

NATIONAL NETWORK FOR OPEN ADMINISTRATION

I NATIONAL ACTION PLAN FOR OPEN ADMINISTRATION PORTUGAL 2019/20



December 13th, 2018

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1. Preface

Portugal in the Open Government Partnership: a Lighthouse for an increasingly transparent and open Public Administration

Portugal's entry in the Open Government Partnership (OGP) was a natural step, taking into account the history of Portuguese society in the last 30 years, increasingly oriented towards transparency and openness to the citizen and to society in general.

In this context, we highlight not only the path taken by the public administration, with the launching of a series of initiatives to promote more proximity to the citizen, but also the path taken by the citizens and associations that represent them, which are increasingly demanding of a dialogue and active participation in decision-making processes and definition of public policies.

This is the paradigm that nurtured the birth of the National Network for Open Administration, integrating public and private institutions, academia and civil society. A Network marked by a multiplicity of areas such as administrative modernization, citizenship, public finance, entrepreneurship and local administration, among others, seeking to bring this diversity of experiences and knowledge to this I National Action Plan for Open Administration and the others that will follow.

This is the goal of this Network: to contribute, with its diversity, knowledge and multisectoral approach, to an increasingly transparent public administration, more open and close to the citizen. And to do it by defining and implementing specific commitments but, even more important, by divulging and disseminating what are the best international practices in this field.

In addition to the initiatives currently underway within the governmental agenda and already inscribed in sectoral plans, we intend to become a Lighthouse capable of guaranteeing a commitment for the future, with a view to creating an increasingly open, transparent and inclusive public administration while supporting citizens towards an increasingly active and conscious participation.

The National Network for Open Administration

2. Introduction

The Open Government Partnership (OGP) is a multilateral initiative, formally launched on September 2011 by the Heads of State and Government of eight countries (South Africa, Brazil, United States of America, Philippines, Indonesia, Mexico, Norway and United Kingdom), that aims to push forward for concrete commitments from governments to promote transparency, empower citizens, fight corruption, and harness new technologies to strengthen participatory democracy.

To become a member of the OGP, countries must:

- endorse the principles of open and transparent administration and subscribe the [Open Government Declaration](#);
- present a National Action Plan (NAP) with specific commitments in the field of Open Government;
- developed the referred NAP through public consultation;
- and disseminate timely information on the implementation of the NAP.

By subscribing the Open Government Declaration, countries commit themselves to increasing public administration's openness and transparency, promoting an active public participation in policy-making, fighting corruption and empowering citizens, in order to bring the State closer to its citizens.

The Portuguese admittance to the OGP was formalized, on December 13th 2017, by the Minister of the Presidency and of Administrative Modernisation of Portugal, who appointed the President of the Administrative Modernization Agency (AMA) as the national focal point for this initiative. Portugal thus joins a group of more than 70 countries distributed across the five continents and that subscribe the principles defined in the Open Government Declaration.

The entry of Portugal to the OGP was a natural step given the various initiatives that the country has been developing in the last 30 years to promote transparency in Public Administration and improve the quality of life of the population, increasingly encouraging the use of new technologies to simplify the relationship between the State and the citizen.

Recent initiatives include, for example:

- The Simplex+ Program, launched in 2006 and which already comprises more than a thousand measures of administrative and legislative simplification, developed to make life easier for citizens and businesses while contributing to increase the efficiency of public services. The measures of this program are intended to improve processes and simplify or eliminate procedures defined in existing laws and regulations, based on a negative assessment of their impacts or relevance. This program has emerged from the need to meet the demand of citizens who are increasingly concerned about the quality of public services and willing to co-create better services, by identifying failures and opportunities for improvement;
- The entry into force of the Public Contracts Code in 2008, which placed Portugal at the forefront in electronic public procurement – from that year, it became possible to consult online all the contracts resulting from the public procurement process through the Portal of Public Contracts (Portal BASE), managed by the Institute of Public Markets, Real Estate and Construction (IMPIC). Subsequently, in 2009, electronic public procurement was made mandatory and it was established a private market for certified providers of public procurement platforms, which became a pioneering and innovative solution worldwide;
- The creation of the National Open Data Portal for Public Administration ([Dados.gov](https://dados.gov.pt)), launched in 2011 and reformulated in 2018 and which aggregates, references and hosts open data from different organisms and sectors of Public Administration, being the central catalogue of open data in Portugal. This portal allows citizens and businesses to access, study and (re)use the data produced by the State. Dados.gov is an open portal that allows any user to create an account and upload data to be shared with the community under open licenses;
- The Portugal Participatory Budget (PPB) was launched in 2016 and constitutes a paradigmatic case of participatory democracy enhanced by technology. The PPB is a deliberative democratic process through which people submit investment proposals and choose, through their voting, which projects should be implemented in different areas of governance. The implementation of the PPB is a commitment inscribed in the program of Government, aiming to build a citizen participation initiative that brings

people closer to politics and promotes greater linkage and integration between territories through national projects;

- The Experimentation Laboratory of the Public Administration - LabX, created in 2017 to design innovative solutions for public services based on the needs of citizens. Aimed at designing and testing new solutions that improve public services and the daily lives of citizens and businesses, LabX is an open space, working in collaboration with service users, employees and public administration officials and the scientific and business community alike;
- The ICT Strategy 2020 – Public Administration Digital Transformation Strategy, published in 2017 by the Resolution of the Council of Ministers no. 108/2017, has contributed to reinforce the transparency of the public sector and the participation of citizens, consolidating the use of ICT as a central tool for the modernization of the State. The ICT Strategy 2020 aims to respond to the challenges posed by the need to promote both administrative simplification and the organization of public services according to the needs of citizens and businesses, thus presenting a series of measures distributed across three axes of action: integration and interoperability; innovation and competitiveness; and resource sharing.

3. Creation of the National Network for Open Administration

With the objective of implementing the Portuguese participation in the OGP, AMA sponsored, in May 2018, the creation of the National Network for Open Administration (Network). To this end, it invited nine entities representing the public sector and civil society, seeking to guarantee the representativeness of all stakeholders and also to ensure a participation as broad as desirable in an exercise of this nature. All entities promptly accepted the challenge and gave substance to a multistakeholder forum composed by the following actors:

simplification and electronic administration , under the oversight and tutelage of the Secretary of State Assistant and of Administrative Modernization. Created in 2007, AMA accumulates the management of the network of Citizen Shops (physical one-stop-shops) and Spots (onsite multiservice digitally assisted counters) and of cross-cutting web portals like the Citizen Portal with the development of infrastructure projects such as the electronic identification component of the Citizen Card or the Public Administration Interoperability Platform. AMA also participates in the coordination of the Simplex+ Program, which aims to co-create administrative simplification and modernization measures, and in the implementation of the Portugal Participatory Budget, an initiative that allows citizens to present and vote on regional and national projects for public investments through the National State Budget.

Thus, its action is divided in three axes: public service delivery, digital transformation and public participation.



Minister of the Presidency and of Administrative Modernisation: has the mission to prepare, convene and coordinate the Council of Ministers and the Meeting of

Secretaries of State, as well as to formulate, conduct, implement and evaluate a global and coordinated policy in the broad domain of administrative modernization, and specifically in the areas of simplification, innovation and participation of citizens and other stakeholders.



Tax and Customs Authority: an organism of the Ministry of Finance whose task is to manage taxes, customs duties and other

taxes assigned to it, as well as to exercise control of the external frontier of the European Union and of the national customs territory for fiscal, economic and society protection purposes, in accordance with the policies defined by the Government and European Union law.



Portuguese Ombudsman: is an organ of the State whose main function is to defend and promote the rights, freedoms,

guarantees and legitimate interests of citizens, ensuring through informal means the justice

and legality of the exercise of public powers, without carrying out any kind of control to both political and judicial activity.



Committee of Access to Administrative Documents: is an independent administrative entity, which works with the Parliament and is intended to ensure, under the rule of Law, for the compliance with legal provisions regarding access to administrative information. Its functions include, for example, the issuance of formal opinions on the communication of documents between departments and bodies of the Public Administration, at the request of the demanded or interested entities, unless there's a foreseeable risk regarding the interconnection of data – in which case the process is referred to the National Data Protection Commission. CADA also issues formal opinions on the system of registration and classification of documents.



Council of Rectors of the Portuguese Universities: entity that coordinates university education in Portugal and is composed by all public universities, ISCTE - *Instituto Universitário de Lisboa* and *Universidade Católica Portuguesa*, aggregating a total of 15 higher education institutions and constituting a significant representation of the Portuguese system of higher education. It collaborates in the formulation of national policies on education, science and culture and contributes to the development of teaching, research and culture and to the overall dignification of the functions of the university and its agents.



National Association of Young Entrepreneurs: is an association of private law and public utility which institutionally represents young entrepreneurs and supports them in their business activity. It was a pioneer in promoting young entrepreneurship and currently stands out in encouraging the adoption of business models based on innovation, research and development. This association provides incubators for technology-based companies and makes available specialized support in training, management, financing and business innovation processes.



National Association of Portuguese Municipalities: entity

governed by private right and founded in 1984, with the objectives of promoting, defending, dignifying and representing the Local Power before the organs of sovereignty, besides conducting studies and projects on relevant issues of Local Government and making available consultancy and technical-legal advice services for its members.



Platform of Civil Society Associations – House of Citizenship: private

association whose purpose is to express issues of national interest, calling for the mobilization of Portuguese citizens for the exercise of an active and responsible individual and collective citizenship that contributes to the development and deepening of participatory democracy. This association also aims to boost the capacity of civic intervention, including non-governmental organizations, through its capacitation, cooperation in the various areas of civic intervention, promotion of cooperation agreements or other partnerships, namely entities of European Union countries as well as Portuguese-speaking countries.



Transparency and Integrity: independent, non-profit civic association of public utility that represents Transparency

International in Portugal, a global anti-corruption network acting in more than 100 countries. Its objective is to contribute to the construction of a more just society and a quality democracy in Portugal, promoting civic participation, access to information, transparency of decision-making processes and effective regulation of systems and organizations in order to reinforce prevention and fight against corruption and promote a public ethic and a true sense of social responsibility on the part of all economic agents.

The Statutes of the National Network for Open Administration were defined by consensus of all its members, in the context of the meetings promoted by the Network.

As such, it was determined that this forum assures all activities inherent to the Portuguese participation in the OGP, including the definition of the guidelines of the National Action

Plans for Open Administration to be drafted biennially, as well as the elaboration, implementation and monitoring of referred Plans.

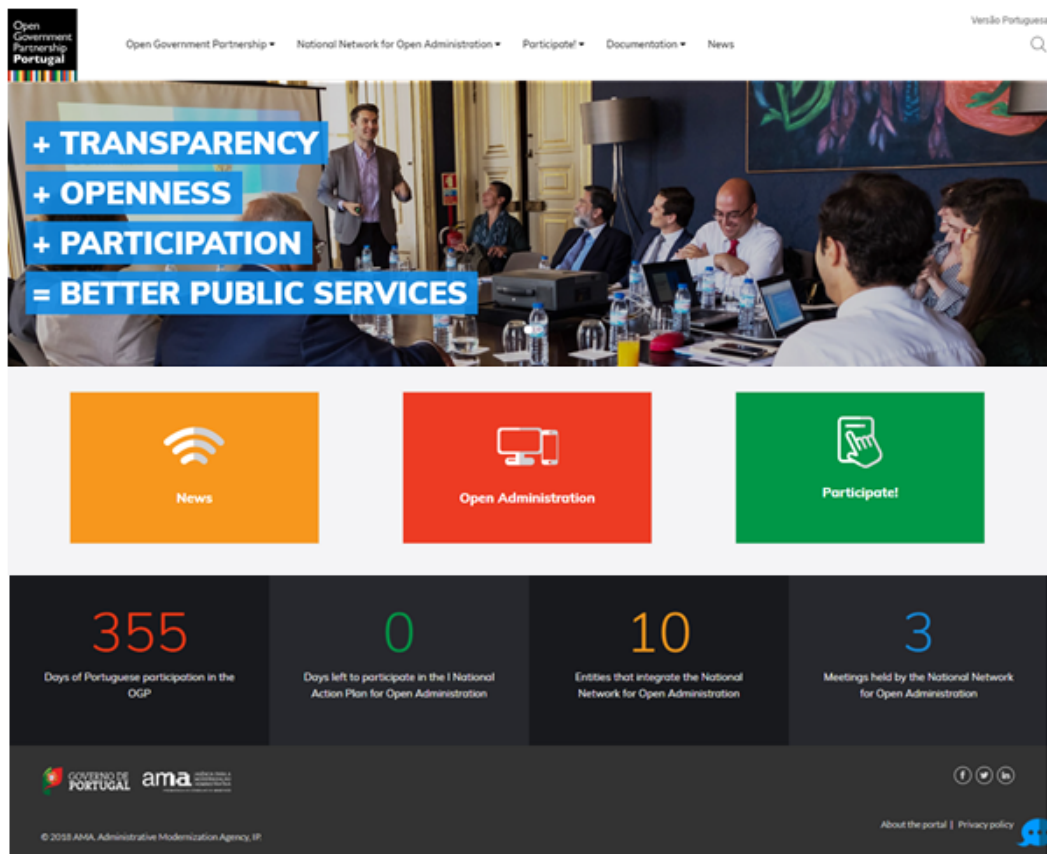
a) Website about the Portuguese participation in the OGP

Another task of the Network, as embodied in their Statutes, is to ensure the promotion of the activities associated with the Portuguese participation in the OGP and the mobilization of the different stakeholders for the Open Administration theme, including the creation and updating of a website to aggregate all the information about Portugal's participation in the OGP and to encourage public participation, collecting contributions from citizens and ensuring their feedback.

This vision defined the development of the website <https://ogp.portaldocidadao.pt> in its various aspects, including the layout, the technological and functional requirements and the contents. Thus, it presents the following features and functionalities:

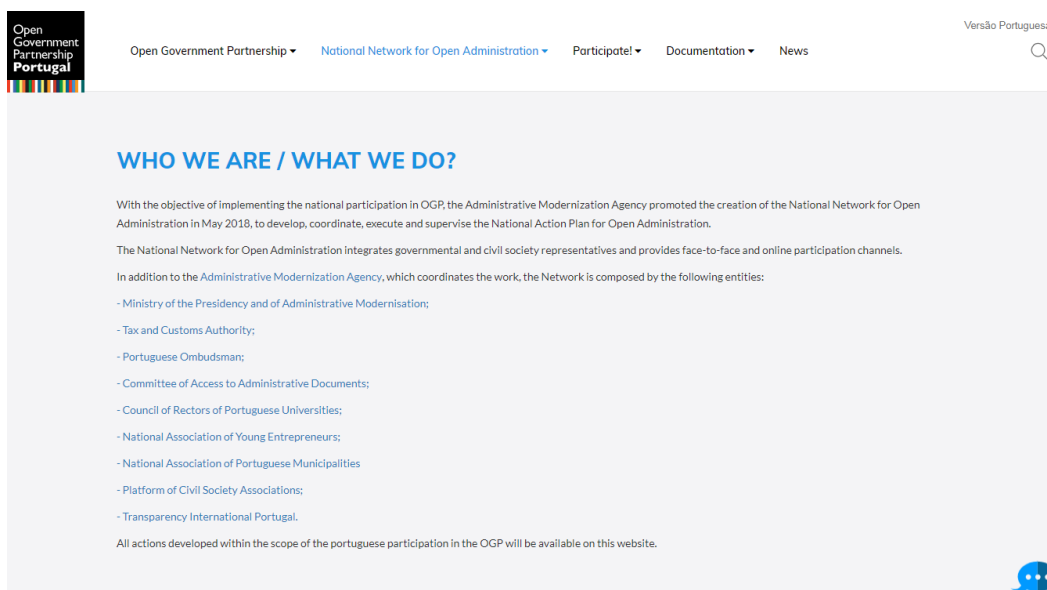
- responsive design, meaning it was built to adapt to different types of screens (desktop, tablet and smartphone);
- contents available both in Portuguese and in English;
- simple and straightforward mechanisms for user feedback;
- use of clear and accessible language;
- simple design to facilitate the navigation by end-users;
- use of secure electronic authentication: the user must authenticate through the Digital Mobile Key or Citizen Card in order to participate in public consultations;
- compliance with the applicable regulations in the domain of the protection of personal data.

This website is highlighted in the homepage of the [Citizen Portal](#) – the digital point of single contact for access to information and provision of public services in Portugal – with the aim of promoting its dissemination and visibility to citizens, entrepreneurs and the Public Administration.



Picture 1 – Homepage of the OGP Portugal website

The OGP Portugal website allows everyone to consult useful information such as what is the OGP, how it is implemented in Portugal and what is the role of the National Network for Open Administration.



Picture 2 – OGP Portugal website: “Who we are / What we do?” page

At the same time, it is possible to consult the Open Administration commitments proposed by the Network, to participate in the online public consultation to the draft version of the first National Action Plan for Open Administration and to access documentation regarding the activities of both the National Network for Open Administration and the OGP International. It should be noted that the public consultation module developed for the I National Action Plan for Open Administration will be made available for use in public consultations regarding future National Action Plans.

4. Development of the I National Action Plan for Open Administration

a) Working method

The Portuguese participation in the OGP implies the elaboration of a National Action Plan for Open Administration, to be developed biennially by the National Network for Open Administration in collaboration with civil society and that should include a set of commitments - specific, measurable, relevant and time-bound - designed to promote transparency, accountability and public participation.

In this context, and following a proposal by AMA, the Network decided by majority vote to structure the first National Action Plan for Open Administration around four main axes, inspired in both the pillars of the OGP and the national context in this area, namely:

- **Open Data**, promoting the availability and reuse of information generated by the Public Administration;
- **Transparency**, promoting the access to public information and administrative documents of the public sector;
- **Use of Information and Communication Technologies and Digital Inclusion**, disseminating new channels of relationship between Public Administration and citizens / companies and norms of accessibility and assisted access to public services; and
- **Public Participation**, stimulating the use of processes of public consultation and participatory democracy.

In addition, based on a benchmarking of good practices among different OGP member countries and on recommendations of the OGP itself, the Network decided to limit the first Action Plan to a maximum of 10 commitments in order to maximize its implementation and monitoring.

Another priority was to align the National Action Plan for Open Administration with other public participation programs already taking place in Portugal, such as SIMPLEX+, thus ensuring an integrated action between different initiatives.

The meetings of the National Network for Open Administration formed the privileged space for discussion and definition of the preliminary draft of the National Action Plan for Open Administration, stimulating the debate among the different stakeholders of the public sector and civil society regarding the Network's priority areas of activity and the commitments that each entity would like to see implemented.

In this context, a total of three face-to-face meetings and multiple electronic interactions were promoted, which resulted in a set of 17 commitments proposed by 7 (out of 10) entities represented in the National Network for Open Administration and which were operationalized according to OGP's commitment template, including:

- Name and description of the commitment;
- Commitment Start and End Date;
- Lead implementing entity;
- What is the public problem that the commitment will address;
- How will the commitment contribute to solve the public problem;
- How does the commitment fit / respond to the main pillars of the OGP.

This preliminary set of commitments was submitted for public consultation online through the OGP Portugal website (<https://ogp.portaldocidadao.pt>), between November 19th and December 3rd, 2018.

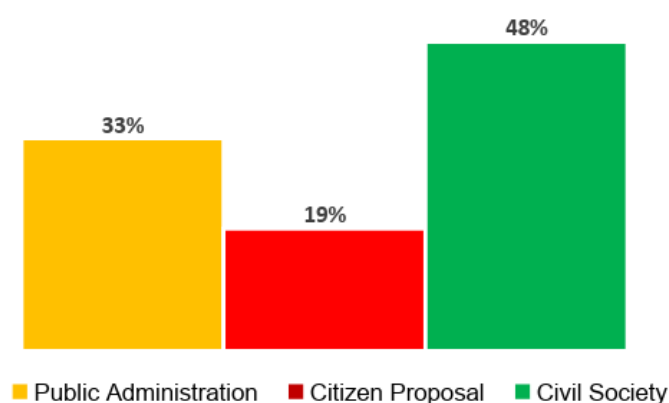
b) Public consultation results – description and analysis

The public consultation on the preliminary version of the I National Action Plan for Open Administration was promoted online, between November 19th and December 3rd 2018,

through the website <https://ogp.portaldocidadao.pt> and included 17 commitments proposed by the National Network for Open Administration. During that period, 4 additional proposals were submitted by individual citizens.

Thus, the public consultation resulted in a total of 21 commitment proposals, 7 of which were submitted by the Public Administration, 10 by Civil Society entities and 4 by individual citizens. All proposals are summarized and available for consultation in Annex 1.

Percentage of commitments proposed by stakeholder



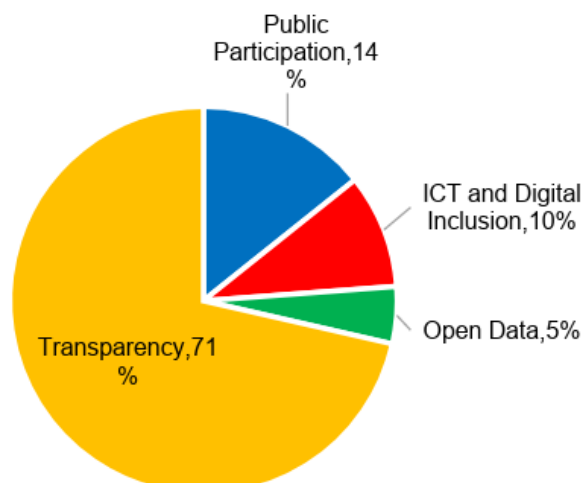
Graphic 1 – Percentage of commitments proposed by stakeholder

In terms of axes of action, these proposals were distributed as follows:

- Transparency: 15 Commitments;
- Open Data: 1 Commitment;
- Use of Information and Communication Technologies and Digital Inclusion: 2 Commitments;
- Public Participation: 3 Commitments.

It should be noted that several of the proposed commitments fit into more than one axe of action, and that the current analysis only considers the broader axis of action (for example, many of the proposals under the “Transparency” axe also fit in the “Open Data” axe).

Percentage of Commitments by axes of action



Graphic 2 – Percentage of proposed commitments by axis

Regarding the navigation of the website, the public consultation period observed the following indicators:

- 1075 total users x 866 new users;
- 00:02:06 average time per session;
- Average of 4 pages visited per session;
- Accesses were essentially via desktop (1262 sessions), although mobile (44 sessions) and tablet (1 session) accesses were also registered.
- The vast majority of sessions had an origin in Portugal (1224), with some visitors from Germany (13), the United States of America (7), Côte d'Ivoire (4), Belgium, Spain and India (all with 3) and Switzerland, Cabo Verde and Israel (one session each);
- The most visited page was "Public Consultation", followed by "Who We Are / What We Do", "What is OGP", "FAQ's", "Commitment # 1: My Appointments.Gov" and "Commitment # 4: Disclosure of tax and customs information".

Citizens' participation in the public consultation, although somewhat relevant, may have been limited by the short time made available for this process, as well as by the fact that its communication was made exclusively via online channels (the institutional websites of the National Network for Open Administration's members and social networks). The need to login in the OGP Portugal website in order to participate in the public consultation may also have contributed to limit user participation.

New ways of maximizing public participation in future consultations should therefore be explored, including, for example, the implementation of a broad multi-channel communication/awareness campaign and the extension of the public consultation period to a minimum of 4 weeks.

c) Selection of Commitments to include in the final version of the I National Action Plan for Open Administration

The selection of the Commitments to be included in the first National Action Plan for Open Administration was carried out at the IV Meeting of the National Network for Open Administration, and was based on a debate which sought to combine factors such as the impact of the different proposals on both civil society and public administration and the capacity to implement them effectively. Moreover, and following recommendations and good practices shared by some partners of the OGP, the Network aimed to develop a National Action Plan ranging from 5 to 15 Commitments.

In this context, both the relevance of the proposed commitments to the OGP principles and their feasibility – considering the necessary (human and financial) resources for its implementation and the effective definition of each proposal's ownership – were used by the coordinating entity as the main decision criteria to define the following set of 8 commitments:

- Draft Commitment #1: My Appointments.Gov;
- Draft Commitment #2: Follow my data;
- Draft Commitment #3: Open Administration Week;
- Draft Commitment #4: Disclosure of tax and customs information;
- Draft Commitment #5: Tutorial videos on the use of Open Data platforms;
- Draft Commitment #6: Clear State Organization;
- Draft Commitment #8: Consulta.Lex;
- Draft Commitment #13: Implementation and monitoring of the regime of access to administrative and environmental information.

Furthermore, it was agreed by the Network that the National Action Plan's implementation period will be used to review and work on some of the unselected commitments, with a view to a possible inclusion in future National Action Plans, which was generally accepted by the entities represented in the National Network for Open Administration.

It should be noted that part of the Network highlighted the need to address the subject of transparency in public procurement, considering it essential to affirm the commitment and alignment of the National Network for Administration Network with the OGP agenda. In addition, it was suggested not to address Commitment # 1, which was recognized as relevant for improving public services but with small impact at the level of the OGP pillars.

As such, the proposed set of commitments was adjusted by including Commitment #14: Enhancing transparency in Public Procurement, while eliminating Commitment #1: My Appointments.Gov.

Through the debate between the different stakeholders represented in the National Network for Open Administration, a consensus was thus reached for the formalization of the first National Action Plan for Open Administration, consisting in a total of 8 commitments that are detailed in section 6 of this document.

The decision to inscribe two commitments that are part of the SIMPLEX+ 2018 Program (commitments #2 and # 8) has two underlying objectives, namely: (1) to promote the alignment between the (novel) Portuguese participation in the OGP and other governmental frameworks already in place in the field of Open Administration; and (2) to expand the involvement of civil society in monitoring the national flagship program for administrative simplification and modernization.

5. Conclusions and guidelines for the future

The first year of the Portuguese participation in the OGP made it clear that the pursuit of a more transparent, more inclusive and more participative Open Administration agenda poses a series of challenges that concurrently create unique opportunities for the Public Administration to better serve its citizens.

The creation of the National Network for Open Administration, by establishing a formal space for collaboration between the public sector and Civil Society, was fundamental to respond to one of the main challenges identified: align the expectations of the different stakeholders regarding the Portuguese participation in the OGP and define a common vision for the future of this process.

In this context, the National Open Administration Network has decided to implement a first National Action Plan for Open Administration focused on a set of cross-cutting themes, such as improving public services and civic participation, but already setting the ground for more ambitious and wide-ranging future actions, such as an effective fight against corruption in Portuguese society.

The implementation of the first National Action Plan for Open Administration, which is to be carried out between 1 January 2019 - 30 August 2020, will thus allow to mature and improve the various components and processes inherent to the Portuguese participation in the OGP, including the operating model of the National Network for Open Administration and the development of specific tools to foster the active engagement and participation of the Network and of the Portuguese society as a whole.

In doing so, the aim is to create the necessary conditions for the development and sustainability of a second National Action Plan for Open Administration that is even more ambitious (regarding the objectives to be achieved), more comprehensive (at the level of the themes addressed), more inclusive (with the involvement of diverse stakeholders) and more transformative (considering the effective impact on the citizen's quality of life and level of civic participation).

In summary, it is intended that the action of this Network and the products of its work will constitute a true Lighthouse for the advance of the Open Administration agenda in Portugal, regardless of the governance cycles and of departmental areas.

6. I National Action Plan for Open Administration

COMMITMENT #1: FOLLOW MY DATA		
Commitment Start and End Date: implementation from the first quarter of 2019		
Lead implementing agency/actor	Ministry of the Presidency and of Administrative Modernisation/ Administrative Modernization Agency	
Commitment description		
What is the public problem that the commitment will address?	Citizens are increasingly aware of their lack of control over the use of their personal data by both public and private entities, which contributes to hinder confidence in the use of digital services in general.	
What is the commitment?	Develop an app that allows citizens and businesses to monitor access to their personal and business data.	
How will the commitment contribute to solve the public problem?	The mobile application, which will integrate secure authentication via Digital Mobile Key, will allow the data provider (the citizen) to manage requests for access authorization by public or private bodies, including creating, suspending and deleting access authorizations (for example, citizen may allow the "Entity X" to access "ID, Tax Number, Name, employer" up to date "Y", for the purpose of "Opening a Bank Account"). In addition to the app, citizens will also be able to use the Citizen Portal to consult the accesses made by public authorities that are legally entitled to access their data without prior authorization.	
Why is this commitment relevant to OGP values?	The measure fits on the axes “Transparency” and “Use of ICT and Digital Inclusion”.	
Additional information	Measure #22 of the SIMPLEX+2018 program	
Additional information	Additional information	Additional information
User Interface development and prototyping	December 2018	February 2018
App available for tests	March 2019	

App on Stores		April 2019
Contact information		
Name of responsible person from implementing agency		AMA – André Vasconcelos
Title, Department		Advisor to the Board of Directors
Email and Phone		eri@ama.pt 21 721 55 45
Other Actors Involved	State actors involved	All that join the platform. The joining of public entities is voluntary, being automatic for those that are already integrated with the Interoperability Platform of the Public Administration (which is managed by AMA). The entities that do not join the platform will still be able to access citizen's personal data, with prior authorization by other channels (e.g, paper, sms, etc.).
	CSOs, private sector, multilaterals, working groups	All that join the platform. The entities that do not join the platform will still be able to access citizen's personal data, with prior authorization by other channels (e.g, paper, sms, etc.).

COMMITMENT #2: OPEN ADMINISTRATION WEEK		
Commitment Start and End Date: January 2019 – March 2019		
Lead implementing agency/actor	Platform of Civil Society Associations - House of Citizenship, supported by the National Network for Open Administration	
Commitment description		
What is the public problem that the commitment will address?	There is little information made available to citizens, in an accessible and structured way, on Open Administration issues, in its various aspects	
What is the commitment?	<p>Promote the dissemination of the OGP principles and of initiatives carried out by Portugal and other countries within the scope of Open Administration, in order to promote knowledge and an informed debate on concrete examples regarding the implementation of the Open Administration agenda at a global level.</p> <p>This commitment will include a public event on the subject of Open Administration promoted by PASC, with the support of the National Network for Open Administration, along with a variety of other events to be defined during the planning phase.</p>	
How will the commitment contribute to solve the public problem?	<p>The Open Administration Week will contribute to promote a culture of transparency and public participation in Public Administration and civil society, as well as to promote public confidence in public institutions.</p> <p>The organization of specific initiatives and the exchange of experiences and good practices in the field of Open Administration will imply the realization of partnerships between public entities and between them and civil society.</p>	
Why is this commitment relevant to OGP values?	The measure fits on the axes” Transparency” and “Public Participation”.	
Additional information	Alignment with the Open Government Week promoted annually by OGP	
Milestone Activity with a verifiable deliverable	Start Date:	End Date:
Define the overall structure of the	January 2 nd , 2019	February 6 th , 2019

initiative, including a communication plan and the event to be promoted by PASC			
Materialize the program of the event to be promoted by PASC and other initiatives to be carried out within the scope of the Open Administration Week		February 6 th , 2019	March 6 th , 2019
Implement the communication plan		February 18 th , 2019	March 31 st , 2019
Implement the Open Government Week		March 11 th , 2019	March 17 th , 2019
Contact information			
Name of responsible person from implementing agency		PASC – Luís Vidigal	
Title, Department		President of the Board	
Email and Phone		secretariado@pasc.pt ; vidigal.luis@gmail.com 217 510 762; 96 345 90 44	
Other Actors Involved	State actors involved	All represented in the National Network for Open Administration / open to all Public Administration	
	CSOs, private sector, multilaterals, working groups	All represented in the National Network for Open Administration / open to all Civil Society and citizens	

COMMITMENT #3: DISCLOSURE OF TAX AND CUSTOMS INFORMATION	
Commitment Start and End Date: January 2019 – August 2020	
Lead implementing agency/actor	Tax and Customs Authority (AT)
Commitment description	
What is the public problem that the commitment will address?	Legal information in the field of taxes and customs is often complex and packed of legal jargon, making it difficult for citizens and businesses to fully apprehend and benefit of it. As such, it is important to streamline this information and to ensure that it is made available in an accessible way and through different channels, in order to enable faster and more informed decisions by the various economic decision-makers.
What is the commitment?	<ul style="list-style-type: none"> - Dissemination, on a broader, simpler and more accessible basis, of tax and customs information relevant to citizens and businesses such as “binding informations” (legal/tax advices issued by AT at the request of taxpayers and that allow to frame similar situations for a period of 4 years) and “administrative instructions” (circulars and letters produced by AT to clarify doubts about the Tax and Customs Law). - Conversely, it encompasses multistakeholder collaboration for assessing and defining issues/areas of general interest in the tax and customs domain, with a view to obtaining concrete contributions for possible technological developments that facilitate, simplify and promote the access of citizens and businesses to information.
How will the commitment contribute to solve the public problem?	<p>Redefining the practices used to communicate the fiscal and customs information produced by the State will enable a wider and more efficient dissemination of these matters to all interested parties.</p> <p>In addition, the holding of working meetings for discussion and co-creation of possible commitments to meet the needs of citizens in their relationship with the Tax Administration will contribute to strengthen the relationship of trust between State and Citizens, as well as to support public initiatives that are more efficient and focused on the real needs of the</p>

	target audience.	
Why is this commitment relevant to OGP values?	The commitment envisages an easier access to tax and customs information by citizens and businesses, contributing to greater Transparency and better use of digital technologies, besides fostering Public Participation in these matters.	
Additional information	The collaboration between different public bodies will contribute to widen the access channels to (public and free) tax and customs information.	
Milestone Activity with a verifiable deliverable	Start Date:	End Date:
1 - Develop a plan to disseminate the information made available by the AT, using differentiated channels	January 2019	June 2019
2- Implement dissemination plan for the information provided by the AT	July 2019	December 2019
3- Conduct quarterly working meetings within the framework of the MSF (and other relevant stakeholders identified) to evaluate issues / areas relevant to citizens and businesses in the scope of fiscal and customs information	January 2019	December 2019
4 - Consolidate and structure the outputs of the meetings referred to in milestone 3, identifying and operationalizing up to 2 possible commitments to be included in the II NAP	January 2020	August 2020
Contact information		
Name of responsible person from implementing agency	Helder Borges Lage	
Title, Department	Head of the Organization and Quality Division / Direction of Planning Services and Management Control	
Email and Phone	Helder.Borges.Lage@at.gov.pt 21 881 26 24	

Other Actors Involved	State actors involved	To be defined
	CSOs, private sector, multilaterals, working groups	National Network for Open Administration and others to be defined

COMMITMENT #4: TUTORIAL VIDEOS ON THE USE OF OPEN DATA PLATFORMS		
Commitment Start and End Date: January 2019 – August 2020		
Lead implementing agency/actor	Council of Rectors of Portuguese Universities	
Commitment description		
What is the public problem that the commitment will address?	Despite the increasing amount of public open data, the percentage of the population that accesses it is still reasonably small, namely due to the lack of knowledge about their existence and / or the difficulty in working with these data. As such, there is untapped potential for using open data for innovation and stimulating economic activity.	
What is the commitment?	Creation of small online tutorial videos about the use of open data platforms and some examples of operations and studies that can be performed with this data. These tutorials will be made available to university students and researchers, at a first phase.	
How will the commitment contribute to solve the public problem?	The measure aims to provide a greater percentage of the population with the knowledge needed to use the open data platforms. As a first step, the videos will focus on the dissemination and use of the platforms. In a second phase, the main objective of the videos will be about the structure of the open data and how operations and studies can be carried out with them.	
Why is this commitment relevant to OGP values?	The commitment fits in the Open Data and Use of ICT and Digital Inclusion data Axes.	
Additional information		
Milestone Activity with a verifiable deliverable	Start Date:	End Date:
Definition of content and structure of tutorial videos	1st semester of 2019	
Previous communication/promotion of the videos	2nd semester of 2019	
Dissemination of the tutorial videos	4th trimester of 2019	August 2020

Contact information		
Name of responsible person from implementing agency		CRUP - Prof. Dr. Jorge Costa
Title, Department		Vice-Rector of ISCTE/Instituto Universitário de Lisboa
Email and Phone		Vice.Reitor.SIQ@iscte-iul.pt
Other Actors Involved	State actors involved	AMA, as the managing body of the National Open Data Portal of the Public Administration (Dados.gov).
	CSOs, private sector, multilaterals, working groups	All entities who want to participate (open to civil society).

COMMITMENT #5: CLEAR STATE ORGANIZATION	
Commitment Start and End Date: 2019 (aligned with the development schedule of SIOE+)	
Lead implementing agency/actor	Directorate General for Administration and Public Employment (DGAEP)
Commitment description	
What is the public problem that the commitment will address?	At the moment, it is not clear to the ordinary citizen what the different organizations and entities that are part of the State are: how many, of what kind and how they are organized.
What is the commitment?	<p>Take advantage of the reformulation of the current Information System of State Organization (SIOE - https://www.sioe.dgaep.gov.pt) to:</p> <ul style="list-style-type: none"> - Ensure the development of a simpler user interface that allows the ordinary citizen to understand and "navigate" in the global universe of state entities, in their various institutional forms; - Allow the citizen to intuitively select an entity or set of entities and directly access the relevant information about those entities in other portals; - Provide richer data to enhance and support the preparation of statistical analyses and technical studies, thus contributing to an improvement in the definition of public policies (examples of innovations include information on HR within all the public sector). <p>Overall, the SIOE+ will provide more and better information on the organization of the public sector and public employment, positioning itself as an "anchor" portal for access to relevant data sources for accountability processes (such as the national eProcurement website).</p>
How will the commitment contribute to solve the public problem?	An interface that allows the citizen to interact intuitively with the SIOE enables him to know the entities and organizations that constitute the State.
Why is this commitment relevant to OGP values?	The commitment fits on the Transparency axe, besides contributing to the public sector accountability.
Additional information	

Milestone Activity with a verifiable deliverable		Start Date:	End Date:
Improved SIOE interface		January 2019	April 2019
Launch of new version		2nd semestre of 2019	2nd semestre of 2019
Contact information			
Name of responsible person from implementing agency		DGAEP – Dr. Vasco Hilário	
Title, Department		Deputy Director-General	
Email and Phone		geral@dgaep.gov.pt ; 21 390 01 48	
Other Actors Involved	State actors involved		
	CSOs, private sector, multilaterals, working groups		

COMMITMENT #6: CONSULTA.LEX	
Commitment Start and End Date: September 2018 – October 2019	
Lead implementing agency/actor	Cabinet of the Secretary of State of the Presidency of the Council of Ministers
Commitment description	
What is the public problem that the commitment will address?	The commitment aims to counteract the current withdrawal of citizens from their participation in the legislative process and in decision-making.
What is the commitment?	Creation of a portal for legislative public consultations, accessible to all, allowing citizens to participate in the legislative process, through the consultation of legal diplomas and formulation of suggestions, and to accompany the evolution of particular legal diplomas until the final approval phase.
How will the commitment contribute to solve the public problem?	This commitment will allow citizens to be more closely involved in decision-making through a single location, accessible to all, where the legal diplomas in preparation or in consultation will be made available. The citizen can create a profile, being notified of all legal diplomas that are placed in public consultation in their areas of interest, and will be able to follow all the respective procedure of preparation and approval in its various phases. In this way, citizens can send their contributions, and become part of the normative procedure, receiving information on changes to the legal diploma, as well as on the assessment of the contributions they have made. Even after the legal diploma has been approved, there is still the possibility for the citizen to have access to relevant information about the contributions sent, receiving feedback on which were welcomed or not.
Why is this commitment relevant to OGP values?	<ul style="list-style-type: none"> - By facilitating the access of citizens and stakeholders to consultation processes, greater Transparency and access to information is ensured; -By encouraging informed participation, the measure is in line with a greater and better Public Participation; - Finally, through an electronic process and an

		improvement of the efficiency in the management of the processes, the use of ICT is guaranteed and a reinforcement of the Digital Inclusion.
Additional information		Measure #42 of the SIMPLEX+2018 program
Milestone Activity with a verifiable deliverable	Start Date:	End Date:
Technological development of the Platform	December 2018	March 2019
Launching of the Consulta.Lex webportal	April 2019	April 2019
Contact information		
Name of responsible person from implementing agency		Gonçalo Fabião
Title, Department		Advisor in the Cabinet of the Secretary of State of the Presidency of the Council of Ministers
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Other Actors Involved	State actors involved	CEGER – Entity for Information and Communication Technology
	CSOs, private sector, multilaterals, working groups	

COMMITMENT #7: IMPLEMENTATION AND MONITORING OF THE REGIME OF ACCESS TO ADMINISTRATIVE AND ENVIRONMENTAL INFORMATION	
Commitment Start and End Date: January 2019 – December 2020	
Lead implementing agency/actor	National Network for Open Administration
Commitment description	
What is the public problem that the commitment will address?	Access and re-use of administrative data is a challenge and opportunity for all social, economic and political actors. In Portugal, Law 26/2016, of August 22, regulates access to administrative information. The bases of a structured and properly regulated offer are therefore established. Its operationalization is the central problem. The entities that produce administrative and environmental information do not yet implement the necessary measures to strengthen the supply of this information. An important volume of social, economic, environmental and civic relevant information is subtracted from the public domain.
What is the commitment?	The program for the implementation and monitoring of the regime for access to administrative information intends to contribute to the application of legislation already in force and also to disseminate good practices of the public sector in this area.
How will the commitment contribute to solve the public problem?	The commitment promotes the strengthening of the regime of access to administrative and environmental information and will increase the volume of data supply. Regarding the expected results, and in the absence of previous diagnostic studies or benchmarks, it is expected that the regime of access to administrative and environmental information will undergo a measurable reinforcement.
Why is this commitment relevant to OGP values?	The commitment primarily fits in the Transparency axe, as it seeks to increase the volume and quality of the

	administrative and environmental information available and to solve the problem of lack of access to information on the supply side. In addition, it promotes proactive transparency through the strengthening of the regime of access to information already regulated.	
Additional information		
Milestone Activity with a verifiable deliverable	Start Date:	End Date:
Appointment and identification of employee responsible for access to administrative and environmental information on the institutional website of all eligible public entities or, alternatively, publication of an aggregated list, in machine-readable form and updated quarterly on the Dados.gov web portal.	January 2019	January 2020
Publication, in the Dados.gov portal, of a preliminary list with the typologies of information and data produced and managed by each eligible public entity.	January 2019	January 2020
Provision of legally available metadata associated to all documents made public (issuer, date of application, date of availability and identification of the person responsible for the good continuation of the request for access).	January 2019	January 2020
Provision of information on policies and practices of access to information, including the identification of public entities and agents with good practices in the domain of access to information and the average time to make available the requested information. This information should be made available in an accessible and plain language, for example through infographics or interactive displays.	January 2019	January 2020
Contact information		
Name of responsible person from implementing agency	CADA - Rui Ribeiro AMA – Cláudia Barroso, Tiago Mendonça	
Title, Department	CADA – Secretary AMA – Head of the International Relations Unit / Senior International Relations Officer	

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Other Actors Involved	State actors involved	
	CSOs, private sector, multilaterals, working groups	

COMMITMENT #8: STRENGTHENING TRANSPARENCY IN PUBLIC PROCUREMENT

Commitment Start and End Date: January 2019 – August 2020

Lead implementing agency/actor

National Network for Open Administration working group

Commitment description

What is the public problem that the commitment will address?

In Portugal we have made important progress in the public procurement area, namely with the creation of the BASE Portal¹, containing information on all contracts entered under the Public Procurement Code (CCP)² and also with the Observatory of Public Works³. Nonetheless, perceptions of corruption in this field remain very high: according to the Special Eurobarometer on Corruption⁴ (OCT17), 92% consider that there is widespread corruption in Portugal, 55% of Portuguese respondents consider that public officials who award public tenders are corrupt, and 21% believe that corruption prevented his or her company from winning a public tender or awarding a public contract in the last 3 years. This is to a large extent due to the widespread use of the Direct Award procedure, but also to the opacity of the public procurement cycle which neither the Public Administration nor the BASE Portal is able to fully respond to.

What is the commitment?

Enhancing transparency in public procurement through:

- A.** Publishing open data on the entire public procurement cycle;
- B.** Reducing drastically the use of Direct Award Contracts, to promote competition and to ensure best value for money acquisitions;
- C.** Developing and implementing civic monitoring mechanisms.

How will the commitment contribute to solve the public problem?

A. The following actions will contribute to ensure the dissemination of timely, accessible and usable data at all stages of the procurement cycle, thus improving the transparency and quality of e-procurement

¹ <http://www.base.gov.pt>

² <https://dre.pt/web/guest/legislacao-consolidada/-/lc/view?cid=114291580>

³ <http://www.base.gov.pt/Oop/pt/Homepage>

⁴ https://ec.europa.eu/home-affairs/news/eurobarometer-country-factsheets-attitudes-corruption_en

	<p>systems:</p> <ul style="list-style-type: none"> • Adopting the Open Contracting Data Standards (OCDS)⁵, ensuring that all contracts are open by default; • Elaborating a Manual and Guide to Procedures for the Publication of Contracts in the BASE portal which strengthens the principle of all contracts being open and public by default, and clarifies in more detail which are the exception cases; • Following and adopting the recommendations/determinations of the European Commission on Public Procurement and e-Procurement⁶; • Reinforcing the principle of freedom of choice of electronic platforms; <p>B. Publishing and making public the following additional information, for instance, will contribute to reduce the use of Direct Award Contracts:</p> <ul style="list-style-type: none"> • Detailed justification for choosing this type of procedure in "Clear Portuguese" – in a language accessible to the common citizen, avoiding legal jargon whenever possible; • Identification by the competing entities of its business structure, with the disclosure of the effective beneficiaries; <p>In addition, complementary measures should be undertaken:</p> <ul style="list-style-type: none"> • Authors of any type of advice/technical support in the formulation of the Public Procurement Procedure should be identified, and prohibited to take part in any of the awarding stages; • Identification of the jury of the contracting proceedings. All top decision makers from the Contracting Authorities are excluded from any awarding decisions; <p>C. Confidence in procurement is not achieved without the active participation of all stakeholders. Creating clear and useful channels for communication between governments and social groups, professionals, associations and communities affected by a specific procurement process helps to ensure that participation is translated into good government action, so we must focus on the development of tools and methodologies that encourage civic</p>
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⁵ <https://www.open-contracting.org/>

⁶ https://ec.europa.eu/growth/single-market/public-procurement/e-procurement_pt

	<p>participation and monitoring. This can be done through the application of tools of recognized impact, such as the Integrity Pacts⁷ developed by Transparency International, but also through initiatives that use open public procurement data for the involvement of citizens, companies and organizations.</p>	
Why is this commitment relevant to OGP values?	<p>The commitment is aligned with the axes:</p> <ul style="list-style-type: none"> - <i>Transparency</i>: it translates into enhanced transparency on one of the nuclear activities and with greater economic and social impact undertaken by the government, and corresponding accountability; - <i>Public participation</i>: public and open public procurement information catalyses the participation of non-governmental stakeholders (CSOs, journalists, academics and business) through the use of such data in a multiplicity of circumstances of high social value - research journalism, scientific research, market research, etc – and also allows for such feedback to be properly integrated into public policies, increasing confidence levels for public decision-makers; - <i>Use of ICT and digital inclusion</i>: it contemplates adoption of OCDS, one of the most powerful benchmarking and social innovation tools. <p>Furthermore, this commitment promotes the <i>accountability of the public sector</i>, by supporting the conditions of integrity in the day-to-day exercise of public administration. On the other hand, open data accessible to a broader group of stakeholders within government, including policy makers, administrators and regulators, functions such as monitoring and auditing are reinforced.</p>	
Additional information		
Milestone Activity with a verifiable deliverable	Start Date:	End Date:
Implementation of the OCDS in the BASE Portal and the Public Procurement Observatory.	January 2019	August 2020
Make all contracts open by default and public through their availability in the BASE Portal.	January 2019	August 2020
Make eProcurement platforms truly	January 2019	August 2020

⁷ <https://transparencia.pt/pacto-de-integridade/>

empowering of free competition and competitiveness.			
<p>Publication and public disclosure of all procedural documents relating to all phases of contracts signed by Direct Award:</p> <ol style="list-style-type: none"> 1. Justification of the choice of this type of procedure in "Clear Portuguese"; 2. Issuance of a compulsory declaration of the competing entity identifying its business structure, with disclosure of the effective beneficiaries under the terms of Law no. 83/2017, of August 18th; 3. Prohibition of participation in the procedure to the authors of any type of advice or technical support in the formulation of the procedure; 4. Typification of the behaviors that result in the impediment of the competitors; 5. The decision to hire or to participate in the jury of the Direct Award procedure must be barred to the holders of the competent body. 		January 2019	August 2020
Develop and apply tools to encourage civic participation and civic monitoring (e.g., Integrity Pacts, hackatons, etc.).		January 2019	August 2020
Contact information			
Name of responsible person from implementing agency		AMA – Cláudia Barroso and Tiago Mendonça	
Title, Department		International Relations Unit - Head of Unit - Senior International Relations Officer	
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Other Actors Involved	State actors involved		
	CSOs, private sector, multilaterals, working groups		

ANNEX 1. SUMMARY OF THE PROPOSALS RESULTING FROM THE PUBLIC CONSULTATION TO THE DRAFT VERSION OF THE I NATIONAL ACTION PLAN FOR OPEN ADMINISTRATION

#	NAME OF THE PROPOSAL	PROPONENT	DESCRIPTION	OTHER STAKEHOLDERS INVOLVED	INCLUSION IN THE I NAP
1	My Appointments.Gov	AMA	Provide in a centrally way, online marking of public services (offered by the Tax Authority, Social Security, Health and Notary and Registry Institute), through a platform inserted within the Citizen's Portal.	AT; SPMS; IRN; ISS	NO Please see section 4c
2	Follow my data	AMA	Develop an App that allows citizens and businesses to monitor access to their personal and business data	All entities that join the platform	YES Please see section 4c
3	Open Administration Week	AMA	Promote a culture of transparency and public participation, in the Public Administration and in civil society Promoting public confidence in public institutions	All represented in the National Network for Open Administration; all Public Administration and Civil Society	YES Please see section 4c
4	Disclosure of tax and customs information	AT	Disseminate, on a broader, simpler and more accessible basis, tax and customs information relevant to citizens and businesses. Promote multistakeholder collaboration for assessing and defining possible IT developments that facilitate the access of citizens and businesses to tax and customs information.	All represented in the National Network for Open Administration	YES Please see section 4c
5	Tutorial videos on the use of Open Data platforms	CRUP	Creation of small tutorial videos about the use of open data platforms and some examples of operations and studies that can be performed with this data.	AMA; others to be defined	YES Please see section 4c

6	Clear State Organization	MPMA	Take advantage of the reformulation of the Information System of State Organization (SIOE - https://www.sioe.dgaep.gov.pt) to: - Ensure that an interface is developed for the system that allows the ordinary citizen to understand and "navigate" in the global universe of state entities, in their various institutional forms; - Allow the citizen to select from the new interface an entity or set of entities and directly access the relevant information about those entities in other portals. That is, making SIOE an "anchor" portal for access to relevant data sources for accountability processes (such as base.gov.pt).	DGAEP and others to be defined	YES Please see section 4c
7	Transparency of digital services	MPMA	Define a set of transparency indicators to be associated with digital services, and promote their implementation in an initial set of pilot services.	Lead: AMA Partners: to be defined	NO Please see section 4c
8	Consulta.Lex	MPMA/PCM	Creation of a portal for public legislative consultations, accessible to all, allowing citizens to participate in the legislative process, through consultation of diplomas and formulation of suggestions, accompanying on a permanent basis, the preparation of this diploma until the final approval phase.		YES Please see section 4c
9	Budget Game	PASC	Creation of an online game / public initiatives that offer the citizen options for collecting revenues and applying them in various areas of the public sector, namely Education, Health, Justice, Security, Social Support, Environment, etc. The citizen must be aware that the elaboration of the general budget of the State uses limited resources, and to perceive in a dynamic way the respective positive or negative consequences for the whole society. This measure can begin in a first phase through training and online awareness raising about the development of the OGE, and then the development of an interactive game. In a third phase, artificial intelligence and big data tools can be used, on real	Lead: DGO Partners: Universities	NO Please see section 4c

			data, to give rise to crowd auditing and direct democracy mechanisms.		
10	SIMAD - My remunerations and Discounts	PASC	Development of a portal that allows the citizen to access, in a secure and private way, all information related to the remuneration and pensions paid and declared to the State, as well as to the respective discounts withheld, allowing the detection of inconsistencies by the interested person.	Lead: AT or ISS Partners: AT, ISS, CNP, CGA, DGO, ADSE and AMA	NO Please see section 4c
11	CivicApp Award	PASC	Encourage the creation of digital tools to promote informed civic participation and the defense of human rights, especially for the younger population.	Lead: AMA Partners: MEd and MCTES	NO Please see section 4c
12	SITAAP – Information System for Transparency of Public Administration Acts	PASC	The aim is to increase the Transparency of Administrative Acts and fight against corruption, in compliance with Decree Law no. 104/97, approved unanimously in the Assembly of the Republic and published in the Official Gazette no. 212/1997, Series I-A of 1997-09-13 and that never came to be implemented, besides the functionalities currently available in portal base.gov.pt. SITAAP aims to ensure the integration of data from the Base Portal, SIOE, Land Registry, Fiscal Benefits, Budget Execution and other sources of information on administrative acts related to ownership and use of the territory in a single location, the granting to private entities of movable and immovable property, subsidies, aids, incentives, donations, bonuses, exemptions, tax benefits, debt forgiveness and delays, damages whose value has not been established in court or other equivalent benefits.	Lead: DGO, DGAEP or IMPIC Partners: DGO, DGAEP, IMPIC, INA and AMA	NO Please see section 4c

13	Implementation and monitoring of the regime of access to administrative and environmental information	TI	<p>Operationalization of access to administrative information, enshrined in Law 26/2016, of August 22, through the following measures:</p> <ol style="list-style-type: none"> 1. Appointment and identification of the employee or worker responsible for access to administrative and environmental information on the institutional website of all eligible public entities or, alternatively, the availability of an aggregated list, in machine-readable form and updated quarterly, on the portal dados.gov (in machine readable form and with quarterly update); 2. Listing and publicizing the typologies of information and data produced and managed by each eligible public entity in the portal dados.gov; 3. Provision of legally available metadata associated with each document; 4. Implementation of a list with public entities and public agents with good practices in the area of access to information; 5. Provision of information on policies and practices of access to information by public entities and public agents with good practices in the area of access to information, including the average time to make available the requested information. 	Lead: National Network for Open Administration	<p>YES</p> <p>Please see section 4c</p>
14	Strengthening Transparency in Public Procurement	TI	<p>The aim is to strengthen transparency in public procurement through:</p> <ol style="list-style-type: none"> A. Open Contracting Data Standard adoption to publish open data on the entire public procurement cycle; B. Drastic reduction of the use of the Direct Adjustment procedure; C. Development and implementation of civic monitoring mechanisms. 	Lead: National Network for Open Administration	<p>YES</p> <p>Please see section 4c</p>

15	Reinforcement of public statistical metadata infrastructure	Ti	The proposed measure consists on the implementation of an updated database with all the statistical output of public entities. This database should be summary. Detailed information on each variable and indicator should be made available on each institutional website.		NO Please see section 4c
16	Promotion, awareness and training on the OGP Agenda with local and regional authorities	Ti	The proposed measure consists of the formulation, implementation and monitoring of a program to promote, raise awareness and training on the OGP agenda in all 308 Portuguese municipalities, as well as specific actions directed at the Intermunicipal Communities and the Regional Development Coordinating Committees. This program comprises three functional domains: open administration promotion sessions; training sessions and information on the democratic and economic value of administrative data and the philosophy inherent to the OGP, addressed to mayors and other leading positions; training programs aimed at professionals interested in the technical component of open administration. It is also suggested to encourage the opening of certified courses in institutions of higher education, on open administration, open data and open public policies.		NO Please see section 4c
17	e-Government Transparency	Ti	The proposed measure can be divided into two instances. First, the production of content, services and products should be prioritized in clear and accessible language. This includes all document outputs and all interfaces created to interact with citizens. Thus, all instances of e-government should make versions available in clear and accessible language. Second, e-government instances should include easy-to-use cross-tabs that fit the open by default concept.		NO Please see section 4c

18	Open Parliament	Citizen	Have access to a forum where it would be possible to discuss amendments to the decree-law in an informal way and that it would be possible for deputies to reply to clarify the placed questions.		NO Please see section 4c
19	Tax Reform	Citizen	In spite of being an accountant and decrease my business activity, it would be very simple, the state is issuing the invoice at the end of the month of taxation that it wants and calculates the labored tax policy. Standardization of the structure of invoices and modes of payment.		NO Please see section 4c
20	Literacy for a Good Young Citizen	Citizen	The measure involves the creation of an electronic training platform for literacy related to matters within the area of Finance, Social Security, and others, in order to explain in a simple way how these areas work in matters that exist the relationship between the State and the citizen, such as the payment of taxes (IRS, IRC, etc.), social security contributions, among other essential things for a person to be a good citizen, without having to have a PhD in Taxation to understand these matters. For this measure to be effective, the information provided must be easy to perceive and simplified.		NO Please see section 4c
21	Improvements in the Public Service from the perspective of the user	Citizen	Implementation of a Quality Management System for Public Services, which aims to improve the perception of the user when visiting a public service. This system will be designed with the aim of achieving the desired results and will be implemented using existing resources, through training actions and appointment of quality representatives throughout the administrative function and at all hierarchical levels.		NO Please see section 4c

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