Transparency and Access to Information

|  |  |  |  |
| --- | --- | --- | --- |
| Commitment | Open data policy | | |
| Secretary/ Responsible ministry | Ministry of the Presidency, Ministry of Communication | | |
| Person in charge | Ana Gabriel Zúñiga Aponte, Mauricio Herrera | | |
| Position | Vice Minister of the Presidency, Minister of Communication | | |
| Email | ana.zaponte@presidencia.go.cr, mauricio.herrera@presidencia.go.cr | | |
| Telephone number | (+506) 22079450, (+506) 22079xxx | | |
| Other government actors | Ministry of Science and Technology and Telecommunications, Ministry of National Planning, Data Protection Agency of the Ministry of Justice and Peace, National Archives, INEC. | | |
| Actors of civil society | Civil society, Abriendo Datos Costa Rica, and other interested organizations. | | |
| Status quo or problem to be solved | In Costa Rica the Open Data initiative is seen as priority in the first action plan to the Alliance for Open Government, but it does not have a policy of opening up public data. Added to this, the technological platform of open data, implemented during the first action plan, did not have the desired impact in terms of traffic and data update. | | |
| Main objective | Establish the technical foundations and rules that will allow the data opening. Considering: frequency of publication, technological neutrality, interoperability of data and communication strategies, with the different social actors, to establish the minimum contents and format that will ensure the access and understanding of the information provided to the user. | | |
| Brief description of the commitment | Develop a policy for the institutions of the executive branch, so that they can make the opening of public data to the citizens. The first step is to establish general standards and the adaptation of the institutional technology platforms. Public budgets, public hiring’s, impact indicators, and the information that is frequently requested by the Civil Society. In this way it is possible to visualize the level of compliance with the institutional purposes. | | |
| OGP challenge which is attended by the commitment | Accountability and transparency in public service | | |
| Relevance | This commitment aims to track the 2013-2014 plans, about the provision of public information to citizens. In the interest of national and international efforts to modernize the state apparatus, the use of digital platforms of existing data and creating initiatives in institutions to improve and optimize their presentation to the public, will be encouraged | | |
| Ambition | Apply standard and basic guidelines for opening up public data at the national level, to allow citizens to have current and interoperable data. This will help to create an effective management of the information among social actors. | | |
| Landmarks, preliminary and final goals | **New or ongoing commitment** | **Start date** | **End date** |
| 1. Establishment of the methodology and standards for the design of open data policy, by the responsible institutions | New |  |  |
| 2. Co-creation of open data policy and strategy implementation within the CNGA subcommittee, designated. | New |  |  |
| 3. Approval of the policy by the Presidency. | New |  |  |
| 4. Training and dissemination of the implementation plan for opening data in the institutions of the executive branch. | New |  |  |
| 5. Implementing and monitoring the plan of implementation of the policy of open data in the institutions of the executive branch. | New |  |  |
| 6. Evaluation and feedback of the institutional experience on the plan, and usability indicator. | New |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Commitment | Decree of Transparency and Access to the Public Information | | |
| Secretary/ Responsible ministry | Ministry of Communication | | |
| Person in charge | Mauricio Herrera Ulloa | | |
| Position | Minister | | |
| Email | [mauricio.herrera@presidencia.go.cr](mailto:mauricio.herrera@presidencia.go.cr) | | |
| Telephone number |  | | |
| Other government actors | MICITT. | | |
| Actors of civil society | Interested organizations. | | |
| Status quo or problem to be solved | It is necessary to unify criteria and rules to ensure the effective implementation of the human right of access to public information. There are legal gaps in the regulation of the subject and the Costa Rican State currently is not required to comply with the four principles of access to information that means a promulgation of the public information in a proactive, timely and complete way. The institutions also lack of a system of support and follow up of the citizen complaints. | | |
| Main objective | Develop a binding rule that allows the Executive Branch to ensure the effective implementation of the human right of access to public information. This proposal would incorporate compliance with minimum standard, updating processes and the respective multi-channel information delivery mechanisms and disclosure. From the creation of a single platform and training of public servants and citizens. | | |
| Brief description of the commitment | An Executive Order to implement good practices and transparent levels of quality that guarantee, to the citizens the access to the public information, and its effective delivery within deadlines. In this case it is intended that the institutions of the executive branch (ministries, autonomous bodies and Affiliated Institutions), establish procedures to facilitate the access to public information, along with follow up mechanisms, multi-channel monitoring and evaluation. | | |
| OGP challenge which is attended by the commitment | Public Integrity, Accountability, More efficient use of public resources. | | |
| Relevance | The issuance of the decree implies an advance in the consolidation of the right of access to public information contained in Article 30 of the Political Constitution of Costa Rica and extensive case law that strengthens the strategy of open government in Costa Rica and the strengthening the transparency of the Public Sector. | | |
| Ambition | A government that promotes transparency, and the compliance with the mechanisms of access to information, protection of personal data, accountability and citizen participation. | | |
| Landmarks, preliminary and final goals | **New or ongoing commitment** | **Start date** | **End date** |
| 1. Establishment of the methodology and standards for the design of the executive decree on transparency and access to public information by the Presidency of the Republic. | New |  |  |
| 1. Creation of the executive decree of transparency and public information access by the subcommittee on access to information of the CNGA. | New |  |  |
| 1. Consultation of the executive decree of transparency and access public information. | New |  |  |
| 1. Training and dissemination plan for the implementation of the decree on transparency and access to public information in the institutions of executive power. | New |  |  |
| 1. Application and monitoring of the implementation of the decree on transparency and access to public information in the institutions of executive power. | New |  |  |
| 1. Evaluation and feedback of the institutional experience about the decree. | New |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Commitment | Draft bill for the access to the public information | | |
| Secretary/ Responsible ministry | Ministry of Communication | | |
| Person in charge | Mauricio Herrera | | |
| Position | Minister of Communication | | |
| Email | [mauricio.herrera@presidencia.go.cr](mailto:mauricio.herrera@presidencia.go.cr) | | |
| Telephone number |  | | |
| Other government actors | Office of the Ombudsman/ Comptroller General of the Republic | | |
| Actors of civil society | Related organizations to the promotion of the right of access to public information | | |
| Status quo or problem to be solved | The absence of a framework law that regulates the human right to access to public information. | | |
| Main objective | Promote a framework law to ensure the effective implementation of the human right of access to public information, to establish a culture of transparency in the public service. | | |
| Brief description of the commitment | The draft bill aims to ensure the proper implementation of the right to access to public information as a fundamental right protected by the Political Constitution and the International Law of Human Rights, through accountability by public authorities and private actors that realize an activity or a power, of a public nature. | | |
| OGP challenge which is attended by the commitment | Public integrity, accountability, more efficient use of public resources. | | |
| Relevance | The project must incorporate the principles of transparency, public control, citizen participation and accountability. The right to access to public information includes the duty to inform (disclose official information), and the right of every person to request and receive public information that is held by the State and private actors who manage or administer public services public funds. This is a draft bill that aims to establish a culture of openness and to ease the access to information, in compliance with the State's obligation to accountability. | | |
| Ambition | Promote the right of citizens to transparency and accountability from the state, that are essential principles of a "democratic model" that shows the relevance of the right to access to public information. | | |
| Landmarks, preliminary and final goals | **New or ongoing commitment** | **Start date** | **End date** |
| 1 Guarantee the creation of a draft bill that establish the minimum standards for institutional access to information. | New |  |  |
| 2. Accomplish a public consultation with the organizations and institutions. | New |  |  |
| 3. Present the draft bill in the legislative process. | New |  |  |
| 4. To accompany the legislative approval process of the bill. | New |  |  |
| 4. Design and implement training strategies and dissemination of the bill on civil society. | New |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Commitment | Informational directory of the profile of the public institutions | | |
| Secretary/ Responsible ministry | Ministry of National Planning and Economic Policy | | |
| Person in charge | María del Pilar Garrido Gonzalo, Lorena Beale Lacey, Jorge Ortega Vindas | | |
| Position | Adviser to the Minister of National Planning and Economic Policy; Coordinator *a.i*. Special Studies Unit, Area of State Modernization; Coordinator of the Unit for Institutional Reform, Modernization of the State Area | | |
| Email | pilar.garrido@mideplan.go.cr, lbeale@mideplan.go.cr, [jorge.ortega@mideplan.go.cr](mailto:jorge.ortega@mideplan.go.cr) | | |
| Telephone number | 2202-8590, 2202-8585 | | |
| Other government actors | Ministry of Presidency | | |
| Actors of civil society | Central American Institute of Public Administration and other interested organizations. State of the Nation Program (CONARE) | | |
| Status quo or problem to be solved | The regulatory framework, roles, responsibilities, budget, processes, and products, among others, of the public institutions, could not have been channeled into a single platform, preventing access and systematization of the public information. | | |
| Main objective | Develop an interactive platform to provide updated and comprehensive information of the public institutions that make up the Costa Rican government. | | |
| Brief description of the commitment | Implement an informative and interactive platform that contains organizational, budgetary and administrative information, of the public institutions. In this particular case, the Ministry of National Planning and Economic Policy shall collect, analyze and systematize information, channeling it to this unique platform. | | |
| OGP challenge which is attended by the commitment | Public integrity, accountability, more efficient use of public resources, improvement of public services. | | |
| Relevance | It is important to have official public information about the actions of the public institutions, in an integrated and general way. In order to know what services they offerand resources they are using to make it. | | |
| Ambition | Strengthen transparency in public institutions, empowering citizens, with clear and concise information; know the organization and size of government, facilitating the strategic decision-making by the leaders for a better distribution of public resources, in order to improve the provision of goods and services. | | |
| Landmarks, preliminary and final goals | **New or ongoing commitment** | **Start date** | **End date** |
| 1. Gather the information of the public institutions in the database of the Ministry of National Planning and Economic Policy, and in every institutional database, incorporating regional and local elements. | New |  |  |
| 2. Analyze and systematize the information gathered in the formats required by the platform. | New |  |  |
| 3. To post and to socialize the data in the portal, considering full accessibility for users. | New |  |  |
| 4. Implement the dissemination strategy for the use and development of the interactive platform at the institutional level, civil society, Media, academia and the private sector. And the creation of the physical directory that is available in regional MIDEPLAN. | New |  |  |
| 5. Update information quarterly. | New |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Commitment |  | Design pilot plan to implement the model of document management and file management. | | |
| Secretary/ Responsible ministry |  | The Directorate General of the National Archives | | |
| Person in charge |  | Virginia Chacón Arias / Ivannia Valverde Guevara | | |
| Position |  | Director General and Head of the Department of External archival, respectively. | | |
| Email |  | directora@dgan.go.cr [jefesae@dgan.go.cr](mailto:jefesae@dgan.go.cr) | | |
| Telephone number |  | 2283-1400, extension 206 2283-1400, extension 219 / 229 | | |
| Other government actors |  | Ministry and autonomous institution that are chosen for the plan. | | |
| Actors of civil society |  | Civil society, private sector, and multilateral working groups. | | |
| Status quo or problem to be solved |  | The lack of a unified public information file restricts universal access to culture, and the recognition of the multicultural identity of our society. Once the central or institutional archives are ordered. Those will allow the visible institutional contribution to economic and social development of the country, facilitating public scrutiny of decisions and investments made in the public sector. | | |
| Main objective |  | Implement a pilot project to develop the unified model of document management and file management in Costa Rica, for the institutions of the National Archives to comply with current legislation. | | |
| Brief description of the commitment |  | Based on the suggestion of Spain’s government office, two public institutions will be designated to develop the model files document and the file management that will be used.  The following implementation guidelines will be applied:  1. Management Policy documents and files,  2. open government and transparency,  3. e Government  4. Valuation  5. Intellectual control and representation,  6. Access Control,  7. Physical control and conservation,  8. Guide service of search in files.  The final product will be the implementation of the model of document management and file management. | | |
| OGP challenge which is attended by the commitment |  | More efficient use of public resources, and expand the integrity of public service. | | |
| Relevance |  | The properly managed documents are an added value for the government, allowing an organization to assess the impact of its programs; improve the work processes and the knowledge sharing among the different levels of government and through the documents of permanent preservation, to document the history of our nation.  In addition, the documents protect the rights and interests of citizens, making the public employees responsable for their actions. | | |
| Ambition |  | Provide action lines to articulate a proper policy of documents and files management, through assigning managerial and professional responsibilities, and the definition of objectives, strategies, projects, programs, processes, requirements and controls for evaluating management documents within the competence of the organization or institution. | | |
| Landmarks, preliminary and final goals |  | **New or ongoing commitment** | **Start date** | **End date** |
| 1. Define the Pilot Plan. |  | New |  |  |
| 2. Implementing the Pilot Plan in a government’s ministry. |  | New |  |  |
| 3. Implementing the Pilot Plan in an autonomous institution, which must be defined. |  | New |  |  |
| 4. Deliver a final report with the strategically projection to the Public Sector. |  | New |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Commitment** | **Strengthening implementation and enforcement of the Law 8220 "Protection of citizens from excessive administrative requirements and procedures"** | | |
| **Secretary/ Responsible ministry** | Ministry of Economy, Trade and Industry | | |
| **Person in charge** | Carlos Mora Gómez | | |
| **Position** | Vice Minister of Economy | | |
| **Email** | cmora[@meic.go.cr](mailto:gdinarte@meic.go.cr) | | |
| **Telephone number** |  | | |
| **Other government actors** | Development and Planning Ministry | | |
| **Actors of civil society** | UCCAEP, CR Integra, Civil Society, Abriendo Datos Costa Rica CR. | | |
| **Status quo or problem to be solved** | Public institutions should promote mechanisms that allow public information be accessible, trying to protect the citizens from excessive administrative requirements and procedures. Those must exist besides a political support, a regulatory support to ensure accessibility to public information. | | |
| **Main objective** | Provide greater transparency and efficiency in the actions of the regulatory improvement and evaluate a reform to the mandatory compliance regulation, looking for the accomplishment to the 8220 law, over all because the regulation is binding on all the central and decentralized public administration, autonomous and semiautonomous institutions including, instrumental bodies with legal personality, non-state public entities, municipalities and public enterprises. | | |
| **Brief description of the commitment** | It aims to strengthen the system of prior control as well as the national catalog of procedures, to provide greater transparency and efficiency in the actions of regulatory reform. Moreover, the reform will be assessed according to the regulations required for all the public administration processes, aimed to optimizing the products to the users. It is expected that each institution to analyze, optimize and report all processes in compliance with Article 4 of the 8220. The institutions must advance in this process through the annual plans for regulatory reform that currently the MEIC is implementing. | | |
| **OGP challenge which is attended by the commitment** | Improving Public, Services Expand Public Integrity, More efficient use of public resources. | | |
| **Relevance** | This legal instrument to formalize the processes directly related to goods and services provided to citizens. The most important aspect of this commitment would be the initiative of the institutions to keep users informed and carry out efficient processes, regarding their personal issues and requests. | | |
| **Ambition** | Those institutions have formal mechanisms, access to public information and respond to requests from the public, that are accessible, clear, universal and effective. | | |
| **Landmarks, preliminary and final goals** | **New or ongoing commitment** | **Start date** | **End date** |
| 1. Strengthening the system of prior control.  2. Strengthening the national catalog of procedures.  3. Study of the necessary reforms to existing regulation. | New |  |  |
| 4. Reception of the work strategies, managers delivered by the1 Economy, Industry and Trade Ministry. | New |  |  |
| 5. Delivery of the first progress report. | New |  |  |
| 6. Monitoring by the National Commission for Open Government institutions in the process of analyzing the results and making agreements. | New |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Commitment** | **Inventory and promotion of technology platforms for the development of Open Government** | | |
| **Secretary/ Responsible ministry** | Ministry of the Presidency | | |
| **Person in charge** | Ana Gabriel Zúñiga Aponte, Mauricio Herrera  (Jorge Umaña Cubillo) (Jorge Umaña Castillo) | | |
| **Position** | Vice Minister of the Presidency, Minister of Communication | | |
| **Email** | ana.zaponte@presidencia.go.cr, mauricio.herrera@presidencia.go.cr | | |
| **Telephone number** | (+506) 22079450, (+506) 22079159 | | |
| **Other government actors** | Ministry of Science and Technology and Telecommunications, Ministry of National Planning, Data Protection Agency of the Ministry of Justice and Peace, National Archives, INEC. | | |
| **Actors of civil society** | Interested Organizations. | | |
| **Status quo or problem to be solved** | There are successful platforms and applications aimed at providing information to the public, but its creation is dispersed and does not meet the minimum standards neither has an adequate system for monitoring and updating information. In addition, not all institutions have managed to consolidate technological initiatives that facilitate access to information, accountability, public oversight and interoperability. | | |
| **Main objective** | Accompany and propose from the National Commission on Open Government, the development of portals and platforms, to be created in the various institutions of the Executive Power, aimed to improve the quality of life of citizens, empowerment of civil society, the access to the information and the strategic alliance with the business sector and the Academy, through the use of ICTs. | | |
| **Brief description of the commitment** | It will develop an inventory of initiatives and platforms, of the Open Government project, that are being developed in the various institutions of the executive branch so the objective will be to identify the institutions that need advice and support in the mechanisms, by the CNGA. A mapping of the citizens needs will be made, and will be proposed to the authorities and agencies of the Executive Branch. It is imperative for the CNGA ensure that there is no duplication of information platforms and progressively unifies the standards that could guarantee the universal access to citizen. | | |
| **OGP challenge which is attended by the commitment** | Improving Public Services, Expand Public Integrity, and more efficient use of public resources. | | |
| **Relevance** | The country should have updated portals, and digital platforms, where the public inventory is being properly organized and displayed. | | |
| **Ambition** | Achieve unify standardize technology platforms from collaborative processes among public private organizations, the academia, and civil society, aimed to improve the quality of life to citizens. | | |
| **Landmarks, preliminary and final goals** | **New or ongoing commitment** | **Start date** | **End date** |
| 1. Make an inventory of digital platforms and initiatives of institutions and organizations, by the CNGA. | New |  |  |
| 2. Prepare a mapping of citizens and institutional needs that can be remedied through specific platforms. |  |  |  |
| 3. Propose and support the creation of portals and platforms of the different institutions. |  |  |  |
| 2. Boosting the portal Costa Rica My future. | In process |  |  |
| 3. Strengthen the National Platform of Social Innovation. | In process |  |  |
| 4. Strengthen the unique platform of registration and record of the companies (SIEC). | In process |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Commitment | Index of transparency of the public sector of the Ombudsman | | | |
| Secretary/ Responsible ministry | Ombudsman | | | |
| Person in charge | Guillermo Bonilla Almanza | | | |
| Position | Coordinator of the transparency theme | | | |
| Email | [gbonilla@dhr.go.cr](mailto:gbonilla@dhr.go.cr) | | | |
| Telephone number | (+506) 40008512 | | | |
| Other government actors | Procurator of the Ethics, Ministry of the Presidency , MIDEPLAN | | | |
| Actors of civil society | CICAP, Costa Rica Integra, ACCESA, ALIARSE, CIVIL SOCIETY ABRIENDO DATOS COSTA RICA, RED CIUDADANA | | | |
| Status quo or problem to be solved | Protection and promotion of transparency, understood as the exercise of good practice on access to public information, accountability and citizen participation. | | | |
| Main objective | Provide an overview of the state of transparency, specifically on access to public information, accountability, citizen participation and open data published on the websites of public sector institutions. | | | |
| Brief description of the commitment | Promote a culture of transparency to develop governance centered on the citizen. It seeks to measure and classify the level of transparency and accessibility of the public information, published on the website. | | | |
| OGP challenge which is attended by the commitment | Improving Public Services Expand Public Integrity, more efficient use of public resources. | | | |
| Relevance | There are articles in the Costa Rican Constitution (11, 27 and 30), as well as international agreements ratified by Costa Rica (OAS / UN) and specific laws that refer to human and constitutional right of access to public information, accountability, and the citizen participation. However, there is a deficit in the exercise of that right and there is a huge possibility of using a qualification method to promote the interest of the institutions, in maintaining updated data. | | | |
| Ambition | The qualifications obtained from this measuring instrument, will make government authorities, be aware of meeting the responsibilities based on international, constitutional and legal commitments. The presence of Ombudsman in the entire national territory will facilitate its duty to promotion and training of civil rights. | | | |
| Landmarks, preliminary and final goals | **New or ongoing commitment** | | **Start date** | **End date** |
| 1. Communication on the implementation of the transparency index. | New |  | |  |
| 2. Implementation of the transparency index. | New |  | |  |
| 3. Transparency index results based on information from websites. | New |  | |  |
| 4. Incorporate improvements in institutions from results transparency Index. | New |  | |  |

Citizen participation

|  |  |  |  |
| --- | --- | --- | --- |
| **Commitment** | **Training and dissemination processes of citizens' rights within the framework of Open Government** | | |
| **Secretary/ Responsible ministry** | Ministry of the Presidency | | |
| **Person in charge** | Ana Gabriel Zúñiga Aponte | | |
| **Position** | Vice Minister for Political Affairs and Citizen Dialogue | | |
| **Email** | ana.zaponte@presidencia.go.cr | | |
| **Telephone number** | 22079454 | | |
| **Other government actors** | **Ministry of Education, Ministry of Culture and Youth, Vice Ministry of Peace** | | |
| **Actors of civil society** | Interested organizations, Institute for Democratic Development of the Supreme Electoral Tribunal. | | |
| **Status quo or problem to be solved** | Lack of training and dissemination of citizens' rights within the framework of Open Government, and the unacknowledged of concepts, rights and constitutional guarantees that an Open Government includes. | | |
| **Main objective** | Run mechanisms of formation and dissemination of citizens' rights within the framework of Open Government, to empower citizens and to train those who hold public positions. | | |
| **Brief description of the commitment** | Given the lack of knowledge of how to enforce a number of duties of the state (efficient use of resources, accountability), and civil rights (access to information, public participation) different actions will be generated to consolidate the culture of an Open Government, for those who hold public office, and for the general public. In addition, it aims to develop consistent mechanisms and newspapers of civic education between the Ministry of the Presidency, the Ministry of Education, Ministry of Culture and Youth and Vice Ministry of Peace. To realize this commitment, it is essential the coordination between different actors of society, business, academia and public institutions. | | |
| **OGP challenge which is attended by the commitment** | Expand the Public Integrity, Safer communities, and Accountability. | | |
| **Relevance** | The proposal aims to empower citizens in the principles of the frame of an Open Government, as a key to enhance the efficiency of state institutions with civil societies. | | |
| **Ambition** | Introduce to the citizenship the rights that converge in their relationship with the state, and the mechanisms that can be utilized to make them effective. | | |
| **Landmarks, preliminary and final goals** | **New or ongoing commitment** | **Start date** | **End date** |
| 1. Develop a methodology for the development and evaluation of the actions of civic education. | New |  |  |
| 2. Develop a timetable of actions to civic education... | New |  |  |
| 3. Implement the schedule of actions of civic education. | New |  |  |
| 4. Evaluate the actions of civic education. | New |
| 5. Create mechanisms for citizen constant training on Open Government. | New |

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of the commitment** | **Education and training process in citizen service for public employees.** | | |
| **Secretary/ Responsible ministry** | Ministry of the Presidency | | |
| **Person in charge** | Ana Gabriel Zúñiga Aponte | | |
| **Position** | Vice Minister for Political Affairs and Citizen Dialogue | | |
| **Email** | [ana.zaponte@presidencia.go.cr](mailto:ana.zaponte@presidencia.go.cr) | | |
| **Telephone number** | 2207-9450 | | |
| **Other government actors** | MIDEPLAN, Direction General of Civil Service, IFAM. | | |
| **Actors of civil society** | Interested organizations. | | |
| **Status quo or problem to be solved** | Lack of a service culture in the public service prevents the fulfillment of its duty to ensure the full enjoyment of the rights to the citizens, offering a respectful, efficient and speedy attention. The service comptrollers are the key allies in auditing the performance of duties of those who hold public positions, but it is necessary to strengthening its management. | | |
| **Main objective** | Provide the capacitation of the public servants in the institutions, to improve the public attention in the context of Open Government, through inductive mechanisms. | | |
| **Brief description of the commitment** | It’s intended to develop a manual of citizen service, along with a process of education and training to implement the principles of Open Government in the daily dynamics institutions. This will be implemented to strengthen the culture of public service among persons exercising public functions. | | |
| **OGP challenge which is attended by the commitment** | Expand Public Integrity, improvement of Public Services, increased efficiency of public resources and accountability. | | |
| **Relevance** | Strengthening ethics in the exercise of public function and the development of the capacity in the civil servants to become people managers of the public information. In addition it will strengthen the mechanism of the service comptroller to ensure the continuous improvement of the mechanisms for citizens. | | |
| **Ambition** | Empowering people that exercise the public functions in the Open Government theme, thereby increasing creativity, capacity and the efficiency in the public service. | | |
| **Landmarks, preliminary and final goals** | **New or ongoing commitment** | **Start date** | **End date** |
| 1. Define a methodology of education and training to reinforce and create, in the public servants, capacities to manage the citizen concerns and requests. | New |  |  |
| 1. Define the schedule of training activities and training. | New |  |  |
| 1. Implement the process of training in citizen service, for public employees. | New |  |  |
| 1. Evaluate the process of training in citizen service, for civils servants. | New |  |  |
| 1. Systematize this process of education and training to develop a protocol for citizen. | New |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | | |
| **Commitment** | **Protocol for dialogue with sectors and populations.** | | |
| **Secretary/ Responsible ministry** | Ministry of the Presidency, Vice Ministry of the Peace | | |
| **Person in charge** | Vice Minister Ana Gabriel Zúñiga Aponte, Vice Minister Víctor Barrantes Marín (Raymi Padilla , Carolina Hidalgo) | | |
| **Position** | Advisors | | |
| **Email** | raymi.padilla@presidencia.go.cr direccionrac@gmail.com | | |
| **Telephone number** | 22079450 | | |
| **Other government actors** | National Directorate of Alternative Dispute Resolution, MIDEPLAN, IFAN, INFOCOOP. | | |
| **Actors of civil society** | Sectors and populations, organizations, UNDP | | |
| **Status quo or problem to be solved** | Absence of a protocol service in the government. The creation of this protocol service has to be done paying attention to some details as the participation of different population, regional and sectoral social groups. | | |
| **Main objective** | Develop a basic protocol to establish the minimum guidelines of the social dialogue between the Executive branch, sectors and populations, from a dynamic collaborative construction of agreements, negotiations, information, consultation and evaluation of public policy, increasing its social capacity transformation. | | |
| **Brief description of the commitment** | Nowadays the task is the developing of a mechanism, and dialogue methodology, that allows the construction of agreements, in a collaborative and participatory manner, between the Government and the social actors involved in strategic issues,( within the government's agenda), to strengthen the dialogue mechanism in conflicting resolution. | | |
| **OGP challenge which is attended by the commitment** | Expand Public Integrity, improvement of Public Services, greater Efficiency of Public Resources, accountability and safer communities. | | |
| **Relevance** | The government is committed to a participatory, transparent and accountable public management, the strengthening of the State governance. This approach in social dialogue and citizen participation, is the cornerstone of government work, because through this dialogue with stakeholders, and the legitimacy that these can provide to the government, that the agreements could be developed. | | |
| **Ambition** | Consolidating a government management based on social dialogue and participation, as its central theme. That is the reason why from the Ministry of the Presidency this mechanism will be promoted, as an instance to facilitate dialogue with stakeholders, and establish the national agreements | | |
| **Landmarks, preliminary and final goals** | **New or ongoing commitment** | **Start date** | **End date** |
| 1. Conceptual diagnosis of social dialogue, discussion of experiences (national and international) social dialogue and legal studies for social dialogue. | New |  |  |
| 2. Develop a proposal with the mechanism of social dialogue, the document of the operation of the system, and the proposed central conflict analysis and social dialogue. | New |  |  |
| 3. Implement a methodological guide for the social dialogue, the training plan and the development of pilot projects. | New |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | | |
| **Commitment** | **Dissemination of Citizen Participation Policy of the Judicial Power** | | |
| **Secretary/ Responsible ministry** | National Commission for Improving the Administration of Justice (CONAMAJ-Judicial Power) | | |
| **Person in charge** | Sara Castillo Vargas | | |
| **Position** | Executive director | | |
| **Email** | [scastillov@poder-judicial.go.cr](mailto:scastillov@poder-judicial.go.cr) | | |
| **Telephone number** | 2295-3322 | | |
| **Other government actors** | CONAMAJ member (Bar Association Office of the Ombudsman, TSE, Committee on Legal Affairs of the Legislative Assembly, Office of the Comptroller General of the Republic, Ministry of Justice and Peace, Faculty of Law of the UCR) institutions; other state institutions: MEP, INIE UCR | | |
| **Actors of civil society** | Civil society in general, NGOs. | | |
| **Status quo or problem to be solved** | Judicial Power users are prevented to exercise the constitutional right (and duty), of citizen participation, which results in insufficient participation to the management of the judiciary. | | |
| **Main objective** | Accompany from the Executive Power the spreading of strategies of the Judicial Power to integrate citizenship as the main focus of its actions, in compliance with Article 9 of the Constitution of the Republic of Costa Rica, by strengthening the Comptroller of Services, Commissions of users, the creation of dialogue tables in the territories of the judicial circuits, and educational programs about rights to the citizens and judicial employees. | | |
| **Brief description of the commitment** | The Citizen Participation Policy aims at building a more inclusive and respectful judicial culture with the public, as well as a number of necessary conditions for the Costa Rican society advance in the active citizenship. These aspirations are:    · Citizen participation as a permanent process of social construction.  · The Citizen participation exercised voluntarily and independently, as a constitutional right and civic duty. This entails a shared responsibility between all the parts, and aims to reinforce and expand the rights of citizens, respecting the principle of swift and effective justice. | | |
| **OGP challenge which is attended by the commitment** | Expand public integrity, improvement of public services, greater efficiency of public resources, accountability and safer communities. | | |
| **Relevance** | Recognizing the existence of inequalities in social, geographical, ethnic, age and gender aspects, is mandatory to guarantee the access to justice for all the people in the country, when is in danger the respect for their human rights. . In response to the institutional guidelines regarding gender equality in the Judicial Power, the principles of this policy target to the realization of affirmative actions to give different answers to the different populations. | | |
| **Ambition** | Achieve greater understanding and recognition of human rights by citizens as well as the judicial employees. Through a humanized, friendly and dialoguing justice service, willing and respectful of the citizen participation. Reducing the existing barriers to real access to the justice for the vulnerable population in Costa Rica. | | |
| **Landmarks, preliminary and final goals** | **New or ongoing commitment** | **Start date** | **End date** |
| 1. Accompany the implementation of a strategy of outreach and communication policy of citizen participation. | New |  |  |
| 1. Accompany the dissemination and implementation of physical and virtual activities by the Judicial Power. | New |  |  |
| 1. Assist in the dissemination of the methodological guide for public participation designed by the Judicial Power. | New |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Commitment** | **Tools and mechanisms for promoting citizen participation** | | |
| **Secretary/ Responsible ministry** | Ministry of the Presidency, Vice ministry of Peace | | |
| **Person in charge** | Vice Minister Ana Gabriel Zúñiga Aponte (Raymi Padilla , Carolina Hidalgo) | | |
| **Position** | Advisors | | |
| **Email** | raymi.padilla@presidencia.go.cr direccionrac@gmail.com | | |
| **Telephone number** | 22079450 | | |
| **Other government actors** | National Directorate of Alternative Dispute Resolution | | |
| **Actors of civil society** | Sectors and populations, and interested organizations. | | |
| **Status quo or problem to be solved** | In Costa Rica there is little citizen participation in social movements and organizations. However in 2003 it became an important modification of art. 9 of the Constitution, in this way this modification promotes citizen participation as a pillar of democracy in Costa Rica. This was reaffirmed by adding that: the Government of the Republic is not only "representative, alternative and responsible" but also "participatory". The latter is essential for a more democratic exercise of power on this part, not only for the authorities to choose, but also to all citizens. | | |
| **Main objective** | Definition and strengthening of the permanent tools, and mechanisms of citizen participation and dialogue, by promoting joint construction spaces in the search for collective solutions. | | |
| **Brief description of the commitment** | Executive institutions encourage exercise of the right of citizen participation in public management, by creating and promoting favorable conditions for the effective exercise of this right in all sectoral areas and territorial levels: supranational, national, regional or local. | | |
| **OGP challenge which is attended by the commitment** | Transparency, public accountability and civic participation. | | |
| **Relevance** | It is critical for citizens participation, to strengthen democratic institutions, in the effective exercise of the public decision-making, the management of administrative action or the evaluation of results, individually or collectively. | | |
| **Ambition** | Promote strengthening democratic processes through dialogue between government and citizenship. In this sense, it is intended that citizens take part of building strategic partnerships for a sustainable and inclusive development. | | |
| **Landmarks, preliminary and final goals** | **New or ongoing commitment** | **Start date** | **End date** |
| 1. Implement civic laboratories and participatory mechanisms for citizen training in different areas of the community, sector or population interest. | New |  |  |
| 1. Strengthen Justice Houses. | Ongoing |  |  |
| 1. Strengthen mechanisms to ensure the participation or the citizen and the productive sector, in the territorial development processes. | Ongoing |  |  |
| 1. Accompany the mechanism: Dialoguing for Good Living with Indigenous Peoples (RIBCA). | Ongoing |  |  |
| 1. Establishment and functioning of the Regional Rural Development Councils in 27 territories of Costa Rica. | Ongoing |  |  |
| 1. Follow the development of the "Mesa para Guanacaste". | Ongoing |  |  |
| 1. Accompany the workshops of Democratic Promotion of the IFED with the Vice Ministry of Youth. | New |  |  |
|  |  |  |  |

Fight against corruption

|  |  |  |  |
| --- | --- | --- | --- |
| **Commitment** | **Publication of reports on compliance with the recommendations of Internal Audit in public institutions.** | | |
| **Secretary/ Responsible ministry** | Ministry of the Presidency, Vice Ministry Peace | | |
| **Person in charge** | Vice Minister Ana Gabriel Zúñiga Aponte (Angélica Vega, Jorge Umaña) | | |
| **Position** | Advisors | | |
| **Email** | [angelica.vega@presidencia.go.cr](mailto:angelica.vega@presidencia.go.cr) | | |
| **Telephone number** | 22079329 | | |
| **Other government actors** | Comptroller General of the Republic | | |
| **Actors of civil society** | Costa Rica Integra y concerned organizations | | |
| **Status quo or problem to be solved** | Today, only a few public institutions disclose the audit reports and the monitoring of commitments, which makes that many public policies remain unknown to citizens, hurting the governance.  It is intended to make available public results of investigations carried out by the internal audits in the active administration of the State. Many of these reports have relevant information for the decision-making process, accountability and transparency. | | |
| **Main objective** | To publish reports regarding the recommendations of internal audits and compliance of Active administration of the State, as well as data backup audit assessments; through institutional websites and open government platforms. | | |
| **Brief description of the commitment** | We are asking the public institutions to make available for the civil society the following documents: general plans, internal operation framework, labor annual reports and the respective achievement reports of the administration.  The documentation of the 2014-2015 periods should be available in an open format. The institutions will have enough time for uploading into their websites all the audit reports handed to the CGR.  The Treasury Inspector’s Office Comptrollership has rates of institutional management and municipal management where it is necessary to demand to count this action as part of the element to evaluate.  The CGR created indexes on Governance and Municipal Management, we will ask the CGR to consider this action as part of the elements to be evaluated. | | |
| **OGP challenge which is attended by the commitment** | Public Integrity | | |
| **Relevance** | At this moment, Costa Rica is facing a cultural change process towards a wider openness of public information.  One of the main advantages of this commitment is that the audit reports are focused on analyzing how the public administration works and to suggest how to improve in terms of efficiency, resources, etc.  The fact that these advantages are accessible, especially for the media, comptrollers, researchers and oversight bodies allows the necessary control against corruption. | | |
| **Ambition** | It is expected that every citizen will be able to access this audit reports. These reports will have a clear, fact-checked and concise language and will show the fallacies of public management. This will help the citizens to demand accountability to the government. | | |
| **Landmarks, preliminary and final goals** | **New or ongoing commitment** | **Start date** | **End date** |
| 1. To issue the request to publish the achievement reports of the audit reports. | New |  |  |
| 1. To publish the achievement reports regarding audits recommendations. | New |  |  |
| 1. To define answer mechanisms to face citizens requests. |  |  |  |
| 1. To evaluate the government websites that have updated information. | New |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Commitment** | **Promote and project the policy reforms needed to prevent, detect and punish corruption, ensuring harmony between national and international instruments.** | | |
| **Secretary/ Responsible ministry** | Ministry of the Presidency | | |
| **PERSON IN CHARGE** | Sergio Alfaro Salas | | |
| **Position** | Minister of the Presidency | | |
| **Email** | [sergio.alfaro@presidencia.go.cr](mailto:sergio.alfaro@presidencia.go.cr) | | |
| **Telephone number** |  | | |
| **Other government actors** | Vice Ministry of Legislative Affairs / Costa Rican Drug Institute / Ministry of Justice | | |
| **Actors of civil society** | Interested organizations. | | |
| **Status quo or problem to be solved** | While there is legislation in force, to fight against corruption, the legal framework should be reviewed and strengthened. | | |
| **Main objective** | Achieving a greater deterrent impact on the momentum of legal reforms needed to prevent, detect and punish corruption. | | |
| **Brief description of the commitment** | The control of corruption not only seeks to reduce the corruption, but avoid potential corruption. The purpose of this control is to achieve a deterrent effect, through a process of revision of the existing regulations for the fight against corruption, which allows updating and implementing appropriate approach to the current requirements. | | |
| **OGP challenge which is attended by the commitment** | Public integrity | | |
| **Relevance** | The compromise helps strengthen public integrity, while controls exercised on the subject of corruption, but also to generate a preventive effect on the population. | | |
| **Ambition** | Effective prevention of penetration of corruption in Costa Rican institutions. | | |
| **Landmarks, preliminary and final goals** | **New or ongoing commitment** | **Start date** | **End date** |
| 1. Identify current regulations concerning the issue of fighting corruption and should be reformed. | New |  |  |
| 2 Develop proposals for reform. | New |  |  |
| 3 Develop outreach workshops and co-creation of proposals to generate agreements between actors and sectors that allow the momentum of efforts to eradicate corruption. | New |  |  |
| 4. Strengthen institutions against the penetration of corruption with confidence verification mechanisms to promote probity of public employees. | New |  |  |
| 5. Systematize the proposals and agreements resulting from the construction. | New |  |  |
| 6. Strengthen the management of the Coordinating Office of culture of transparency and the fight against corruption. | In progress |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Commitment** | **Ensure transparency in the selection process of civil employees under the Civil Service Regime** | | |
| **Secretary/ Responsible ministry** | Ministry of the Presidency | | |
| **Person in charge** | Angélica Vega Hernández | | |
| **Position** | Director of Human Resources department in Presidential House Adviser on the CONGA | | |
| **Email** | angelica.vega@presidencia.go.cr | | |
| **Telephone number** | 2207-9329 | | |
| **Other government actors** | Direction General of Civil Service, public institutions under Title I, II and III of the Basic Statute of the Civil Service. | | |
| **Actors of civil society** | Interested organizations. | | |
| **Status quo or problem to be solved** | The system of civil service recruitment is controlled regarding its internal procedures, but is completely closed to the control by officials as candidates, and for the institutions. This leads to problems such as that the candidates are uncertain, when they will be called, and the institutions cannot know who appears on the options list. The Civil Service Board pretends to ensure the selection of the qualified candidates to perform the work, taking advantage of the career of all officials who are under that Plan. | | |
| **Main objective** | Make available to candidates, institutions and society in general, the information relating to the recruitment and selection of charges of Title I, II and III of the Organic Statute of the Civil Service, to establishing a follow-up whole process (from the historical reviewing until the elections from a list.) | | |
| **Brief description of the commitment** | The commitment should have an impact on making the process more transparent by publishing it´s owned public charges, the charges that will be called to contest and the lists of eligible and qualifications, as well as candidates who are selected in the shortlist and the results of the elections in each of the institutions.  Will be asked to the General Directorate of Civil Service, in the period of one year, to make available via the web the following information: a. Charges in contest and b. List of eligible with their qualifications. In the second year, with the support of the Open Government Secretariat to make available the updated status of all the charges that are open to competition, giving follow up from start to the end of the process. | | |
| **OGP challenge which is attended by the commitment** | Public integrity and accountability. | | |
| **Relevance** | It is expected that the actualized information about the designations, will be available to the society, as evidence of the processes of transparency and integrity in public office on the entry of new employees. It is also believed that this action allows the DGSC approach with public officials, improving institutional perception and running real action accountability on public employment. The company would have to hand the selection parameters and results, in addition to the explanations to the participating institutions. | | |
| **Ambition** | Make the information, about procurement processes in the public sector, accessible to the civil society, to improve and strengthen the vision that has the citizenship of public employment. | | |
| **Landmarks, preliminary and final goals** | **New or ongoing commitment** | **Start date** | **End date** |
| 1. Publish the squares and their respective requirements that will be opened to competition with the respective dates and proposals payroll. | New |  |  |
| 2. Publish the list of eligible with their qualifications and keep it updated. | New |  |  |
| 3. Publish the results of the competitions. | New |  |  |

|  |  |
| --- | --- |
| Commitment | Promote the Transparency in the Process of Management of the construction projects throughout its life cycle |
| Secretary/ Responsible ministry | Ministry of the Presidency, Ministry of National Planning and Economic Policy, Ministry of Public Works and Transport |
| Person in charge |  |
| Position |  |
| Email |  |
| Telephone number |  |
| Other government actors | MOPT, AyA, ICE, CNFL, ESPH, municipalities, INCOFER, CNC, JAPDEVA, INCOP, Office of the Ombudsman. |
| Actors of civil society | Costa Rican Chamber of Construction Federated College of Engineers and Architects of Costa Rica, Costa Rica Integra. |
| Status quo or problem to be solved | In Costa Rica, although there are guarantees for the right of access to information by citizens, the information, is normally presented, in an excessive, complex, unclear and incomplete way. For this reason, the availability of the information is not generating the desired effect: that the citizens can exercise the control over the performance of the state. Another problem about the content is that the published information is usually limited to the recruitment process, forgetting the details about the preparatory stages, as the rationale for the selection of projects and funding methodologies, and the justifications for economic and technical feasibility of it. Finally it is mandatory to unify the format to present this information to the citizen, with this change they will be able to compare the performance of the institutions. |
| Main objective | Transparency in the management of infrastructural projects throughout their life cycle, from initial approach to the effects of their operation, will enable an effective citizen oversight of the public institutions performance |
| Brief description of the commitment | That the institutions, who develop infrastructural projects, provide the required information in a detailed, transparent and open access way, during these stages:  Step 1: Identification of the project  Step 2: Preparation of the project  Step 3: Hiring Process  Step 4: Project execution  Step 5: End of the project  In addition, institutions must provide additional information reactively to requests for information received from citizens, also with the defined characteristics that promote clarity for its use. |
| OGP challenge which is attended by the commitment | Improving public services, increasing public integrity, more effectively and efficiently of the management of the public resources, and the accountability. |
| Relevance | Management processes, and the infrastructure projects, require the designation of the management as compulsory, and the correct format and means, to make them freely available, helping to monitor and control by all sectors of society, eliminating the margin of corruption and ensuring the contractual and general welfare in the implementation of infrastructure projects terms. |
| Ambition | Ensure transparency and free access to information of public procurement processes, related to infrastructure development. Having a homogeneous content, facilitates the control and supervision of the different sectors of society, and meets the needs and the expectations of the infrastructure. |
| Landmarks, preliminary and final goals |  |
| 1. Determine the methodology of publication, monitoring and evaluation of the information. (Cost scheme, publishing formats, and participatory processes). |  |
| 2. To issue the command to institutions of publish information on a single web platform format that allows the control by citizens. |  |
| 3. Accompany and verify that the institutions in question put the required information. |  |
| 4. Evaluate the provision of information. |  |