**COUNTRY**

Uruguay

**TITLE (1)**

Citizen services: close, easy and modern

**DESCRIPTION**

To improve the access to public services, being the citizen the core of those initiatives. To bring the State closer to people, establishing a more friendly, efficient and effective relationship, adapting administration to enable a multi-channel approach which ensures that all services are supplied professionally, in a single location, using a single identification, and assuring the quality citizens deserve.

**Main actions:**

* To define a **model and good practices** on citizen services to ensure quality, consistency and accessibility of all channels.
* To promote services on mobile devices, through the creation of a **Public Apps Catalog**, together with the development and boost of applications.
* To spread the **physical network of customized citizen services** throughout the national territory.
* To implement other supplementary channels to reduce gaps resulting from the territorial distribution of population: **mobile stands, self-service stands and a centralized public call center.**
* To implement a **unique user for public services**.
* To enable feedback trough **interactive communication channels**, public enquiries, suggestions, among other possibilities.
* To design and implement **mass communication campaigns**.

**COUNTRY**

Uruguay

**TITLE (2)**

New stage towards paperwork reduction

**DESCRIPTION**

This commitment promotes paperwork reduction, in order to increase efficiency within the public sector. Considering the needs and priorities expressed by citizens, as well as lessons learned during the process of government changes, it is crucial to promote actions based on knowledge management, in order to achieve significant changes which improve the **quality of life of population**.

**Main actions:**

**-Regulations:** To approve new regulations to promote paperwork reduction, rationalizing and optimizing resources.

**-Appropriation:** To create a simplification model, taking into account the perception of users, as well as their criteria, to prioritize the procedures to be simplified.

**-Paperwork reengineering:** Procedure simplification, removal and automation based on interoperability between institutions and the evolution in the use of the e-government platform. Implementation of competitive funding aimed at supporting interested organisms.

**-Participation and collaboration of citizens:** Involvement of citizens in the improvement of information regarding paperwork through **tramites.gub.uy**, where citizens may assess available information, as well as reporting inaccuracies.

**COUNTRY**

Uruguay

**TITLE (3)**

Evolution of public procurement

**DESCRIPTION**

On 2012, the creation of the Agency of Government Procurement (ACCE) marked a milestone.

Procurements are vital to public administration, and they connect the financial system with economic and social results. The status of government procurement, as well as the design of policies, entails a challenge for governs when defining governance, services performance and to play a key role in the economic development.

In alignment with ACCE’s tasks assigned by law No. 18.834 (section 14) and its commitment to meet efficiency, transparency, quality and social responsibility criteria, the following lines of action were defined:

**- Process reengineering:** To implement the whole process of procurement electronically: openings, on line offers, notifications.

**-To include new mechanisms of government procurement**: reverse auction and framework agreements.

**-Unique registry of government suppliers**: To implement a system which creates a single contact for suppliers and enables contracts follow up.

**To redraft regulations**: A new set of regulations which enable changes development and sustainability over time.