

**Day 4 – Thursday, 29 November 2007**  
**Parallel Sessions – Session 4A 1.30pm-3.30pm**

Speaker: Dr Issa Luna Pla

Position: Executive Director

Organisation: Center for International Studies on Transparency and Access to Information, Mexico

Presentation Title: Systems that facilitate access to information:  
the users' point of view

The presentation describes the experience of a user to make access to information requests through electronic systems and telephone services in Mexico. Special emphasis is put on the scarce empirical data to determine the effectiveness and impact of these systems as tool to enhance the usage of the access to information legislation and increase the public's interest in governmental information. Other questions posed in the presentation are:

- How do the information technology mechanisms comply with the legal and political provisions?
- Does the increase of information requests thorough the systems tackle best the political and economical problems?

The systems have lead to procedural and administrative advantages for users and public servants regarding the transparency legislation, but

- How many individuals can actually benefit from the systems and the information they deliver?