Open Government Partnership

Action Plan Uruguay 2012

I.   Introduction

The implementation of an Open Government following the democratic principles of rule of law requires the renewal of the social contract between governments and their citizens in order to include transparency, participation and collaboration as pillars of a fair social development.

In this context it appears that, although the wide access to technology and information and a better offer of electronic services to citizens reflect good governance goals, it's time to integrate the community point of view. This requires cultural adjustments not only at government level but also to the citizens, setting new ways of relationship between them and developing strategies and processes that promote transparency, accountability and participation.

Uruguay has achieved significant progress in the Electronic Government and the Society of Information. The E-Government is seen as an opportunity to transform the State from an innovative corner, having an intensive use of technology in order to build a State focused on the citizen. The strategy to promote the E-Government development in Uruguay is based on following values: equity; transparency; accessibility; efficiency and effectiveness; cooperation and integrity; confidence and security; values which are set out in Decree 450/009.

Through the Digital Agenda, third version for the period 2011-2015, Uruguay declares a commitment to increase the development of the information society and promotes social appropriation. Priorities are established for this period, among them equity and social inclusion, citizen participation and the transformation of the State are highlighted.

The National Action Plan for Open Government is a complement to the strategy set out on the Digital Agenda, it has initiatives which should give impulse to the installation of an Open Government in Uruguay and it also says who are responsible for them and the committed objectives. This Plan has been driven by the President of Uruguay Jose Mujica and developed by a working group where participated representatives from 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 the Agency for the Development of an E- Government and an Information Society and Knowledge (AGESIC).

According to the strategy guidelines for an Open Government Uruguay has faced up to big challenges to push for an Information and Knowledge Society. The following are major efforts to Date:

Balance between transparency and personal data protection

1. **Access to public information Act.** This act was unanimously passed by Parliament in 2008 (Act 18.381). Public Information Access Unit is created (UAIP).

2. **Personal Data Protection and "Habeas Data" Action Act.** This act was passed by Parliament in 2008 (Act 18.331). The Unit for the Regulation and Control of Personal Data is created (URCDP).

3. **Abuse of public power.** Act 17.060 rules and creates the norms against corruption related to misuse of public power. The National Transparency Board is created and establishes the obligation to file affidavits of assets and liabilities to all public servants.

Strategy for the Information Society development

4. **Digital Agenda Uruguay 2011-2015.** Following strategy guidelines were established: equity and social inclusion, citizen participation, transformation of the State, promote education, innovation and knowledge generation, territorial integration. The citizenship was asked her opinion about the final paper on an on-line public consultation. It was approved by a Presidential Decree, November 23rd. 2011.

5. **Plan Ceibal.** A plan has been implemented which aims at the democratization of access to Information Society and Knowledge. The Plan Ceibal gave a portable PC to every child attending Primary School and to the whole teaching staff of the Primary Education Council all over the country. Training courses for teachers were also developed showing them how to use ITC in the classroom.

Information and services improvement through electronic media

6. **State Portal.** A Government Portal which offers a complete organized guide to procedures and information about the Uruguayan State. It works as a Gateway to every piece of information or procedure that can be found on the web pages of government offices and agencies, taking it directly from those sites without any duplication, and classifying it according to profiles and themes of interest. Since its launching in March 2011 the amount of visits has steadily increased and nowadays has an average of 4000 visits a day.

7. **Available public data.** The site datos.gub.uy was created, a space that contains all data made public by every Government agency, making them accessible to everyone.

8. **Uruguay Competes.** Only one Gateway was set out to become a public servant, democratizing the access through the web-site **www.uruguayconcursa.gub.uy,** where everyone can get all the available information about contests of the Central Administration.

9. **Consulting my payments.** Web query that allows any worker to obtain his/her statements, personal contributions, retirement plan, health provider and the distribution his/her contributions to the AFAP (if it applies, depending on the plan), and also download his/her Employment History based on his/her monthly **contributions(http: www.bps.gub.uy/ServiciosEnLinea/ConsultaMisAportes.aspx)**

10. **Ordinary Passport Processing System at the Uruguayan Consular Offices.** This project is in its first stage of implementation (there's a pilot ongoing in Buenos Aires, Miami, New York and Washington DC) and it has been designed to optimize the service to the Uruguayan community abroad, not only solving efficiently different situations to fellow citizens living abroad but also taking into account the international standards about travel documentation and security through electronic printing.

11. **Electronic Fiscal Receipts.** The Tax Office (DGI) launched the project Electronic Fiscal Receipts in November 2011; it includes the implementation of an e-Invoice for transactions between taxpayers and an e-Ticket for those between taxpayers and the final consumer. Since November all information is available for the taxpayer at **www.efactura.dgi.gub.uy.**

12. **Return and Welcome Office.** Its tasks: gather, systematize and spread all relevant information for the return of Uruguayans living abroad and foreign citizens wishing to settle down in our country. It also carries an ongoing coordination with other state agencies, promoting connections inter- and intra-institutional kind, in order to raise awareness of migration issues while straightening ties with civil society entities that are related to the topic.

Management of Public Resources

13. **Uruguayan State Procurement Portal.** It´s mandatory to publish on this site all intended State purchases and those already made
(**www.comprasestatales.gub.uy**).

14. **Public Investment System.** The installation of the National Public Investment System (SNIP) is being carried to accomplish an improvement on the quality of public investments. The implementation of this system is framed within the Reform of the State process, tends to enhance its value while it allows identifying the most profitable options from the economic point of view (incorporating social and environmental aspects).

Social Representatives

15. **Social Representatives at the Government Agencies.** Representatives from a related social sector join the Directors Boards as to contribute to transparency of management. These representatives are elected through a citizens' vote (secret and obligatory) and it implies another instance of democratic participation. Some of them are: the *Banco de Previsión Social* (Social Security & Pension Fund System), the *Administración Nacional de Educación Pública* (Education System) and the *Administración de los Servicios de Salud del Estado* (Public Health Provider).

Towards an Open Government

16. **Open Government Program.** AGESIC created this Program to coordinate, articulate and track the actions to take among the various participants that contribute to the Open Government. According to Resolution of 22 November 2011 the President of the Republic, José Mujica, AGESIC is responsible of creating a working group whose aim is the coordination, management and monitoring of a National Action Plan for Open Government.

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III. Commitments

In the framework for the incorporation to the Open Government Partnership and in keeping with the goals established by the 2011-2012 Digital Agenda, Uruguay establishes commitments associated with: Increasing the Public Integrity, a more efficient management of public resources and to improve the output of Public Services.

Increasing the Public Integrity

- **Access to Public Information.** The Public Information Access Unit (UAIP) is setting the goal to develop a national campaign of public awareness on the subjects of encouraging the construction, institutionalization and deepening of a transparency culture in the Country. **The involved agencies are:** the Public Information Access Unit (UAIP) and the Agency for the Development of an E- Government and an Information Society and Knowledge (from now on only AGESIC). **The goals for 2012 are:** Design and begin executing the plan for the national campaign of public awareness. As well as to improve the web portal for UAIP and Transparency (transparencia.gub.uy) to allow a better access and participation of the citizenship.

- **Strengthen the Transparency culture.** The Public Information Access Unit (UAIP) is establishing the goal to develop a set of actions to inform and train the involved Stakeholders on the Access to the Public Information Act, its associated obligations and the role of the UAIP in its compliance. **The involved agencies are:** the Public Information Access Unit and AGESIC. **The goals for 2012 are:** to develop e-learning content and its application on the Stakeholders.

- **National Award for Transparency.** This Award strives to be the top acknowledgement at national level for Public Institutions that distinguish them self in the task of achieving transparency and therefore are a role model for others to follow. **The involved agencies are:** the Presidency of the Republic, the Public Information Access Unit and AGESIC. **The goal for 2012 is:** to hold the first edition of the Award celebration which thereafter will be held on an annual base.

- **E-Participation by the Citizenship.** This initiative seeks to encourage the Organizations of the Central Administration to establish standards and models for participation and integration of the citizenship through E-Channels. **The responsible agency is:** AGESIC. **The goals for 2012 are:** to establish a model of citizen participation and create a Platform for electronic participation by the Citizenship. As well as to develop and promote policies to guide the implementation of instances of the citizen participation.

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- **Open Government data.** Encourage the disclosure of public data through the creation of a Platform for Government open data (datos.gub.uy) and a campaign of public awareness on the subject of Open Government Data at a national level. **The responsible agency is:** AGESIC. **The goal for 2012 is:** to have established by November of 2012 an official data catalog, an open data community and manuals addressed to the different public (Civil Society Developers and the Citizenship in general).

- **National Plan for Digital literacy.** To establish a plan for Digital literacy. This plan is part of the macro efforts of the Country to universalize the access and use of the Information and Communication Technologies (TIC). **The involved agencies are:** National Telecommunications Administration (ANTEL), Ministry of Education and Culture (MEC), National Bureau of Civil Service (ONSC) and AGESIC. The expected goal is to reach 100 thousand adults by the year 2015.

A more proficient management of public resources

- **Agency for State Purchases and Contracts.** Setting up of the Agency for State Purchases and Contracts. The purchases are a vital component of the public administration of a country which links the financial system with economic and social results. The state of public purchases determines in great measure the governability and performance of the community services and cuts across almost all areas of pacification, program management and budget. **The Organization responsible is:** Presidency of the Republic**.** It is expected to be implemented during this 5 year term.

- **GRP.** System of planning, information and management, which allows introducing efficiency and effectiveness into the use of economic and material resources. **The involved agencies in the trial run are:** AGESIC, Presidency of the Republic and Ministry of Economy and Financial Affairs. **The Goal is:** for every Ministry to have a solution that will support its administrative management in one of its Executing Units by the year 2015 and use the PGE (E-government Platform) as the base for all information exchange between the involved systems.

- **Establish a System for Electronic Records.** One of the set objectives up to 2015 is to have a Electronic records across all the Central Administration. **The involved agencies are:** AGESIC and organizations involved in the implementation process.

- **Uruguay Competes.** "Uruguay Concursa", exists since 2011 and is a professional system for the recruitment and selection of the best suited candidates to work with the State (www.uruguayconcursa.gub.uy). It is expected for 2012 to implement the module *Vía Presencial* (which will allow the person who wishes to do so, to register and make his/her postulation in the MEC centers and offices of the Ministries. It is also planned to implement a complete selection process in all the Central Administration, allowing a detailed follow-up of the process and a substantial shortening of the time frames.

- **National Public Software.** In the framework for the optimization of the resources of the State, the objective to develop a National Public Software strategy has been established. The goal for 2012 is to implement the portal of the National Public Software and make available

the first application in accordance with the policies that will be defined. **The responsible agency is** AGESIC

Improving the rendering of Public Services

- **Online procedures and services.** This initiative seeks to substantially increase the availability of Procedures and services through electronic means, simplifying efforts by Citizens and Companies before the Administration and eliminating or minimizing the need of the on-site presence at the Public offices. **The responsible agencies are:** AGESIC and involved organizations. **During 2012,** besides identifying the Procedures most relevant to the Citizen, it will also be necessary to design models for the simplification of the Procedures and indicators that will allow the monitoring of the implementation of the Procedures online. After concluding the 5 year term it is intended that 80% of the most used Procedures from the Central Administration should be available online.

- **Citizen E-Funds.** The e-funds are mechanism of technical and financial help directed to organizations of the Central Administration for the development of E-Government solutions. These solutions seek to innovate in the relationship between citizens and the public administration taking advantage of the use of technology. **The responsible agencies are: the** Planning and Budgeting Office, the Ministry of Economic and Financial Affairs, AGESIC and other involved organizations. **In 2012** for the first time the citizenship will be able to participate, proposing procedures and services which they would want online and the 3 best proposals will be developed.

- **Incorporate electronic single windows.** To contribute to the improvement of the services rendered to the citizen. This initiative states the simplifications and unification of process in a way as for the State to present itself in a uniform manner as a integrated entity before the citizenship. **The responsible agencies are:** AGESIC and other involved organizations. Along the 5 year term it is intended to incorporate and improve the following unique centralized electronic one-stop accessible through multiple channels, among them the web and mobile: electronic single windows for Citizen, Public Security, Foreign Trade, home building and Enterprise.

- **Uruguayan State Portal.** Complete and organized guide of all Procedure and information of the Uruguayan State. **The responsible agency is:** AGESIC. **During 2012,** several spreading campaigns are going to be conducted using digital media maintaining a strong commitment to maximizing the use of the Portal and continuing to increase the number of hits to it. The amount of available information will also continue to increase by adding new pages that will integrate everything regarding a certain topic of interest. Tools for citizen participation will also be included to encourage the interactions of the citizenship. The State Portal will be the Gateway to the official open data catalog of the government of the country.

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- **Procedures and services for Uruguayans abroad.**

  - **Application system for ordinary Passports at the Consular Offices of the Republic:** it is planned to cover 50% of the consular network at the end of 2012 and then continue with its implementation in a progressive manner. **The Organizations involved are: the** Ministry of Foreign Affairs (Consular Affairs Bureau) in conjunction with the Ministry of Internal Affairs and AGESIC.

  - **Hague Apostille Convention:** in 2011 the Act 18.836 was passed, enabling the entry of Uruguay to the system denominated "Apostilla" in virtue of which the requisites of diplomatic and consular legalization is eliminated for all public documents that originate in a country signatory of the Hague Convention and which are going to be used in another. In October of 2012 the system will be operational in Uruguay, simplifying significantly the international exchange of documents. Favoring in this way the Uruguayan citizen living abroad; at the time of achieving validity of public documents in foreign countries, as for those documents that proceed from other nations to have legal validity in Uruguay.

- **Electronic Fiscal receipt.** A new regime for the documentation of operations by means of the electronic fiscal receipt (CFE). It will allow substituting the paper documentation with electronic documentation. One "CFE" is a digitally signed and generated document which holds the same legal and tax validity as a receipt and other paper generated documents. **The Organizations involved are:** the Ministry of Economic and Financial Affairs and the National Tax Office. By the year 2014, it is expected to have electronic receipts and tickets available for all nationals companies.