



European Charter of Rights of Citizens in the Knowledge Society

EURO
CITIES

Preamble

RECOGNISING the EU Charter of Fundamental Rights as the essential framework for this charter

AWARE that the advent of the Knowledge Society brings new opportunities for social welfare but also new risks of inequalities, the consequences of which may affect the cohesion expected by European societies

ADHERING to the idea that local public administrations must adopt citizen-focused strategies in the field of the Knowledge Society to efficiently ensure equal opportunities and continuously provide better quality public services

CONVINCED that local governments must play an active role in developing Internet use to stimulate local democracy and social utility, aiming at supporting our cities work towards the Lisbon Goals

DETERMINED to improve local governance and reinforce the relationship between European citizens and Local Authorities to achieve a competitive and competent society

Signatory

I, the undersigned representing the city of Tampere having authority, decision-making power or a mandate to represent, and, in this capacity having a share of the responsibility for the Knowledge Society in the European Union.

Objectives

Undertake, within the sphere of my responsibility and activities, to promote the creation and delivery of the services aimed at achieving the following local objectives, i.e.,

1. Promote Internet access for all and foster the effective use of and the public's trust in technologies and public services based on new technologies
2. Strengthen the fundamental right to education in the Knowledge Society, enabling people of all ages and sectors to take part in and benefit from the development of the Knowledge Society
3. Provide access to user-friendly and understandable public information
4. Ensure transparent public administration

I wish to progressively ensure the effective recognition and protection of particular and measurable rights of all citizens in the Knowledge Society needed to overcome any possible threat of the digital divide and to ensure social and territorial cohesion. I wish in particular, within the bounds of my responsibility and specificities, to recognise and progressively protect the following rights:

Rights

CHAPTER I. Rights to Access

1. Every citizen of the European Union will have access to the Internet through Public Internet Access Points, preferably via a broadband network
2. Every citizen of the European Union must be guaranteed the security and privacy of any personal data managed through online public services

CHAPTER II. Rights to Education and Training

3. Every citizen of the European Union will have the right to acquire the basic skills for an effective use of services and information through ICT
4. Every citizen of the European Union will have access to personalised assistance when accessing public and ICT-based equipment and facilities

5. Every citizen of the European Union will have access to lifelong e-learning platforms to benefit from all the available resources generated by communication-technology facilities and thus take part in the knowledge society

CHAPTER III: Rights to Online Information

6. Every citizen of the European Union will have access to the best quality information produced by public administrations
7. Every citizen of the European Union will have access to online information regardless of disabilities

CHAPTER IV: Rights to Online Participation

8. Every citizen of the European Union will be ensured the right to participate through ICT platforms in the decision-making processes of his or her local government
9. Every citizen of the European Union will receive public administration feedback on any online consultation results