



National Open Government Action Plan 2014-2016

Self-assessment Report – 1st year of Execution

Executive Summary

The purpose of this document is to describe the progress made on Open Government by analyzing the degree of fulfillment of the commitments taken on in the National Open Government Action Plan 2014-2016.

The 2nd Action Plan Uruguay managed to consolidate a significant number of commitments agreed to by the government, civil society, academia and the private sector. In this sense, it constitutes an ambitious Action Plan that brings together the interests of all sectors.

In the Action Plan 2014-2016, Uruguay sets forth 40 commitments with 91 goals grouped in eight thematic areas. Ten of the aforementioned commitments make up, totally or partially, 25 proposals of the civil society, which were generated through participation instances called Discussion Meetings.

Within such framework, making progress in the governance model of Open Government poses the challenge of providing citizens with new ways of approaching the Government that imply the traditional exercise of citizens' rights and obligations, and supplement those rights and obligations with permanent participative and collaborative exercise opportunities, bringing citizens closer to the administration.

In this sense, the follow-up of the progress made on the National Open Government Action Plan must set the example.

Given the participatory approach of the Action Plan and the general guidelines of the OGP, it is of major importance to be able to consolidate a follow-up process of the Action Plan that may allow obtaining clear and accurate information about its progress in a timely and transparent manner. Uruguay has set out a follow-up and self-assessment mechanism that contemplates that need and this report constitutes the result therefrom.

AGESIC is the entity appointed for the general coordination of the Plan, and therefore, for its follow-up.





The follow-up of the Action Plan's Commitments began with meetings held with the individuals responsible for the projects included in the Plan, where they were informed about how it would be carried out and the dates set forth by Open Government Partnership.

Once the self-assessments' calendar was set up, all referents were timely sent a form with the information to be completed (goal's completion level in percentage, description of progress made, supplementary information and milestone-related evidence).

The follow-up process has rendered two products:

- This mid-term report
- Uruguay Self-assessment reports

Summary of advances to date

The Open Government Action Plan has **91** goals. This report includes the advance of goals as at June-September 2015 for those goals scheduled for 2015, as well as the advance of goals that had been scheduled for December 2014 that may have not been completed.

The completion level is detailed as follows:

- 25 % were accomplished 100 %
- 25 % with advances of more than or equal to 50 %
- 21 % with advances of less than 50 %
- 29 % with no advances or lacking project's information





Breakdown of Commitment Advances

| Commitment 1.1. Strengthening of the Citizen Participation culture in Uruguay | | | |
|---|---|--|--|
| Responsible Secretariat/Ministry | | AGESIC | |
| Name of the respon | sible person | Ninoschka Dante | |
| Position | n | Citizen Relationship Manager | |
| Electronic N | Лаil | ninoschka.dante@agesic.gub.uy | |
| Phone number | | 29012929 | |
| Other Agents | Government | PRESIDENCY and AGESIC Citizen Participation Work Group: MIDES, INJU, OPP, IM | |
| Other Agents Involved | Civil Society, private initiative, multilateral or work groups | Civil Society and UNESCO | |
| Main goal | | To communicate, promote and make all information on citizen participation spaces already existing in Uruguay available for all citizens, to inform about their characteristics and best practices on the matter, thus promoting its replication. | |
| Brief description of commitment | | To generate a catalogue and public agenda of instances of citizen participation. | |





| Relevance | This Project represents a contribution for the Open Government that constitutes a starting point to prepare a country policy on citizen participation and collaboration. Also, to introduce the Open Government initiative to instances of citizen participation already in place in the country. It will constitute an essential instrument to facilitate the access of all citizens to the already existing participation instances. | | | |
|----------------------------|---|---|---------------------------------------|--|
| Ambition | To improve citizen participation by communicating all instances possible. More transparency and better perception of citizen receptiveness. | | | • |
| Completion Level | Not started | Limited | Substantial | Completed |
| Completion Level | | х | | |
| Description of the results | goals foreseen for A Work Group v | or 2015 is 10% was set up wi d UNESCO, to | %. th members of agree on the v | the Government, vork plan and set ipation. |
| Date of Completion | | June | e 2016 | |
| Next Steps | | | | |

- To design and validate the work and compilation methodology for setting up the catalogue.
- To carry out the first Stage of Compilation, covering at least 30 instances in 6 priority areas by December 2015 and the rest by June 2016.
- To design the national citizen participation catalogue and public agenda.





| Commitment 1.2. Open Government: An issue concerning everyone | | | |
|---|---|--|--|
| Responsible Secre | tariat/Ministry | AGESIC | |
| Name of the respon | nsible person | Ninoschka Dante | |
| Positio | n | Citizen Relationship Manager | |
| Electronic I | Mail | ninoschka.dante@agesic.gub.uy | |
| Phone | number | 29012929 | |
| Other Agents | Government | Open Government Work Group: the Planning and Budgeting Office (OPP), the Ministry of Economic and Financial Affairs (MEF), the Ministry of Foreign Affairs (MRREE), the National Statistics Bureau (INE), the Public Information Access Unit (UAIP) and AGESIC. | |
| Involved | Civil Society, private initiative, multilateral or work groups | Open Government Network (Civil Society), Institute of Political Science (UDELAR). | |
| Main goal | | The project's main goal is to make known and promote the Open Government initiative at the national level. It is framed within an initiative of the Open Government Work Group to communicate and raise awareness about what open government is in order to create both greater participation possibilities and conditions for a joint construction of the initiative that may unite the cooperation between State, Academia and Civil Society in our country. | |
| Brief description of | f commitment | To generate participation areas and communicate the open | |

government initiative.

Brief description of commitment





| Relevance Ambition | Provides the target group, either as part of the State or the Civil Society, with basic knowledge on the open government initiative and how they can make their contribution thereto. Therefore, the Uruguayan project of Open Government will be a pluralistic project, more equitable and collaborative. To bring the concepts of open government and participation closer to citizens. To raise awareness and engage new agents on this matter. | | | | |
|----------------------------|---|--|--|---|---------------------|
| | To engage the p | opulation in § | generai. | | |
| Completion Level | Not started | Limited | Substantial | Completed | |
| Completion Level | | | x | | |
| Description of the results | transpai The 3rd accorda the new On Sept first and out. 2. To des Governr product contem | d a Discussion rency, accound Discussion nce with the vauthorities of the sign a schement Plan and ion of the signature. | nber 2014 were n Meeting on a stability and ant Meeting was Civil Society for have taken ove and September ances, respective ne for commun ad its initiatives audiovisual ma plan is in the p s a completion l | rescheduled rescheduled April 2015 (on their position 18th, 2015, thely, were carri icating the Op The design a terial should | in incens). the ied |
| Date of Completion | December 31, 2 | 2015 | | | |
| Next Steps | | | | | |





The Communication Plan has been approved by the Work Group.

The audiovisual material is going through the design and production process.





| Commitment 1.3 – Op | Commitment 1.3 – Open Government Funds | | | |
|---------------------------------|--|--|--|--|
| Responsible Secret | ariat/Ministry | AGESIC | | |
| Name of the responsible person | | Ninoschka Dante | | |
| Position | n | Citizen Relationship Manager | | |
| Electronic N | Лаil | ninoschka.dante@agesic.gub.uy | | |
| Phone | number | 29012929 | | |
| | Government | AGESIC | | |
| Other Agents Involved | Civil Society, private initiative, multilateral or work groups | Civil Society, journalists, entrepreneurs and students, beneficiaries of Citizen Funds. | | |
| | | To strengthen the appropriation and use of Open Data for the development of services and applications. | | |
| Main goal | | To move forward on transparency and citizen participation at the national level, by obtaining specific results and taking advantage of experiences that the country already has. | | |
| | | To test a model that may combine open government tools with electronic government tools based on two operations funded by the IABD. To carry out a trial run experience that may constitute the basis to design a replicable model to be applied both nationally and regionally. | | |
| Brief description of commitment | | To translate open government initiatives into specific projects that may generate services for citizens. | | |





| | To set out a model that may ensure the sustainability of services and applications developed by third parties using Government Open Data. | | | | |
|----------------------------|---|---|--|---|---|
| Relevance | To inform throu raising campaigi | _ | riented awaren | ess- | |
| | To make the implications initiatives select | | and setting up | of the | |
| Ambition | To allow the use of information available at the State level and bring private actors closer so that they may develop applications for citizens to use those data easier. | | hey may | | |
| Completion | Not started | Limited | Substantial | Completed | |
| Completion Level | | | х | | |
| Description of the results | which reduced projects was for (OPP), to (MEF), and Seven submitted projects submitted projects submitted projects submitted projects shall be submitted projects. | vernment Furelied upon the ment Bank (so were selectioned by the he Ministry of and AGESIC. projects were do by citizer or acceptance only by Egin in 2015, core information | nds: the open g e support of th IABD), were lated. The evalu Planning and f Economic and e selected, 5 ns and the relitted jointly by selection productions, the ex | overnment funce Inter-Americanched and fation committed Budgeting Offer Financial Affator of which we maining two assess of projecution of wh | can live tee lice airs ere are and ects |





| | The DateIdea2014 Contest was carried out: the DateIdea2014 Contest was carried out incorporating open government matters such as transparency, accountability, citizen participation and collaboration. The contest was organized in 3 stages: 1) Problems to be solved, 2) Hackathon and 3) Government Funds. Seventy individuals took part in the contest in representation of State entities, Academia, Civil Society and journalists; 12 work groups were formed in 27 hours of continuous and collaborative work. Click here to watch the video The goal of designing a replicable model for the generation of initiatives to move forward on Open Government, which was foreseen for December 2015, has not made progress. Currently, the 6 projects selected are in the stage of signing a green mante under the progress. | | |
|---|--|--|--|
| | selected are in the stage of signing agreements under the modality of Open Government Funds. | | |
| Date of Completion | December 2015 | | |
| Next Steps | | | |
| Additio | onal Information | | |
| More Information about DateIDea2014 Contest Go to the fan page to see all the ideas proposed by citizens and to obtain information about the process | | | |





| Commitment 1.4 Citizen e-collaboration: Tramites.gub.uy | | | |
|---|--|---|--|
| Responsible Secretariat/Ministry | | AGESIC | |
| Name of the respon | nsible person | Sandra Sayanes | |
| Positio | n | Manager of Citizen Assistance Channels | |
| Electronic N | Лаil | Sandra.sayanes@agesic.gub.uy | |
| Phone | number | 29012929 | |
| | Government | AGESIC | |
| Other Agents Involved | Civil Society, private initiative, multilateral or work groups | Citizens in general who use tramites.gub.uy | |
| Main goal | | To set out a permanent space for citizen e-participation and e-collaboration that may allow feedback and a process of continuous improvement with regard to information on procedures and services provided by the State through the tramites.gub.uy portal. | |
| Brief description of commitment | | To promote citizen participation in the tramites.gub.uy portal. | |
| Relevance | | To obtain continuous feedback from citizens for the continuous improvement and evolution of information offered by the State on procedures and services. To bring citizens closer to participation channels. To improve the quality of the information on the portal. | |





| Ambition | To improve the quality of the State information to which citizens have access. To improve citizens' perception about the efficiency and efficacy with which the State provides all services. | | | |
|----------------------------|--|--|--|--|
| Completion | Not started | Limited | Substantial | Completed |
| Level | | | Х | |
| Description of the results | Satisfaction a forums of excompleted. With regard of promotion call tramites gubstoreseen for November 20 With regard Collaboration contemplated been foreseen for seen for seen for seen for seen for improve With regard the e-Collab had been for seen for seen for seen for improve | n mechanism p://tramites.g o the goal of Ind analysis of thange enable for August 20 to the goal of mpaign for all uy and its fur March 2015, it 15. to the goal of process at The feedback will en for May 20 to the goal of | s incorporated of tub.uy First Measurem of citizen contributed at tramites.go 14, it has been designing a mast of citizens to know the citizens to know th | ent of utions in the ub.uy, which 100% ssive which was ed for n e-which may and that had completed in uarterly, where d contributions of the results of a gub.uy, which e completion |
| Date of Completion | | Decen | nber 2015 | |





Next Steps

Additional Information

Massive promotion campaign for all citizens to know Tramites.gub.uy and its functionalities.

E-Collaboration process of Tramites.gub.uy set out taking into consideration feedback from State entities.

Publication of the results of the e-Collaboration execution of Tramites.gub.uy.





Commitment 2.1 Affirmative actions for afro-descendant population: transparency and accountability

| Responsible Secretariat/Ministry | | MIDES |
|----------------------------------|--|--|
| Name of the responsible person | | Federico Graña |
| | Position | National Direction of Cultural Promotion |
| E | lectronic Mail | fgrana@mides.gub.uy |
| | Phone number | 24000302 |
| | Government | MIDES, MTSS, MEC |
| Other Agents initiative, | Civil Society, private initiative, multilateral or work groups | Uruguayan Afro-descendant Cultural Center, Afro-descendant National Coordinator, Mizangas, Mundo Afro Organizations, Triangulación Kultural |
| Main goal | | Transparency and accountability of the process of implementation of Law No. 19,122 on the regulation for promoting the participation of Afro-descendants in the education and work sector dated September 9th, 2013. |
| Brief des | cription of commitment | To account for the progress made on the implementation of Law No. 19,122. |
| Relevance | | This proposal constitutes a contribution to the Open Government project insofar as it is recognized as an innovative process within the framework of public policies. The incorporation of the concept of affirmative actions, the strategies for their development and their follow-up allow rethinking public policies in order to achieve more efficiency. Also, the inclusion of these mechanisms contributes to more transparency and makes accountability indispensable, since it is imperative that the Afro-descendant community itself and citizens in general carry out a social control of the law's enforcement. |





| Ambition | More transparency and accountability in the implementation of a specific law that involves the Afro-descendent population in particular and all citizens in general. | | | | |
|----------------------------|---|---------|-------------|-----------|--|
| Completion Level | Not started | Limited | Substantial | Completed | |
| Completion Level | | х | | | |
| Description of the results | Law No. 19,122 was passed. The Government presented the decree that would regulate Law No. 19,122, which contains affirmative actions to improve the participation of Afro-descendant communities in study and work spheres. The authorities have pointed out the historical moment and the political decisions upon which this type of affirmative actions are based, such as the quota for Afro-descendants in merit-based selection processes within the State. You can also go to the piece of news published in El País newspaper. Likewise, the Civil Service National Office prepared a report on the matter: Read the Complete Report The Commission's Technical Secretariat prepared a Work Plan and Law's implementation guide for State entities. As at September 2015, there are two publications in the printing shop (5000 copies will be printed): - Law of affirmative actions for Afro-descendants (Law No. 19,122 and Regulatory Decree 144/014). | | | | |
| Date of Completion | December 2015 | | | | |
| Next Steps | | | | | |
| Additional Information | | | | | |
| N/A | | | | | |





Commitment 2.2 Plan of improvement of instances of citizen participation and relationship with citizens by means of Inter-institutional Meetings of Public Social Policies

| Responsible Secretariat/Ministry | | MIDES |
|----------------------------------|--|--|
| Name of the responsible person | | Rosina Methol and Lucía Pierri / Cecilia Georgalis and Soledad Pérez |
| Position | | Chief of the Support Department of Inter- institutional Management / Director of Planning Division / Chief of the Department of Urban Planning and Citizen Participation / Director of the Social Participation Division |
| Electronic Mail | | rmethol@mides.gub.uy/ lpierri@mides.gub.uy/ cgeorgalis@mides.gub.uy / sperez@mides.gub.uy |
| Phone | number | 1520 |
| | Government | MIDES |
| Other Agents Involved | Civil Society, private initiative, multilateral or work groups | Organized Civil Society |
| Main goal | | To facilitate the exchange of information among the social policies of the national government (Social Policies National Board – Urban Planning Commission), local government (MIPS) and citizens. To promote the relationship between Inter-institutional Meetings of Public Social Policies (MIPS) and the organized Civil Society throughout the country. |
| Brief description of commitment | | To promote the relationship between Inter-institutional Meetings of Public Social Policies (MIPS) and the organized Civil Society throughout the country. |





| Relevance | The process of preparation of Local Agendas led to the participation of civil society through consultation sessions. This project seeks to promote that process in terms of Accountability, as a bonding process for the exchange between the Organized Civil Society and Public institutions. Thus, this project sheds transparency to the State's actions insofar as it pursues to outline feedback instances for the product prepared as well as for the progress made by MIPS. At the same time, this initiative seeks to promote collaboration between the State and the Organized Civil Society for improving the implementation of the public policy, promoting periodical exchanges about proposals, difficulties and opportunities in the aforementioned construction process. The project would allow enhancing the progress made, and furnish an institutional response to the demands identified by the public administration. | | | |
|---------------------|--|---------|------------------|-----------|
| Ambition | To enhance and empower the relationship between the organized civil society and the State. | | | |
| Completion Level | Not started | Limited | Substantial x | Completed |





The goal scheduled for December 2014 has a completion level of 83% given that 5 out of the total 6 local Strategic Agendas foreseen have been publicly launched. These agendas constitute planning tools for public urban management, as much as they introduce an instance of consultation with public actors and social society, and where work commitments are laid out. At the same time, they are a valid instrument for the civil society to monitor public policy.

This commitment also has two other goals scheduled for December 2015.

The first goal consists in carrying out 16 local workshops between MIPS and the Organized Civil Society by December 2015

In order to attain this goal, the following actions were carried out:

• Launch of the Strategic Agenda in the department of San José.

The launch of this Agenda took place on February 12, 2015. Go to news about this launch

Go to the Invitation Agenda for the Launch

• Update of the Local Strategic Agendas through the "Local Action Plans".

It is intended to continue and deepen the citizen participation process that began with the outline of the Social Development Strategic Agendas (AEDS) locally.

At the beginning of a new Administration, and within the framework of the elaboration of a National Strategy of Social Development and Welfare, one of the objectives sought by the National Board of Social Policies (CNPS) for the five-year period 2015-2020 is to generate a management methodology, the main tool of which will be the Local Action Plans. This methodology will allow guiding and articulating both actors and actions, whether they are actions of an entity in particular, or inter-institutional interventions carried out by two or more entities.

It is sought to articulate the different demands, needs, and projects identified by local actors (both from government and civil society), with the interventions designed centrally,

Description of the results





| | whether they have been translated into sectorial or intersectorial actions. |
|--------------------|---|
| | Workshop with the MIPS of the department of Rivera on May 29, 2015 to set up the Action Plan. |
| | In the course of 2015, these same workshops were carried out in other departments of the country. |
| | These actions represent an advance of 10 % of this goal. The second goal consists in the implementation of a Website that allows communicating all information resulting from the instances of dialogue with the organizations of the Civil Society, as well as the exchange of proposals. As at May 2015, this goal had not made any progress. |
| | |
| Date of Completion | December 2015 |
| Next Steps | |

Carrying out of workshops in the remaining departments of the country.

Implementation of a Website that may allow communicating all information resulting from the instances of dialogue with the organizations of the Civil Society, as well as the exchange of proposals.





| Commitment 2.3 Urban Development Progr | ram "Barrio de las Artes" |
|---|---------------------------|
|---|---------------------------|

| Responsible Secret | ariat/Ministry | Municipality B – City Council of Montevideo | |
|---------------------------------|--|--|--|
| Name of the responsible person | | Graziella Romiti | |
| Position | ı | Innovation Manager | |
| Electronic N | ⁄lail | gromiti@netgate.com.uy | |
| Phone | number | (598)29036775 / 099 696394 | |
| | Government | | |
| Other Agents Involved | Civil Society, private initiative, multilateral or work groups | UNESCO- Frédéric Vacheron – responsible for Culture at Polo Mercosur - Carina Nalerio – Board of Directors. | |
| Main goal | | Barrio de las Artes pursues the rehabilitation of a degraded area of Montevideo's downtown, by means of the recovery of an important historical legacy of heritage value, articulating the interests and intentions of cultural, social and commercial agents present in the neighborhood, both public and private. | |
| Brief description of commitment | | To rehabilitate the area of the arts' neighborhood recovering its heritage value. | |
| Relevai | nce | It is intended to systematize an operation that may allow updating and rating the area's idiosyncratic values, rooting them in the collective imaginary. One of the greatest challenges of this initiative is to achieve a substantial improvement in the urban experience that may stimulate a social and urban integration at the same time that may foster development opportunities for the arts' sector, our heritage and creative and cultural industries. | |





| Ambition | To achieve a social and urban integration and foster development opportunities for the arts' sector, our heritage and creative and cultural industries. | | | | |
|----------------------------|--|----------|-------------|-----------------------------------|--|
| Completion Level | Not started | Limited | Substantial | Completed | |
| | | х | | | |
| Description of the results | This project had an advance of 30% in the goal foreseen for December 2014. Two preparatory workshops were offered with professionals of different specializations where central issues were laid out to work with public/private actors in the Neighborhood. Pursuant to what had been planned, a training workshop was carried out and the incorporation of the prospective work team began. In the workshops, the participants worked with methodological bases so as to achieve a baseline of the team in process of incorporation. With regard to the progress made in 2015, there is no information about the project. | | | nals out vas ork vith | |
| Date of Completion | | December | 31, 2015 | | |
| Next Steps | | | | | |
| Additional Information | | | | | |
| N/A | | | | | |





| Commitment 2.4 - Dialogue and Consultation System | | | |
|---|---|---|--|
| Responsible Secretariat/Ministry | | Ministry of Foreign Affairs (MRREE) | |
| Name of the respon | sible person | Silvana Guerra/ Hugo Caussade | |
| Position | า | Organization and Methods Directors | |
| Electronic N | ⁄lail | silvana.guerra@mrree.gub.uy hugo.caussade@mrree.gub.uy | |
| Phone | number | 29022311 | |
| | Government | MRREE | |
| Other Agents Involved | Civil Society, private initiative, multilateral or work groups | | |
| | | To democratize foreign policy aiming at: | |
| Main goal | | More dialogue with citizens through the invitation to collective participation spaces, the use of e-participation tools and the implementation of plenaries with institutional referents. | |
| | | More direct consultation for a better incidence of the Civil Society, through their contribution to specific thematic agendas of foreign policy, with access to substantial information. | |
| | | - Follow-up and preparation of a common agenda. | |
| Brief description of | commitment | Use of e-participation tools and collective participation to achieve more dialogue with citizens. | |





| Relevance Ambition | This project promotes citizen participation and the dialogue with citizens as a way to improving foreign policy in Uruguay. To increase public integrity To improve the management of public services More effective management of public resources To promote citizen participation and dialogue in order to obtain input to improve the management of services furnished by MRREE and improve foreign policy in Uruguay. | | | | |
|--|---|---------|-------------|-------------------------|--|
| Completion Level | Not started | Limited | Substantial | Completed | |
| Completion Level | | | х | | |
| Description of the results | The goal of making the Dialogue and Consultation System available for citizens, which had been foreseen for December has been completed in 100%. The Dialogue and Consultation System of the MRREE was made available for citizens on the Web and in a public ceremony that took place on May 19, 2014, with the presence of the Minister of Foreign Relations, Minister of Social Development and President of the Republic. In the month of December of 2015, a meeting will be held between authorities of this Ministry and members of the Civil Society to carry out an evaluation and to make the 2016 planning. To go to the Webpage click the following link: http://sdc.mrree.gub.uy/ | | | er lic ice ial | |
| Date of Completion | | Decem | ber 2015 | | |
| Next Steps | | | | | |
| Additional Information (Description of what remains to be done and any challenge in the implementation.) | | | | .) | |
| N/A | | | | | |





| Commitment 3.1. Promotion and diffusion of the Right of Access to Public Information | | | |
|--|--|---|--|
| Responsible Secret | ariat/Ministry | UAIP | |
| Name of the respon | sible person | Mariana Gatti | |
| Position | n | UAIP Coordinator | |
| Electronic N | ⁄Iail | Mariana.gatti@agesic.gub.uy | |
| Phone | number | 29012929 | |
| | Government | | |
| Other Agents Involved | Civil Society, private initiative, multilateral or work groups | | |
| Main goal | | To develop and execute a plan for the diffusion and promotion of the Right of Access to Public Information that may foster the exercise of this right by different social groups and a larger number of people. This plan was agreed upon in the First Roundtable Discussion "Open Government and Access to Public Information" incorporating the point of view of both Civil Society and the State. To create a space of discussion to propose improvements to the Law of Access to Public Information. | |
| Brief description of | commitment | To inform social groups and individuals in general about the right of access to public information. | |





| Relevance | The diffusion and promotion of the right of access to public information fosters the enforceability of the right by citizens. This access to public information contributes to improving the transparency levels of the public management and promotes public participation in the government decisions. It increases the quality of the political decisions' processes, allows citizens and social organizations asserting their rights, and grows the citizens' confidence. | | | | |
|----------------------------|---|---------|-------------|-----------|-----|
| Ambition | To improve transparency in public management and promote participation. | | | | |
| Completion | Not started | Limited | Substantial | Completed | |
| Completion Level | | | х | | |
| Description of the results | | | | | the |





| | https://catalogodatos.gub.uy/dataset/datos-de-responsables-de-transparencia. As at May 2015, as far as the goal pending completion in this commitment is concerned, related to the carrying out of a training course about the Right to Public Information, designed and executed with participation of the civil society and the academia, and oriented to state employees, professors and activists of the civil society, which had been planned for December 2014, the completion level is 20 %. Representatives of the civil society and the academia were invited to work in the design of the course. A proposal of the course's content and modality was designed. It was decided to choose the online modality. The goal was rescheduled for December 2015. Also, the goal was redefined as the carrying out of a series of Webinars that would take place between October 2015 and December 2015. The topics to be included would be: Session 1: Right of Access to Public Information as a fundamental right Session 2: Law of access to public information in Uruguay Session 3: documentary management Session 4: government open data |
|--------------------|--|
| | |
| Date of Completion | December 31, 2015 |
| Next Steps | |

Carrying out of the Webinars defined.

2nd Edition of the Citizen Action on September 28, 2015

To keep advancing in the initiative "Queremos Saber (We Want to Know)", through which children and teenagers get to know the right of Access to Public Information.





| Commitment 3.2. E-access: National System for Requesting Access to Public Information | | | |
|---|--|---|--|
| Responsible Secret | ariat/Ministry | AGESIC | |
| Name of the respon | sible person | Mariana Gatti | |
| Position | า | UAIP Coordinator | |
| Electronic N | ⁄/ail | Mariana.gatti@agesic.gub.uy | |
| Phone | number | 29012929 | |
| | Government | | |
| Other Agents Involved | Civil Society, private initiative, multilateral or work groups | | |
| Main goal | | To implement a computer application that may allow managing and following up the requests to gain access to public information submitted before any public entity, enabling the citizen to make the request online and enabling the controlling agency to obtain the information regarding the compliance status of all entities subject thereto. | |
| Brief description of | commitment | To rely upon a computer application that may allow managing and following up the requests to gain access to public information. | |





| Relevance | The open government action plan combines three lines of work: increasing public integrity, managing public resources more efficiently, and improving the rendering of public services. UAIP, as an agency that guarantees the right of access to public information, promotes a transparent culture and seeks to defeat secrecy, through the mechanism of accountability to citizens about resources and services. This project contributes to Open Government basically in two ways: in the first place, it is a tool that facilitates access to public information by citizens; and in the second place, it makes possible for the Unit of Access to Public Information to obtain information regarding the public agencies' compliance with their obligations on the matter, to obtain a basic budget for an effective control and to take measures that may guarantee the effective protection of the right of access. To make easier for citizens the access to public information to which they are entitled, thus contributing to | | | | ζS |
|------------------|---|---------|-------------|-----------|----|
| Ambition | To make easier for citizens the access to public information to which they are entitled, thus contributing to transparency. | | | | |
| Completion Level | Not started | Limited | Substantial | Completed | |
| , | | | х | | |





| Completion of the first version of the System of Access Requests. Training of entities selected. | | | |
|---|---|--|--|
| Additional Information | | | |
| Next Steps | | | |
| Date of Completion | December 31, 2015 | | |
| | The system's awareness-raising video is in the process of production. The goal is rescheduled for September 2015. The training sessions for the entities selected will be held from October 2015 on. | | |
| | With regard to the third goal, Promotion and training actions, the completion level is 20 %. In December 2014, a presentation was made for representatives of the candidate entities to participate in the trial run plan. | | |
| Description of the results | The trial run will begin with the system's implementation in UAIP and AGESIC by September 2015. Then, the trial run will be executed in 5 state entities: from September 2015 to December 2015. | | |
| | The pending goal of implementing the first version of the System of Access Requests, consisting in one TRIAL RUN in a BETA VERSION in 5 STATE ENTITIES, originally foreseen for December 2014 has a completion level of 70 %. The goal has been rescheduled for September 2015. | | |
| | This project's goals that had been scheduled for December 2014 suffered modifications. | | |





| Commitment 3.3. Res | sponses to requ | uests of access to | public information |
|---------------------|-----------------|--------------------|--------------------|
| | | | |

| Responsible Secretariat/Ministry | | Ce | entral Bank of | Uruguay (BCU) | | |
|----------------------------------|---|--|-----------------------------|--------------------------------------|-----------|--|
| Name of the respon | nsible person | Dra. Viviana Pérez | | | | |
| Positio | n | Gei | General Secretariat Manager | | | |
| Electronic I | Mail | | vperez@ | bcu.gub.uy | | |
| Phone | number | | 196 | 7-1319 | | |
| | Government | | E | BCU | | |
| Other Agents Involved | Civil Society, private initiative, multilateral or work groups | | | | | |
| Main goal | Main goal | | • | of public nature to the Central B | • | |
| Brief description of commitment | | To post in the BCU's Website responses of public nature to requests of access to public information. | | | | |
| Relevance | | It is understood that the project contributes to transparency and accountability towards the different target audiences of the Bank. From this point of view, it strengthens the relationship with citizens thus contributing to the Open Government paradigm. | | | t | |
| Ambition | | To contribute to transparency and accountability. | | | | |
| | | Not started | Limited | Substantial | Completed | |
| Completion Level | | | | | х | |





| | The goal of preparing a Guide for the publication of responses to requests of access was completed in 100% in December 2014, as well as the design of the publication in the institution's Website, and the publication's internal trial run implementation. | | |
|--|--|--|--|
| Description of the results | The publication of the responses to requests of access to public information of public nature on the Central Bank's Website had also been completed in 100% by December 2014. | | |
| | Access to responses posted in the following link: | | |
| | | | |
| | http://www.bcu.gub.uy/Acerca-de- BCU/Paginas/Solicitudes_Informacion.aspx | | |
| | BCO/Paginas/Soncitudes_information.aspx | | |
| | | | |
| Date of Completion | Completed | | |
| Next Steps | Not applicable | | |
| Additional Information (Description of what remains to be done and any challenge in the implementation.) | | | |
| | | | |
| N/A | | | |
| | | | |





| Commitment 3.4. Fully accessible Municipal Council | | | |
|--|---|--|--|
| Responsible Secret | ariat/Ministry | Municipal Council | |
| Name of the respor | nsible person | Nelly Pietracaprina | |
| Position | n | | |
| Electronic N | Лаil | secgral@juntamaldonado | |
| Phone | number | | |
| | Government | Municipal Council | |
| Other Agents Involved | Civil Society, private initiative, multilateral or work groups | | |
| Main goal | | To promote the construction, institutionalization and deepening of a transparency culture, and to adopt a model of efficient management in the Municipal Council of Maldonado in accordance with the best practices on the matter. | |
| Brief description of commitment | | To make all information on record books and written documents of the Municipal Council of Maldonado available. | |
| | | To ensure access to the information on files of the Municipal Council of Maldonado to the entity's Website users. | |
| Relevance | | The importance of this project lies in its adaptation to the legal framework in force, as to the protection of personal data appearing on the files, and at the same time to ensure access to the information. | |
| Ambition | | To contribute to the access to public information. | |





| Completion | Not started | Limited | Substantial | Completed | |
|--|---|---------|---|--------------------|--|
| Completion Level | | | | х | |
| | The goal of this commitment is to count with 100% of the public documentation available in record books and other written documents of the Municipal Council of Maldonado digitalized and posted by December 2015. | | | | |
| | By May 2015, th | | een completed | in 100%. | |
| | | | | | |
| Description of the results | Feb/2015: publication of all images in record and written documents of the institutions preceded the Municipal Council in the preceded the Municipal Council in the preceded between 1862 and 1935 Mar/2015: incorporation of files with image records from 1954 to 1963 May/2015: the incorporation of records from periods comprehended between 1935 and 1954 between 1963 and 1975, the whole 1862 period was completed 29/May/2015: incorporation of records between 1975 and 1996. As from 1996 on, all record available in digital format and written transcription. The documentation can be viewed at the Municipe Council's Website, in the following link: www.juntamaldonado.gub.uy/index.php/actas.html | | institutions the in the peri 1935 with images records from to 1954, and 1954, and 1964, and records between, all records are transcription the Municipal | of he nd 75 en are | |
| Date of Completion | Date of Completion Completed | | | | |
| Next Steps | Next Steps Not applicable | | | | |
| Additional Information (Description of what remains to be done and any challenge in the implementation.) | | | | | |
| | N/A | | | | |





| Commitment 3.5. | Single point | of access to al | l State's statistical | information available |
|-----------------|--------------|-----------------|-----------------------|-----------------------|
| | | | | |

| Responsible Secretariat/Ministry | | AGESIC |
|----------------------------------|---|---|
| Name of the responsible person | | Ninoschka Dante |
| Positio | n | Citizen Relationship Manager |
| Electronic N | ∕Iail | ninoschka.dante@agesic.gub.uy |
| Phone | number | 29012929 |
| | Government | AGESIC INE |
| Other Agents Involved | Civil Society, private initiative, multilateral or work groups | |
| Main goal | | To map and post an online catalogue, centralized and accessible, with all the statistical information available in the different State entities' Websites, in connection to topics such as: health, education, environment, social development, among others, thus making the access and information search easier thanks to the tools offered by information technologies. |
| Brief description of commitment | | To make a catalogue with the State's statistical information. |
| Relevance | | This project will allow citizens, entities and organizations of the civil society to gain access through one single point of access and in a standardized format to statistical information that is currently scattered in different Websites of State entities. |





| Ambition | To improve the access to and the quality of the information furnished to citizens, thus contributing to improving transparency. | | | | |
|----------------------------|---|----------|-------------|--|--|
| Completion Lovel | Not started | Limited | Substantial | Completed | |
| Completion Level | | Х | | | |
| Description of the results | At the moment work meetings are being held with National Statistics Office (INE) to jointly define the project scope, roles, tools available, work group formation, preparation of a joint work plan. Also, meetings have be held with representatives of RGA to define their interestaking part of the project and degree of involvement. Goals 1, 2 and 3 have been rescheduled for December 202 ecollaborative methodology with main interest parties. Mapping process and sheet of surveys completed. First version of the Statistical Information Catalogue with different to approached. As at May 2015 progress had not been made. | | | fine the project fine the project formation, and etings have been their interest extended. December 2015 or means of main interest formation Catalogo the different topic formation to the project formation catalogo the different topic formation to the project formation to the project formation catalogo the different topic formation to the project formation to the proje | t's nd en in 5. a ed |
| Date of Completion | | December | 31, 2015 | | |
| Next Steps | | | | | |
| Addition | nal Information | | | | |

- Design of a mapping project by means of a collaborative methodology with main interested parties.
- Mapping process and sheet of surveys completed.
- First version of the Statistical Information Catalogue available.
- Statistical Information Catalogue with different topics approached.





| Commitment 4.1. Government Open Data | | | |
|--------------------------------------|---|---|--|
| Responsible Secret | ariat/Ministry | AGESIC | |
| Name of the respon | sible person | Ninoschka Dante | |
| Position | n | Citizen Relationship Manager | |
| Electronic N | ⁄/ail | ninoschka.dante@agesic.gub.uy | |
| Phone | number | 29012929 | |
| | Government | Open Data Work Group: INE, OPP/AGEV, City Council of Montevideo | |
| Other Agents Involved | Civil Society, private initiative, multilateral or work groups | Civil Society: DATA, Academia: Udelar (FING) | |
| Main goal | | To promote the publication, use and re-use of Government Open Data. | |
| Brief description of commitment | | To improve the process of opening, publication and communication of open data, and to generate a forum of participation on the subject matter. | |
| | | It is usually stood out the benefits and contribution of government open data in the following spheres: | |
| Relevance | | Transparency, citizen empowerment and democratic control Fight against corruption More active and participatory relationship between citizens and governments | |

right of information.

In this sense, open data initiatives are visualized as a habit that should be acquired as to the conception of what a good government is, given that citizens are entitled to the





| | | | | | \neg | |
|----------------------------|--|----------------|----------------|-----------|--------|--|
| | To enhance transparency and public data opening. | | | | | |
| Ambition | Better offer of public services implemented by third parties. | | | | | |
| | More citizen co | ntrol and over | sight. | | | |
| | | | | | _ | |
| Completion | Not started | Limited | Substantial | Completed | | |
| Level | | | х | | | |
| | The goal of formalizing the Open Data work group, taking into consideration representatives of the civil society, the academia and companies that was foreseen for December 2014, by May 2015 had a completion level of 80%. There is a draft version that will be submitted to consultation to the members of the open data work group. | | | | | |
| | It is rescheduled for November 2015. | | | | | |
| | Between May 12 and 14, 2015 Workshops were carried out within the framework of the project of Capacity-building organized by UN-DESA. Those workshops were divided into two stages, awareness-raising workshops with national authorities, and collective building instances for referents in entities, Civil Society and the Academia. The input gathered will be used as a basis for the National Open Data Action Plan. | | | | | |
| Description of the results | The goal of incorporating specific work groups in areas such as health, education, social policies, which had been foreseen for March 2015, by May 2015 has a completion level of 20%, insofar as the aforementioned workshops were carried out. | | | | | |
| | In the month of May began the preparation of a workshop on environment and health. | | | | | |
| | For more inform following link: | nation on this | workshop click | the | | |
| | http://bit.ly/1fy | bEyg | | | | |
| | This goal is readvantage of toproject. | | | | | |





| | The goal of generating a space for participation so as to identify and prioritize work areas and create jointly an Open Data Action Plan for the period 2015- 2016, which had been foreseen for December 2014, has a completion level of 60 %. It has been rescheduled for October 2015, so as to take advantage of the workshops carried out in the UN-DESA project. | | |
|--------------------|--|--|--|
| | The goal of developing an assistant for publishing metadata in RDF format for State entities, which was foreseen for December 2014, by May 2015 has a completion level of 95%. The application has been developed but it has not been published yet due to delays in the CKAN update in the open data catalogue. The current version does not count with the harvesting plugins necessary for the application. | | |
| | The goal of recommending solutions for the visualization of Open Data in public entities foreseen for December 2014, has a completion level by May 2015 of 90%. Different tools have been analyzed but they have not been posted yet. | | |
| | The goal of preparing good practices for the opening and posting of Government Open Data, in topics such as personal data dissociation and publication in rdf format, which had been foreseen for March 2015, has a completion level of 60%. | | |
| | The goal was rescheduled for August 2015. | | |
| Date of Completion | December 31, 2015 | | |
| Next Steps | | | |
| Additio | nal Information | | |
| N/A | | | |





| Commitment 4.2 Open Data for the analysis of public policies | | | | | | |
|--|--|---|--|--|--|--|
| Responsible Secret | ariat/Ministry | ОРР | | | | |
| Name of the respon | sible person | Diego Gonnet Ibarra | | | | |
| Position | | Coordinator, Department of Information for Management and Open Government | | | | |
| Electronic N | Лail | dgonnet@agev.opp.gub.uy | | | | |
| Phone | number | 150 – 8019 | | | | |
| | Government | OPP | | | | |
| Other Agents Involved | Civil Society, private initiative, multilateral or work groups | | | | | |
| Main goal | | To promote the publication, use and re-use of Open Data relevant for the analysis and improvement of public policies. | | | | |
| Brief description of | commitment | Publication of data on public policies in an open format. | | | | |
| Releva | nce | The publication of open data relevant for the analysis and evaluation of public policies allows: Feeding and enhancing academic analyses of phenomena and policies, which in turn feed back the set of diagnoses and alternatives that decision makers may use to design or amend policies. Enhancing the public debate level, when data are transformed in information and evidence that feed journalistic and political arguments. Increasing the citizen's general knowledge about public affairs and government results, when disclosure reports and applications are generated, | | | | |





| | which allow the non-expert audience appropriating and taking advantage of this type of content. | | | | | |
|-----------------------------------|--|-------------|---------|--|--|--|
| Ambition | To enhance transparency and citizen knowledge of the results of public policies. | | | | | |
| Completion | Not started Limited Substantial Complete | | | | | |
| Level | | | х | | | |
| | This commitment has foreseen three goals for 20: The first goal: publication in open data of update of the Uruguay Observatory of public policies as 2014, the completion level is 10%. Go to the alrest information The second goal: publication in open data of update on the 2013, 2014 and 2015 public budget allocate execution, as at May 2015 has a completion level of the first goals. | | | | | |
| Description of the results | On March 2nd, 2015 the 2015-credit in force at that date was posted. Currently, they are waiting for the 2014 balance closing date to post the execution data. In view of all the foregoing, this goal is expected to be completed in the date originally foreseen, July 31 2015. | | | | | |
| | Download the information of updated data 2015 current credits as at 2/March/2015 | | | | | |
| | And in the Open Data National Catalogue: Click | | | | | |
| | The third goal: publication and corfive new sets of relevant data for to of policies, has not made much promaintaining a total advance of 40 9 | | | | | |
| Date of Completion | | December 31 | l, 2015 | | | |
| Next Steps | | | | | | |
| Addition | Additional Information | | | | | |
| To complete the data publication. | | | | | | |





| Commitment 4.3. Open Land Registry | | | | | | | |
|--|---|---|---|---|---|--|--|
| Responsible Secret | Responsible Secretariat/Ministry | | Land Registry - MEF | | | | |
| Name of the respon | nsible person | | A/P Ricar | do Schreiber | | | |
| Positio | n | Supervisor o | of the Informa | tion Technolog | ies Department | | |
| Electronic N | ⁄/ail | | rschreiber@c | catastro.gub.uy | | | |
| Phone | number | | 2900444 | 8 29030431 | | | |
| | Government | | N | ИEF | | | |
| Other Agents Involved | Civil Society, private initiative, multilateral or work groups | | | | | | |
| Main goal | | To carry through the strategic guidelines of the Land Registry in pursuit of the modernization of the registry as the national registry of real estate and facilitating mechanisms of access to land information. | | | | | |
| Brief description of | commitment | Publication of la | nd informatio | on in open data | format. | | |
| Relevance | | The massive pull format will allow for different pur associations, incestate market, pur contributing to the management of | or citizens to us poses (profess lividuals, priva ublic entities s transparency | se and re-use the sionals, professi ate sector in rela and public in ge and enhancing t | at information onal ation to the real neral), thus | | |
| To contribute to transparency and the real available to improve citizens' access to in | | • | | | | | |
| Consula | tion | Not started | Limited | Substantial | Completed | | |
| Comple Leve | | | | х | | | |





| | The goal of data posting that the Land Registry had scheduled for December 2014 has been fully accomplished. All urban and rural municipal registers of the country are available in the entity's Website since the second semester of 2014, and in the open data national catalogue since December 2014. In January 2015, the information will be updated with the new assessed values in force since January 1, 2015. | |
|----------------------------|---|--|
| | The piece of news can be read at: | |
| | http://www.catastro.gub.uy/wordpressDNC/?page_id=3784 | |
| Description of the results | The goal of implementing participation tools for citizens to evaluate the data published by the Land Registry that had been schedule for March 2015 has also been fully accomplished. | |
| | A form was enabled for the reception of suggestions in the open data page at the Land Registry's Website. | |
| | It can be viewed in the following link: | |
| | http://catastro.mef.gub.uy/10251/10/areas/datos- abiertos.html | |
| | The goal corresponding to the Plan of publication of new data sets according to the proposals received through the participation mechanisms implemented by the Land Registry, which had been foreseen for December 2015, by May 2015 had not advanced. | |
| Date of Completion | December 31, 2015 | |
| Next Steps | | |
| Additional Information | | |

Plan of publication of new data sets according to the proposals received through the participation mechanisms implemented by the Land Registry.





| Commitment 4.4. Pub | lication of Social Pr | ograms' Microdata in open format |
|--------------------------|---|--|
| Responsible Secret | ariat/Ministry | MIDES |
| Name of the respor | nsible person | Virginia Sáenz |
| Positio | n | Director of Monitoring Division |
| Electronic N | Mail | vsaenz@mides.gub.uy |
| Phone | number | 24000302/185 |
| | Government | MIDES |
| Other Agents Involved | Civil Society, private initiative, multilateral or work groups | |
| Main goal | | To make social programs databases (microdata) available in open formats, in order to contribute to transparency and accountability, as well as providing input for researches of academic nature. |
| Brief description of | commitment | To make social programs' information available in open formats. |
| Relevance | | DINEM considers that within the framework of open government, and taking into account the specific actions proposed in this project, it contributes to the State's transparency at the same time that it promote s the participation and collaboration of the civil society in the development and consolidation of a culture of evaluation of public policies as part of the knowledge and information society. |
| Ambit | ion | To enhance transparency and promote participation. |





| Completion | Not started | Limited | Substantial | Completed | |
|--------------------------------------|--|---------|-------------|-----------|-------------------------------------|
| Completion Level | | | Х | | |
| Description of the results | With regard to the goal of preparing a microdata report (design of sampling evaluation, forms) for each one of the programs selected in order to make the microdata available (PANES, Uruguay Trabaja, Uruguay Integration which was foreseen for August 2015, it has been for accomplished. As to the goal of closing the microdata final version of programs selected (PANES, Uruguay Trabaja, Uruguay Integra) for their publication, which was foreseen October 2015, the advance is 100 %. Consult data | | | | ne ta a), ly the uay |
| Date of Completion December 31, 2015 | | | | | |
| Next Steps | | | | | |
| Additional Information | | | | | |

Additional Information

Achievement of the goal of microdata publication of three selected bases of each program (PANES, Uruguay Trabaja, Uruguay Integra).





Commitment 4.5. Promotion of information for exercising Health Users' Rights **MSP** Responsible Secretariat/Ministry Name of the responsible person Arturo Echeverría Position General Director of the National Integrated Health System Electronic Mail Phone number Government **MSP** Other Agents Civil Society, private Involved initiative, multilateral or work groups To contribute to the promotion and understanding of the Main goal information related to the Rights of all National Health Integrated System users in Uruguay. To promote information regarding the rights of SNIS-users. Brief description of commitment This project seeks to improve the communication of the information kept by SNIS thus getting the producers of that information (Ministry of Public Health, health care institutions) closer to their consumers (journalists, developers, citizens in general). In view of the foregoing, the project contributes to Open Government from the perspective of Transparency and Accountability (given that it Relevance provides general information about the system and public institutions of health), and from the perspective of Citizen Participation, incorporating citizens and the organized civil society to the definition of priorities. The ultimate purpose of the initiative is that users may be able to understand the information for the full exercise of their rights as system users.





| Ambition | To contribute to | To contribute to transparency and accountability. | | | | |
|----------------------------|---|--|---|---|-------------------------------|--|
| Completion | Not started | Limited | Substantial | Completed | | |
| Level | | | х | | | |
| Description of the results | Integrated To count Communic Inventory communic (brochures | Public Health, TA presented An Open Governat allows uses offered by Greatures. "It ion in the service of the Nation To gub.uy/notice ica-permite-ude-salud Thealth System With an action and Citic of community of community the informating the information and including the i | AGESIC and the the application ernment experiers to obtain inhealth care instiguarantees used vices", stated Mal Integrated Hellowing link: cia/aplicaci%C39 suarios-comparates approved Planzen Collaboration charmation for the bsite, ANDEB htrough a Roch Charles and the System's Optional Health Stonal Data Cata | e civil society ence", an formation citutions and ers a real and ers. Elena ealth System. WB3n- ear-los-servicios e fully achieved ed by the Nation of Information. encels used for exercise of right out, training und of Dialog en Civil Society en Data, and to ystem selected logue, which h | enal on for of ue on he to ad | |





| | A EPURLICA O PRIENTAL DEL CIRTICHAY | | | |
|---|---|--|--|--|
| | The workshops that may allow prioritizing the data to be published in open format are in the design process. SNIS users will participate in those workshops through their representatives in the National Board of Health with the aim of covering the national dimension of the civil society's interests. | | | |
| | In relation to the goal of complete analysis of the open data sets of the National Integrated Health System selected to be part of the complete National Data Catalogue, which was foreseen for December 2015, the completion level is 30 %. | | | |
| | A team was constituted with the Electronic Government area to begin the georeferencing of health services at the territorial level. | | | |
| | The process of construction of already published data, and the flowchart of paths for the preparation of data, as well as the individuals responsible for that within the entity are being reviewed. | | | |
| Date of Completion | December 31, 2015 | | | |
| Next Steps | | | | |
| Addition | nal Information | | | |
| Completion of the goals foreseen for December 2015. | | | | |





| Commitment 4.6. Airp | oort Open Data | |
|--------------------------|---|--|
| Responsible Secret | ariat/Ministry | DINACIA - MDN |
| Name of the respon | sible person | Luis Feijó |
| Position | n | Division Director |
| Electronic N | ∕Iail | |
| Phone | number | |
| | Government | Ministry of National Defense |
| Other Agents Involved | Civil Society, private initiative, multilateral or work groups | |
| Main goal | | To improve the quality of information provided to citizens and to create procedures for opening statistical, infrastructure and general information data for citizens, which are currently held by the National Board of Civil Aviation and Aeronautical Infrastructure (DINACIA). |
| Brief description of | commitment | To communicate information considered to be of interest for citizens and is generated by DINACIA. |





| Relevance | The publication of data in open format contributes to the improvement of management insofar as it promotes the culture of transparency within the organization, as well as it seeks citizen collaboration for the creation of services based on the information posted. It also promotes participation through the exchange of ideas with the entity about data that are published, whether be it for improving the publication, increasing their volume or improving their quality. | | | | | |
|----------------------------|--|---------------|-----------------|-----------------|-----|--|
| Ambition | To contribute to transparency and accountability. | | | | | |
| Completion Level | Not started | Limited | Substantial | Completed | | |
| | | | х | | | |
| Description of the results | The project undertook the goal of publishing six data airport movement of people and loads. By December data sets had been published in the catalogue; there goal has a completion level of 83%. Data are available at: | | | | , 5 | |
| | http://www.din | | iudadania/datos | s-abiertos.html | | |
| | https://catalogo | datos.gub.uy, | /organization/d | inacia | | |
| | As to the 2015 advance, there is no information about the project. | | | | | |
| Date of Completion | | December | 31, 2015 | | | |
| Next Steps | | | | | | |
| Addition | al Information | | | | | |
| N/A | | | | | | |





| Commitment 4.7 - Transparency in the life cycle of Uruguayan Draft Laws | | | | |
|---|--|---|--|--|
| Responsible Secretariat/Ministry | | Uruguayan Parliament | | |
| Name of the respon | sible person | Eng. Sylvia Tosar | | |
| Posit | ion | General Director | | |
| Electronic r | mail | stosar@gmail.com | | |
| Phone n | umber | | | |
| | Government | Legislative Power | | |
| Other Actors Involved | Civil society, private initiatives, multilateral or work groups. | | | |
| Main goal | | The project's main goal is to make the process of parliamentary documents more transparent for citizens. This project will allow knowing the history of a Draft Law's text. Parliamentary documents will be semantically enriched which will make their interpretation and consultation easier. At an internal level there are 2 goals: To make all versions of the Draft Law opportunely available to the Legislator, as well as the comparisons of successive versions, thereby achieving greater operating efficiency. | | |
| Brief description of commitment | | To make the process of parliamentary documents more transparent | | |
| Relevance | | It makes it easier for the citizens to have access to the history of the Draft Law's process through all its versions. Indicate to which Open Government challenge it contributes: 35 To increase public integrity (Open Data) 36 More efficient management of public resources | | |





| Ambition | Transparency in the management of the history of Draft Laws' process. | | | | |
|------------------------|---|---------------|------------------|-----------------|----|
| Completion Level | Not started | Limited | Substantial | Complete | |
| Completion Level | | | Х | | |
| | The aim of pub cases, foreseen 85%. | | | • | |
| | By May 2015 th fourth case is ur | | • | run cases and t | he |
| | Information can | be found in t | he following lin | k: | |
| Description of results | www.catalogodatos.gub.uy/organization/parlamento- uruguayo | | | | |
| | The goal of having the Comparative Visual Display under production with a friendly matrix to show the differences between successive versions of the draft law foreseen for June 2015, has a completion level of 80%. | | | | |
| | By May 2015 the visual display works completely; however the edition of documents does not work properly in the comparative visual display itself. | | | | |
| Date of Completion | | December | 31st, 2015 | | |
| Next steps | Next steps | | | | |
| | | | | | |
| Ado | litional informatio | on | | | |
| | | | | | |
| | N/A | | | | |





| Commitment 5.1. Observatory of Public Purchases | | | | |
|---|--|---|--|--|
| Responsible Secret | ariat/Ministry | ACCE | | |
| Name of the respon | nsible person | Oriana Galland | | |
| Posit | ion | Market Analyst for Public Purchases | | |
| Electronic r | nail | oriana.galland@acce.gub.uy | | |
| Phone nu | umber | 2903 1111 ext. 8376 | | |
| | Government | ACCE | | |
| Other Actors Involved | Civil society, private initiatives, multilateral or work groups. | | | |
| Main goal | | To analyse and spread the characteristics and performance of public purchases in Uruguay. | | |
| Brief description of commitment | | To analyse and spread indicators that show the situation of public purchases and which are easy for the citizens to interpret. | | |
| Relevance | | This project will help to strengthen some of the milestones of the Open Government: Transparency. In this sense ACCE is contributing, by means of the Observatory, to have easy and clear access to public information, thus enabling the citizens to make a social control of the government's actions. Although the information regarding public purchases is published in ACCE portal, we believe it is important to provide analysed data and in the form of indicators. This way and thanks to the technology available today, it is possible to have a fluid communication and a double way interaction between government and the citizenship. It also contributes to a true accountability, it helps to improve the performance of organizations increasing the capability of identifying problems which require intervention | | |





| | and help in order to increase legitimacy in public political decisions. | | | | |
|------------------------|---|--|-------------|----------|--|
| Ambition | To contribute to purchases. | To contribute to transparency and to accountability of public purchases. | | | |
| Completion Level | Not started | Limited | Substantial | Complete | |
| Completion Level | | | X | | |
| Description of results | With regards to the goal committed for December 2014, aiming at having 100% of the information regarding public purchases of the organizations of Central Government integrated to the Observatory of Public Purchases, it has a completion level of 50%, as most of the information of the Central Administration is available, but data of the Organizations in art. 220 (Judicial Power, Administrative Court, Electoral Court, Court of Auditors, Autonomous Entities and decentralized services) is not. With regard to the goal of having 100% of the information regarding 100% public purchases of the whole State, including Autonomous Entities and decentralized services and local Governments integrated to the Observatory, foreseen for December 2015, the completion level is 25%. | | | | |
| Date of Completion | December 2015 | | | | |
| Next steps | | | | | |
| Additional information | | | | | |
| | | | | | |





| Commitment 5.2 - Single Register of State Suppliers | | | | |
|---|--|---|--|--|
| Responsible Secret | ariat/Ministry | ACCE | | |
| Name of the respor | sible person | Adrián Manera | | |
| Position | | Innovation and Project Manager | | |
| Electronic r | mail | adrian.manera@acce.gub.uy | | |
| Phone no | umber | 29012929 ext. 8350 | | |
| | Government | ACCE | | |
| Other Actors Involved | Civil society, private initiatives, multilateral or work groups. | | | |
| Main goal | | To implement a Single Register of State Suppliers (RUPE) which allows improving the management carried out by the State in its relationship with suppliers. | | |
| Brief description of commitment | | To implement the sole register of State suppliers | | |
| Relevance | | This project will imply the rationalization of proceedings, avoiding the repetition of the same proceedings by the supplier in each organization which it enters contracts with, it will simplify the management of documents eliminating papers regarding all the supplier's information contained in certificates and notarial documents. At the same time the project will allow using Internet for the supplier to upload information and having access to any public office in order to complete its proceedings, eliminating the necessity of travelling to the capital city. This last step will also be unnecessary as the use of the advanced electronic signature is incorporated for documents. | | |





| Ambition To contribute to transparency and accounta organizing information in a single register. Substantial simplification of processes and processes and processes and processes. | | | | |
|---|--|---------|-------------|--|
| Completion Level | No Started | Limited | Substantial | Complete |
| | | | х | |
| Description of results | The project has incorporated organizations in the RU Until now, the Judicial Power, Administrative Cou Electoral Court, Court of Auditors, Autonomous Entit and Decentralized Services have been incorporated. The project has incorporated and Decentralized Services have been incorporated. | | | strative Courtomous Entitie orporated. The Authoritie and two publicular bee with regards. |
| Date of Completion | December 31st, 2015 | | | |
| Next steps | | | | |
| Additio | onal inform | nation | | |
| Incorporation of organizations still not present in the register. | | | | |





| Commitment 5.3 National Public Software | | | | |
|---|--|---|--|--|
| Responsible Secret | ariat/Ministry | AGESIC | | |
| Name of the respon | sible person | Elena Machuca | | |
| Posit | ion | Project Manager | | |
| Electronic r | nail | Elena.machuca@agesic.gub.uy | | |
| Phone nu | mber | | | |
| | Government | | | |
| Other Actors Involved | Civil society, private initiatives, multilateral or work groups. | | | |
| | | To optimize and rationalize resources (human, economical, among others) for the production of technology solutions of State and social interest. | | |
| | | To share the knowledge generated in the construction and use of software. | | |
| Main goal | | To promote the exchange of good practices, recommendations and standards that boost the construction of quality public software. | | |
| | | To boost a common space for creating communities through which the required synergy can be generated in order to optimize the software creation and evolution processes. | | |
| | | To promote transparency by means of participation of citizens in this initiative, taking advantage of the use of new technologies to achieve a more efficient, modern and responsible Government. | | |
| Brief description of | commitment | To rationalize usage and share the knowledge generated in the construction and use of software. | | |





| | The rest of the goals for 2015 have not had any progress. December 31st, 2015 | | | | |
|------------------------|--|---------|------------------|----------|--|
| | http://redgealc.org/la-red-gealc-y-el-software- publico/contenido/5629/es/ | | | | |
| Description of results | The information available can be consulted in the following links: Data Catalogue | | | | |
| | The objective foreseen for June 2015 of having 15 applications available in the Catalogue of SPU is accomplished in a 100% as there are 15 applications already available plus others under the process of publication. | | | | |
| Completion Level | Not started | Limited | Substantial X | Complete | |
| Ambition | Improvement in cross-sectional tools used in the State favouring the standardization that contributes to facilitate transparency. | | | | |
| Relevance | On the basis of the joint work with different organizations it was understood that "Public Software is that software of interest for the State and the Uruguayan society, which can be used, shared, modified and distributed freely", being its main objectives to optimize and rationalize the resources for the production of technological solutions, to share the knowledge generated in the construction and use of software and to promote the exchange of good practices, recommendations and standards which boost the construction of quality public software. | | | | |

Additional information

To formalize the constitution of a Public Software Working Group.

To incorporate other actors; the academy, civil society, software industry.

To Incorporate good practices related to Public Software - Model for the evaluation of free license Software.

To promote the Plan for raising awareness and communicating the Public Software subject in general.





To collaborate in the transparent management of the diffusion, reception and selection of cultural projects

To bring transparency to the diffusion, reception and

selection of cultural projects promoted abroad by the

promoted abroad by the country.

Commitment 5.4 Transparency in cultural projects management Responsible Secretariat/Ministry MRREE Name of the responsible person Silvana Guerra / Hugo Caussade Position Directors of O and M silvana.guerra@mrree.gub.uy Electronic mail hugo.caussade@mrree.gub.uy Phone number 29022311 Government **MRREE** Other Actors Civil society, private Involved initiatives,

country.

multilateral or work groups.

Torre Ejecutiva Sur Liniers 1324, piso 4 Montevideo – Uruguay Tel/Fax: (+598) 2901.2929* E-mail: contacto@agesic.gub.uy

Main goal

Brief description of commitment





| | The Projects cor | ntributes to: | | | |
|------------------|---|---------------|--|----------|--|
| Relevance | 35 Make all the citizens know about the cultural promotion policy carried out by the Government through the Chancellery. 35 Make the aforementioned knowledge bring a greater participation of national citizens and work as an instrument generating projects and socially desirable behaviours. 36 To improve project selection processes within the line of established annual promotion lines consistently with public objectives. 37 To improve the definition of concepts of expenses to be funded and appearing in the accountability of granted funds. 37 To have a system of individual and general evaluation of promoted activities. | | through the pring a greater work as an ocially desirable within the lines consistently of expenses to intability of eral | | |
| Ambition | To contribute to management transparency | | | | |
| Completion Level | Not started | Limited | Substantial | Complete | |
| Completion Level | | | х | | |





| Description of results | With regards to the goal about the publication of selection process Reports (reception, follow up and impact assessment) of cultural projects promoted by Uruguay abroad, foreseen for April 2015, the completion level is of 60%. It is planned for December 2015. It is published in the Website "GUIDELINES FOR REQUESTING FINANCIAL SUPPORT" where the prerequisites for applying for support can be found. The guidelines will be complemented with refund prerequisites after carrying out the activity in order to assess its impact. It will be clearly established that all the applications must be included in the cultural plan of the corresponding Missions abroad. Certain objective criteria of project selection will be included which will consider aspects such as genre perspective, diversification of cultural activities, distribution according to geographical regions. With regards to the goal of Producing support Software for selection processes of cultural projects, foreseen for April 2015, no progress has been made. Re-planned for April 2016. The production will be subject to MEC's software availability. This tool will allow avoiding the duplication of supports of the same project as information is shared, especially considering the importance of optimizing the use financial scarce resources from the Fund for the Promotion of Cultural Activities Abroad. With regards to the training Plan for officers using the tool, foreseen for December 2015, no progress has been made. The training process is subject to MEC's software availability. |
|------------------------|--|
| | |
| Date of Completion | August 2016 |
| Next steps | |





Additional information

Completion of the Publication of selection processes Report

Production of support software for selection processes of cultural projects.

Training Plan for officers using the tool





Commitment 5.5. - Transparency in the State Projects Portfolio

| Responsible Secretariat/Ministry | | AGESIC | | | | |
|----------------------------------|--|---|-------------------|------------------|--------------------|--|
| Name of the respon | Name of the responsible person | | Juan Pablo García | | | |
| Posi | tion | | | | | |
| Electronic n | nail | <u>J</u> | uanpablo.gard | cia@agesic.gub. | uy | |
| Phone | number | | 290 |)12929 | | |
| | Government | | AG | GESIC | | |
| Other Actors Involved | Civil society, private initiatives, multilateral or work groups. | | | | | |
| Main goal | | To make available for all the citizens the information about the programs and projects portfolio of the different State organizations in order to contribute to a greater transparency. | | | | |
| Brief description of | commitment | To inform about State organization | | portfolio of the | different | |
| Relevance | | Accountability of the State projects' portfolio for the citizens. The aim of this project is to provide the citizen with information about the projects managed at different levels in the State organizations, in such a manner that the citizen learn about said projects and also compare the progress/execution of the same. | | | | |
| Ambition | | To contribute to transparency and accountability of the work carried out by State organizations. Instrument for citizen control and audit. | | | oility of the work | |
| Complet | ion Level | Not started | Limited | Substantial | Complete | |





| | X | | | | |
|------------------------|--|--|--|--|--|
| Description of results | With regards to the first goal, the Publication of the first dataset with the information of projects (name, goal, start date, end date, target public), the strategy was changed. A geo-referenced visual display is being developed where all the projects of all the organizations using the Project Management System (SIGES). At the same time the amount of information of each project was considerable increased including the budget, images, videos, target public, benefit, organizations taking part, type of project, project categories, among others will be published. The visual display is planned to be working between July and September 2015. The progress of the original goal foreseen for December 2014 is of 80% by May 2015 and it was re-planned for September 2015. With regards to the second goal, Strategy for the defined publication of SIGES datasets and goals established for 2015, as in the previous case, data will be published in a georeferenced visual display. This goal has had no progress by May 2015. | | | | |
| Date of Completion | December 31st, 2015. | | | | |
| Next steps | | | | | |
| А | Additional information | | | | |
| N/A | | | | | |





| Commitment 6.1 Simplification and Online proceedings Program | | | | |
|--|--|--|--|--|
| Responsible Secretariat/Ministry | | AGESIC | | |
| Name of the person responsible | | Karime Ruibal | | |
| Position | | Manager of the Online Proceedings Program | | |
| Electronic r | nail | karime.ruibal@agesic.gub.uy | | |
| Phor | e number | 2901 29 29 ext. 8401 | | |
| | Government | | | |
| Other Actors Involved | Civil society, private initiatives, multilateral or work groups. | | | |
| Main goal | | To promote the simplification of proceedings that are more used by citizens searching for a grater efficacy in public management. To align organizations in the simplification process of proceedings promoting the publication and elaboration of simplification by sub paragraph plans. To promote the online placement of a subset of proceedings relevant through e-fund mechanisms. | | |
| | | To articulate and follow up simplification plans elaborated by the organizations. | | |
| Brief description of commitment | | To promote the simplification and online publication of State proceedings | | |
| Relevance | | The Program implies the simplification of proceedings, to execute projects with Open Government components. Indicate to which Open Government challenge it contributes: To increase public integrity To improve the management of public services | | |





| | More efficient management of public resources | | | | |
|-------------------------|--|----------------|------------------|----------------|-----|
| Ambition | To improve the access to public transparency. | _ | • | | |
| Completion Level | Not started | Limited | Substantial | Complete | |
| Completion Level | | | | x | |
| | The goal has | been accom | plished since | December 202 | 14. |
| | Additionally, the | e program Or | line Proceeding | gs was develop | ed |
| | in AGESIC, and t | he following a | goals were esta | blished: | |
| Description of results. | December 2015 | , the strategy | will be establis | hed | |
| | December 2016 | , 100% of the | proceedings w | ill be online. | |
| | Agesic will be in charge of, also, the elaboration of policies, plans and national strategy regarding governance, integration, interoperability, governmental enterprise architecture, human capital and acquisitions associated with ICTs, as well as auditing processes, its follow up and assessment, for a modern, efficient and effective public management. It is the role of this Agency according to this decree, to assess tendencies related to the progress of ICTs, to promote and develop plans and projects related to strengthening the relationship between the citizenship and the State, to have access to technology, social inclusion, to approach the citizens and the electronic participation of citizens, as well as to define political methodologies and good practices for the security of | | | | |
| | information, assisting its implementation. To achieve, in 2016, a 100% of proceedings starting online, is the main goal established by the President of the Republic | | | | |
| Date of Completion | | E | nded | | |
| Next steps | | ا | N/A | | |





| Additional information |
|------------------------|
| |





| Commitment 6.2 Processing of Identity Document (Identity Card) abroad | | | |
|---|--|--|--|
| Responsible Secretariat/Ministry | | AGESIC | |
| Name of the responsible person | | Adriana Mascherini | |
| Position | | | |
| Electronic ı | mail | Adriana.mascherini@agesic.gub.uy | |
| Phor | | 2901 29 29 ext. 8444 | |
| | Government | MRREE DNIC | |
| Other Actors Involved | Civil society, private initiatives, multilateral or work groups. | | |
| Main goal | | The project aims at incorporating the possibility of processing the Identity Document (Identity Card) abroad. This initiative aims at increasing the functionalities of the passport project, improving the processing procedures and incorporating a new proceeding, the processing of the identity card. | |
| Brief description of commitment | | Processing the Uruguayan identity card abroad. | |
| Relevance | | The Program implies the simplification of proceedings, to execute projects with Open Government components. Indicate to which Open Government challenge it contributes: 35 To increase public integrity 36 To improve the management of public services 36 More efficient management of public resources | |





| Ambition | To improve the management of public resources and the access to public proceedings and public services favouring transparency. | | | |
|------------------------|---|---------|-------------|----------|
| | To democratize access and rights for all the citizens in general, regardless of their possibilities and geographical location. | | | |
| Completion | Not started | Limited | Substantial | Complete |
| Level | | | | х |
| Description of results | The objectives committed for December 2014 were 100% accomplished. The same are detailed as follows: 35 The production of the system for processing passports, according to new functionalities. The project has already been implemented in the Consulate of Buenos Aires. More information in the following news. 35 The incorporation of an Agenda and the trial run was finished for the processing of the Identity Card in the Consulate of Buenos Aires. More information in the following news. 36 The implementation of the first trial run was finished in the Consulate of Buenos Aires, the first identity card thus being processed abroad. More information in the following news. | | | |
| Date of Completion | Ended | | | |
| Next steps | N/A | | | |
| Additional information | | | | |
| N/A | | | | |





| Commitment 6.3 Uruguayan Interactive Tourist Itineraries | | | | |
|--|--|--|--|--|
| Responsible Secret | ariat/Ministry | AGESIC | | |
| Name of the respon | sible person | Adriana Mascherini | | |
| Position | | | | |
| Electronic r | nail | Adriana.mascherini@agesic.gub.uy | | |
| Phone | e number | 2901 29 29 ext. 8444 | | |
| | Government | MTD | | |
| Other Actors Involved | Civil society, private initiatives, multilateral or work groups. | | | |
| Main goal | | To collaborate in the worldwide diffusion and promotion of tourism in Uruguay and thus bringing opportunities for local development. To make available for the citizenship in general an updated database of tourist attractions which can be used by: Tourists: For choosing their vacations and making tourist itineraries. Tourists and companies: To allow planning trips with "Uruguay Natural" as their destination. Developers: To generate applications and other forms of businesses that help the first public. | | |
| Brief description of commitment | | To make available for the citizenship in general an updated database of tourist attractions in an open format. | | |





| Relevance | Possibilities of using information generated, by other State Institutions interested in tourist information (Diname, Sinae, Ecoplata, MSP, MEC, etc.), academic institutions (UdelaR, Utu, Ucudal), and the national as well as foreign public in general. | | | | |
|------------------------|--|---------|-------------|-----------------|--|
| Ambition | To increase transparency. | | | | |
| Completion | Not started | Limited | Substantial | Complete | |
| Level | | | | х | |
| Description of results | By December 2014 the project has been 100% implemented. A web application was developed enabling the user, in a simple and friendly way, to plan his/her trip to Uruguay using tourist itineraries, which he/she will then be able to print, send by e-mail, or share using social networks. The application is available in the Website of the Ministry of Tourism. More information in http://mintur.gub.uy/itis/ | | | a ing nt, | |
| Date of Completion | Ended | | | | |
| Next steps | N/A | | | | |
| Additional information | | | | | |
| N/A | | | | | |





| Commitment 6.4 - 6.4. Online issuing service for MiPyme certificates | | | | |
|--|--|---|--|--|
| Responsible Secretariat/Ministry | | AGESIC | | |
| Name of the responsible person | | Adriana Mascherini | | |
| Position | | | | |
| Electronic r | mail | Adriana.mascherini@agesic.gub.uy | | |
| Phone | e number | 2901 29 29 ext. 8444 | | |
| | Government | Dinapyme - MIEM | | |
| Other Actors Involved | Civil society, private initiatives, multilateral or work groups. | | | |
| Main goal | | To expand the Registry System for companies and Entrepreneurs of Dinapyme, by means of online automation of the processes for requesting and issuing the Mipyime Certificates. | | |
| Brief description of commitment | | Online automation of the processes for requesting and issuing the Mipyime Certificates. | | |
| Relevance | | The Program implies the simplification of proceedings, to execute projects with Open Government components. Indicate to which Open Government challenge contributes: 35 To increase public integrity 36 To improve the management of public services 37 To a more efficient management of public resources | | |
| Ambition. | | To improve the management of public resources and the access to public proceedings and public services favouring transparency. | | |





| Commission Lovel | Not started | Limited | Substantial | Complete | |
|--------------------------|---|---------|-------------|--------------------------------------|--|
| Completion Level | | | | X 100% implemente of Mipyme and the | |
| Description of results | By December 2014 the project has been 100% implemente and the processes for the Certification of Mipyme and th Certification for the program of public purchases are availab online. The service online is in: http://www.certificadopyme.uy/SS-CERTPYMEONLINE-WEB/public/LoginCliente.faces | | | he | |
| Date of Completion Ended | | | | | |
| Next steps N/A | | | | | |
| Additional information | | | | | |
| N/A | | | | | |





| Commitment 6.5 - 6.5. | Map of Educat | tional programs by ANEP-SIGANEP |
|----------------------------------|--|--|
| Responsible Secretariat/Ministry | | AGESIC |
| Name of the respon | sible person | Adriana Mascherini |
| Position | | |
| Electronic r | nail | Adriana.mascherini@agesic.gub.uy |
| Phone | e number | 2901 29 29 ext. 8444 |
| | Government | ANEP |
| Other Actors Involved | Civil society, private initiatives, multilateral or work groups. | |
| Main goal | | To provide the citizenship with all the ANEP's geo-referenced educational offer for any specific geographical place and/or by consultations where the citizens can get all the information regarding the educational centres. The offer will be visualized through basic information sheets of each educational centre with its educational offer and the programs it develops, for each council of ANEP (Primary and Initial, Secondary, Teacher Training and UTU). The system must be of public access, must have information which can be updated and must have a structure which allows an easy exploration by the general public. |
| Brief description of commitment | | To have the ANEP's geo-referenced educational offer for all the citizenship. |
| Relevance | | The Program implies the simplification of proceedings, to execute projects with Open Government components. Indicate to which Open Government challenge it contributes: To increase public integrity To improve the management of public services |





| | More efficient management of public resources | | ces | |
|------------------------|--|---------|---|----------|
| Ambition | To improve the management of public resources and the access to public proceedings and public services favouring transparency. | | | |
| Completion Level | Not started | Limited | Substantial | Complete |
| Completion Level | | | | x |
| Description of results | By December 2014 the project has been 100% accomplished. Since September it is available for all the citizens in the Map of Educational Offer for the National Administration of Public Education ANEP (SIGANEP). The map shows the geo-referenced educational offer in the national territory which can be accessed through a geographical visual display of public access. The service can be accessed through the following link: http://sig.anep.edu.uy/siganep | | e for all the ne National GANEP). The offer in the ough a | |
| Date of Completion | Ended | | | |
| Next steps | N/A | | | |
| Additional information | | | | |
| | N/A | | | |





Commitment 6.6 New Web Portal for the Ministry of Economic and Financial Affairs (MEF)

| Responsible Secretariat/Ministry | | MEF |
|----------------------------------|--|--|
| Name of the respon | sible person | Daniel Flecchia |
| Posi | tion | |
| Electronic n | nail | daniel.flecchia@mef.gub.uy |
| Phon | e number | No information available |
| | Government | MEF |
| Other Actors Involved | Civil society, private initiatives, multilateral or work groups. | |
| Main goal | | To design a web portal for the Ministry of Economic and Financial Affairs which focuses on the citizens by means of accessibility, usability, transparency and access to public information (MEF). |
| Brief description of commitment | | To design a new Website for the Ministry of Economic and Financial Affairs which focuses on the citizen |





| Relevance | Within the project the plan is to implement different channel of open government such as transparency, citizen participation and open data. The same will be impacted in the Website through: 35 Optimizing the use of information channels 35 Expanding the service capacity and quantity for the citizens 36 To provide the citizenship with information regarding areas of interest of the same 37 To focus personalized attention in the subject matters 37 The new Website developed for the MEF will have information of open data for the citizenship and organizations 36 The main menu will also show a session dedicated to transparency. | | S | | |
|------------------------|--|--|---|--|------------------|
| Ambition | To contribute to transparency | | | | |
| Completion Lovel | Not started | Limited | Substantial | Complete | |
| Completion Level | | | х | | |
| Description of results | With regards to Ministry of Ecocitizens through transparency ard December 2014. The Website is to The team is still New functionality online proceeding. The following limit https://www.mew.with regard to Website where professionals can which is pending is of 20%. | onomic and Figh guideline and access to plant access to plant, the complet under product working on matters are being angs and access information and access informatical production and access informatical production and access informatical production access in the produ | inancial Affairs es of access oublic informati ion level is of 99 ion ninimal details g added within the sulted: having an ext es, other or ormation releva | focused on to ibility, usability, usabilition pending from the framework the framework stanet within the ganizations and for the san | the ity, om c of |





| | In the implementation of the Login of assessment of contents the implementation was re framed with the new authorities, on the basis of a deeper survey about the users that need the tool. |
|--------------------|---|
| | Although the functionality will be ready earlier, it is foreseen to be finished by June 2016. |
| | With regards to the goal of having an Intranet developed according to the MEF's strategic guidelines foreseen for February 2015, the completion level is of 80%. |
| | The previous contents are updated and migrated and there are tests in testing environments as well as corrections of configuration details taking place. |
| | The implementation was re framed with the new authorities. |
| | A comprehensive survey of contents in the current Intranet |
| | was carried out and new contents are being worked on. |
| | It is foreseen to be available for October 2015. |
| | |
| Date of Completion | December 2015 |
| Next steps | |
| Add | litional information |
| | |
| | |
| | |





| Commitment 6.7 - Infrastructure of Spatial Open Data | | | |
|--|--|---|--|
| Responsible Secretariat/Ministry | | Presidency of the Republic | |
| Name of the responsible person | | Germán Iglesias | |
| Posi | tion | Director of Infrastructure of Spatial Data | |
| Electronic r | mail | | |
| Phone | e number | 150 – 1737 | |
| | | Presidency of the Republic | |
| Other Actors Involved | Government | Representatives of the following organizations: Municipal Authority of Montevideo, Ministry of National Defence, Ministry of Economic and Financial Affairs, Ministry of Livestock, Agriculture and Fisheries, Ministry of Transport and Public Works, Ministry of Housing, Land use and the Environment, National Statistics Bureau, National Administration of Telecommunications, State Sanitary Works, National Administration of Powerhouses and Electrical Transmissions and the Agency for the Developments of Electronic Management Government and Information and Knowledge Society. | |
| | Civil society, private initiatives, multilateral or work groups. | | |
| Main goal | | To contribute to The Open Government Action Plan by means of interoperability in the production, access and documentation of geographical information of the country | |
| Brief description of commitment | | New technical regulations and recommendations, codifications, ways of access, conformation of meta-data and other criteria for data exchange will be created and adopted, promoting interoperability for the production, access and documentation of geographical information of different public organizations | |





| Relevance | Sharing geographical information among the government entities and at the same time making it accessible for citizen is essential for empowering the citizen and having a democratic control; at the same time it is a solid base for creating a more active and participative relationship betwee citizens and governments. The creation and adoption of technical regulations, recommendations, codifications, ways of access, documentation and other criteria for data exchange, are the basis for access and interoperability of geographical information between the government and citizens. | | en | | |
|------------------------|---|---|--|-------------------------------|------------|
| Ambition | Empowerment of contributing to a | | | control | |
| Completion Level | Not started | Limited | Substantial | Complete | |
| Completion Level | | | X | | |
| | The goal of recommendation documentation geographical datas a completio | ns, codific and other ata published | ations, ways criteria for t I foreseen for | s of acce he exchange | ess, of |
| | As part of the of IDEUy certain conditions the data exchange to the IDEUy. | riteria were a | greed on regar | ding geographi | cal |
| Description of results | The new Geo-Website is finished in an 80% and it is being tested by IDEUy in the testing environment. | | | | |
| | The goal of had information pull access, foreseer of 60%. | blished, gene | rated by publi | c entities of fr | ee |
| | In 2014, the imp was decided. Do written down, proposals were | uring the seco and the ca | ond semester of Ill for tender | f 2014 TDRs we was made, t | ere |





| | The awarded company works together with IDEU and the new Geo-Website is foreseen to be published by August 2015. |
|--------------------|--|
| | This will have a geographical visual display which will show, online and through OGC1 geo-services, the layers from the different entities. |
| | Of the layers to be exhibited in the visual display, which will be more than eight, the ones already available in IDE nodes are the ones corresponding to: |
| | ∜ Land System (National Board of Land Registry) |
| | [™] Transport Network (MTOP) |
| | It can be consulted in the following links: |
| | Land System: http://www.catastro.gub.uy/wordpressDNC/?page_id=1352 |
| | Transport Network: http://geoportal.mtop.gub.uy/ |
| | The new Geo-Website is finished in an 80% and it is being tested by IDEUy in the testing environment. |
| Date of Completion | December 2015 |
| Next steps | |
| Ado | litional information |
| | |
| | |

¹ OGC (Open Geo-spatial Consortium) is an in international consortium integrated by 506 public and private institutions participating in agreed processes to generate public standards for interoperability of Geographical Information





| Commitment 7.1 - Citizen Service Points | | |
|---|--|--|
| Responsible Secretariat/Ministry | | AGESIC |
| Name of the respon | sible person | Sandra Sayanes |
| Ро | sition | Manager of the Division of Citizen Service Channels |
| Electronic r | mail | Sandra.sayanes@agesic.gub.uy |
| Phone | e number | 29012929 |
| | Government | AGESIC and State organizations with PAC, Postal mail service |
| Other Actors Involved | Civil society, private initiatives, multilateral or work groups. | |
| Main goal | | To reach quality citizen service allowing to improve significantly the proceedings and services for the population in general, strengthening the territorial decentralization and assuring uniformity and comprehensive attention in the whole State. The Citizen Service Points are characterized for being based on a service model focused on the citizen. |
| Brief description of commitment | | The Citizen Service Points provide information regarding proceedings and State services, offering a personalized and quality service, they assist and guide people when following online proceedings. They also promote equity in access, through a national coverage and distribution of State services. |





| Relevance | Within the framework of a strategy of multichannel citizen service, the project aims at bringing State proceedings and services to all the citizens of the country, through the installation of Citizen Service Points (PACs), in different cities and towns of the national territory. The Citizen Service Points (PACs) make part of that strategy strengthening the on-site service channel, on the basis of fundamental principles such as: services in multiple channels, equity in service, State comprehensive service, attention and services of excellence, accessibility and availability. Its main goal is to provide information about proceedings and State services, to offer personalized and quality attention, to assist and guide the citizens when following online proceedings, as well as promoting equity in access, through national coverage and distribution of State services. Said Points are characterized for being based on a model of service focused on the citizen, for their distribution and geographical coverage at a national level, for using a message and image common to the whole citizenship, for being a space promoting and enabling citizens' participation and direct feedback from the them. | | | ies ints e ch ce, f d for for | |
|------------------|---|---------|------------------|-------------------------------|--|
| Ambition | To contribute to citizen participation expanding the network of channels available for contacting the State. To improve substantively the perception of the citizens about the provision of services and attention quality by the State. | | | | |
| Completion Level | No Started | Limited | Substantial x | Complete | |





| Description of results | The goal established for the period stated the expansion of the citizen service network to 85 Citizen Service Points. This commitment was overcome with the installation by December 2014 of 100 Citizen Service Points distributed throughout all the national territory. For more information about citizen service points see the following links: http://portal.gub.uy/wps/portal/peu/subhomes/AtencionPresencial www.atencionciudadana.gub.uy This commitment has two goals for December 2015. For the first goal, expanding the network with new channels and complementary products for mitigating the breaches created by the territorial distribution of population, the completion level by May 2015 is of 20% as conversations started with potential organizations that supply additional proceedings, many of them have manifested their interest. For the second goal, implementing a trial run of telepresence to reach all the national territory with a specialized citizen service, the progress of degree is of 30% as the analysis of tools and selection of localities for the trial run has been completed. Conversations have been established with potential partner organizations, many of them have manifested their interest in providing the service. |
|------------------------|--|
| Date of Completion | December 31st, 2015 |
| Next steps | |
| Ado | litional information |





Commitment 7.2. Integration of National Resources Guide with the Geographical Information System

| Responsible Secret | ariat/Ministry | MIDES | | |
|--------------------------|--|--|--|--|
| Name of the respon | sible person | Juan Pablo Labat | | |
| Posi | tion | National Director of Assessment and Monitoring | | |
| Electronic r | nail | jplabat@mides.gub.uy | | |
| Phone | e number | 2 400 03 02 ext. 3860 | | |
| | Government | MIDES | | |
| Other Actors Involved | Civil society, private initiatives, multilateral or work groups. | | | |
| Main goal | | To integrate the National Social Resources Guide with the MIDES' Geographical Information System to enable access to social resources by the citizens, presenting the ways of access in a geo-referenced manner (entrance gates) of the different resources incorporated in the Guide. | | |
| Brief description of | commitment | To integrate the National Guide of Social Resources with the MIDES' System of Geographical Information to enable access to social resources by the citizens | | |
| Relevance | | The integration of the National Guide of Social Resources with a System of Geographical Information is framed within the Open Government initiatives. This project will allow having a clear tool for rapid consultations, constantly updated oriented towards the citizenship in general about different social resources and the specific physical place to which one must go in order to manage access to the same. This way, the access to information of the social area will be made easier, thus improving the management of public services. | | |





| Ambition | To provide transparency to information regarding resources of social area. Control and citizen auditing in the implementation of public policies. | | | | |
|-------------------------|--|--|--|---|--|
| Completion Level | Not started | Limited | Substantial | Complete | |
| Completion Level | | | Х | | |
| Description of results. | The commitme accomplishment The first one, I Geographical II 2014, was re-plated to the integration not still been find the private development of by the compute order to synchintegration of between the first standard reason, is of 70%. The Guide can be http://www.mic The second per organizations as Resources Guide In the first stage have information valial ready visible in For said reason, is of 70%. For the year planned. | t of two goals. Integrating the information of the second the completion of the Nation and the tool's We the completion about 206 second the tool's We the completion the tool's We the tool's We the completion the tool's We the completion the tool | de Resources G System, forese 2015. MIDES' SIG (Syntem is one of the incharge of the sare being curror of Mides and components of the following I diarecurso Resources of the Website of the door June 2015 mal Resources Gesocial resources che resources, seebsite. on level of the following I diarecurso Resources of the door June 2015 mal Resources Gesocial resources che resources, seebsite. | uide and MIDI en for Octob chronization) he points pendi the computation develop said company equired for to goal by May 20 ink: all the nation e Geo-reference Guide the tool was Today, there aid information goal by May 20 | nas ng ter ed in he 15 |





| | The first one, Launching the Geo-referenced Resources Guide tool for the public, foreseen for March 2015, was re-planned for August 2015. | | | |
|------------------------|---|--|--|--|
| | For the launch, since the beginning of the project, a new IT support system has been worked on for the National Resources Guide for which a tender was carried out with a private company. Today, the development of this tool has a completion level of 80%. | | | |
| | Also, in the case of a large number of resources it is possible to view the geo-referenced access points through MIDES's SIG. Today, there are 5541 geo-referenced entrance gates presented in GDR which will be visualized through Mides's SIG. | | | |
| | The other two goals, Expanding resources within the system and continuous Update of the information in the Georeferenced Resources Guide will be re-planned according to the launch. | | | |
| Date of Completion | December 31st, 2015 | | | |
| Next steps | | | | |
| Additional information | | | | |
| | | | | |





| Commitment 7.3. 'Hecho para Jóven | es' ("Made for young people") |
|-----------------------------------|-------------------------------|
|-----------------------------------|-------------------------------|

| Responsible Secretariat/Ministry | | INJU |
|----------------------------------|--|---|
| Name of the respor | sible person | Fernanda Rodriguez |
| Positi | Position Communication Supervisor INJU | |
| Electronic r | mail | lamirada.inju@mides.gub.uy |
| Phone | number | 2400 03 02 ext. 1120 |
| | Government | ULUI |
| Other Actors Involved | Civil society, private initiatives, multilateral or work groups. | |
| Main goal | | To design a Website that prioritizes and integrates programs offered to young people by different public organizations, which will work as an entrance gate for programs and news related to young people and that will then enable the exchange of information, participation and accountability at a citizen level. |
| Brief description of | commitment | To design a Website that prioritizes programs offered to young people by different public organizations. |





| Date of Completion | | Decem | iber 2015 | | |
|------------------------|---|---------|------------------|----------|-----------|
| | Stage 2: it is foreseen to be completed by December 2015 with the creation of an APP of Young Card which also has forums and community spaces for the participation of young people. December 2015 | | | | |
| Description of results | The Website is working in: www.hechoparajovenes.inju.gub.uy Stage 1 was accomplished and the website has informatio about programs and events of INJU and other publi institutions. Besides the Website is associated to the diffusion of different campaigns and documents of interest for young people. | | | | lic he |
| Completion Level | Not started | Limited | Substantial X | Complete | |
| Ambition | To contribute to the participation and to promote public policies focused on young people. | | | | |
| Relevance | A website with these characteristics (for young people from all the country who are between 14 and 29 years old) demands a continuous update and dynamism of all aspects of the site and the generation of participative and innovative proposals. According to this, it is that we consider a key factor to develop different applications, sections, spaces for interaction, and transparency and accountability with regards to public policies for young people, such as updates referring to international standards of accessibility, usability and performance; optimization and design of multimedia elements which complete the textual content. The aim is to integrate new interactive sections that collaborate in the youth's formation, spaces for promotion (local activities), action (registration of activities, image galleries and videos), publication of articles, notes, etc, made by the users, applications for mobiles, among others. | | | | |





| Commitment 7.4. Daily exchange closing rate of the Central Bank of Uruguay | | | | |
|--|--|--|--|--|
| Responsible Secretariat/Ministry | | вси | | |
| Name of the respon | nsible person | Eng. Carlos Herrera | | |
| Pos | sition | Chief of the Department of Infrastructure | | |
| Electronic r | mail | carlosh@bcu.gub.uy | | |
| Phone | e number | 1967.2057 | | |
| | Government | вси | | |
| Other Actors Involved | Civil society, private initiatives, multilateral or work groups. | | | |
| Main goal | | To publish the daily exchange closing rates of the Central Bank of Uruguay in a format which can be used from an application and easily accessible by the citizens. | | |
| Brief description of | commitment | To make the exchange rates available in accessible and reusable formats. The project we propose adds, to the formats already available, the publication of a web service which can be used from an application. With this project, the Bank will benefit because more than 80% of consultations in the website are related to exchange rates, there are already requests from different organizations and financial entities about the possibility of processing chart from their applications. Today there is a version .txt, in one of our servers, for the institutions to download it daily and use it in their applications. | | |





| Relevance | We understand that these data are public; convenient because they are available just a few minutes after the Central Bank has made the closing process of exchange rates, they can be processed in a machine and are not subject to any licensing. | | | | |
|------------------------|--|---------|-------------|----------|--|
| Ambition | To contribute to transparency, control and citizen auditing in the Financial Sector data. | | | | |
| Completion Level | Not started | Limited | Substantial | Complete | |
| Completion Level | | | | x | |
| Description of results | The goal committed for the period was 100% accomplished, producing the application for the Publication of daily exchange closing rates. To consult daily exchange closing rates. | | | | |
| Date of Completion | | Enc | led | | |
| Next steps | Next steps N/A | | | | |
| Addit | ional information | on | | | |
| N/A | | | | | |





| Commitment 7.5 Mobile Government | | | | | |
|----------------------------------|--|--|--|--|--|
| Responsible Secret | ariat/Ministry | AGESIC | | | |
| Name of the responsible person | | Karime Ruibal | | | |
| Pos | ition | Manager of the Program Online Proceedings | | | |
| Electronic r | mail | karime.ruibal@agesic.gub.uy | | | |
| Pho | ne number | 290129129 | | | |
| | Government | AGESIC | | | |
| Other Actors Involved | Civil society, private initiatives, multilateral or work groups. | | | | |
| Main objective | | To develop the mobile Government in Uruguay, making use of the potential the mobile channel has to bring information and new services to citizens. | | | |
| Brief description of | commitment | To make available, in a centralized manner, mobile services and applications already existing in the State. To implement Good Practices and Guides, which promote the implementation of mobile applications in the State. | | | |





| Relevance | The mobile Government is a specific component of the electronic government. It includes the use of mobile technologies to improve the performance of services provided by the State for citizens. In Uruguay the elaboration of a mobile government strategy is imposed given the coverage of a cellular telephony in our country. For this reason is that AGESIC has started defining a specific medium term program of to reach the maximum potential possible of the mobile channel, to stay in line with the world tendencies regarding the subject and thus bring the State closer to the citizen in any place at any time. | | | | |
|------------------------|--|---------|-----------------|----------------|---|
| Ambition | To universalize to all the citizens | | tate informatio | n and services | |
| | Not started | Limited | Substantial | Complete | |
| Completion Level | | | Х | | П |
| Description of results | | | | | |





| | applications 35 To implement 5 apps for proceedings of different State organizations | | | | |
|------------------------|---|--|--|--|--|
| Date of Completion | December 2015 | | | | |
| Next steps | | | | | |
| Additional information | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |





| Commitment 7.6. Service of Tele-Imaging - Salud.uy Program | | | | |
|--|--|---|--|--|
| Responsible Secret | ariat/Ministry | salud.gub.uy Program | | |
| Name of the respon | isible person | Jorge Forcella | | |
| Pos | sition | Coordinator of the Salud.uy Program | | |
| Electronic r | nail | jorge.forcella@agesic.gub.uy | | |
| Phone | e number | | | |
| | Government | Presidency, AGESIC, MSP, MEF and the National Board of Health | | |
| Other Actors Involved | Civil society, private initiatives, multilateral or work groups. | Private and Public suppliers of Health in all the country and actors of the health sector. | | |
| Main goal | | To implement a new National System of Tele-Imaging (SNT) within the framework of the Salud.uy program, this will offer a platform of general scope (public and private) for complementing services in the area in all the country which will allow the citizens to have remote access to medical doctors and specialists (Tele-Medicine). | | |
| Brief description of commitment | | To implement a new National System of Tele-Imaging (SNT) within the framework of the Salud.uy program, this will offer a platform of general scope (public and private) for complementing services in the area in all the country which will allow the citizens to have remote access medical doctors and specialists (Tele-Medicine). | | |
| Relevance | | The project represents a substantial improvement in the citizen service (user), considering it allows having remote access to diagnostics through images saving time, transportation and resources. | | |
| Ambiti | on. | It improves the access and democratization of services for the citizen in Health Sector. | | |

the citizen in Health Sector.





| Completion Level | Not started | Limited | Substantial | Complete | |
|------------------------|--|---------|-------------|----------|--------------------|
| | | | х | | |
| Description of results | The goal is the operative installation of the Tele-Imaging service in four health centres in the country: Hospital Policial Hospital Departamental de Fray Bentos, Hospital Departamental de Artigas, pending from December 2014 is 100% accomplished. | | | | ial, ital de |
| Date of Completion | December 31st, 2015 | | | | |
| Next steps | | | | | |

Additional information

Operative installation of Tele-Imaging service extended to 6 centres totalizing 10 health centres of all the country.



Other Actors

Involved



To develop an interactive Website for the Municipality of

management and a quality response service via e-mail for

Rivera to provide the citizens with tools for auto

| Responsible Secretariat/Ministry | | Municipality of Rivera | | |
|----------------------------------|------------|-----------------------------------|--|--|
| Name of the responsible person | | Sonia Isabel Díaz Pesaroglo | | |
| Position | | Coordinator | | |
| Electronic mail | | idrgestiondecalidad2012@gmail.com | | |
| Phone number | | | | |
| | Government | Departmental Government - Rivera | | |

Commitment 8.1 - Quality Virtual Interaction with the citizens

Civil society, private

initiatives, multilateral or work groups.

| Main goal | suggestions, consultations and complaints from citizens; starting in stage 1 (on-site), following through interaction and transaction, aiming at stage 4 (transformation). |
|---------------------------------|--|
| Brief description of commitment | To develop an interactive Website for the Municipality of Rivera to provide tools for the citizens for auto management and a response service via e-mail. |
| Relevance | To provide the citizen in general with tools for interacting assertively, opening a direct communication channel to expand his/her citizen participation and exercise rights and duties. |
| Ambition. | To contribute to a better participation. |





| | Not started | Limited | Substantial | Complete | |
|------------------------|---|------------|---|----------|--|
| Completion Level | | | Х | | |
| Description of results | Goals associated with this commitment were completed for this period. The contact form in the We with responses in an average time of 24 hours, is a production. Also, the approved proceeding of Citizen So was completed through the Institutional Website. The can be accessed in the following link: http://www.rivera.gub.uy/contacto Also, the following activities have been carried out to improve the already existing tools: The implementation of the Website RSS, is 100% complewith the production in January 2015. Electronic File for remote auto consultation of proceeding. The Call for Tender and the Awarding took place, the Te was approved and the referents were assigned for Train. Completion level of 25% in the inter-phase for the Auto-consultation Stand in the Hall of IDR. Enabling of Proceedings from Access Centres to Information Technologies and Citizen Service (Spaces for Digital Inclusion) completion level of 80%. It depends on the implementation of the Electronic File. Improvement of the aesthetics and usability of the We portal. | | n in the Website, hours, is under of Citizen Service lebsite. The form acto ed out to 100% complete of proceedings. blace, the Testing ned for Training. e for the entres to e (Spaces 80%. It electronic | | |
| | Development of an Agenda for scheduling times and personalized attention | | | | |
| Date of Completion | | December 3 | 31st, 2015 | | |
| Next steps | | | | | |
| Ado | ditional informatio | on | | | |
| | | | | | |





| Commitment 8.2- Inte | grated System for M | Junicipal Complaints | | |
|----------------------------------|--|---|--|--|
| Responsible Secretariat/Ministry | | Municipality of Maldonado | | |
| Name of the responsible person | | Iris Montes de Oca | | |
| Posi | tion | Responsible of Press and Communications | | |
| Electronic r | nail | iris@municipiomaldonado.gub.uy | | |
| Phone | e number | 4223 3887 Page 117 of 117 | | |
| | Government | Third Level of Government - Municipality of Maldonado | | |
| Other Actors Involved | Civil society, private initiatives, multilateral or work groups. | | | |
| Main goal | | The project proposes the creation and implementation of an Integrated System for the Management of Municipal Complaints, to allow the neighbours to make their complaints and/or demands through the web, using the Automanagement terminals located in different points of the city, simplifying complaint proceedings and bringing the Municipal Management closer to every neighbourhood of Maldonado. The system also aims at a more efficient management of municipal crews, by means of using geo-localization with GPS and maps, as well as automation of work orders through bar codes, and transparency of proceedings, liberating data generated as Government Open Data. Lastly, the project allows generating a reproducible experience in any other Municipality of the country with a very low cost not needing software licences or the acquisition of products beyond the physical construction of Automanagement Terminals that have been designed. | | |





| Brief description of commitment | Creation and Im Management of | | _ | d System for th | ne |
|---------------------------------|--|---------|-------------|-----------------|----|
| Relevance | In terms of control and management transparency, the fact of incorporating a computer mechanism that intervenes in every step of the Municipal Complaint process, from the reception of complaints, the processing in the Entrance Table, the derivation to the corresponding dependency (Hygiene, Electro mechanics, Patching, etc), the working order for the assigned Crew and the conclusion report of the claim; accomplishes the metrics of service quality, liberated as Open Data. At the same time, the complaining neighbour can make a follow up of his/her claim from the web or the Auto-management Terminals. -In terms of optimization of Public Resources, this system allows integrating multiple complaints in the same Working Order (when several independent people make the same claim for the same reason or motif), optimizing the crews' times and preventing doubling efforts. The Geo-localization System with GPS is another factor that optimizes the crews' work. | | | | |
| Ambition | To improve management transparency and control. | | | | |
| Completion Level | Not started | Limited | Substantial | Complete | |
| Completion Level | | | Х | | |
| | The goal of Incorporating the mobile channel (Smartphone) for the management of municipal claims in the Municipality of Maldonado, which had been re-planned, is 100% accomplished by May 2015. | | | | |
| | Information can be found in the following link: | | | | |
| Description of results | http://www.municipiomaldonado.gub.uy/contacto_reclamof http://m.municipiomaldonado.gub.uy/reclamo.php | | | | |
| | The goal foreseen for December 2015 of Installing an auto- consultation terminal in the city of Maldonado for the management of municipal complaints by the citizens has not had any progress by May 2015. Definitions by | | | | |





| | the new departmental authorities are being awaited. | | | |
|------------------------|---|--|--|--|
| Date of Completion | December 2015 | | | |
| Next steps | | | | |
| Additional information | | | | |
| | | | | |





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