**CHILE’s MAIN PROGRESS IN 2012 OGP ACTION PLAN**

Chile made its entry into the Open Government Partnership in terms of their compliance with the minimum eligibility criteria , namely , in fiscal transparency , access to public information , transparency in the statements of government officials of its assets and interests , and openness to citizen participation in policy making . The Chilean Government also pledged to continue to improve public services to make them more accessible and close to the citizens as part of an open government.

Below we highlight the progress in each of these aspects , incorporating other relevant developments in the field of openness and transparency of the agencies.

**One. Fiscal Transparency**

**Monthly and quarterly budget execution reports** are made ​​available to the public on the website of the Budget Office of t he Ministry of Finance .

**Mercadopublico.cl** . , Bidding platform ChileCompra where public agencies buy all supplies they require , which has seen rapid expansion since its establishment in 2003 . The platform was created with the aim of increasing the transparency of government procurement decisions by publishing all public procurement through a centralized open portal . This initiative reduces transaction costs and increases the number of suppliers to public agencies. This has also allowed a greater number of small and medium-sized take part in the broad public procurement market .

**Two. Access to Public Information**

The commitment of successive governments to transparency and the fight against corruption, has expressed profound changes in the Chilean legal system , as was the incorporation of the principle of transparency in public function in the Constitution (Article 8) and the adoption of a comprehensive and exacting standards in this area aimed at facilitating the possibility of citizen control over decision -making and to better enable that the exercise of public powers is made facing the citizens .

**Law 20.285 on Transparency and Access to Public Information of the State Administration** , which has positioned Chile as a country with one of the most advanced regulations on the matter. This law has enabled public agencies to be obliged to comply with constantly being in public scrutiny and therefore discourage corrupt practices, allow proper social control , improve governance practices , and the phasing out of the culture of secrecy by means of increasing the level of transparency of public management , providing access to information.

**Delivery Unit** under the Ministry General Secretariat of the Presidency to focus its action on the strategic priorities of the government, to support the implementation and by providing the public with information on the results of main government programs.

**Public Accounts** . This action of public transparency consists in the obligation of ministries and regional governments to provide annual information programs and projects developed during the period. This is done at the Presidential house “Palacio de la Moneda” and on the web .

**Transparency Portal**. This is a joint effort between the General Secretariat of the Presidency and the Council for Transparency that was launched on April 25th, 2013. This is a unique digital platform that funnels all requests for information that people send to public agencies which are required by the Law of Transparency and Access to Public Information (20,285).  
 This Portal provides takes on two important issues. On one hand it makes it easier for citizens to ask for public information to the State, encouraging people to use the transparency law in an active way, for different purposes such as research, media reporting, or personal reasons. On the other hand, this platformserves the agencies with the tools to track the status of the request formulated by a citizen an also provides them with statistical information and a help desk to support public officials and people to advance in the promotion of the right of access to public information in Chile.To date, people may request public information to a set of public organisms visiting directly the website http://www.portaltransparencia.cl.

**Three . Proactive publication of information on government authorities**

**Publication proactive asset declarations and interests** of ministers, secretaries , mayors , governors and heads of public services in the respective websites of each service named The appropriate regulation of the lobbying activity is crucial for the transparency and probity of the decision and public policy making process. There are published statements of 205 government officials .

**Lobby Act.** The current draft regulation of lobbying activity is pending since November 5, 2008. The Chilean government introduced in 2012 a number of indications to the project, which was approved by the Chamber of Deputies . Currently the project is on third reading in the Senate, as a matter of utmost urgency. The main changes are related to two areas:

1. Expanding the scope of the law:In order to cover not only the lobby, but all actions representing particular interests to public authorities, including not only the activities for the adoption of certain decisions and actions, but also those who seek the omission of an act or decision.It also extends the list of persons which may be subject of lobbying and removes the list of entities whose activities are not considered lobbying.
2. Public records agenda:This record is due to the change of focus of the law, to move from the lobbyists to the authorities and officials who may be subject of lobbyin, using as preferred instruments to achieve transparency the regulated public records of the agenda of public officials which may be subject of lobbying. This modification also determinates the obligation of transparency of the trips made by these officials in the exercise of their duties, and it provides for penalties for officials or authorities who do not record information they are required.

**Political Parties Act.** The relationship between politics and transparency is a great concern of the citizens as well as the State, since a fluid bound between those two elements helps to strenghten the democracy. With this in mind, the Government introduced in Congress the draft reform of the law on political parties, which aims to modernize the current law on political parties, in order to make them more transparent and open to the public. This project will strengthen internal democracy and heighten transparency, establishing a more extensive catalog of rights and duties of citizens and increase the powers of the Electoral Service.

This modification sets duties in two areas

a) Active transparency: the parties must keep permanently available to the public through their websites, information such as: statement of the party, internal rules, amount of the contributions of its members during the respective calendar year , its annual report and all entities that have a stake or representation.

b) Passive transparency: Any militant may inquire about Party decisions, procedures, as well as the records of the meetings of its internal organs. It also provides for a grievance procedure in the event of breach of this publication, which may receibe sanctions by the Electoral Court.  
The project is on the first stage in the Senate.

**Four. Promoting citizen participation in public policy development**

The Chilean government has promoted the creation of instances of citizen participation in decision-making processes and the definition of public policies as an effective mechanism to improve the quality of decisions . Among the most important are:

* Citizen Participation Act (No. 20,500 ) , published in February this year , seeks to open opportunities for participation to the community , within the decision-making processes in the implementation of public policies.
* Presidential Instruction for Citizen Participation in Public Administration , issued in April 2011 for the implementation of the Law on Citizenship . There are designated as objectives the strengthening of civil society organizations , the promotion and guidance of citizen participation actions towards improving the effectiveness, efficiency and effectiveness of public policies. At the same time it seeks to improve and strengthen the channels and spaces of information and opinion of citizens and promote citizen oversight of the actions of public bodies . To achieve these objectives , instructing the services for the purposes of establishing formal procedures and specific civil society participation and consultations.
* General Standard for Citizen Participation . Standard which seeks to promote a culture of stewardship by strengthening communication spaces between the government and citizens . Compromise is transverse to all organs of the state administration , encouraging each sector develop citizen participation initiatives . Among these public services have been developing the following initiatives:
* Participatory public accounts in order to inform citizens on the management of public services and gathering feedback , comments, concerns and suggestions about the same , promoting oversight and stewardship.
* Access to relevant information from the public , about the plans , policies , programs, actions and budgets developed for each service , ensuring that it is timely, complete and accessible.
* Citizen consultations on matters that arise in the public interest , in order to promote opportunities for discussion regarding the design, implementation and evaluation of policies , subject always to the criteria of representativeness , diversity and pluralism.
* Social Cohesion Project for Indigenous Peoples . The project, developed with the support of the European Union aims to contribute to the institutionalization of policies, tools and procedures to ensure the consultation and participation of indigenous peoples , national and regional level on the basis of Convention 169 of the International Labour Organization. It aims to improve the participation and consultation procedures between State agencies and indigenous peoples in public initiatives addressed to them and which affect them directly .
* Public consultation on projects that affect the environment. The Law on General Principles Environmental 19,300 states that community involvement or participation is essential in the environmental assessment , because it allows people to be informed and give their opinion responsibly about the projects or activities , as well , to obtain reasoned response to their comments. Citizenship provides information relevant to the environmental assessment and gives transparency to the review of the studies and statements , giving strength to the decision of the authorities.

**Five. An open government is a government that is simple and close to its citizens**.

The government set an ambitious goal: To reform the way government delivers services to citizens, in the timeframe of President Piñera’s administration (2010-2014).

**ChileAtiende Program** was created in January 2011 as the national multichannel one-stop-shop that today coordinates most of Chile´s public agencies, in order to deliver services and benefits to citizens through its channels. The aim of ChileAtiende is to simplify government to people, not imposing the burden of its structure to citizens.

Today ChileAtiende has over 190 offices across the country, a national call center (#101) and a digital platform (web and social networks), through which citizens can access multiples services and benefits, without having to hassle around multiple government offices. In less than 2 years ChileAtiende has been the point of contact for over 20 million transactions and has saved citizens over 4 millions hours in queues and transport time.

A huge coordination effort has been necessary to develop ChileAtiende, where high leaders involvement has been key to success, as well as the incorporation of citizen feedback. Through periodic evaluations and customer feedback, we have been able to learn the strengths and weaknesses of this program, having the opportunity to improve our design in order to be aligned with citizens needs.

**Chile sin Papeleo** Cutting Red Tape. In the last few years Chile, as other countries, has seen the surge on citizens demands for more participation. That is why in our first OGP plan we commited to promote citizens participation in the definition of public policies, since their feedback can provide valuable information for government programs.

In 2012 the Government of Chile decided to make a bold move to digitalize services, so the Modernization Unit designed a process that could deliver a way to prioritize the procedures to digitize, and also a way to create incentives to public agencies to put this effort in their top of mind. So began “Chile sin Papeleo” campaign, which aims to digitize up to 60% of public procedures by the end of the Administration, based on two crucial elements:

Citizen Participation: Navigating the ChileAtiende portal ([www.chileatiende.cl](http://www.chileatiende.cl/)) people can vote for services that they want online. Within a year we have received over 100,000 petitions for digitalization, input that has been central for institutions to define the priority of the services that need to be online first. So far, 90 agencies are involved in this campaign, digitalizing over 210 procedures in different areas.

Transparency: To follow the progress of the digitalization process, we created a public dashboard that shows and rank all the petitions and follows the progress of the institutions involved. This dashboard is available in [www.chilesinpapeleo.cl](http://www.chilesinpapeleo.cl/) and is used by citizens, media and the institutions to monitor the progress of the campaign.

These two simple elements have proven critical to provide the piece of information needed to create the necessary momentum to motivate institutions to focus on digitization of their services.