

The Unknown Citizen Test

Would the institution work for a person with no influential relative, political sponsor, friendship, wealth or insider contact?

PURPOSE Use this tool to examine public procedure. It is not a test of whether one helpful official can solve an individual case.

Choose one service or decision

Institution and service

The unknown citizen arrives with only

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| ☐ The published application | ☐ The required documents |
| ☐ A lawful complaint | ☐ A public right or eligibility |
| ☐ No personal introduction | ☐ No private payment |

What should happen according to the rule?

Procedure test

Rate 1 to 5 and record evidence. Do not infer a passing score from policy alone; compare the stated procedure with actual user experience.

Statement	1	2	3	4	5	Evidence or example
Requirements and lawful fees are public and understandable.	☐	☐	☐	☐	☐	
The person can submit without a personal introduction.	☐	☐	☐	☐	☐	
A receipt or reference number is issued.	☐	☐	☐	☐	☐	
The processing time or next stage is explained.	☐	☐	☐	☐	☐	
The decision uses documented criteria.	☐	☐	☐	☐	☐	
Conflicts of interest and exceptions are managed.	☐	☐	☐	☐	☐	
Delay or refusal receives a reason.	☐	☐	☐	☐	☐	
A complaint or review route exists and can be used safely.	☐	☐	☐	☐	☐	
The result does not change because a powerful person calls.	☐	☐	☐	☐	☐	
The institution learns from repeated access failures.	☐	☐	☐	☐	☐	

Where does personal access enter the process?

What design change would reduce its value?

Result and next step

Strongest evidence of equal access

Most serious access barrier

Responsible owner

Correction, completion standard and review date

A republic becomes real when an ordinary official, following an ordinary procedure, can serve an ordinary citizen fairly.