urban water modelling and management under specific climates
- urban water security, human health and disaster prevention
- urban aquatic habitats in integrated urban water management
- socio-economic and institutional aspects in urban water management
- urban water education, training and technology transfer

This approach will be continued and expanded during the 7th phase of the IHP (IHP-VII) (2008-2013).

Water-related issues in cities are addressed in the 7th phase of the IHP (IHP-VII) (2008-2013) under a focal area 'Achieving sustainable urban water management'. This focal area aims to develop scientifically sound support for the integration of water management in urban areas. Its purposes are manifold. They include: sustaining drinking and industrial water supplies, sanitation services, surface water bodies and water-dependent ecosystems; increasing efficiency of water use; improving the quality of life in cities; mitigating the risk of flooding; and reducing contaminant discharges into receiving waters. In addition, institutional and capacity building aspects



will be incorporated as necessary components in order to formulate and apply effective urban water management strategies. Emerging paradigms and novel approaches and tools, particularly those applicable to cities in the developing world, will be duly considered.

UNESCO's IHP is publishing UNESCO Urban Water Management Book Series, which integrate the outcomes of UWMP activities during the 6th phase of the IHP, as well as findings of research, extensive expertise consultations and meetings.

UNESCO Urban Water Management Book Series

UNESCO Urban Water Management Book Series, comprising over 10 books to be published in 2007-2008, is the product of collective effort of research and analysis of the institutions and scientists that are part of the UNESCO-IHP network. The series is intended to promote science and knowledge for sustainable urban water management, water education and capacity building, and targets a wide readership, including specialists in the field, researchers, students and decision-makers.

The first books in the series was presented during the UNESCO International Symposium on "New Directions in Urban Water Management" in Paris, France, on 12-14 September 2007.

IHP has developed over the years a significant international network of collaborating scientific and professional institutions. This network of water-related institutions play a substantial role in the implementation of the IHP activities and lend assistance in disseminating scientific knowledge and sound water management practices in support of UNESCO's strategy on sustainable water resources management. The UNESCO-IHE Institute for Water Education offers postgraduate degrees in water engineering, urban water and sanitation, among other specializations; collaboration with UNESCO-IHE will be intensified during the IHP-VII in addressing the pressing urban water issues at an international scale, particularly concerning the needs of the developing countries. Furthermore, the UN-system wide World Water Assessment Programme (WWAP), hosted and led by UNESCO, reports on the state of the global water resources, including water issues in cities, in its triennial World Water Development Report.



Centres on Urban Water Management under the auspices of UNESCO

Two centres concerned with urban water management issues are currently in operation:

- Regional Centre on Urban Water Management (RCUWM) in Tehran, Iran;
- International Research and Training Centre on Urban Drainage (IRTCUD) in Belgrade, Serbia; and

with a future centre in the pipeline:

- Regional Centre on Urban Water Management for Latin America and the Caribbean in Cali, Colombia

Potential cooperation on urban water management is also foreseen with the other centres:

- European Regional Centre for Ecohydrology in Łódź, Poland;
- International Centre for Water Hazard and Risk Management (ICHARM) in Tsukuba, Japan;
- Water Centre for Arid and Semi-Arid Zones of Latin America and the Caribbean (CAZALAC) in La Serena, Chile;
- Regional Centre for Training and Water Studies in Arid and Semi-Arid Region (RCTWS) in Cairo, Egypt.

Disaster risk management

Earthquakes, floods, fires, droughts, tornadoes, industrial accidents and urban pollution, whether due to natural causes or to human intervention, are aggravated by the concentration of populations in cities. Futurologists put forward alarming figures in line with the progress of industrialization and urbanization.

With regard to early-warning systems, land-use plans, building techniques to mitigate risks, protection of schools and historic buildings, reinforcement of measures to protect the environment and prevent natural disasters, alerting and educating populations, post-disaster intervention and investigation to accelerate the study and understanding of such phenomena with a view to reconstruction, these measures have to be prepared before the event, in which case human and economic losses can be limited. The communities affected will recover better if they anticipated the disaster.



Urban ecology

Urban sprawl and pollution very often adversely affect the natural environment and biodiversity both inside and outside cities. To minimize their effects, UNESCO, within the framework of its Man and the Biosphere programme (MAB), upholds the integrated ecosystem approach to urban management, applying the biosphere reserve concept to the city and its hinterland. Cities working along these lines include Cape Town, Chicago, Rome, Seoul, São Paulo and Stockholm.



THE CITY AS THE CENTRE OF DEMOCRACY: URBAN POLICIES TOWARDS SOCIAL COHESION, SPATIAL INTEGRATION, LOCAL DEMOCRACY AND CITIZENSHIP

UNESCO seeks to increase the sphere of the citizen's participation at local level through the dialogues between the different actors in cooperation with other UN Agencies and NGOs through capacity building of the policy makers, exchanges of good practices, provision of the forum of dialogue and promoting tolerance as a necessity for peace and for the economic and social advancement of all populations. This focus is assured in cooperation with UN-HABITAT, Office of the High Commissioner for Human Rights, regional and international cities and local governments associations with the aim of enhancing cities' inclusiveness and wellbeing in urban environment.

The Sector is the focal point for the cooperation between UN-HABITAT and UNESCO after the signing of a Memorandum of Understanding between the two agencies in March 2005, and the Sector is also coordinating UNESCO's participation to UN-HABITAT World Urban Forum with the Sector for External Relations and Cooperation (ERC).

The city is a link between individual and state, between citizenship and democracy. UNESCO promotes flagship projects such as the "Coalition of Cities Against Racism and Discrimination", and international research projects about cities and social transformations, urban policies and democracy, renewal of historical cities or the training of city professionals or youth empowerment in cities management mainly through UNESCO's chairs networks.

UNESCO Chairs

Hidden behind the UNESCO Chair label, there are hundreds, even thousands of people on every continent carrying out interdisciplinary research, with the aim of benefiting the whole international community.



This is particularly the case with regard to the Chairs in Urban development and international migration, which contribute to the MOST programme (Management of Social Transformations) by supplying essential data for developing public policies likely to respond to the challenges posed by the increasing pace of urbanization and linkages between migration and social transformations in urban settings. University departments that carry out research into all aspects of the city – including urban landscape, new citizenship and the contribution of migrants to cosmopolitan urbanism – will increase the quantity of available data and information on cities and fill the gap between city professionals training and urban dwellers expectations in cooperation with cities and local government authorities.

For several years, UNESCO Chair on “Landscape and Environment” at Montreal University (Canada)¹ focused on three areas: urban landscapes, rurality, and the environment. In addition, teaching activities give priority to higher education in landscape architecture and international mobility of professors and students.

UNESCO Chair of Lyon (France) on Urban Policy and Citizenship², is conducting interdisciplinary research on active citizenship in urban areas, with academics and representatives of the various towns and cities involved in Latin America, the Arab States and North America (Canada). Venice University will soon host a UNESCO Chair “Urban policies and the social and spatial integration of migrants”.

In Mexico UNESCO Chair on “Habitat Management and Urban Sustainability” of ITESO University in Guadalajara, founded in 1997 is based on experiences aimed at transforming the academic curriculum. The Chair hosts the international coordination of the MOST “City professionals Network for Latin America and the Caribbean”.

1. www.unesco-paysage.umontreal.ca

2. www.chaire-unesco.entpe.fr



MOST Programme

From 1994 to 2001, Cities as arenas of accelerated social transformations was one of the three priority themes of the UNESCO Intergovernmental MOST (Management of Social Transformations) Programme. In its 2nd phase started in 2002, this Programme is focusing on policy-relevant research, with a particular approach on local governance and urban policies. In general, the MOST programme has made a significant contribution to the interdisciplinary knowledge on urban processes and to capacity building through international policy-research networks and research-action projects.

Social Sustainability in Historical Districts - UNESCO guide “Historic Districts for all: a social and human approach to sustainable revitalization”

Historical cities rehabilitation first comes with the reconstitution of its cultural value as an urban fact and through the balancing of its functions: a city alive and inhabited is a city where citizens can find the necessary conditions of their well-being, work, leisure or relationships, and which constitute a solid multi-functional structure. From the experiences gained since 1996 by the MOST programme's research projects on social sustainability in particular in Arab States, Latin America and Eastern Asia, and UN-HABITAT/UNESCO common best practices, specific guidelines and criteria to launch revitalization projects inclusive of social perspectives could be deduced. UNESCO guide aims at contributing through training and sensitisation workshops and seminars with regional cities associations and UN Habitat to promote principles of interdisciplinary approach and assist the main actors to approach their practices through concerted methodologies, practical tools and international standards.

UNESCO will present the final version of the manual to the fourth session of UN-HABITAT World Urban Forum, as a tool for awareness raising and capacity building for local authorities and technicians in intermediate cities (Nanjing, China, 2008).



Growing Up In Cities

The object of the Growing Up In Cities Project is to help local authorities to design programmes and policies to improve the urban environment *for* and *with* children and young people in the spirit of the United Nations Convention on the Rights of the Child and the Universal Declaration of Human Rights, which insist on the participation of populations in decisions concerning them. In 2002 this MOST Programme project gave rise to the publication of two books: *Growing up in an Urbanising World* and *Creating Better Cities with Children and Youth, A Manual for Participation*. The latter was translated into Arabic and presented officially at the conference “The Children and the City”, held in Amman, Jordan, in 2002. From January 2007, the project carried out by the UNESCO Chair at Cornell University, USA, will enable young people to become involved in their own city’s development.

Urban Policies and the Right to the City: Rights, Responsibilities and Citizenship

On the basis of the principles of the Universal Declaration of Human Rights, how urban policies contribute to the needs and rights of all city dwellers, regardless of their religion, age, gender, race, well off or not to fully enjoy urban life with all the services and advantages the city has to offer, as well as taking an active part in city management as part of their responsibilities. This project was launched in March 2005 with UN-HABITAT under the umbrella of their Global Campaign on Urban Governance and within the framework of the Memorandum of Understanding signed between UNESCO and UN-HABITAT. It’s intention is to promote an international project identifying good practices in the fields of law and urban planning; inter-religious municipal councils; citizens’ municipal charters on rights and responsibilities; the participation of women, youth and migrants in urban management as well as their spatial and social integration. The main objective of the joint UN-HABITAT/UNESCO initiative is to address Mayors, municipalities, city professionals and international NGOs that group together associations of cities and city dwellers. It conveys the idea at the international level with the aid of information kits, capacity-building training seminars and examples of good practices.



Coalition of Cities Against Racism and Discrimination: How to live together?

How to ensure that citizens from culturally diverse communities feel engaged in an on-going dialogue to create a better place to live together? In order to contribute to this challenge, UNESCO launched a network of municipalities united against racism and discrimination.

The project aims at assisting municipalities interested in sharing experiences with others in order to develop and strengthen their policies to counter all forms of discrimination, which leads towards a greater urban social inclusion. The originality of the Coalition project is to bring together cities and municipalities around a jointly defined *Ten-Point Plan of Action* made up of ten commitments covering the different elements of their competence, such as education, housing, employment or cultural and sporting activities. The cities that become signatories to the Coalition agree to integrate the Commitment into their municipal strategies and policies. The regional Coalitions are being created in Africa, Arab States, Asia and the Pacific, Europe, North America and Latin America and the Caribbean. Each regional coalition has its own Ten-Point Plan of Action with taking into account their respective challenges and priorities.



CITIES AND CULTURE

As a living laboratory of cultural life, the city provides a unique arena for the expression of diversity. Whether the focus of interest is the built heritage or creative activities, the city is a melting pot of human creativity and interrelations. If this ferment is to be an asset to society and human beings, local authorities must play a supporting and facilitating role. Drawing on a comprehensive regulatory framework in the field of culture – including the three legal instruments that form the pillar of the Organization’s advocacy for the protection of cultural diversity in its different dimensions: the Convention concerning the Protection of the World Cultural and Natural Heritage (1972), the Convention for the Safeguarding of the Intangible Cultural Heritage (2003), and the Convention on the Protection and Promotion of the Diversity of Cultural Expressions (2005) – UNESCO, which has also spearheaded the Universal Declaration on Cultural Diversity (2001), lends its expertise to make cities into genuine living spaces in which city dwellers and the forms of expression of their diversity can coexist in harmony.

Preserving heritage amidst diversity

Local authorities are in the front line in taking up the double challenge of simultaneously modernizing and protecting heritage. UNESCO brings its expertise and experience to bear in devising new approaches to preservation and management and in making culture a medium for sustainable development. The Organization promotes the city as a meeting place and a locus of cultural diversity.

Pilot projects are implemented under UNESCO’s auspices on all components of the urban fabric, in particular architecture, legislation, the environment, housing, public areas and skills. Most projects, involving multilateral and bilateral partnerships, are based on decentralized cooperation between many cities and incorporate such common principles as:

- √ due regard for the surroundings and the environment;
- √ respect for cultural and social diversity;



- √ citizen's empowerment;
- √ promotion of economic development.

Many such projects have been or are being implemented, for example in Porto-Novo, Saint-Louis (Senegal), Hué and Luang Prabang.

Heritage in poverty reduction

The challenge of rehabilitating the heritage and keeping people in their homes while dealing with economic and tourism-related pressures is not an impossible task. A city's heritage cannot be considered separately from the social fabric that ensures its vitality.

UNESCO encourages legal and social protection, education and improvement of housing through heritage management.

The World Heritage Cities

In accordance with the Convention concerning the Protection of the World Cultural and Natural Heritage (1972), UNESCO assists States in preserving their urban heritage. In addition to yielding numerous benefits, the inclusion of a site in the World Heritage List may have some undesirable outcomes, owing, in particular, to inappropriate management of tourism or construction projects in cities.

To guard against such consequences, UNESCO has assisted in the elaboration of international standards for successful urban development, and helps facilitating consensus among the various stakeholders. The goal is to strike a fair balance between the constraints imposed by conservation of historic urban centres and the legitimate requirements of modernization, without compromising their identity.

Local policies in support of cultural diversity

The city and its constituent unit, the district, are ideal for observing cultural plurality. Accordingly, UNESCO, in partnership with cities and local authorities, encourages cultural pluralism as a political response to cultural diversity. UNESCO provides expertise for the formulation and implementation of local cultural policies, makes available best practices recognized by the UNESCO "Cities for Peace" Prize and supports pilot projects conducive to intercultural dialogue among African urban districts.



Creative industries

Primarily based in cities, cultural industries – musical and theatrical productions, cinema, publishing and the press, design and the visual arts – contribute to the economic and cultural vitality of cities as well as to a country's standing. UNESCO facilitates contact among stakeholders in creative industries, encourages partnerships and supports the transfer of skills, duly respecting intellectual and artistic property, in particular under its Global Alliance for Cultural Diversity.

The UNESCO Creative Cities Network

More and more, cities, which encompass the entire range of the creative industry chain, play a vital role in enhancing creativity for the benefit of economic and social development, while promoting cultural diversity.

Cities wishing to join the UNESCO Creative Cities Network, through one of its seven themes– literature, music, cinema, craft and folk art, media arts, design and gastronomy – agree to stimulate innovation by exchanging expertise, experience and traditional and technological skills to build local capacities and present their cultural assets internationally. They also wish to engage in discussion with all partner cities on subjects of common interest, such as creative tourism.

The World Book Capital City

After establishing World Book and Copyright Day, UNESCO launched the concept of a World Book Capital City, in cooperation with international professional associations of publishers, librarians and booksellers, with a view to protecting copyright and giving all social groups easier access to books.



Communication and Information Sector

COMMUNICATION: A TOOL FOR LOCAL DEVELOPMENT

Access to information is crucial to socio-economic development and the building of democratic societies. Information-sharing and economic and cultural development hinge on exchanges, the quality of which unfortunately varies greatly throughout the world.

The city is a primary platform for communication networks, information spaces, and information and communication infrastructure ranging from broadcasting through the mass media to telephony and the use of new information and communication technologies. With the advancement of computer and network technologies, the city is increasingly becoming a metropolitan provider of information and knowledge and is the centre-piece for media pluralism and press freedom which are crucial preconditions for democratic development.

Communication for development can be harnessed through an established common UN strategy to assist Member States to foresee communication and media as a key component of development planning, implementation and evaluation.

Increasingly, media and communication development projects have gained in importance as they take into account human rights, equality, democracy and good governance actions as the long-term guarantees of economic and social development.

UNESCO elaborated a model journalism curriculum which can be adapted according to each country's specific needs and social, economic, political and cultural contexts. Fostering the quality of journalism, particularly investigative journalism is also of major importance for good governance and sustainable development. Supporting potential centres of excellence in developing countries and the use of criteria and indicators for quality journalism training as well as of a model curriculum are also actions UNESCO carries out.



UNESCO accords high priority to the needs of disadvantaged and marginalized groups through actions that enable local communities to voice their needs and empower their participation in decision making. Freedom of expression is promoted as a prerequisite for democracy and support is provided for the creation of enabling and conducive environments. The use of new information and communication technologies combined with traditional media to increase access to information and knowledge especially at grassroots levels is widely promoted.

Community Multimedia Centres (CMC)

Community Multimedia Centres (CMC) are a good example in this context. To date the scale up programme in Mali, Mozambique and Senegal have honoured the introduction of 74 new CMCs enabling inclusive access to knowledge sharing and creation. Eleven countries worldwide have recently introduced CMC pilots and are actively engaged in converging internet and radio technologies.

Wide ranging support is provided through the International Programme for the Development of Communication (IPDC) to enhance media capacity building, freedom of expression, community media and international partnerships on media development in developing countries worldwide. As a result international freedom of expression networks and exchanges that promote editorial independence and safety of journalists worldwide were created and actively performing. Support to community oriented media is essential to ensure universal access to information and categorized as a priority area for the IPDC.

E-governance

The public sector uses information and communication technologies to improve the supply of information, encourage citizens to participate in decision-making, and improve transparency, efficiency and the assuming of responsibility.

Closeness to the citizens, so much sought after by the local authorities, is increased. Public services, urban development, educational planning, environmental issues and local policies thus reap the benefit of smoother and speedier relations.



"A century ago, only 4% of the world's population was urban. Today, cities are home to half of its inhabitants. The city is a hub of wealth, prosperity and social harmony, a place where people come together; but it can often spell poverty, isolation, pollution and violence"

Koïchiro Matsuura, Director-General of UNESCO

UNESCO

United Nations Educational,
Scientific and Cultural Organization

Sector for External Relations and Cooperation
Section of UNESCO Clubs and New Partnerships
7, place de Fontenoy 75352 Paris 07 SP France

T +33 (0) 1 45 68 14 73

F +33 (0) 1 45 68 58 54

erc.pts@unesco.org

<http://www.unesco.org>

