



# FIFTH DOMINICAN REPUBLIC OPEN GOVERNMENT NATIONAL ACTION PLAN 2022-2024

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## Introduction

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The Open Government Partnership (OGP) was launched in September 2011 within the framework of the United Nations General Assembly, it is a multilateral mechanism that provides an international platform for national commitments to make governments more open, transparent, and close to citizens. From 2011 to the present its membership has increased from 8 to 77 participating countries and 106 local jurisdictions working together with thousands of civil society organizations. In all these countries, government and civil society are working together to develop and implement reforms under the principles of Open Government.

The OGP is based on the idea that an Open Government is more accessible, more responsive, and accountable to citizens, and that improving the relationship between people and their government has exponential long-term benefits for all.

The Dominican Republic expressed its intention to belong to the Partnership in October 2011, and in April 2012 it began the implementation of its First National Action Plan, forming part of the second group of countries to join.

On the other hand, as part of the country's actions to continue expanding the principles of Open Government at the local level, in the year 2022 the municipality of Salcedo of the Hermanas Mirabal Province joined the OGP, becoming the first Local Government of the Dominican Republic to be part of the Open Government Partnership.

According to the Global Report for the Open Government Partnership, titled “Democracy beyond the ballot box”, there is evidence linking greater transparency in relevant policies with better economic outcomes.

After COVID-19, in times when not only the recovery of health is necessary, but also the recovery of the economy, we trust in the potential of the Open Government to improve people's lives.

Currently, the Government of the Dominican Republic, committed to the principles of Open Government, carries out public management based on access to public information, participation and collaboration of citizens, accountability, integrity and use of technologies, in order to promote the co-creation of sustainable and inclusive public policies that promote the development and quality of life of the entire population, restoring citizen trust.

In this way, the Multi-stakeholder Forum for Open Government of the Dominican Republic, coordinated by the General Directorate of Ethics and Government Integrity (DIGEIG) carried out during the year 2022 the co-creation process of this 5th National Action Plan, through which, combining government and civil society efforts, concrete, feasible and ambitious commitments were jointly developed.

This Action Plan has ten (10) commitments that address social challenges in different areas of impact, prioritized by citizens through both face-to-face and virtual public consultations.

As a result, the first commitment: **National Action Plan for Open Data #DatosAbiertosRD (#OpenDataDR)**, that seeks through the design, development, implementation and monitoring of a National Action Plan for the Release of Public Data in open formats to increase the availability and capture of useful, standardized data; as well as advancing in the interconnection and relationship of data with the aim of making transparency, integrity, accountability, prevention of administrative corruption and citizen participation more efficient, thereby promoting economic development and innovation based on the use and reuse of open data.

The second commitment, the **Zero Bureaucracy Program: Improving Efficiency of Government Services**, seeks to offer more efficient services to citizens, through the simplification of processes and the use of technologies for the automation and digitalization of public procedures and services.

The third commitment, **Open Government in the Governorates**, aims to raise the visibility of opportunities for citizens based on transparency and access to information, through the governorships, and to promote participation and accountability through both face-to-face and digital channels.

The fourth commitment, **Procurement Portal for Competitive Bidding “Eficompras RD”**, will make it easier for small and medium-sized companies to provide the State with their goods and services, guaranteeing competitive schemes and certifying the monitoring not only of the purchase but also of the adjudication and delivery of the good, mobilizing with this the economy and reinforcing the transparency and traceability of the operations of the acquisition carried out by the Dominican State of goods below the established threshold.

The fifth commitment, the **Carbon Footprint Calculator for National Procurement** will allow measuring the impact of public purchases on the climate, generating information and data that serve to make strategic decisions for mitigation and adaptation to climate change.

The sixth commitment, the **Public Services Monitoring and Evaluation System**, seeks to make transparent the measurements of satisfaction regarding the quality of public services, in the interest of raising their quality for our citizens.

A seventh commitment, **Contact Center for Mental Health** will make available an information platform on mental health care services available in the country for guidance, consultation, and access purposes, at the same time, it provides psychological first aid service in mental health in a tele-assisted modality through a Contact Center.

The eighth commitment, **Unified System of Territorial Demands**, encourages citizen participation in the formulation and application of policies that affect their lives, and accountability by mainstreaming transparency in the management of territorial claims and demands for the public, making it possible to know which of the proposals for public investment projects resulting from citizen consultations in the Provincial Development Councils were prioritized.

For its part, the ninth commitment **Public Sector Internships for Citizens #PublicInternshipsRD** will use information and communication technologies to interconnect the available public internship databases, list them on a website and allow



citizens to apply with equal opportunities, guaranteeing gender equality, inclusion, transparency, and integrity in the process.

Finally, the tenth commitment, a **Platform for the Registration and Monitoring of Special Waste in the Dominican Republic #RDCeroResiduos (#ZeroWasteDR)** contributes to caring for the environment and transparency, by creating the 1st Platform for registering and monitoring solid waste generation and management in the country.



## Open Government Actions

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The Government of the Dominican Republic, with the objective of promoting the principles of Open Government and for these to be implemented in the Dominican public administration through the participation and collaboration of citizens, innovation and the intensive use of Information and Communication Technologies, launched Decrees Nos. [713-2021](#) and [9-22](#), dated November 4, 2021 and January 17, 2022 respectively, and through these, the first Multi-stakeholder Forum for Open Government was also created.

This Multi-Stakeholder Forum is the articulating node and main space for government-society collaboration that has as its aim the coordination, facilitation of the formulation, implementation, follow-up and evaluation of the National Action Plans for the Open Government Partnership, as well as the promotion of institutional openness for the construction of an Open State in the Dominican Republic.

It is among the functions of the Multi-Stakeholder Forum to propose policies, guidelines, strategies and action plans for Open Government, focused on obtaining the means for sustainable human development and increasing the quality of life of citizens throughout the country in an egalitarian, equitable and progressive manner, in addition to promoting the use of information and communication technologies to provide better public services.

Likewise, to promote the culture and education of citizens based on the principles of Open Government and to ensure the participation and collaboration of the various

stakeholders and representatives at the national level, promoting dialogue and exchange of ideas to design successful Open Government action plans.

In December 2021, the General Directorate of Ethics and Government Integrity (DIGEIG), in its capacity as coordinating member of the Multi-Stakeholder Forum, initiated the process of election of the Civil Society members to be part of the Forum, making a call for nominations through national television, social networks, governmental institutional portals, the Open Government Portal of the Dominican Republic, the DIGEIG portal and emails. This election process closed on February 3rd, 2022.

A total of seventy-one (71) [applications were received](#) from non-Governmental Organizations, Academies, and the Business Sector.

Subsequently, the second stage of the election process was carried out. The methodology and instructions of the voting system, the period to exercise the right to vote, and the available channels to receive assistance were informed through [national television, networks and electronic media](#). This was widely disseminated nationwide.

The representatives of civil society exercised their right to vote through an electronic voting system set up for this purpose, from April 11 to 24, 2022. In this democratic, transparent, and participatory manner, the members of the First Multi-Stakeholder Forum for Open Government of the Dominican Republic were elected.

On May 19, within the framework of the Open Week, a public ceremony was held to swear in and present to the country the members of the Multi-Stakeholder Forum, consisting of:

Government	Civil Society	Business Sector	Academia
General Directorate of Ethics and Government Integrity (DIGEIG).	Milagros Urraca Espinosa Azuana Foundation for Disabled People (FUNAPMUE).	Eco Supplier	Autonomous University of Santo Domingo (UASD).
Ministry of Economy, Planning and Development (MEPyD).	INPRET Foundation INC.		University of the Caribbean (UNICARIBE).
Ministry of the Treasury	Dominican Republic Siembra y Cosecha Foundation		
General Directorate of Public Procurement (DGCP).			
General Directorate of Budget (DIGEPRES)			
Government Office of Information and Communication Technology (OGTIC).			

The Multi-Stakeholder Forum for Open Government, in assuming its role as the articulating node of the Government-Society relationship for Open Government, integrated Civil Society organizations interested in leading issues of national interest within the framework of this forum.

Thus, the Dominican Chapter of Transparency International Citizen Participation (PC) leads the thematic group on Transparency, the Non-Governmental Organization VERDAT leads the thematic group on Open Data and ONG Alliance leads the thematic group on Open State and Citizen Participation.



## Consultation Process

The process of co-creation for the 5th Action Plan of the Dominican Republic for the Open Government Partnership (2022-2024) was coordinated and facilitated by the Open Government Multi-Stakeholder Forum, as an articulating node of the government, civil society, non-governmental organizations, academia, and the business sector. A methodology developed collaboratively by the Open Government Multi-Stakeholder Forum was used for the co-creation process of the commitments of this 5th Action Plan.

The [methodology](#) on which the co-creation process was based was published on the [Open Government Portal](#) fifteen (15) days prior to the start of the consultations and socialized both in person and digitally.

The process was developed based on the Design thinking methodology, to build innovative ideas oriented to solutions and focused on the citizen. This methodology fostered constructive collaboration, an essential element in co-creation processes.

Synergies were created to take advantage of everyone's qualities for a common cause, with the objective of designing ambitious and relevant commitments for citizens that are part of this 5th Action Plan.

The Open Government Multi-Stakeholder Forum established as criteria for prioritizing the challenges to be addressed: for them to be issues of public interest, for them to have

a transformative impact and, at the same time, were concrete, feasible and clearly contributed to achieving progress in one or more of the Open Government values, which are defined by the Open Government Partnership.

The topics prioritized by the Multi-Stakeholder Forum, through a previous socialization process, were listed as follows:

- Health
- Vulnerable Groups
- Environment
- Open Data
- Quality Public Services
- Transparency
- Open Government
- Citizen Participation

Once the priority issues were determined, in accordance with the current standards of the OGP, an open call was made to citizens to participate in workshops and meetings, and the schedule of public consultations was published both on the Open Government Portal and through social networks. This schedule was published fifteen (15) days prior to the start of the consultation process.

In this way, civil society organizations, academia, the business sector, and citizens were given the opportunity to plan their participation and have several instances of open dialogue during the co-creation process. The workshops and meetings were held during the months of August and September 2022. To encourage greater citizen participation

and involve actors from different areas and locations in the country, the co-creation meetings were held in person and virtually.

The consultation process consisted of two moments. A first moment in which those present were made aware of the Open Government initiative in general, the commitment of the Dominican Republic, the experience of the previous Action Plans and the expectations for the 5th Action Plan (criteria and general principles); and a second moment in which a dynamic was carried out to facilitate the collection of problems and possible solutions.

The face-to-face territorial roundtables were carried out considering the need to reach all regions of the national territory in an equitable manner. Under this criterion, the Multi-actor Forum selected the following provinces and municipalities:

- San Pedro de Macorís, August 12, 2022.
- La Romana, August 12, 2022.
- Santiago, August 18, 2022.
- Moca, August 18, 2022.
- Mao, August 19, 2022.
- Barahona, August 31, 2022.
- National District, September 1, 2022.

In the interest of creating spaces for co-creation without geographical limitations, virtual thematic roundtables were also developed and held on the following dates:

- Transparency and Open Data, August 17, 2022.
- Vulnerable Groups, August 22, 2022.

- Environment, August 24, 2022.
- Quality Public Services, August 26, 2022.
- Health, August 29, 2022.
- Open State and Citizen Participation, August 30, 2022.

Territorial Roundtables				
City	Date	Time	Place	
San Pedro de Macorís	August 12, 2022	9:30 a.m. - 12:00 p.m.	América Bermúdez Hall, San Pedro's City Council	
La Romana			Patronato Benéfico Oriental (PBO)	
Santiago	August 18, 2022		Pontifical Catholic University Mother and Teacher (PUCMM)	
Moca			Ulises Francisco Espaillat Hall, Espaillat's Provincial Governorate	
Mao	August 19, 2022	10:00 a.m. - 12:30 p.m.	José Francisco Peña Gómez Institute	
Barahona	August 31, 2022	10:00 a.m. - 12:30 p.m.	Luis Díaz Hall, Technological Catholic University of Barahona (UCATEBA),	
Distrito Nacional	September 1, 2022	9:30 a.m. - 12:30 p.m.	Ministry of Foreign Affairs (MIREX)	
Thematic Roundtables				
City	Date	Time	Topic	
Territory wide	August 17, 2022	2:00 p.m. - 4:00 p.m.	Transparency and Open Data	Virtual
	August 22, 2022	10:00 a.m. - 12:00p.m.	Vulnerable Groups	
	August 24, 2022	2:00 p.m. - 4:00 p.m.	Environment	
	August 26, 2022	10:00 a.m. - 12:00p.m.	Quality Public Services	
	August 29, 2022	2:00 p.m. - 4:00 p.m.	Health	
	August 30, 2022	2:00 p.m. - 4:00 p.m.	Open Government and Citizen Participation	



The thematic and territorial roundtables were made up of representatives from the Government and Civil Society, led by members of the Multi-Stakeholder Forum and allies from civil society who expressed interest in contributing to the co-creation process.

Five hundred and sixty-nine (569) people belonging to Civil Society and the Government participated in the workshops and face-to-face meetings, of which three hundred and fourteen (314) were women and two hundred and fifty-five (255) were men. On the other hand, the virtual meetings had the participation of four hundred and sixteen (416) people. For a total of nine hundred and eighty-five (985) participants in the consultative process of co-creation of this 5th Plan of Action.

A total of three hundred and forty-nine (349) proposals as solutions to problems and challenges were received. Resulting in 217 proposals that complied with the principles of Open Government.

It is important to highlight that beyond the face-to-face and virtual meetings, from August twelve (12) to November nine (9), 2022, on the Open Government Portal a form for receiving citizen proposals was enabled so that everyone could contribute their ideas for the creation of Open Government commitments for this 5th Plan. In this way, the Multi-stakeholder Forum guaranteed the existence of a space for continuous dialogue and collaboration between the Government, Civil Society, Academia, the Private Sector, and other non-Governmental actors.

The following tables details the number of participants per meeting, both virtual and face-to-face, by gender and number of proposals received by thematic axes:

In-person Meetings	Number of participants by gender		Total by Province
	In-person		
	Men	Women	
San Pedro de Macorís	36	41	77
La Romana	24	34	58
Santiago de los Caballeros	35	38	73
Españolat, Moca	31	34	65
Valverde, Mao	25	39	64
Barahona	28	25	53
Santo Domingo	81	105	186
<b>Total by gender</b>	<b>255</b>	<b>314</b>	<b>569</b>
Virtual Meetings	Number of participants by gender		Total by topic
	Virtual		
	Men	Women	
Transparency and Open Data	20	26	46
Vulnerable Groups	28	28	56
Environment	15	33	48
Quality Public Services	64	66	130
Health	36	68	104
Open Government and Citizen Participation	13	19	32
<b>Total by gender</b>	<b>176</b>	<b>240</b>	<b>416</b>

Received proposals by Topic									
	La Romana	San Pedro	Santiago	Españolat	Valverde	Barahona	Santo Domingo	Virtuale	Total
Mental Health	2	2	1	3	1	2	6	3	20
Environment	7	11	4	2	7	11	12	18	72
Quality Public Services	6	4	1	1	5	4	13	14	48
Open Data	1	0	1	0	5	0	2	12	21
Transparency	0	3	1	4	1	4	9	13	35
Citizen Participation	0	0	0	0	0	0	0	0	0
Vulnerable Groups	0	0	0	0	7	6	8	2	23
Open Government	0	0	0	0	0	0	0	0	0
Other (demands and/or complains)	130								130
<b>Total</b>	<b>16</b>	<b>20</b>	<b>8</b>	<b>10</b>	<b>26</b>	<b>27</b>	<b>50</b>	<b>62</b>	<b>349</b>

The General Directorate of Government Ethics and Integrity (DIGEIG), in its capacity as coordinator of the Open Government Multi-stakeholder Forum, created a commission made up of public servants Responsible for Access to Public Information (RAI), from different State institutions, with the purpose of analyzing and consolidating the proposals for problems and challenges received during the public consultation, and subsequently drafting the commitment proposals that would integrate the 5th Action Plan.

Guided by the principles and values of the Open Government Partnership, a depuration process for the problems and proposals raised was carried out, delineating itself in commitments related to mental health, environment, public procurement, employment, transparency, quality public services, open data, online public services, and territorial demands. DIGEIG, in its capacity as coordinator of the Multi-stakeholder Forum and the drafting commission, met with the government institutions linked to the problems resulting from the citizen consultations.

Subsequently, after drafting the proposals, the Multi-Stakeholder Forum presented the draft commitments to the public, non-governmental organizations, the business sector, academia and the government, through consultative sessions that took place from day seven (7) to day sixteen (16) of December 2022. The schedule for these sessions were published on social media and other electronic media.

In these socialization sessions, citizens enriched and improved the commitments, strengthening their ambition and relevance, resulting from the eleven (11) initial commitments, the ten (10) that are part of this 5th Action Plan.

Below is the table with the initial proposals of the commitments:

Date	Time	Responsible Institutions	Commitment
Wednesday 7	10:00 a.m.	General Directorate of Ethics and Government Integrity (DIGEIG).	Regulatory Compliance in Local Governments
	3:00 p.m.	General Directorate of Ethics and Government Integrity (DIGEIG). Ministry of Interior Affairs and Police (MIP)	Transparent Provincial Governorships
Thursday 8	10:00 a.m.	General Directorate of Ethics and Government Integrity (DIGEIG).	#DatosAbiertosRD (#OpenDataDR) Action Plan
	3:00 p.m.	National Council on Competitiveness	Zero Bureaucracy Program: Towards an Efficient Government
Friday 9	10:00 a.m.	General Directorate of Public Procurement (DGCP).	1. Digital Public Market DR 2. Carbon Footprint Calculator for the National System of Public Procurement
	3:00 p.m.	Labor Ministry (MT)	Labor Market
Wednesday 7	2:00 p.m.	Ministry of Public Health	Contact Center: Take Care of your Mental Health
Wednesday 14	3:00 p.m.	Ministry of Public Administration (MAP)	Monitoring and Evaluation System for the Quality of Public Services
Thursday 15	1:00 p.m.	Ministry of Economy, Planning and Development (MEPyD)	Launch of Territorial Demands
Friday 16	3:00 p.m.	Ministry of Environment	Platform for the Registration and Monitoring of Special Waste in the Dominican Republic #RDCeroResiduos (#ZeroWasteDR)
<b>VIRTUAL MODALITY</b>			



## Commitments for the 5th Open Government Action Plan

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**National Action Plan for Open Data #DatosAbiertosRD (#OpenDataDR)**

<b>Country</b>	Dominican Republic		
<b>Number and name of the commitment</b>  <b>1</b>	National Action Plan for Open Data #DatosAbiertosRD (#OpenDataDR)		
<b>Brief description of the commitment</b>	<p>To design, develop and monitor the implementation of a National Action Plan for the release of public data in open formats, in accordance with the provisions of the National Open Data Policy approved by Decree 103-22, on March 1 of 2022.</p> <p>This commitment aims to develop the national annual action plan for the years 2023 and 2024, generating competencies, both for public servants and citizens, strategies, and concrete actions for opening data and promoting its use with a view to increasing transparency, integrity, accountability, and citizen participation.</p> <p>This initiative seeks to publish prioritized public data in open formats on a mandatory and recurring basis on the National Open Data Portal of the Dominican Republic, to make them useful and easily accessible to citizens, so that they can be used and reused, freely, allowing interoperability and neutrality of public data.</p>		
<b>Responsible government agency</b>	General Directorate of Ethics and Government Integrity (DIGEIG)		
<b>Supporting stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other stakeholders (Parliaments, private sector, etc.)</b>

	<p>General Directorate of Ethics and Government Integrity (DIGEIG)</p> <p>[National Coalition on Open Data]</p> <p>Government Office of Information and Communication Technology (OGTIC)</p> <p>Ministry of Economy, Planning and Development (MEPyD)</p> <p>Dominican Telecommunications Institute (INDOTEL)</p> <p>Technological Institute of the Americas (ITLA)</p> <p>National Public Administration Institute</p>	<p>Government members of the National Open Data Commission.</p> <p>Civil Society Organizations (OSC)</p> <p>ICT Chamber</p> <p>Research Center for Women's Action (RCWA)</p> <p>Internet Society (ISOC)</p> <p>VERDAT</p> <p>Dominican Association of University Rectors (DAUR)</p>	<p>Other State Powers, Constitutional Bodies and municipalities.</p>
<b>Period covered</b>	2022-2024		
<b>Defining the problem</b>			
<p><b>1. What's the problem this commitment seeks to address?</b></p> <p>Currently, of the 851 data sets published by 244 institutions through the Open Data Portal, 294 correspond to data on Public Management, 181 on Society and well-being, 56 on Economy, 40 on health, 18 on Education, 16 on urban planning, 11 on Environment, 10 on science and technology, 1 on Electoral processes and 1 on Legislation. However, in the absence of a National Open Data Policy (recently approved in March 2022) and consequently the existence of a National Open Data Release Action Plan, built through a participatory and collaborative exercise between the Government, citizens, academic and business sectors, with its release dating from 2015, has not obeyed a citizen consultation process that would guarantee the relevance, usefulness, and use of said data.</p>			

Due to the characteristics of the portal that is currently in operation, the Country does not have statistical data on visits to the portal, significant or increasing use of the data published on it. There is no evaluation of the strategy developed to date either. This situation has prevented the identification of priority data sets in accordance with citizen demand, such as data regarding the fight against corruption, the improvement and provision of services or the development of economic sectors, to name a few examples. Important data for informed decision-making or the creation of better public policies that favor the quality of life of all.

In the same way, for an adequate implementation of open data, a broad knowledge about them is required. Therefore, this commitment also seeks to build the necessary skills in the public administration to release data and promote the reuse of data in open formats. Similarly, this development of capacities and the promotion of use and reuse must necessarily include the public for the implementation of a culture of openness.

**2. What is causing this problem?**

1. Absence of citizen participation mechanisms for the prioritization of public data to be released in open formats.
2. Lack of technical capabilities in public institutions to map, standardize, validate, publish, and regularly update open data of high public value.
3. Absence of a National Open Data Release Action Plan.
4. Lack of awareness of the value of data by the public and private sectors.
5. Lack of involvement of the productive, social, and academic sectors.
6. Very few initiatives exist that transform data into information and this information into useful public knowledge.
7. Absence of strategies to align, coordinate, standardize and prioritize actions to release data in open formats with purpose.
8. Deficient or ineffective communication strategy.

**3. In which ways does this problem affect women and men?**

Public data released without purpose lacks a significant impact.

Public data in open formats released through a Plan built in a participatory and collaborative Government-society manner, allows through its reuse to generate changes that contribute to improving people's quality of life. In this way, if the published data allow us to visualize gender and other variables, they can favor inclusion policies.

**4. Does this problem affect a specific vulnerable population?**

If we focus, for example, on data on corruption, by identifying priority data sets in the fight against corruption to be released, we achieve through prevention that public resources are allocated to the collective well-being.



According to the background and justification of the Inter-American Open Data Program against Corruption (PIDA), "A State that works, a "democracy that delivers" and that responds transparently, efficiently, and effectively to citizen demands".

Thus, "satisfaction with democracy is directly related to effective public management and the way in which the State provides public services to citizens".

This is why "Speaking of transparency does not only refer to establishing a barrier against corruption and abuse of power, but also the right of every citizen to access public information".

In this way, "It is not just about making the information available to the citizen, but about making it accessible and providing useful information in the right place, in the right context and at the right time", to guarantee better decisions and better public policies for the entire population, including the most vulnerable.

**5. To which Sustainable Development Goal is this problem linked to?**

SDG 16: Peace, justice, and strong institutions.

To promote peaceful and inclusive societies for sustainable development, provide access to justice for all, and build effective, accountable, and inclusive institutions at all levels.

**16.5** Significantly reduce corruption and bribery in all its forms.

**16.6** Build effective and accountable transparent institutions at all levels.

**16.7** Ensure inclusive, participatory, and representative decision-making at all levels that responds to the needs of citizens.

**16.10** Guarantee public access to information and protection of fundamental freedoms, in accordance with national laws and international agreements

**Description**

**1. So far, what has been done to solve this problem?**

1. National Consultation for the preparation of the National Open Data Policy.
2. Approval of the National Open Data Policy, and creation of the National Coalition on Open Data, through decree 103-22, dated March 1, 2022.
3. Installation of the National Coalition on Open Data.
4. Encouraging the use of the Open Data Portal through data journalism contests.
5. Installation of 308 Public Information Access Offices (224 from the Executive Power, 84 from other State Powers, Constitutional Bodies and Local Governments),
6. Training of Persons Responsible for Access to Public Information.
7. Invigorating the national ecosystem through the Abrelatam and Con Datos headquarters in the Dominican Republic, and the regional meeting of the Alliance for Open Government in América Abierta 2022.

## 2. What solution do you propose?

By committing the National Plan for the Opening of Open Data in this 5th Plan, we guarantee, in favor of citizens, to focus on:

1. The design of a National Data Opening Plan with a purpose co-created with society.
2. Generation of rules and processes. Publication of rules of publication and free use.
3. Operational and IT infrastructure. Review and relaunch of the national open data portal
4. Dialogue exercise to determine opening priorities by thematic axes.

### Possible themes

- Roads and transportation
  - Citizen security
  - Anti-corruption, final beneficiaries and PIDA
  - Social development and fight against poverty social programs
  - Educational, cultural, sports, recreational and tourist activities
  - Health
  - Budget and government management
  - Economy and finance land tenure
  - Environment and climate change
1. Creation of an asynchronous participation mechanism so that different sectors of society can permanently send proposals on which data sets to prioritize for their opening and possible use.
  2. Permanent training program in open data for Government and Civil Society.

## 3. What results do we want to achieve in the short and medium term with the implementation of this commitment?

1. Design, development, implementation, and monitoring of the National Action Plan for Open Data.
2. Opening of mechanisms and channels for citizen participation and collaboration with an aim to releasing public data in open formats.
3. Use of the National Data Portal
4. Encourage innovation and solutions to challenges with the use of open data available through the National Open Data Portal.
5. Prevent corruption through the release and reuse of PIDA data, such as the publication of performance in Access to Public Information or in Public Procurement.
6. Improve the quality of life with the use of public data in open formats.
7. Create awareness of the value of data and promote its use through training programs.

- **Short-term results (Action Plan completion date):**

- National Action Plan for Opening 2023
- New National Open Data Portal

- **Results in the medium term (after the Action Plan):**
  - Greater participation and citizen impact.
- **Long-term results (post Action Plan):**
  - Improve the quality of life with the use of public data in open formats.

### Commitment Analysis

Questions	Answers (if not applicable, answer N/A)
1. How will transparency promote this commitment?	<p>Public data in open formats strengthens the culture of transparency, access to information, accountability, and participation. Likewise, it will revitalize the reuse of data by public institutions.</p> <p>The Government will be more transparent because it will advocate that data be open by default, in such a way that public data is arranged in structured open formats, with the ability to be automatically processed and interpreted by electronic equipment.</p>
2. How will the commitment help to promote accountability?	<p>This commitment improves accountability, since, as part of the National Action Plan for Open Data, it could prioritize the publication in open formats of strategic data sets that allow monitoring and evaluation of the use of public resources, thereby facilitating the accountability of the Executive Power to the Legislative Power.</p>
3. How will this commitment improve citizen participation in the definition, and the implementation and follow up of solutions?	<p>This commitment will create a permanent mechanism for citizen involvement, through the different sectors of society, in prioritizing the data to be released to generate public value.</p>
4. In what way does the commitment promote elements of gender or the fight against inequality gaps?	<p>Through the Plan, data sets may be released with the objective of eliminating gender gaps and inequalities in a general sense, making them available through the National Open Data Portal.</p>

### Commitment planning

*This is an initial planning process that heavily discusses milestones and expected results, as well as the key stakeholders involved.*

Milestones	Expected results	Expected Completion Date	Stakeholders
1. Citizen consultations to identify the demand for data with the participation of actors and users of the ecosystem.	1- Relevant data collection.	January-February 2023	Leader: DIGEIG
	2- Prioritization of data to be released.		<p><u>Supporting stakeholders</u></p> <p><b>Government</b></p> <p>General Directorate of Ethics and Government Integrity (DIGEIG)</p> <p>Government members of the National Open Data Commission.</p> <p><b>Civil Society Organizations (OSC)</b></p> <p>ICT Chamber</p> <p>Research Center for Internet Society (ISOC)</p> <p>VERDAT</p> <p>Dominican Association of University Rectors (DAUR)</p>
2. National Plan for the Launch of Open Data 2023	Document that gathers the concrete actions and commitments for the implementation of the data opening processes and the promotion of its use.	April 2023	Leader: DIGEIG
			<p><u>Supporting stakeholders</u></p> <p><b>Government</b></p> <p>General Directorate of Ethics and Government Integrity (DIGEIG)</p> <p>Government members of the National Open Data Commission.</p>

			<p><b>Civil Society Organizations (OSC)</b></p> <p>ICT Chamber</p> <p>Research Center for Women's Action (RCWA)</p> <p>Internet Society (ISOC)</p> <p>VERDAT</p> <p>Dominican Association of University Rectors</p>
<p>3.National Open Data Portal</p> <p>3.1 Launch of the beta version of the new National Open Data Portal.</p> <p>3.2 Piloting with some centralized institutions.</p> <p>3.3 Piloting with some Civil Society institutions on the use and user experience in the use of the platform.</p> <p>3.4 Design of the communication and dissemination plan for the Portal.</p> <p>3.5 Launch of the National Open Data Portal.</p>	<p>1- Citizen feedback on the design and usability of the National Open Data Portal.</p> <p>2- Improved design and usability of the National Open Data Portal.</p>	March-September 2023	<p>Leader: DIGEIG</p> <p><u>Supporting stakeholders</u></p>
		March 2023	<p><b>Government</b></p> <p>General Directorate of Ethics and Government Integrity (DIGEIG)</p> <p>Government members of the National Open Data Commission.</p>
		March-September 2023	<p><b>Civil Society Organizations (OSC)</b></p> <p>ICT Chamber</p> <p>Research Center for Women's Action (RCWA)</p>
		March-September 2023	<p>Internet Society (ISOC)</p> <p>VERDAT</p> <p>Dominican Association of University Rectors</p>
		March-June 2023	
		September-December 2023	<p>Leader: DIGEIG</p>

<p>4.Implementation of the National Data Opening Plan.</p> <p>4.1 Coordination with public institutions for the publication of prioritized Open Data.</p> <p>4.2 Train public institutions in the National Data Opening Plan.</p> <p>4.3 Supervision of the publication and quality of prioritized Open Data, through a compliance ranking.</p>	<p>1- Prioritized data available according to the Plan schedule.</p> <p>2- Trained public servants.</p> <p>3- Regular publication of the compliance ranking.</p>	<p>March 2023/ February 2024</p>	<p><u>Supporting stakeholders</u></p> <p><b>Government</b></p> <p>General Directorate of Ethics and Government Integrity (DIGEIG).</p> <p><b>Civil Society Organizations (OSC)</b></p> <p>ICT Chamber</p> <p>Research Center for Women's Action (CIPAF)</p> <p>Internet Society (ISOC)</p> <p>VERDAT</p> <p>Dominican Association of University Rectors (ADRU)</p>
<p>5. Citizen consultations to identify the demand for data with the participation of actors and users of the ecosystem, for the preparation of the 2nd. National Open Data Launch Plan 2024</p>	<p>Collection of relevant data, prioritization of data to be released.</p> <p>-Enabling an asynchronous mechanism for receiving citizen requests to release public information in open formats.</p>	<p>March - June 2024</p>	<p>Leader: DIGEIG</p> <p><u>Supporting stakeholders</u></p> <p><b>Government</b></p> <p>General Directorate of Ethics and Government Integrity (DIGEIG)</p> <p>Government members of the National Open Data Commission.</p> <p><b>Civil Society Organizations (OSC)</b></p> <p>ICT Chamber</p> <p>Research Center for Women's Action (RCWA)</p>

			<p>Internet Society (ISOC)</p> <p>VERDAT</p> <p>Dominican Association of University Rectors (DAUR)</p>
6. National Plan for the Launch of Open Data 2024	Document that gathers the concrete actions and commitments for the implementation of the processes of openness of data and the promotion of its use.	August 2024	<p>Leader: DIGEIG</p>
			<p><u>Supporting stakeholders</u></p> <p><b>Government</b></p> <p>General Directorate of Ethics and Government Integrity (DIGEIG)</p> <p>Government members of the National Open Data Commission.</p> <p><b>Civil Society Organizations (OSC)</b></p> <p>ICT Chamber</p> <p>Research Center for Women's Action (RCWA)</p> <p>Internet Society (ISOC)</p> <p>VERDAT</p> <p>Dominican Association of University Rectors (DAUR)</p>
<b>Commitment Follow-up</b>			

### Indicators

1. Number of ecosystem stakeholders and users consulted for the preparation of the 1st Plan.
2. Number of data prioritization proposals collected for the preparation of the 1st Plan.
3. 1st National Open Data Action Plan developed.
4. Percentage of prioritization proposals that correspond to Access to Public Information, Public Procurement or Gender.
5. Citizen feedback report on the design and usability of the National Open Data Portal.
6. Number of data published in the National Open Data Portal/ Number of data prioritized in the National Openness Plan.
7. Quantity of data published in the National Open Data Portal/Quality of data published in the National Openness Plan.
8. Number of stakeholders and users of the ecosystem consulted for the preparation of the 2nd Plan.
9. Number of proposals for prioritization of data collected for the preparation of the 2nd Plan.
10. 2nd National Open Data Action Plan developed.





## Zero Bureaucracy Program: Improving Efficiency of Government Services

Country	Dominican Republic
Number and name of the commitment  2	Zero Bureaucracy Program: Improving Efficiency of Government Services
Brief description of the commitment	<p>With the implementation of the Zero Bureaucracy Program: Improving Efficiency of Government Services, the commitment to promote the efficiency of the Public Administration is generated, through clear, timely and transparent regulatory frameworks, which allow the simplification of procedures and services, as well as the improvement of the quality of regulations. Specifically, the Program seeks:</p> <ul style="list-style-type: none"> <li>A. Reduce the economic and social costs of the burdens that public services impose on society.</li> <li>B. Raise the effectiveness, transparency, and equity of the public administration, through the simplification and redesign of processes.</li> <li>C. Promote the use of information and communication technologies (ICT) for the automation and digitization of procedures and public services.</li> <li>D. Implement regulatory improvement tools, to raise the quality of regulations, expand citizen participation and trust in the State's regulatory processes.</li> <li>E. Monitor and follow up on the operation of public procedures and services, to increase their productivity and guarantee their continuous improvement.</li> </ul>
Responsible government agency	<ul style="list-style-type: none"> <li>- National Council on Competitiveness (CNC): Adagel Grullón, Regulatory Analysis Director, <a href="mailto:agrullon@cnc.gob.do">agrullon@cnc.gob.do</a></li> <li>- Ministry of Public Administration (MAP): Bianca Urbay, Coordinator, Directorate of Design and Improvement of Public Services, <a href="mailto:bianca.urbay@map.gob.do">bianca.urbay@map.gob.do</a></li> <li>- Government Office of Information and Communication Technologies: Karoline Taylor, Director, <a href="mailto:karoline.taylor@ogtic.gob.do">karoline.taylor@ogtic.gob.do</a></li> </ul>

Supporting stakeholders	Government	Civil Society	Other stakeholders (Parliaments, private sector, etc.)
	The Ministry of the Presidency (MINPRE); the Export and Investment Center of the Dominican Republic (ProDominicana); and the General Directorate of Public-Private Partnerships (DGAPP) also form part of the Program's expanded Executive Committee.	Citizens in general contribute to the Program through consultations on opportunities for improvement in regulations, procedures, and services, as well as by providing feedback through the monitoring system. In addition, users of the following procedures and services are part of the stakeholders: student services, professional exequatur, social security benefits, immigration services for foreigners, and consular services for Dominicans abroad.	The Chambers of Commerce and Production are involved in the Program, to the extent that the procedures under their responsibility are intervened. So far, the Chamber of Commerce of Santo Domingo is part of the Formalization One-Stop Shop and it is expected to incorporate all other provincial chambers. The private sector, whether individual companies or guilds, contribute to the Program through consultations on opportunities for improvement in regulations, procedures, and services, as well as through the donation of resources for its implementation.
Period covered	2020-2024		
<b>Defining the problem</b>			
<p><b>1. What's the problem this commitment seeks to address?</b></p> <p>The Dominican Republic suffers from high regulatory burdens, which affect productivity and the business climate. These complexities hinder investment and trade, as they make it difficult and expensive for national and foreign citizens and businessmen to comply with the procedures.</p>			

Bureaucracy in the country has represented for years a problem of great implications, such as high social costs, inefficient public services, and lack of credibility of the Public Administration. The economic and social cost (CES) of government regulations based on procedures and services has two main components: the time it takes users to accumulate the requirements of the procedure and the time it takes institutions to resolve the procedures and services.

In the Global Competitiveness Index (GCI) 2019, the institution's pillar was the second worst rated for the Dominican Republic, where the Country obtained 50 points out of 100 and a position of 86 out of 141 countries evaluated. In addition, in the regulatory hurdles indicator, which measures the perception of how heavy the bureaucratic burden is for companies, in terms of permits, regulations and reports, the country obtained a score of 32.7 out of 100, placing it in 108th position out of 141 countries evaluated worldwide.

In addition, it is important to mention the state of the country in terms of e-government development, which refers to the use of information and communication technologies to modernize public management, improving efficiency, quality, transparency, and accountability (IDB, 2004). Currently, the Dominican Republic is ranked 82nd out of 193 countries in the E-government Development Index.

**2. What is causing this problem?**

In recent decades, the level of complexity in complying with regulations has worsened, mainly due to their low quality, the generation of regulations without measuring their costs, as well as the lack of mechanisms for monitoring compliance with public policy objectives.

As for the level of development of e-Government, it is mainly due to segmented or independent governmental platforms and institutions that do not communicate with each other and therefore hinder and slow down all kinds of processes.

**3. In which ways does this problem affect women and men?**

The problem affects men and women equally.

**4. Does this problem affect a specific vulnerable population?**

The complexities of complying with regulations and obtaining procedures and services affect the elderly to a greater extent, since they have greater difficulties in traveling to carry them out in person and less access to information and communication technologies to carry them out digitally.

**5. To which Sustainable Development Goal is this problem linked to?**

This commitment is linked to the following Sustainable Development Goals (SDG):

SDG 8- Decent work and economic growth

SDG 9- Industry, innovation and infrastructure

SDG 16- Peace, justice and strong institutions

Description

**1. So far, what has been done to solve this problem?**

In 2018, Decree no. 258-18 of Regulatory Improvement, which provided for the quantification and analysis of the costs associated with current regulations, as well as their impact on productive activity and the national economy. In this way, the RD+SIMPLE initiative arose, with the purpose of promoting regulatory improvement policies in order to improve the efficiency of public institutions through the streamlining of processes, the identification and evaluation of regulations, and the participation of citizens and productive sectors in public policy processes.

The RD+SIMPLE diagnosis consisted of estimating the social cost of government regulations based on the procedures and services raised. For that first exercise, 1,873 procedures and services from the 42 selected public institutions were analyzed, resulting in a cost of RD\$197,163 million, representing 5.46% of the Gross Domestic Product of the year 2018.

The analysis made it possible to determine that on average a citizen requires 60 days to receive a response to a procedure before the Public Administration, with an average social cost of RD\$182,396 per procedure, with response times that can reach up to 1,636 days. Additionally, it was determined that the time invested by the applicant for the collection of requirements represents 93.8% of the total cost, with the citizen or company having to deliver 8 requirements on average.

This estimate was made based on the SIMPLIFICA methodology of the National Commission for Regulatory Improvement of Mexico (CONAMER), which seeks to identify and quantify the costs inherent to regulation, based on the time that it represents for society. Starting from the fact that the citizen or businessman begins to dedicate time from the moment they know that they must carry out a procedure to comply with an obligation, thus meeting the requirements and necessary documentation that they must present to the Public Administration and ends when the time it takes elapses. the institution to process and issue a response.

Based on these results, the 88 procedures that represent a greater burden for society were prioritized, including health records, construction licenses, environmental permits, professional exequatur, among others. The responsible institutions drew up action plans that contemplated regulatory review, simplification and automation of procedures and prioritized services with the support of the Ministry of Public Administration (MAP) and the former Presidential Office of Information and Communication Technologies (OPTIC) today Government Office of Information and Communication Technology (OGTIC).

These works continued within the framework of the Zero Bureaucracy Program, established by Decree no. 640-20.

**2. What solution do you propose?**

The commitment aims to promote the implementation of the Zero Bureaucracy Program with a focus on citizens. It represents the beginning of a process of transformation and institutional

strengthening, with the purpose of raising the productivity and quality of life of citizens and companies. This mainly seeks to: reduce the social cost of regulations; facilitate access to services through digital channels and the interconnection of public institutions; streamline and minimize the requirements and procedures, to increase citizen satisfaction; and reduce response times in public services.

**The components included in the Program are:**

- Regulatory improvement and Survey and simplification of processes: It contemplates the regulatory review and the accompaniment for the survey of the processes of the prioritized procedures, to specify proposals for improvements in those that are required.
- Automation and digitalization of procedures: It consists of the analysis, optimization, and transformation of process flows, through information technologies, in such a way that citizens and companies can obtain the requested service, from beginning to end, through digital platforms.
- Interoperability: It seeks the automation of the adequate exchange of data and documents between public institutions, that is, that they are interconnected and can extract the information that each one keeps. Interoperability makes it possible to eliminate duplication and reduce document requests for procedures and services offered on the state platform, guaranteeing the protection and confidentiality of shared information.
- Omnichannel: It consists of the unification of the State's service channels: Single Portal and Virtual Windows, Telephone Service, Punto Gob and Chatbot. The Single State Portal serves as the single registry of procedures and regulations, integrating all online procedures, guaranteeing uniformity in the design and user experience. The purpose is that when the citizen interacts with the State, regardless of the channel, they receive the same quality service.
- Technological infrastructure: Covers the expansion of technological capacities and the strengthening of the State Data Center to house the information and documents generated by the prioritized procedures within the framework of the Program.
- Comprehensive scorecard: It contemplates the measurement and systematic evaluation of the processes of the prioritized procedures, through the implementation of information and communication technologies. It allows monitoring the operation of procedures, detecting and attacking obstacles effectively, by measuring key performance indicators.

**3. What results do we want to achieve in the short and medium term with the implementation of this commitment?**

- *Short-term results (Action Plan completion date):*
  - Identify and analyze the main regulatory obstacles that affect prioritized procedures and prepare proposals for improvement.
  - Improve the quality of 100 procedures by 2024 through the simplification of procedures.

- Incorporate the Gob.do Portal 100 new digitized and automated procedures.
  - Incorporate at least 25% of the prioritized procedures and services into the interoperability platform.
  - Achieve that at least 75% of prioritized procedures and services have a digital signature.
  - Optimize the MAP simplification process, to digitize it with the intervention of the OGTIC.
  - Develop an online platform, which functions as a monitoring system to identify obstacles in the procedures and services intervened, as well as new prioritization and action needs.
  - Develop at least one (1) experimental economics research within the framework of public policies, aimed at reducing bureaucracy.
- **Results in the medium term (after the Action Plan):**
    - Improve the positioning of the Dominican Republic in the Regulatory Obstacles indicator, within the Institutions pillar of the Global Competitiveness Index.
    - Improve, through process audits, the positioning of the intervening institutions in the quality ranking of public services of the Public Administration Monitoring System (SISMAP).

#### Commitment Analysis

Questions	
1. How will transparency promote this commitment?	The provision of online procedures and services will generate traceability to the processes, allowing users to obtain more information on the handling of their requests. The information obtained through the monitoring platform for the provision of procedures and services will be made available to the public, to the extent that it is considered prudent. This will allow citizens to observe the progress in terms of reducing bureaucracy and the pending challenges.
2. How will the commitment help to promote accountability?	As part of the monitoring system, complaints and claims from citizens will be obtained by the National System of Citizen Attention 311 related to the procedures and services of the Program. With this information, the Bureaucracy Commission will take corrective actions during the implementation of the Program and the

	prioritization process of procedures and services to be intervened will be informed.
3. How will this commitment improve citizen participation in the definition, and the implementation and follow up of solutions?	The Program includes consultations with the public and the private sector on opportunities to improve regulations and procedures and services. In addition, it has a component for continuous monitoring of the provision of procedures and services, through which feedback from citizens will be collected. The results of these consultations and monitoring will be used internally by the Program.
4. In what way does the commitment promote elements of gender or the fight against inequality gaps?	The monitoring component of the provision of procedures and services and citizen feedback will incorporate sociodemographic variables, such as the gender of the people who carried out the procedures, their location and age group. This will make it possible to evaluate the results based on the different social groups and identify opportunities for improvement in terms of equality and inclusion.

#### Commitment planning

*This is an initial planning process that heavily discusses milestones and expected results, as well as the key stakeholders involved.*

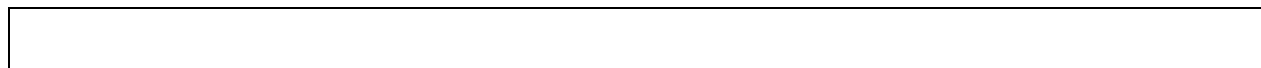
Milestones	Expected results	Expected Completion Date	Stakeholders
Issuance of a resolution prioritizing a first group of 25 procedures and services to be intervened.	Resolution issued	January 2023	Leader: National Council on Competitiveness (CNC)
			<u>Supporting stakeholders</u>
			<b>Government</b> Ministry of Public Administration (MAP) Government Office of Information and Communication Technology (OGTIC) <b>Civil Society Organizations (OSC)</b>

			<p>Citizens are consulted during the prioritization process.</p> <p><b>Others</b></p> <p>Chambers of Commerce and business associations are consulted during the prioritization process.</p>
Simplification, automation and digitization and incorporation into the gob.do Portal of a first group of 25 procedures and services.	25 simplified, automated and digitized procedures.	June 2023	Leader: MAP and OGTIC
			<p><u>Supporting stakeholders</u></p> <p>National Council on Competitiveness (CNC)</p>
Issuance of a resolution prioritizing a first group of 25 procedures and services to be intervened.	Resolution issued	June 2023	Leader: CNC
			<p><u>Supporting stakeholders</u></p>



			<p><b>Government</b></p> <p>Ministry of Public Administration (MAP)</p> <p>Government Office of Information and Communication Technology (OGTIC)</p> <p><b>Civil Society Organizations (OSC)</b></p> <p>Citizens are consulted during the prioritization process.</p> <p><b>Others</b></p> <p>The Chambers of Commerce and business associations are consulted during the prioritization process.</p>
Simplification, automation and digitization and incorporation into the gob.do Portal of a first group of 25 procedures and services.	25 simplified, automated, and digitized procedures.	December 2023	Leader: MAP and OGTIC
			<u>Supporting stakeholders</u>
			<p><b>Government</b></p> <p>National Council on Competitiveness (CNC)</p>
Issuance of a resolution prioritizing a first group of 25 procedures and services to be intervened.	Resolution issued	January 2024	Leader: CNC
			<u>Supporting stakeholders</u>
			<p><b>Government</b></p> <p>Ministry of Public Administration (MAP)</p> <p>Government Office of Information and Communication Technology (OGTIC)</p> <p><b>Civil Society Organizations (OSC)</b></p> <p>Citizens are consulted during the prioritization process.</p> <p><b>Others</b></p>

			Chambers of Commerce and business associations are consulted during the prioritization process.
Simplification, automation and digitization and incorporation into the gob.do Portal of a first group of 25 procedures and services.	25 simplified, automated and digitized procedures.	Junio 2024	Leader: MAP and OGTIC
			<u>Supporting stakeholders</u>
			<b>Government</b> National Council on Competitiveness (CNC)
Implementation of interoperability in at least 25% of the procedures and prioritized services.	25% of procedures and prioritized inter-operating services.	December 2024	Leader: OGTIC
			<u>Supporting stakeholders</u>
			<b>Government</b> Ministry of Public Administration (MAP) National Council on Competitiveness (CNC)
Incorporation of a digital signature in at least 75% of the procedures and prioritized services.	75% of prioritized procedures and services with incorporated digital signature.	December 2024	Leader: OGTIC
			<u>Supporting stakeholders</u>
			<b>Government</b> Ministry of Public Administration (MAP) National Council on Competitiveness (CNC)
<b>Commitment Follow-up</b>			
<b>Indicators</b>			
<ol style="list-style-type: none"> <li>1. 100% of the prioritized procedures were simplified.</li> <li>2. 100% of the prioritized procedures were automated.</li> <li>3. 100% of the prioritized procedures were digitized.</li> <li>4. 100% of the prioritized procedures were incorporated into the gob.do Portal.</li> <li>5. 75% of prioritized procedures have a digital signature.</li> <li>6. 25% of procedures and prioritized services inter-operating</li> </ol>			



## Open Government in the Governorates

Country	Dominican Republic
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Number and name of the commitment  3	Open Government in the Governorates		
Brief description of the commitment	<p>In accordance with the guidelines of the General Law of Free Access to Public Information No. 200-04 and complementary regulations, the tools and transparency norms created by the Dominican State will be implemented in the Provincial Governments, to achieve greater visibility. by citizens at the provincial level, through the installation of Public Information Access Offices (OAI) and the launch of the Transparency Portal.</p> <p>Likewise, train and equip the Provincial Governorates with a Corruption Risk Management Model, which allows them to carry out the implementation, with the objective of identifying, assessing, managing, and preventing the risk of corruption.</p>		
Responsible government agency	General Directorate of Ethics and Government Integrity (DIGEIG) Ministry of Interior Affairs and Police (MIP)		
Supporting stakeholders	Government	Civil Society	Other stakeholders (Parliaments, private sector, etc.)
	Government Office of Information and Communication Technology (OGTIC) Ministry of Public Administration (MAP)	Citizen Participation (Participación Ciudadana)	
Period covered	2022-2024		
<b>Defining the problem</b>			
<p><b>1. What's the problem this commitment seeks to address?</b></p> <p>The Office of Free Access to Information (OAI), is a mandate of the General Law of Free Access to Public Information No. 200-04 and Decree No. 130-05 that creates the regulation of said Law, with the objective to guarantee the citizen's right to access public information, in a complete, truthful, adequate, and timely manner. Every OAI has an Information Access window called the Single Portal for Request for Access to Public Information (SAIP).</p>			

In addition, they have a Transparency Portal that is the digital tool through which citizens can consult in a standardized manner the active transparency obligations of State institutions, agencies and entities related to the public budget.

The Provincial Governments are subjects obliged to comply with Law No. 200-04, however, currently they do not have an Office of Free Access to Public Information or a Transparency portal, they only report to the Ministry of Interior Affairs and Police (MIP).

On the other hand, to guarantee public integrity, it is necessary to manage the prevention of corruption through the implementation of the Risk Management Model in the Governorates with the aim of identifying, assessing, and managing the risk of corruption.

## 2. What is causing this problem?

The Provincial Governments are appointed by Presidential Decree, attached to the Ministry of Interior Affairs and Police (MIP), an organization to which they report through reports, financial reports, etc.

All institutions of the Dominican State that receive public funds must comply with the General Law of Free Access to Public Information No. 200-04. Being the highest authorities of the Governorates, those who preside over the Regional and Provincial Development Councils provided for in the Planning and Public Investment System, so having an Office of Free Access to Public Information and a Transparency Portal is extremely important. relevance, since it allows citizens to better exercise their rights, brings them closer to management and allows informed participation through Access to Public Information.

To date, the governorates do not have an Office of Free Access to Public Information (OAI) or a Transparency Portal where they publicize the execution and acts of the Government, in a standardized manner.

**Among the attributions of the Provincial Governorates according to Law No. 2661 of December 31, 1950, on the attributions and duties of the civil governors and governors of the provinces are:**

- The Provincial Governorates have the power to visit and inspect all public offices, public works and services, and to require reports of all kinds from officials, employees or managers of such offices, services and works and to ensure compliance in them, of all laws, decrees, regulations and instructions in force.
- Observe the operation of public utility service companies, companies contractually linked to the State and incorporated, authorized, or recognized associations, and receive any complaint that is submitted to it, to render an immediate report to the Executive Power.
- Submit, at the end of each year, an explanatory report of their activities for the year, making known in it the general state of their Province, especially in relation to finances, agriculture, tourism, the environment, citizen security, public education, the population,

foreigners, unions and associations, naturalized people, mines, recommending the policy that in their opinion should be developed in each matter.

- Also, they act in their capacity as representative of the Executive Power, as supervisor of all national activities that take place within their jurisdiction. Consequently, the Governor has the power to visit and inspect all public offices, public works and services and to require reports of all kinds from the officials, employees or those in charge of such offices, services and works and to ensure compliance, in them, of all laws, decrees, regulations and instructions in force.
- They must carry out periodic surveys of the primary needs of the province to channel them and these can have a timely solution, in addition, they adhere to the guidelines of the Ministry of the Interior and Police.

**3. In which ways does this problem affect women and men?**

The lack of publicity of public information in the provinces directly and indirectly affects all human beings.

**4. Does this problem affect a specific vulnerable population?**

Populations residing in rural and low-income areas of the provinces are affected by the lack of access to information that can potentially improve access to opportunities for development.

**5. To which Sustainable Development Goal is this problem linked to?**

This commitment is linked to the Sustainable Development Goal (SDG) 16 which seeks to promote peaceful and inclusive societies for sustainable development, facilitate access to justice for all and create effective, accountable and inclusive institutions at all levels. Specifically, 10.16, which advocates guaranteeing public access to information and protecting fundamental freedoms, in accordance with national laws and international agreements.

**Description**

**1. So far, what has been done to solve this problem?**

Since this General Directorate of Ethics and Government Integrity (DIGEIG) as the governing body in matters of Transparency, Ethics and Open Government, we have exhausted an agenda of meetings in coordination with the Ministry of Interior Affairs and Police (MIP) holding around fifteen (15) visits to Governments of different provinces, with the aim of publicizing the importance of installing the Offices of Free Access to Public Information (OAI), having the SAIP, the release of public data in open formats and implementing the Transparency Portals, with the purpose of making transparent the execution of the public budget and other actions that generate an impact in favor of the development of citizenship.

**2. What solution do you propose?**

To accompany the Provincial Governments in the installation of the Offices of Access to Public Information (OAI), likewise, the implementation of the Single Portal for Request for Access to Public Information (SAIP) and the Transparency portals for citizens. Likewise, train those Responsible for Access to Public Information (RAI) and citizens.

### 3. What results do we want to achieve in the short and medium term with the implementation of this commitment?

With the implementation of this commitment we want to strengthen accountability and transparency towards citizens.

#### Short-term results (Action Plan completion date):

Establish for 10 Provincial Governments (representing around 5,936,693 inhabitants in accordance with the 2021 Territorial Division Report of the National Statistics Office) a more efficient way of accessing provincial public information, through:

- The Offices of Free Access to Public Information (OAI)
- The Single Portal for Request for Access to Public Information (SAIP).
- The standardized Transparency Portals.
- Evaluate the access to information of the ten (10) pilot governorates compared to those that do not have OAI.

#### Results in the medium term (after the Action Plan):

- Cover the thirty-one (31) Provincial Governorates
- Evaluate the access to information of all the Governorates.

### Commitment Analysis

Questions	
1. How will transparency promote this commitment?	This commitment will promote the transparency of the government's public investment in the provinces, allowing citizens to have face-to-face and virtual channels to access public information in a standardized, complete, truthful and timely manner.
2. How will the commitment help to promote accountability?	The Offices of Access to Public Information (OAI) and the Transparency Portals of the Provincial Governorates will allow citizens to know the projected investments and their level of execution in the different sectors within their respective localities, enabling better social order and accountability.
3. How will this commitment improve citizen participation in the definition, and the implementation and follow up of solutions?	With publicly available information, the quality of citizen participation has the potential to improve significantly. The implementation of the Offices for Free Access to Public Information (OAI) and the publication of information through the Transparency Portals will allow citizens to become not only observers but also

	actors of change, capable of managing access development opportunities, and participation in the creation of public policies that guarantee continuous improvement and quality of life for all.		
4. In what way does the commitment promote elements of gender or the fight against inequality gaps?	<p>Citizens will be able to find out about the social programs and projects launched by the government in their province to level out the differentiated effects between men and women.</p> <p>Improving access to public information for citizens through the provincial governments makes it possible to combat inequality gaps based on gender or other social factors.</p>		
<p><b>Commitment planning</b></p> <p><i>This is an initial planning process that heavily discusses milestones and expected results, as well as the key stakeholders involved.</i></p>			
<b>Milestones</b>	<b>Expected results</b>	<b>Expected Completion Date</b>	<b>Stakeholders</b>
1. The signing of the Inter-institutional agreement between (DIGEIG - MIP - MAP - OGTIC).	1- The signed agreement.	January - March 2023	Leader: DIGEIG
			<u>Supporting stakeholders</u>
			<p><b>Government</b></p> <p>General Directorate of Ethics and Government Integrity (DIGEIG)</p> <p>Ministry of Interior Affairs and Police (MIP)</p> <p>Ministry of Public Administration (MAP)</p> <p>Government Office of Information and Communication Technology (OGTIC).</p>



			<p><b>Civil Society Organizations (OSC)</b></p> <p>Citizen participation</p>
2. Prepare a standardization resolution for the Transparency portals.	2-The circulation of the Resolution for the Standardization of the Transparency Portals.	May 2023	Leader: DIGEIG
			<u>Supporting stakeholders</u>
			<p><b>Government</b></p> <p>General Directorate of Ethics and Government Integrity (DIGEIG)</p> <p><b>Others</b></p> <p>Commission of Persons Responsible for Access to Public Information.</p>
3. Installation of the Office of Free Access to Public Information (OAI) in the ten (10) Pilot Governorates.	3-The operation of the Offices of Free Access to Public Information (OAI), in the governorates of Santiago Rodríguez, Puerto Plata, Monte Cristi, La Altagracia, La Romana, San	July-December 2023	Leader: DIGEIG
			<u>Supporting stakeholders</u>
			<p><b>Government</b></p> <p>Ministry of Interior Affairs and Police (MIP)</p> <p>General Directorate of Ethics and Government Integrity (DIGEIG)</p>

	Juan, San Cristóbal, Santiago, La Vega and Santo Domingo.		
4. Launch the Transparency Portal with its respective link to the SAIP in the ten (10) Pilot Governorates.	4- The launch of the Transparency Portals of the Governorates of Santiago Rodríguez, Puerto Plata, Monte Cristi, La Altagracia, La Romana, San Juan, San Cristóbal, Santiago, La Vega and Santo Domingo.	July - December 2023	Leader: DIGEIG
			<u>Supporting stakeholders</u>
			<b>Government</b> Government Office of Information and Communication Technology (OGTIC)
5. Participatory workshop in the 10 pilot Provinces on Transparency, Open Government and the exercise of the right of Access to Public Information.	5. Qualified citizens in the 10 pilot Provinces.	July - December 2023	Leader: DIGEIG
			<u>Supporting stakeholders</u>
			<b>Government</b> General Directorate of Ethics and Government Integrity (DIGEIG).  <b>Others</b> Commission of Persons Responsible for Access to Public Information.
6. Monitoring and evaluation of the Offices of Free Access	6- Six (6) Reports and reports from the monitors and	January - July 2024	Leader: DIGEIG
			<u>Supporting stakeholders</u>

<p>to Public Information (OAI) and the transparency portals of the ten (10) Pilot Governorates.</p>	<p>evaluations of the OAIs and the Transparency Portals of the Governors of Santiago Rodríguez, Puerto Plata, Montecristi, Altagracia, La Romana, Santiago, San Juan, San Cristóbal La Vega and Santo Domingo.</p>		<p><b>Government</b></p> <p>General Directorate of Ethics and Government Integrity (DIGEIG).</p>
<p>7- Train those responsible for Access to Information in 10 governorates on matters of Culture of Integrity and Corruption Risk Management for accountability.</p>	<p>7- Persons Responsible for Access to Information (RAI) trained</p>	<p>Marzo 2023</p>	<p>Leader: DIGEIG</p> <p><u>Supporting stakeholders</u></p> <p><b>Government</b></p> <p>General Directorate of Ethics and Government Integrity (DIGEIG).</p>
<p>8- Generate a culture of integrity campaign in 10 governorates through social networks and socio-cultural activities.</p>	<p>8- Integrity campaigns developed in the 10 pilot Provinces.</p>	<p>December 2023</p>	<p>Leader: DIGEIG</p> <p><u>Supporting stakeholders</u></p> <p><b>Government</b></p> <p>General Directorate of Ethics and Government Integrity (DIGEIG).</p>
<p><b>Commitment Follow-up</b></p>			

### Indicators

1. Agreement signed between DIGEIG/MIP/MAP/OGTIC
2. Resolution for the standardization of transparency portals in the pilot provincial governments issued.
3. Ten (10) Provincial Governorates with Offices of Free Access to Public Information (OAI), installed.
4. Ten (10) Provincial Governorates with a Transparency Portal in operation.
5. Ten (10) workshops for citizens in the pilot provinces.
6. Six reports/monitoring and evaluation reports from the OAIs and the Transparency Portals of the Ten (10) pilot governorates.
7. Ten (10) Responsible for Access to Public Information (RAI) trained in Culture of Integrity and Corruption Risk Management for accountability.
8. Integrity campaign developed in the Ten (10) pilot Provincials.



## Procurement Portal for Competitive Bidding "EfiCompras RD"

Country	Dominican Republic		
Number and name of the commitment  4	Procurement Portal for Competitive Bidding "EfiCompras RD"		
Brief description of the commitment	<p>System designed to expedite and make more efficient the management of public purchasing and hiring processes carried out by the Dominican State for the acquisition of goods below the established threshold, amount that is variable and is calculated at the beginning of the calendar year under the transactional values of the previous year.</p> <p>This initiative will facilitate the contracting units to acquire a desired good, under prices adjusted to their purchase availability, carrying out the award simply by selecting the desired offers, guaranteeing competitive schemes and that certify the follow -up not only of the purchase but of the award and delivery of good, reinforcing the transparency and traceability of operations.</p>		
Responsible government agency	General Directorate of Public Procurement (DGCP)		
Supporting stakeholders	Government	Civil Society	Other stakeholders (Parliaments, private sector, etc.)
	General Directorate of Public Procurement (DGCP)  General Directorate of Ethics and Government Integrity (DIGEIG)	Sur Futuro	Inter-American Development Bank

	Presidency of the Dominican Republic		
<b>Period covered</b>	2022 – 2024		
<b>Defining the problem</b>			
<p><b>1. What's the problem this commitment seeks to address?</b></p> <p>Currently, 60% of the transactions carried out in the Dominican Transactional Portal are aimed at purchases below the established threshold. In economic terms, these operations barely represent 2% of the amount spent by the Dominican State on public purchases; however, the processes below the threshold are the ones with the highest rate of not completing the awarding stages, active contracts and closing contracts, which generates a significant share of distortion in transparency, of an amount close to 123 million of dollars. The distortion lies in the fact that the procurement in Edition State, it is unknown if they were executed or not, and this implies uncertainty about the final valuation of the amounts awarded. This is a problem that has continuously affected the Dominican purchasing system since the establishment of the transactional portal and that represents about 85% of the procurement that are in Edition, about 65% of the amount awarded to MSMEs and MSMEs Women, among other preferential allocation policies.</p> <p>Assuming the position that we continuously reinforce from the DGCP and understanding that purchases below the established threshold represent a significant load of resources within the Transactional Portal, as well as a contracting that due to its direct dynamic lacks competitiveness, we have devised this initiative that seeks that the processes of direct purchases or those under the threshold are more agile, expedited, efficient and above all participatory.</p> <p><b>2. What is causing this problem?</b></p> <ol style="list-style-type: none"> <li>1. High number of daily operations: about 350 processes per day in the Dominican State, of which approximately 210 are purchases that are below the established threshold.</li> <li>2. The high volume of work of the purchasing units: the purchasing process takes several stages and mostly purchases below the established threshold are what keep the Institutions operational.</li> <li>3. Operational dynamics of the Institutions: many times, the institutions do not have the necessary time to dedicate to fulfilling the requirements demanded by the purchasing processes, much less purchasing processes that, due to their recurring characteristics, are operational and have a high volume of demand.</li> <li>4. Direct payment of purchases below the established threshold: purchases below the threshold must not go through the Comptroller for approval of the payment file, so the process is more expeditious and less rigorous.</li> </ol>			

5. Many purchases and processes are made after the provision of the service: a large part of the purchases below the established threshold are executed after the delivery of the goods, so the purchasing unit does not have the incentive to follow up on the completion of the purchase process in the PT.

6. The purchasing units award a large proportion to the same suppliers: since some suppliers have agreements or the capacity to provide the goods without managing the process even through the PT, the CUs resort to the same supplier, reducing participation and creating recurring vendor posters.

**3. In which ways does this problem affect women and men?**

Although the impact is not differentiated between men and women, a large part of the purchases below the established threshold are directed to MSMEs and MSMEs led by women, so the lack of competitiveness in these processes limits a higher award rate to these providers beneficiary of specific policy.

**4. Does this problem affect a specific vulnerable population?**

No

**5. To which Sustainable Development Goal is this problem linked to?**

Public purchases have a direct effect on opportunities and job creation, GDP growth and expansion of the economy, which is why objective 8 on Decent Work and Economic Growth has a direct impact, in addition to the fact that a large part of purchases below the established threshold are directed to MSMEs and MSMEs Mujeres companies, which promotes objective 10, reduction of inequalities and objective 1, End of Poverty, since many companies awarded are of community characteristics, cooperatives with family planting that can sell to the State and whose policy we are already applying.

**Description**

**1. So far, what has been done to solve this problem?**

Until now, the purchasing units have been trained and are continuously monitored so that they complete the procedures within the transactional portal, including the contract stage. Automated alerts have also been designed that notify the UC if they have not completed within the time frame stipulated in the schedule with the times for receipt of bids or awards.

However, the follow-up rate of the processes below the established threshold exceeds the operational capacity of the DGCP, since it would be necessary to continue more than 1,000 weekly processes for a group of approximately 15 analysts, who must also follow up the rest. 40% of processes in other modalities of purchases with greater preponderance for the funds allocated.

**2. What solution do you propose?**

The creation of a purchasing system that simplifies the acquisition of goods below the established minimum purchase thresholds, also called direct purchases, is proposed, reducing the operational burdens of the PT, promoting a new dynamic of competitive acquisition, fast,

with follow-up and that allows not only to evaluate the purchasing process but also compliance, quality, and dynamics from suppliers.

In practice, this system will resolve in its entirety the main complaints of the purchasing units related to the operational bureaucracy of the purchasing processes below the established threshold, in turn, allowing to start creating an extensive database on compliance. and quality of suppliers, something that is currently lacking in the Dominican State.

**3. What results do we want to achieve in the short and medium term with the implementation of this commitment?**

- **Results in the short term (Action Plan completion date):**
  - Reduction of PT operational loads
  - Streamlining purchasing processes below the established threshold
  - Fractionation reduction
  - Elimination of awards to recurring suppliers
  - Greater competitiveness
  - Follow-up on deliveries and post-award processes
  - Exact knowledge of what vendors offer and sell beyond extensive business records.
- **Results in the medium term (after the Action Plan):**
  - Higher level of transparency
  - Future service for the creation of an inventory system of the Dominican State
  - Improvement in the classification of acquired goods.
  - Wider database and big data system for decision making.
  - Reduction of the prices at which the Dominican State buys
  - Reduction of cases of related suppliers and situations of possible collusion between suppliers.

**Commitment Analysis**

Questions	Answers (if not applicable, answer n/a)
1. How will transparency promote this commitment?	<p>It will allow purchasing processes below the established threshold to become truly competitive, with development of dynamics, transparency and guarantees of equal conditions for bidders.</p> <p>It will also allow greater monitoring of purchase data and citizen monitoring of the delivery and use of public funds, as well as greater efficiency in the provision of services.</p>



<p>2. How will the commitment help to promote accountability?</p>	<p>More transparent and competitive processes, with a greater number of information and follow-up, will allow citizens to track the current 2% of public funds for purchases that, although they are traded by the PT, could and should be more auditable.</p> <p>All of this will create not only transparency, but also a huge database that will also make it possible to know not only what the purchasing units do, but also those who supply the Dominican State.</p>
<p>3. How will this commitment improve citizen participation in the definition, and the implementation and follow up of solutions?</p>	<p>The initiative will be auditable and will generate an even greater contribution of information to the current open data systems of the DGCP, which will make a greater volume of information available to the public for monitoring and citizen oversight.</p>
<p>4. In what way does the commitment promote elements of gender or the fight against inequality gaps?</p>	<p>N/A</p>

**Commitment planning**

*This is an initial planning process that heavily discusses milestones and expected results, as well as the key stakeholders involved.*

<b>Milestones</b>	<b>Expected results.</b>	<b>Expected Completion Date</b>	<b>Stakeholders</b>
Development team training	Definition of the areas involved in the development of the platform	February 2023	<p>Leader: General Directorate of Public Procurement (DGCP)</p> <p><u>Supporting stakeholders</u></p> <p>General Directorate of Public Procurement (DGCP).</p>
Creation of the platform development plan	Definition of needs, survey of requirements, design, and action schedule.	April 2023	<p>Leader: General Directorate of Public Procurement (DGCP)</p> <p><u>Supporting stakeholders</u></p> <p>General Directorate of Public Procurement (DGCP).</p>

Development of platform production environment	Elaboration of the platform in the framework of the lifting of the previous point	August 2023	Leader: General Directorate of Public Procurement (DGCP)
			<a href="#">Supporting stakeholders</a>
			<b>Government</b> General Directorate of Public Procurement (DGCP).  <b>Others</b> BID
Implementation of the platform in the pilot test phase with non-primary acquisition goods	Implementation of the platform as a pilot test with prioritized non-primary consumer goods institutions, which will serve to apply improvements and a process of gathering opinions.	November 2023	Leader: General Directorate of Public Procurement (DGCP)
			<a href="#">Supporting stakeholders</a>
			General Directorate of Public Procurement (DGCP).
Training of the UC and bidders via face-to-face and virtual on the use of the platform	Training of the UC and bidders via face-to-face and virtual on the use of the platform, with meeting schemes, virtual training, among other systems of massive reach.	January 2024	Leader: General Directorate of Public Procurement (DGCP)
			<a href="#">Supporting stakeholders</a>
			General Directorate of Public Procurement (DGCP).
Final extension of the use of the platform to all purchasing Units	After the test phase is over, the use of the platform is expanded	April 2024	Leader: General Directorate of Public Procurement (DGCP)
			<a href="#">Supporting stakeholders</a>

<p>and with a gradual increase in the number of goods that can be purchased through the transactional platform.</p>	<p>to all the UC and standardized products are added on demand for the acquisition of consumer goods below the limits of the purchase thresholds established by the DGCP.</p>		
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### Commitment Follow-up

#### Indicators:

1. Defined areas involved in the development of the platform.
2. Development Plan of the created platform.
3. Production environment of the developed platform.
4. Platform in test mode with pilot institutions implemented.
5. Purchasing Units and bidders trained in the use of the platform.
6. Platform extended to all purchasing units.
7. Standardized products for the acquisition of consumer goods below the established threshold added to the platform, according to demand.



## Carbon Footprint Calculator for National Procurement

<b>Country</b>	Dominican Republic		
<b>Number and name of the commitment</b>	Carbon Footprint Calculator for National Procurement		
<b>5</b>			
<b>Brief description of the commitment</b>	Within the framework of the implementation of the green purchasing policy, it is proposed to develop a carbon footprint calculator for public purchases made by the Dominican Government to generate information and data that allow measuring the impact of Government consumption on the climate and serve strategic decision-making for mitigation and adaptation to climate change from this sector.		
<b>Responsible government agency</b>	General Directorate of Public Procurement (DGCP), attached to the Ministry of the Treasury. Dahiana Goris Goris, sustainable public procurement coordinator, <a href="mailto:dgoris@dgcp.gob.do">dgoris@dgcp.gob.do</a>		
<b>Supporting stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other stakeholders (Parliaments, private sector, etc.)</b>
	Ministry of the Treasury  Ministry of Environment and Natural Resources  National Council for Climate Change and Mechanisms for Clean Development  Ministry of Economy, Planning	Associations that work for the implementation of clean development mechanisms, climate change, environmental protection.  ECORED  GRUPO JARAGUA  Raudo Group  And others that in the framework of the development of the	Where relevant, please indicate the role and involvement of Parliament or the Legislative Department and other actors such as the private sector in the success of the engagement. If they have not been involved previously, mention how they will be involved during or after the adoption of the plan.

	<p>and Development (MEPyD)</p> <p>Ministry of Industry and Commerce and MSMEs</p>	<p>program can be identified and linked.</p> <p>Its role will be the accompaniment and monitoring of the actions proposed by the General Directorate of Public Procurement to ensure the proposed goal.</p>	<p>The business sector is highly relevant, especially MSMEs, since these are State providers that supply goods, works and services. Your awareness of the carbon footprint is important for the exercise of collective construction of the tool.</p> <p>Would involve:</p> <p>Association of merchants such as ANJE Y AIRDE, CODOPYMES, Association of women entrepreneurs and/or MSMEs.</p> <p>Suppliers selected at random from the database of the National Registry of State Suppliers. Universities with which the General Directorate of Public Procurement (DGCP) has agreements or may sign agreements to develop aspects of sustainability in public procurement, promote the training of public servants and develop research on this topic.</p> <p>Medium: Dialogues, focus groups or consultations through opinion polls on the proposed tool during</p>
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			the adoption of the work plan.
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<b>Period covered</b>	2022-2024
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**Defining the problem**

**1. What's the problem this commitment seeks to address?**

Lack of data that makes it possible to establish baselines on the impact on the environment and the climate of State acquisitions through public procurement procedures, which allows the generation of data for strategic decision-making.

Affected: decision makers in terms of public procurement and environmental policies, as well as the general population that suffers the effects of climate change

The problem exists since the promulgation of Decree 617-22 dated October 24, 2022, which establishes sustainable public procurement as a priority. The lack of data on the impact of government procurement on climate change limits the possibility of developing strategic actions that contribute to mitigation and adaptation to climate change from public procurement.

Likewise, since the promulgation of the National Development Strategy Law 1-12, in 2012, which within its actions establishes promoting public acquisitions "4. 1.2.3 Incorporate environmental sustainability in state management, through state purchases that incorporate sustainable consumption and use practices. 4.1.2.4 Promote research center-university-company collaboration for the generation and dissemination of knowledge and technologies for sustainable consumption, production, and use".

The problem was further amplified because of the declaration of the Sustainable Development Goals, which in its SDG 12 goal 7 establishes "Number of Countries that carry out sustainable public purchases", which to date the Dominican Republic does not have data enough to submit a compliance report.

**2. What is causing this problem?**

There is a lack of link between climate change and public purchases in the national and regional (Latin American) context, except for some exceptions such as Costa Rica that have made progress in linking these issues.

The current public procurement law does not include sustainable public procurement, therefore it has been difficult to move forward in this regard. [Law 340-06 - General Directorate of Public Procurement \(DGCP\) \(dgcp.gob.do\)](http://dgcp.gob.do)

Decree 617-22 of October 2022 establishes sustainable public procurement as a priority and defines the criteria that comprise it, in addition to facilitating inter-institutional coordination to

promote public procurement that contributes to reducing inequalities, promoting innovation and the reduction of the impacts on the environment and the climate, lacking tools for the implementation of said decree. [Laws, Decrees and Regulations Related to the SNCCP - General Directorate of Public Procurement \(DGCP\) \(dgcp.gob.do\)](#)

There are limitations to face these challenges, such as: the development of capacities in public institutions and the Governing Body of Public Procurement - DGCP itself, financing mechanisms, coordination between Government and Civil Society actors who work or face the climate action from public purchases.

**3. In which ways does this problem affect women and men?**

The legal framework that regulates public purchases establishes a minimum mandatory purchase quota of 5% for women led MSMEs and 15% for other MSMEs.

The capture of data on the Government's consumption and its impact on the carbon footprint may serve to identify new business opportunities for these sectors, specifically for more sustainable goods, works and services.

Likewise, the data obtained from the calculator will serve to raise awareness about the impacts of public procurement on the environment and climate and may help to establish new business management patterns in the face of corporate social responsibility of state-led supplier companies. by women and men in the Country.

**4. Does this problem affect a specific vulnerable population?**

The proposed problem is not linked to a specific population, however, on average 30% of the national budget is allocated to public procurement, for the acquisition of goods, works and services that meet the needs of the public administration in its role of guarantee the common good, therefore, to the extent that technological and data intelligence tools are developed that allow a more strategic and transparent use of State funds, it contributes to guaranteeing the rights of vulnerable populations.

**5. To which Sustainable Development Goal is this problem linked to?**

SDG 13 "Climate Action"

SDG 12, "Responsible Consumption and Production" goal 7 "Number of Countries that carry out sustainable public purchases.

**Description**

**1. So far, what has been done to solve this problem?**

There are no national precedents linking public purchases to the climate problem. The initiative presents an opportunity to develop new strategies that contribute to making decisions based on data and therefore more reliable.

**2. What solution do you propose?**

The challenges of the climate crisis require new instruments and tools that allow greater transparency and strategic decision-making that involve various sectors of the citizenry.

Design and put into operation a technological tool (**Carbon Footprint Calculator**) that allows the establishment of a baseline on the impact of government acquisitions measured in carbon footprint. The generation of data will serve for strategic decision-making both by the General Directorate of Public Procurement and by the Ministry of Environment and Natural Resources as the governing body of national environmental policy. In a transversal way, it will allow opening scenarios for debate and participation of the various social actors for decision-making in climate action and empowerment and the implementation of actions that contribute to a change of culture in the production of the business sector and the consumption of the Government.

**3. What results do we want to achieve in the short and medium term with the implementation of this commitment?**

- *Short-term results (Action Plan completion date):*

To capture quantifiable and measurable information and data that allows estimating the carbon footprint of the main public procurement of the Dominican Government. Placing this information at the service of citizens, academia, scientists, and government decision makers for its use may lead to strategic actions and improvement plans for the National Public Procurement System and for responsible production and consumption.

- *Results in the medium term (after the Action Plan):*

Making the climate impacts of government contracting transparent will allow public institutions and citizens to face the environmental impact costs of unsustainable consumption and production.

The tool can serve to increase the acceptance and awareness of state institutions and public opinion about climate change.

**Commitment Analysis**

Commitment Analysis	
Questions	
1. How will transparency promote this commitment?	It will offer open data on the impact of public purchases on the environment and climate change, measurable in carbon footprint.
2. How will the commitment help to promote accountability?	Promotes a culture of transparency in public spending, not only on the amounts contracted by the institutions that carry out their public procurement processes in the Electronic Procurement System, but also information on the value of spending, by adding an environmental



	<p>sustainability component to the public procurement monitoring system.</p> <p>It will help to be accountable for the implementation of the green purchasing policy.</p>
<p>3. How will this commitment improve citizen participation in the definition, and the implementation and follow up of solutions?</p>	<p>The development of the project includes awareness and visibility on the responsible consumption of the State, as well as the goods, works and services provided by the private sector. The actors to participate include universities, business sectors, NGOs and State institutions, therefore, it is expected to be a mechanism that strengthens the relations between these actors by making a common front for the search for collective solutions in terms of "public procurement and climate change".</p>
<p>4. In what way does the commitment promote elements of gender or the fight against inequality gaps?</p>	<p>In the development of the project, consultations and participation of the associations of suppliers and MSMEs entrepreneurs will be included, so that they can identify gender gaps, biases and opportunities with a view to the implementation of the technological tool to be developed.</p>

**Commitment planning**

*This is an initial planning process that heavily discusses milestones and expected results, as well as the key stakeholders involved.*

<b>Milestones</b>	<b>Expected results</b>	<b>Expected Completion Date</b>	<b>Stakeholders</b>
Mapping of actors and preparation of a work plan for the design and construction of the carbon footprint measurement tool	The design of the work plan and roadmap for the development of the tool	December 2023	<p>Leader:</p> <p><u>Supporting stakeholders</u></p> <p><b>Government</b></p> <p>Ministry of the Treasury</p> <p>Ministry of Environment and Natural Resources</p>

			<p>National Council for Climate Change and Mechanisms for Clean Development</p> <p>Ministry of Economy, Planning and Development (MEPyD)</p> <p>Ministry of Industry and Commerce and MSMEs</p> <p>IIBI (Institute of Innovation, Technology and Industry)</p> <p><b>Civil Society Organizations (OSC)</b></p> <p>Ecored</p> <p>Raudo Group</p> <p>Participación Ciudadana</p> <p>Dominican Institute for Integral Development (IDDI)</p> <p><b>Others</b></p> <p>Public and private universities</p> <p>Provider Associations</p> <p>MSME Associations</p> <p>Associations or federations of women entrepreneurs</p>
Establishment of parameters and proxy data for the	The carbon footprint	February 2024	<p>Leader</p> <p><u>Supporting stakeholders</u></p>

preparation of the carbon footprint calculator	calculation tool implemented		<b>Government</b> Ministry of the Treasury General Directorate of Public Procurement (DGCP) Ministry of Environment and Natural Resources <b>Others</b> Inter-American Network of Government Procurement (RICG)
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**Commitment Follow-up**

**Indicators**

1. Number of public and private institutions and CSOs consulted, including gender equality as a transversal axis.
2. Level of linkage of the sub Indicators developed with the proposed objective, specifically the contributions to the quality of the data for the calculation of the carbon footprint. An ascending scale from 1 to 3 will be implemented.



**Public Services Monitoring and Evaluation System**

<b>Country</b>	Dominican Republic		
<b>Number and name of the commitment</b>  <b>6</b>	Public Services Monitoring and Evaluation System		
<b>Brief description of the commitment</b>	To redesign the Monitoring and Evaluation System for the Quality of Public Services to strengthen the capacities of local entities, bodies and Governments, guiding and facilitating the use of techniques, methods and tools for measuring user satisfaction with respect to quality of public services, within the framework of good administration.		
<b>Responsible government agency</b>	Ministry of Public Administration (MAP).		
<b>Supporting stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other stakeholders (Parliaments, private sector, etc.)</b>
	Government Office of Information and Communication Technology (OGTIC).  National Public Administration Institute.	ONG Alliance  National Association of Young Entrepreneurs (ANJE)  Citizen participation	Municipal Dominican League  Dominican Federation of Municipalities (FEDOMU)  DEMUCA Foundation
<b>Period covered</b>	2022-2024		
<b>Defining the problem</b>			

### **1. What's the problem this commitment seeks to address?**

Currently the Dominican Republic is in the process of reform and modernization of its administration in terms of public services, the techniques and tools applied so far are insufficient to monitor and evaluate the quality-of-service provision in all central Government institutions, autonomous, decentralized, and local governments, which make up the public administration.

Opportunities identified by the scarce application of the information and data provided in the portal of the Observatory for the Quality of Public Services that reveal low citizen participation shown by the volume of complaints, claims and suggestions, in addition to the presentation of data corresponding to the results of user satisfaction surveys within a closed data scheme that limits its reuse in real time for decision-making related to service improvements.

#### **What is causing this problem?**

- Notable lack of knowledge of the National System for Monitoring the Quality of Public Services.
- Scarce use of the system of complaints, claims and suggestions (311 System) by citizens and public institutions.
- Periodicity of the measurement of satisfaction regarding the quality of public services.

Here are 5 reasons for the problem:

1. The range of scope of the current standard
2. Better use of public resources.
3. Accountability and data transparency.
4. Need for greater dissemination
5. Public knowledge

### **2. In which ways does this problem affect women and men?**

The National System for Monitoring the Quality of Public Services is a system aimed at users regardless of their gender. It allows the participation of all citizens who have requested or received a public service or would like to learn about them.

### **3. Does this problem affect a specific vulnerable population?**

The problem presented indirectly affects vulnerable populations, since the tools available up to now do not allow full transparency, particular situations in which they may arise in the care received and possible prejudices on the part of the public official to different sectors of the population.

**4. To which Sustainable Development Goal is this problem linked to?**

Goal No. 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable, and inclusive institutions at all levels: Building effective and accountable transparent institutions at all levels.

**Description**

**1. So far, what has been done to solve this problem?**

As the governing body in the design, execution, and evaluation of policies, plans and strategies for the institutional strengthening of the Public Administration and as responsible for promoting and guaranteeing the highest level of effectiveness, quality and efficiency of the public function of the State, the Ministry of Public Administration (MAP), began measuring the perception of service users, applying as a pilot plan, the first citizen satisfaction survey in 2015. These surveys were conducted in the award-winning institutions of the Provincial Award for Quality held in the city of Santiago de los Caballeros, in 2014. At that time, it was possible to collect data on the perception of users of a total of 14 institutions using the SERVQUAL model for the purposes.

In 2016, it was possible to increase the number of users who expressed their level of satisfaction by participating in the surveys carried out to the Ministries and institutions awarded the National Quality Award, in 2015.

For the year 2018, the citizen satisfaction surveys address a greater number of citizens, incorporating the Ministries and General Directorates, as well as 47 Hospitals nationwide. At the end of the year, the Ministry of Women was ranked first and the General Directorate of the Progressing with solidarity, Program ranked second, with values of 97% and 95% respectively, giving way to the participation of significant groups such as women and citizens in vulnerable situations.

Subsequently, in 2019, Resolution 03-2019 is established, by which it establishes and defines the process and methodology to be followed for carrying out the Citizen Satisfaction Survey in the bodies and entities that make up the Public Administration, in that In the same year, it was possible, through the subcontracting of polling firms, to carry out surveys in 60 central Government institutions (21 Ministries, 39 General Directorates) and 58 Hospitals nationwide.

In the year 2021, the number of institutions that conducted the user satisfaction survey increased to 77.

In this same year, the first Citizen Satisfaction Survey was carried out regarding the services offered by Local Governments, which was applied in 205 Municipalities and Municipal District Boards nationwide, in coordination and contribution with the Dominican Municipal League, Dominican Federation of Municipalities (FEDOMU) and the Single System of Beneficiaries (SIUBEN).

For this year 2022, 105 central Government institutions applied a user satisfaction survey, knowing the level of satisfaction not only of citizens but also of other institutions and/or private companies that requested their services.

Since the beginning of the implementation of the system, at the regional, provincial, and municipal levels, socializations have been carried out on the National System for the Quality of Public Services in the different institutions, showing citizens the ways to access this system and how it operates, to representatives of the Civil Society and to public servers as well. These meetings have been carried out jointly with Participacion Ciudadana (Citizen Participation), the Ministry of the Presidency and the OGTIC.

Currently, the Government is committed to promoting citizen participation in relation to the way in which they express their level of satisfaction regarding the quality of public services, and at the same time empowering them to know their rights and duties.

## 2. What solution do you propose?

In the interest of improving the quality of public services, to place the citizen at the center of management, this 5th Action Plan proposes the integration of the Quality Monitoring System in the Web portal of the National Observatory for the Quality of Services Public, which begins with the identification of the services of the different central, autonomous, decentralized and local Government institutions, with the aim that in a single portal the satisfaction surveys carried out on citizens can be registered, and thus create a continuous space for data registration and control, encouraging the automation of information and citizen participation.

With the creation of this system, it is intended to generate a greater impact on the population, expanding the number of citizens who participate in the evaluation of public services, with a more contemporary methodology in accordance with the modification of current regulations, Resolution 03-2019, which urges public institutions to carry out satisfaction surveys.

This tool will be available 24 hours / 07 days and with it the user will receive an access link once the service request is completed, thus reducing the gap that can be generated by applying the satisfaction survey only once a year.

The tool for receiving satisfaction surveys will form part of the monitoring and evaluation system of public services. Three initial phases are established to address the follow-up, monitoring and control of the improvement of services. The phases would be the following:

### First phase:

- Identification of services by category,
- Methodology design to be applied.

- Creation of a survey module at the Observatory
- Inclusion of the stratification field of complaints, claims and suggestions in the 311 System.
- Training of the representatives of the institutions
- Pilot plan application.

**Second phase:**

- Application of the surveys via the observatory module in the institutions
- Report of complaints claims and suggestions from 311.
- Report on satisfaction results by institution and by type of service
- Action plans to implement.

**Third phase:**

- Creation of work groups within the institution to carry out focus groups with citizens and with collaborators who work in the areas of service provision.
- Action plan implementation

With the implementation of an updated monitoring and evaluation system, in accordance with current requirements, the aim is to achieve a greater impact on citizens, creating more viable access channels for citizen participation, and with more direct monitoring of action plans. resulting from the collection of information regarding citizen satisfaction regarding the quality of services. These actions are intended to promote the creation of a culture of continuous improvement in public services.

Public administration institutions will be trained on the modification of the monitoring and evaluation system, the public servants involved will be trained to execute these new guidelines and the spaces for citizen intervention will be broader. Based on the reports generated by each institution, it will be possible to obtain citizen satisfaction indices that also include complaints, claims and suggestions on a regular basis. Thus, the problems of citizen participation, accountability, and transparency in the results of the satisfaction surveys will be resolved.

**3. What results do we want to achieve in the short and medium term with the implementation of this commitment?**

- **Short-term results (Action Plan end date):**
  - Have a more efficient monitoring and evaluation system for public services.
  - Have a bank of services grouped by categories.
  - Have a methodology that adjusts to the new requirements.



- Have more trained public servants to provide services (RAI, Service Providers).
- Efficiently identify the reason for complaints, claims and suggestions.
- **Results in the medium term (after the Action Plan):**
  - Increase citizen participation in improving the quality of public services.
  - Generate greater confidence in citizens regarding the provision of public services.
  - Improve the participation of servers in the provision of quality public services.
  - Improve the follow-up and monitoring of the action plans carried out by the institutions.
  - Cultivate a culture of continuous improvement of public services.
  - Increase the number of institutions that apply the methodology proposed in the Monitoring System.

### Commitment Analysis

Questions	
1. How will transparency promote this commitment?	The use of this visualization tool guarantees transparency in relation to the monitoring and evaluation of public services, in addition to making the platform more friendly, interactive, dynamic, and easy to consult. Motivating its use and reporting its impact through different dissemination strategies.
2. How will the commitment help to promote accountability?	<p>The system contemplates the creation and visualization of data referring to public services in the National Observatory for the Quality of Public Services, based on the information registered from the user satisfaction surveys and the management of complaints, claims and suggestions, and will generate dashboards with these results in real time to which citizens can access.</p> <p>Public bodies may generate reports periodically, in the same way, consult and present action plans and identified improvements, information filters applied for purposes related to the objectives of the system.</p>

<p>3. How will this commitment improve citizen participation in the definition, and the implementation and follow up of solutions?</p>	<p>The system contemplates citizen participation through the application of satisfaction surveys, focus groups, a worktable, and the management of complaints, claims and suggestions in order to directly involve the user with the institution that provides the services.</p>
<p>4. In what way does the commitment promote elements of gender or the fight against inequality gaps?</p>	<p>The National System for Monitoring the Quality of Public Services is a system aimed at citizens regardless of their gender or social class. It allows the participation of all citizens who have requested or received a public service or would like to learn about it.</p>

### Commitment planning

*This is an initial planning process that heavily discusses milestones and expected results, as well as the key stakeholders involved.*

Milestones	Expected results.	Expected Completion Date	Stakeholders
<p>1. Review of the Public Services Quality Monitoring System.</p>	<p>Diagnosis of the current situation of the System (Strengths, Weaknesses, Threats, Opportunities)</p>	<p>February - March 2023</p>	<p>Leader: Ministry of Public Administration (MAP)</p> <p><u>Supporting stakeholders</u></p> <p><b>Government</b></p> <p>Public institutions that provide services to citizen or other institutions or private companies</p> <p><b>ONG</b></p> <p>Civil Society organizations that have participated in socializations of the National System for Monitoring the Quality of Public Services.</p> <p>ONG Alliance</p> <p>National Association of Young Entrepreneurs (ANJE)</p>

			Participación Ciudadana (Citizen Participation).
2. Modification and Approval of the regulations governing the Quality Monitoring System of Public Services.	New regulatory framework approved by the competent authorities.	February - September 2023	Leader: Ministry of Public Administration (MAP)
			<u>Supporting stakeholders</u>
			Ministry of the Presidency
3.Redesign of the National Observatory for the Quality of Public Services.	National Observatory for the Quality of Public Services redesigned.	February - May 2023	Leader: Ministry of Public Administration (MAP)
			<u>Supporting stakeholders</u>
			<b>Government</b> Ministry of Public Administration (MAP) Government Office of Information and Communication Technology (OGTIC).
4. Updating the form for raising complaints, claims and suggestions.	Updated complaints, claims and suggestions form.	February - March 2023	Leader: Ministry of Public Administration (MAP)
			<u>Supporting stakeholders</u>
			Ministry of the Presidency Government Office of Information and Communication Technology (OGTIC).
5.Creation of instructions on the use of the platform for users.	Guide instrument on the operation of the system and use of the defined platform.	March 2023	Leader: Ministry of Public Administration (MAP)
			<u>Supporting stakeholders</u>
6. Implementation of a pilot plan with 5 public institutions belonging to different	Preparation of the quality baseline of public services.	April 2023.	Leader: Ministry of Public Administration (MAP)
			<u>Supporting stakeholders</u>

sectors of public administration.	<p>Prioritization of public services to intervene according to citizen demand.</p> <p>Development of the pilot plan.</p> <p>Identification of the effectiveness of the improvements contemplated in the System.</p>		
7. Develop dissemination strategies on the system and adaptation of instructions for the use of the platform for users based on the results of the implementation.	Applicable methodology ready for dissemination.	May - August 2023	<p>Leader: Ministry of Public Administration (MAP)</p> <p><u>Supporting stakeholders</u></p>
8. Training for the public servants responsible for the implementation of the system and for the RAI in each institution.	Public servants responsible for the implementation of the system and RAI trained and with mastery of the methodology of the redesigned system.	August - September 2023	<p>Leader: Ministry of Public Administration (MAP)</p> <p><u>Supporting stakeholders</u></p> <p><b>Government</b></p> <p>National Public Administration Institute.</p> <p>Ministry of the Presidency</p> <p>Government Office of Information and Communication Technology (OGTIC).</p> <p>General Directorate of Ethics and Government Integrity (DIGEIG)</p>

			<b>Others</b> Municipal Dominican League Dominican Federation of Municipalities (FEDOMU) Fundación DEMUCA
9. Enable the platform for the public.	Access to the platform with the improvements implemented	September - December 2023	Leader: Ministry of Public Administration (MAP) <hr/> <u>Supporting stakeholders</u> Government Office of Information and Communication Technology (OGTIC).
10. Platform dissemination campaign.	Greater incidence and citizen participation.	January - August 2024	Leader: Ministry of Public Administration (MAP) <hr/> <u>Supporting stakeholders</u>
<b>Commitment Follow-up</b> <p>A follow-up and monitoring will be carried out with a maximum quarterly periodicity that allows to identify the level of progress of the project, as well as the possible positive and negative deviations of its execution, to make the corresponding adjustments that allow the planned goals to be met.</p>			
<b>Indicators</b> <ol style="list-style-type: none"> <li>1. Diagnosis of the current situation of the public services quality monitoring system</li> <li>2. New regulations that govern the monitoring system for the quality of public services prepared and approved</li> <li>3. National Observatory for the quality of public services redesigned</li> <li>4. Updated complaints, claims and suggestions form</li> <li>5. Guide instrument on the operation of the system and use of the platform developed.</li> <li>6. Percentage of implementation of the stages of the pilot project</li> <li>7. Communication strategy developed.</li> <li>8. Communication strategies implemented.</li> <li>9. Public servants responsible for the implementation of the system and RAI trained.</li> <li>10. Platform enabled for the public with the improvements implemented.</li> <li>11. Dissemination campaign for the use of the platform by citizens carried out.</li> </ol>			



## Contact Center: take care of your mental health

Country	Dominican Republic
Number and name of the commitment	Contact Center: take care of your mental health

7			
Brief description of the commitment	Provide Psychological First Aid (PAP) service with priority in response to emergencies (suicide, crisis, violence, etc.) as well as spaces for prevention and education in mental health in tele assisted mode, through a Contact Center. In addition, a portal and/or information platform on mental health care services available in the country will be available for orientation, consultation, and access purposes.		
Responsible government agency	Ministry of Public Health and Social Assistance		
Supporting stakeholders	Government	Civil Society	Other stakeholders (Parliaments, private sector, etc.)
	National Healthcare Service (SNS)  Superintendency of Health and Occupational Hazards (SISALRIL)  Technological Institute of the Americas (ITLA)  Government Communication and Technology Office (OGTIC)  Ministry of Public Administration (MAP)	Dominican Association of Psychologists  Dominican Medical Association  Dominican Society of Psychiatry	
Period covered	2022-2024		
<b>Defining the problem</b>			
<b>1. What's the problem this commitment seeks to address?</b> This commitment seeks to provide citizens with the Psychological First Aid (PAP) service.			

to meet the mental health needs of the population. give priority to emergencies such as suicide, crisis, violence, etc. In addition, a portal and/or information platform on mental health care services available in the Country will be available for orientation, consultation, and access purposes.

The Dominican Republic has witnessed the exponential increase in mental health events, which have been addressed to the area of psychology and/or psychiatry in public and private centers, especially after the start of the COVID-19 pandemic. According to the Pan American Health Organization in its publication "**The burden of mental disorders in the Dominican Republic**" of 2018 in the Dominican Republic the burden of mental, neurological, substance use, and suicide disorders (MNSS) varies according to age, due to until before the age of 5, mainly to epilepsy (49%) and autism (45%). Between the ages of 5 and 15, 18% of the burden is due to conduct disorders, anxiety disorders, and headaches, each including migraine and tension-type. Around the age of 20 a pattern emerges that remains stable during youth and adulthood: common disorders (anxiety, depression, self-harm and somatoform disorder) representing 42% of the burden, headaches 22%, substance use disorders 14% (9% due to alcoholism) and severe mental disorders (schizophrenia and bipolar disorders) about 9%. Older adults mainly suffer from neurocognitive disorders due to Alzheimer's disease, which exceeds 50% of the burden by the age of 80 and stands above 70% after the age of 85.

After having consulted the Civil Society (the team of the General Directorate of Ethics and Government Integrity) throughout the national territory, with a view to creating this action plan, concern for mental health issues had a great impact on the population who reported having various types of related problems.

## **2. What is causing this problem?**

The Ishikawa diagram is used to determine the causes that lead to the lack of attention to mental health in a country, in the case of the Dominican Republic, it has been possible to determine that this is due to the following:

1. Citizens do not have the necessary information regarding mental health.
2. Social stigma.
3. High cost of medicines and low health insurance coverage
4. There is no monitoring of what is established in the current mental health system established in Law No. 12-06 on Mental Health, (Title II, Chapter I.)
5. Although the first level primary care centers have been strengthened, the same follow-up has not been given to the 2nd level centers, or 3rd. Level.

## **3. In which ways does this problem affect women and men?**

Knowing that, according to the World Health Organization (WHO), mental health is a state of well-being in which each individual develops their potential, can face the stresses of life, can work productively and fruitfully, and can contribute something to your community; It is important to know that given the increase in stress, as a result of the consequences of the COVID-19 pandemic, the development of mental health events in the population has increased, leading to disorders



such as depression, anxiety, body dysmorphia, among others. others, who have led thousands of people to make the decision to commit suicide.

According to the publication on "the burden of mental disorders in the Dominican Republic" it is argued that in the case of mental, neurological, substance use and suicide (MNSS) disorders, these represent 35 to 55% of the total burden of disorders, having a different proportional distribution in men and women; while men are mainly affected by headaches, alcohol use and depressive disorders, women are mainly affected by headaches, depressive and anxiety disorders.

**4. Does this problem affect a specific vulnerable population?**

The mental health problem directly and indirectly affects the entire population, regardless of gender, race or religion. In the Dominican Republic, the suicide mortality rate is 6.5 per hundred thousand inhabitants. However, according to the National Statistics Office, in the case of suicide, men have been more affected compared to women, given that during the period between 2000-2019 an average of male suicides of 86% compared to 14% of female suicides.

**5. To which Sustainable Development Goal is this problem linked to?**

The conflict that incurs in mental health can be linked to the sustainable development goals #3 and #17.

Objective #3 specifically goals 3.5 and 3.8, which indicate the strengthening of the prevention and treatment of addictive substance abuse, including the misuse of narcotics and the harmful consumption of alcohol, which are disorders that directly affect to the Dominican Republic and the high mortality rate from traffic accidents induced by excessive alcohol consumption is indirectly reflected in different national Indicators. They also seek to achieve universal health coverage, including protection against financial risks, access to quality essential health services, and access to safe, effective, affordable, and quality medicines and vaccines for all.

As for the objective, no. 17, in its nature to foster and promote the constitution of effective alliances in the public, public-private and Civil Society spheres, taking advantage of the experience and strategies for obtaining resources from alliances, it is denoted that it will function as the transversal tool between different institutions in order to achieve the same objective, which is to improve mental health and serve as support in the search for an efficient mental health system.

**Description**

**1. So far, what has been done to solve this problem?**

The Ministry of Public Health (MSP) created an action plan, called "National Mental Health Plan, Dominican Republic 2019-2022" that provides the strategic guidelines which allows a comprehensive and coordinated approach to mental health, for the reduction of the morbidity, disability and mortality associated with mental disorders, and the reduction of comprehensive care gaps.

As a result of this, the following guidelines were obtained:

1. Promote the updating of the Mental Health Law aligned with the current legal framework of the Country and international standards.
2. Develop and disseminate mental health protocols and guides for comprehensive care, aligned with the national legal and programmatic framework.
3. Establish cooperation with other health programs, particularly to address specific psychosocial needs such as childhood, adolescence, the elderly, intellectual disability, disaster and emergency situations, violence, and substance abuse.
4. Develop mechanisms for intersectoral coordination and social participation, including user and family movements; as well as agreements with the social sectors to facilitate psychosocial care and rehabilitation.

**2. What solution do you propose?**

Create a citizen service line that serves as an instrument to provide citizens with Psychological First Aid (PAP), information, education, and prevention in the face of emerging events, and then be referred to the centers of the hospital network that have psychological and psychiatric care units; places where they can obtain medicines at low cost or through the coverage of their ARS.

In turn, it will allow citizens, using technologies, to have the necessary tools to deal with mental health in a preventive way and comprehensive care for it.

**3. What results do we want to achieve in the short and medium term with the implementation of this commitment?**

Reduce the incidence of catastrophic events resulting from probable mental health disorders through a single national tool that contains the necessary information on prevention and mental health care, the results can be measurable through the evaluation of post-care services voluntarily and confidentially on the portal of the Government Ethics Department and/or the contact center platform itself. In addition, it will be possible to count the number of people served and cases resolved in the short and medium term.

- **Short-term results (Action Plan completion date):**
  - Promote care for mental disorders through government service channels and reduce the incidence of catastrophic events resulting from probable mental health disorders.
- **Results in the medium term (after the Action Plan):**
  - Promote comprehensive mental health care, early detection of mental disorders, and medication facilitation.

Commitment Analysis			
Questions			
1. How will transparency promote this commitment?	<p>This commitment seeks to attend in real time in terms of mental health to citizens who need help, in turn this service will offer statistical information as a product that will allow evaluating the feasibility of the proposal and improve decision-making in this regard dedicated to preventing and attending the problem of mental health.</p> <p>Citizens will be able to access functional Country psychiatry units. Similarly, the platform will be interconnected with other relevant public services depending on the care provided (National Police, National Health Service, Ministry of Women, among others). In addition, the publicity of the services offered by the Dominican State will be promoted to attend to and prevent problems concerning mental health in a timely manner.</p>		
2. How will the commitment help to promote accountability?	<p>By having this tool, accountability will be encouraged, by the authorization of evaluation forms of the service provided through the contact center platform and the portal of the Government Ethics Department will be sought, with the objective of monitor and guide decision-making in mental health.</p>		
3. How will this commitment improve citizen participation in the definition, and the implementation and follow up of solutions?	<p>This platform will make it easier for citizens to become observers of mental health enforcement actions, allowing them to exercise social control. Citizen participation is what will allow the continuous improvement of this tool.</p>		
4. In what way does the commitment promote elements of gender or the fight against inequality gaps?	<p>The service will be provided under equal conditions to Dominican citizens, without distinction of gender or social class, which will ensure a service without any type of gender gap.</p>		
<b>Commitment planning</b> <i>This is an initial planning process that heavily discusses milestones and expected results, as well as the key stakeholders involved.</i>			
<b>Milestones</b>	<b>Expected results.</b>	<b>Expected Completion Date</b>	<b>Stakeholders</b>

<p>1. Gathering of information to integrate into the platform</p>	<p>Needs Matrix</p>	<p>January 2023</p>	<p>Leader: Ministry of Public Health</p> <p><u>Supporting stakeholders</u></p> <p><b>Government</b></p> <p>Ministry of Public Health and Social Assistance</p> <p>National Health Service</p> <p>Technological Institute of the Americas (ITLA)</p> <p>Government Office of Information and Communication Technology (OGTIC)</p> <p><b>Civil Society Organizations (OSC)</b></p> <p>Dominican Association of Psychologists</p> <p>Dominican Medical Association</p> <p>Dominican Society of Psychiatry</p>
<p>2. Platform prototype design</p>	<p>1. Information and Prevention Section on mental disorders.</p> <p>2. Appointment management section to avoid crowds.</p> <p>3. Helpline for emergencies.</p> <p>4. Geo-locator that visualizes the authorized pharmaceutical centers with medicines.</p>	<p>January - March 2023</p>	<p>Leader: Ministry of Public Health</p> <p><u>Supporting stakeholders</u></p> <p><b>Government</b></p> <p>Ministry of Public Health and Social Assistance</p> <p>National Health Service</p> <p>Technological Institute of the Americas (ITLA)</p> <p>Government Office of Information and Communication Technology (OGTIC)</p> <p><b>Civil Society Organizations (OSC)</b></p> <p>Dominican Association of Psychologists</p>

	<p>5. Dashboard with regularly updated statistics.</p> <p>6. Banner for complaints and/or suggestions</p>		<p>Dominican Medical Association</p> <p>Dominican Society of Psychiatry</p>
3. Platform dissemination campaign.	<p>1. Publication of posts, stories, reels and commercials on social networks.</p> <p>2. Mobile workshops and trainings (operational type)</p>	April 2023-December 2023	<p>Leader: Ministry of Public Health</p> <p><u>Supporting stakeholders</u></p> <p>Ministry of Public Health</p> <p>Government Office of Information and Communication Technology (OGTIC)</p>
4. Recruitment of mental health professionals (psychologists and/or psychiatrists) who collaborate	Recruitment of 15-17 expert psychologists in crisis management	April 2023	<p>Leader: Ministry of Public Health</p> <p><u>Supporting stakeholders</u></p> <p>Ministry of Public Health Ministry of Public Administration (MAP).</p>
5. Provide training to collaborating psychologists on crisis management	6-8 psychologists trained in crisis management	April - June 2023	<p>Leader: Ministry of Public Health</p> <p><u>Supporting stakeholders</u></p> <p><b>Government</b></p> <p>Ministry of Public Health</p> <p><b>Civil Society Organizations (OSC)</b></p> <p>Colegio Médico Dominicano</p>
6. Updating the psychological first aid guide where	Telephone patient care guide	March 2023	<p>Leader: Ministry of Public Health</p> <p><u>Supporting stakeholders</u></p>

telemedicine is included in it.			Ministry of Public Health
7. Delivery of the 2nd. part of the platform or BETA version	Platform with sections and improvements added	December 2023	Leader: Ministry of Public Health
			<u>Supporting stakeholders</u>
			Ministry of Public Health y Asistencia Social  Technological Institute of the Americas (ITLA)  Government Office of Information and Communication Technology (OGTIC).
8. Publication of the first report on results and performance of the mechanism.	Results of services provided and user satisfaction	January - May 2024	Leader
			<u>Supporting stakeholders</u>
			Ministry of Public Health  Technological Institute of the Americas (ITLA)  Government Office of Information and Communication Technology (OGTIC).
<b>Commitment Follow-up</b>			
This is a process where mechanisms are defined to monitor the implementation of the Milestones and results developed in the previous section. This section should answer the question: How will compliance with the commitment be verified?			
Indicators			
<b>Management indicators</b>			
<ol style="list-style-type: none"> <li>1. Average number of cases attended per batch.</li> <li>2. Average number of cases attended by position/position operator.</li> <li>3. Ratio of wrong/non-effective calls</li> <li>4. Average duration of calls</li> </ol>			

5. Peak date/time range

**Results Indicators**

1. Number of users served.
2. Number of users who attended an in-person mental health consultation.
3. Call abandonment rate by users
4. Service request causes
5. Service satisfaction percentage



## Unified System of Territorial Demands

<b>Country</b>	Dominican Republic		
<b>Number and name of the commitment</b>	Unified System of Territorial Demands		
<b>8</b>			
<b>Brief description of the commitment</b>	<p>Make citizen territorial demands transparent at the national level, through a digital tool where the requirements that have arisen and are channeled by the provincial development councils can be viewed, as well as their status.</p> <p>This system will allow a single registry of the territorial demands of the citizens residing in the different points of the national geography, so that they are attended by the Government, to improve the timely response and with this raise the living conditions of the population.</p>		
<b>Responsible government agency</b>	Ministry of Economy, Planning and Development (MEPyD)		
<b>Supporting stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other stakeholders (Parliaments, private sector, etc.)</b>
	Provincial Councils Sector entities from various fields: Central Government, Autonomous and Decentralized Non-Financial Organizations. Each sector will respond in a timely manner to the set of demands related to the mission and stewardship of the subject of each	Sur Futuro ONG Alliance Cuentas Claras	Senators and Deputies in their role as representatives of the territory and oversight of public policy.



	institution based on the current legal framework.		
<b>Period covered</b>	2022-2024		

### Defining the problem

#### 1. What's the problem this commitment seeks to address?

The Government of the Dominican Republic has as its main objective to improve the quality of life of the people. To these ends, development, territory and citizen participation are fundamental principles.

Development, as an individual fact based on a collective construction that seeks to improve the living conditions of citizens.

The territory, through the design of strategies that guarantee economic growth, developing public policies that integrate citizen participation and creating opportunities and capacities where people reside.

The power of citizen participation, through the creation of spaces for participation in all possible instances and the strengthening of the institutional mechanisms that create it, in order to materialize rights, in order to obtain as a result a more balanced, inclusive and participatory society.

These three principles are viable through four areas of intervention: the construction of power in society within the distributive struggle, politics as a space for consensus, technological and institutional innovation, and the reorganization of the State.

To contribute to the above, from the Ministry of Economy, Planning and Development, seven transversal axes related to the National Development Strategy are promoted with the purpose of improving the daily life of the Dominican population. These axes are: gender equity, guaranteeing the incorporation of women at all levels of human activity within the framework of respect and development; territoriality, which ensures that the benefits of economic growth reach the entire population; citizen participation, which allows citizens to get involved in public policies; sustainability, both economic and environmental and social; transparency and accountability, aware that the State is constituted to serve and achieve the proposed goals; vulnerable groups, which refers to those who require particular attention (children in danger, adolescent mothers, the population in poverty and others) and, finally, the digital transformation, its need being more evident in this time of global pandemic due to the covid-19.

Despite the fact that the current legal framework establishes instruments and official spaces that involve the participation of the population, for the definition of those issues that need to be addressed by the corresponding administrations, for local Demands (city hall and Municipal District Boards and for the Supra-municipal demands (Government Central), there is currently no single record of official demands that are sent and/or received by the Government to be

addressed, diluting and duplicating institutional response actions towards the population. the municipalities did not feel the need to prepare the Municipal Development Plan and that the central Government did not have an automated system to know and process territorial needs.

In the same way, there is no informative and operational link between the demands that are identified by the agents of the territory and the institutional offer, which is found in the instruments of the Government's sectorial ones.

Consequently, an efficient articulation between citizen proposals and their admission to the project bank of the National Public Investment System (SNIP) is necessary, in order to minimize the risks of non-compliance by the Government in the face of territorial demands and consequently maximize the citizen satisfaction. This being the problem that this commitment aims to solve.

**2. What is causing this problem?**

The absence of planning and territorial ordering. Limited technical and management capacities of local governments to deal with different problems.

**3. In which ways does this problem affect women and men?**

The lack of a differentiated response in men and women to territorial demands does not allow us to provide pertinent solutions adapted to the needs of the population. The territorial diagnoses must reflect a collection of segregated information that allows timely responses to the different demands.

**4. Does this problem affect a specific vulnerable population?**

Social groups with a higher degree of vulnerability are positioned in a higher state of risk.

**5. To which Sustainable Development Goal is this problem linked to?**

This commitment is aligned with the National Development Strategy 2030 (END 2030) of the Dominican Republic. Specifically with the General Objective: 2.4- Territorial cohesion. 2.4.1- Integrating the dimension of territorial cohesion in the design and management of public policies.

Similarly, with the National Multiannual Plan for the Public Sector (PNPSP): Territorial and Municipal Public Policies for Change.

It impacts the following Sustainable Development Goals (SDGs):

SDG 3: Health and Well-being. This SDG seeks to guarantee a healthy life and promote well-being for all at all ages, and thus ensure sustainable development.

SDG 11: Sustainable Cities and Communities. This SDG seeks to make cities more inclusive, safe, resilient and sustainable.

11.3 By 2030, increase inclusive and sustainable urbanization and capacity for participatory, integrated and sustainable planning and management of human settlements in all Countries.

SDG 17: Partnerships to achieve the objectives. This SDG seeks to make cities and human settlements inclusive, safe, resilient and sustainable.

### Description

#### 1. So far, what has been done to solve this problem?

Currently, to identify territorial demands, local governments use the methodology designed by the Ministry of Economy, Planning and Development (MEPyD) for the formation of the Municipal Development Council (CDM) and the Municipal Development Plan (PMD). For the formation of the CDM, the following steps are exhausted:

- I. An open call is made for the entire municipality to start the process of forming the CDM.
- II. An assembly is held where a representative and a substitute are selected for each sector established by Law 498-06 Art.14 paragraph 1 Literal C. The CDM is structured as follows:
  - A. Municipal Authorities established by law: (Not eligible)
    - I. The Trustee of the Municipality.
    - II. The president of the Chapter House.
    - III. Each one of the Managers of the Municipal Boards.
  - B. Representantes de la Civil Society (Elegibles):
    - I. Civil Society Representatives (Eligible):
    - II. A representative of the business associations and/or the Chambers of Commerce and Production of the municipality.
    - III. A representative of the higher education institutions of the Municipality.
    - IV. A representative of the professional unions of the Municipality.
    - V. A representative of the agricultural associations
    - VI. Neighborhood associations
    - VII. Non-governmental organizations recognized for their work in the community.

The representatives of each sector before the CDM are made official by the council of councilors of the municipality through a resolution. After the officialization, the CMD forms thematic worktables with the representatives of the sectoral institutions present in the municipality with the objective of knowing and evaluating the specific issues and local problems related to the competences, attributions and functions of the local Government. These tables will present reports and proposals to the CDM.

For the elaboration of the PMD the following steps are exhausted:

1. With the support of a questionnaire, the Municipal diagnosis is made to know the current situation of the municipality.
2. In plenary with the CDM and the thematic tables, the validation of the diagnosis and the identification of problems are carried out.
3. Based on the problems identified, the SWOT analysis is carried out

4. From the results obtained in the SWOT, the municipal Vision and Mission and identification of strategic lines are elaborated.
5. Based on the strategic lines, the Objectives are defined
6. From the analysis of objectives and the SWOT, territorial citizen demands are identified.
7. Demands are classified and prioritized by the CDM, both those that go to the municipal investment plan and those that are coordinated with central Government institutions, for which a technical demand file is filled out.

With the information collected in the technical sheets, the territorial citizen demands of each municipality are registered in the RUDCT system by the MEPyD staff. After the claims are registered in the system, the claims consolidation process is carried out at the provincial level.

For the consolidation of territorial citizen Demands, a Provincial Development Council (CDP) is formed, which is coordinated by the provincial governments and is composed as follows:

Provincial authorities established by law: (Not eligible)

- The Governor of the province.
- The Senator of the Republic for the province.
- Deputies to Congress for the province.
- The Trustees of the municipalities that constitute the province.

Civil Society Representatives (Eligible):

- A representative of the business associations and/or the Chambers of Commerce and Production of the province.
- A representative of the higher education institutions of the province.
- A representative of the professional unions of the province.
- A representative of agricultural associations, neighborhood associations and non-governmental organizations recognized for their work in the community.

After making it official, the CDP forms the Technical Commission ( ) to work with the representatives of the sectoral institutions present in the province. Steps for the consolidation of demands at the provincial level:

- A. Staff from the Regional Planning Office (ORP) of the Ministry of Economy, Planning and Development (MEPyD) prepares a draft of the preliminary list of the province's

demands from the RUDCT system and delivers it to the Technical Commission of the Provincial Development Council.

- B. The CT analyzes the list and consolidates a preliminary list of provincial demands and selects the possible provincial demands from the municipal demands.
- C. Add potential new provincial demands as needed.
- D. Prioritize provincial demands.
- E. CT presents results of pre-selection of provincial lawsuits before members of CDP.
- F. CDP members modify and authorize the list of provincial demands (Schedule 1.0)
- G. CDP delivers provincial demands to the Minister of Economy, Planning and Development through the Regional Planning Office

Finally, the Regional Planning Office passes the result of the consolidation process to the RUDCT system for linking with the corresponding institutions. Before the creation of the RUDCT system, there was no single record of the demands, so it was difficult to identify whether they were responding to the demands identified through the CMD and the link with the institution that had to respond. this.

Once the process of identification of territorial demands has been explained, the following has been carried out to solve the problem:

- Design and implementation of methodology for the formation of Municipal Development Councils.
- Design and implementation of a methodology for the elaboration of municipal development plans that allows it to be elaborated within the period established by law.
- Design and implementation of a methodology for the consolidation of territorial claims at the provincial level through the system.
- All members of the Municipal Development Council (CDM) are democratically elected from local representatives and the municipal needs in Municipal Development Plans (PMD) are agreed by members of the CDM. The territorial citizen demands registered in the RUDCT system are raised by the Municipal Development Councils (CDM) made up of the municipal authorities and Civil Society of each of the municipalities.
- Design and implementation of the Unique Registry of Territorial Citizen Demands (RUDCT): it is the first system for the registration of citizen demands identified through official entities, so that they are addressed by the Government of the Dominican Republic. The objective of RUDC is to raise the quality of life of the inhabitants.

- A clear and transparent process for linking the needs with the sectoral ones has been designed.

## 2. What solution do you propose?

The commitment proposes the authorization for public consultation of the web portal for the identification, processing and prioritization of territorial demands through the implementation of strategic lines that guarantee the transformation of the problems.

Likewise, the creation of Indicators for the typification of demands with scales of progress, the number of actions implemented.

In the same way, socialize with the public the information published on the platform, in the Ten (10) provinces of the pilot of Governors prioritized in Commitment NO. 3 of this Open Government Action Plan. Finally, the authorization to access the public information of this platform through the Office of Access to Public Information of the prioritized Governorates.

## 3. What results do we want to achieve in the short and medium term with the implementation of this commitment?

### Greater transparency in the management and treatment of identified territorial claims.

- Place all the official demands addressed to the national Government in a single computer platform.
- Avoid duplicating actions on the same claim.
- Know the needs prioritized by the people of each place in the Dominican territory.
- Respond in a timely manner to the official demands requested.
- Maintain a channel of communication between the population and the Government sectors.
- Monitor the passage of demands to become programs or projects with a budget.
- Incorporate, through the Information Access Offices of the provincial governments, mechanisms for obtaining information on the development and fulfillment of the enforcement of territorial demands, linked to the commitment on Territorial Open Government.

- *Short-term results (Action Plan completion date):*

Enabling a computer platform for citizen consultation of territorial demands that allows the presentation of responses to territorial citizen demands prioritized by the Development Council in provinces.

- *Medium-term results (after the Action Plan):*

With a view to achieving greater citizen participation and impact of this commitment, a Dashboard will be designed and published that allows the Civil Society to oversee the responses by the institutions to the prioritized territorial demands. Transparency in the management of

territorial demands enhances citizen confidence in territorial participation and consultation mechanisms since they are listened to.

### Commitment Analysis

Questions	Answers (if not applicable, answer n/a)
1. How will transparency promote this commitment?	The commitment promotes transparency as it publishes territorial demands and their management by the Government on a platform with public access. Likewise, it offers mechanisms for accessing said information through both virtual and face-to-face channels.
2. How will the commitment help to promote accountability?	This commitment promotes accountability by mainstreaming transparency in the management of territorial demands for the public, allowing public investment projects that are part of the General State Budget (PGE) to be known and monitored because of the consultations. Citizens in the Provincial Development Councils.
3. How will this commitment improve citizen participation in the definition, and the implementation and follow up of solutions?	This commitment seeks to improve citizen participation in the definition and follow-up of solutions, since it promotes transparency in the existing participation mechanisms, improving access to information, which contributes to a better prioritization of projects and public investments necessary to generate development at territorial scale. This also promotes the formulation of municipal development plans with a concerted vision of the development model for each territory, based on the collective identification of the strengths, needs and priorities of each municipality.
4. In what way does the commitment promote elements of gender or the fight against inequality gaps?	Through the platform, it will be possible to receive demands that have the objective of eliminating gender gaps and inequalities in a general sense.  Currently, when registering the demands, the gender of the demand or the age range are not specified. The commitment will make the target population transparent, since in the description of the demand it will be possible to identify if they are aimed at children, disabilities, the elderly, or other vulnerable groups using, for example, the System for the Identification and Classification of public spending on Gender Equity with

	<p>the objective of facilitating the identification and measurement of the expenditure of activities that promote gender equality. Making visible the use of this classifier in the execution of investment projects and/or institutional products will allow the monitoring of imputed spending to close gender gaps.</p>		
<p><b>Commitment planning</b></p> <p><i>This is an initial planning process that heavily discusses milestones and expected results, as well as the key stakeholders involved.</i></p>			
Milestones	Expected results.	Expected Completion Date	Stakeholders
<p>1. Enabling the platform in beta version for use by citizens.</p>	<p>Citizen feedback on the design and usability of the computer platform for consultation of land claims.</p>	<p>August 2023</p>	<p>Leader: MEPYD</p> <p style="text-align: center;"><u>Supporting stakeholders</u></p> <p><b>Government</b></p> <p>Ministry of Economy, Planning and Development (MEPyD)</p> <p><b>Civil Society Organizations (OSC)</b></p> <p>Community Groups</p> <p>Guilds</p> <p>General Citizenship</p>
<p>2. Platform dissemination campaign</p> <p>30 visits nationwide informing citizens about the existence and usefulness of the platform.</p>	<p>2. Informed citizens of the territorial demands assumed by the sectorial institutions.</p> <p>Space for exchange to know the demands that have been assumed by the sectorial</p>	<p>August - November 2023</p>	<p>Leader: MEPYD</p> <p style="text-align: center;"><u>Supporting stakeholders</u></p> <p>Municipal Development Councils and Provincial Development Councils.</p> <p>Community Groups</p> <p>Guilds</p> <p>General Citizenship</p>



	institutions and will serve to provide feedback for the new process of elaboration of the municipal development plan.		
3. Official launch of the Launch of Territorial Demands platform for citizens.	<p>After the platform is enabled, it is used actively.</p> <p>Knowledge of citizens so that this results in greater territorial participation.</p>	November - December 2023	<p>Leader: MEPYD</p> <p><u>Supporting stakeholders</u></p> <p><b>Government</b></p> <p>Ministry of Economy, Planning and Development (MEPyD)</p> <p><b>Civil Society Organizations (OSC)</b></p> <p>Community Groups</p> <p>Guilds</p> <p>General Citizenship</p>
4. Monitoring of the territorial demands of 158 municipalities	<p>Monitor the execution of the plans.</p> <p>Show citizens the government's commitment to care and search for solutions to territorial problems. In coordination with the Ministry of the Treasury in compliance with the citizen budget initiative.</p>	3.May - September of each year	<p>Leader: MEPYD</p> <p><u>Supporting stakeholders</u></p> <p><b>Government</b></p> <p>Ministry of Economy, Planning and Development (MEPyD)</p> <p><b>Civil Society Organizations (OSC)</b></p> <p>Sectoral Institutions</p> <p>Community Groups</p> <p>Guilds</p> <p>General Citizenship</p>

**Commitment Follow-up**

1. Report on citizen feedback on the design and usability of the platform.
2. Thirty (30) visits nationwide informing citizens about the existence and usefulness of the platform.
3. One (1) platform of territorial demands facing citizenship.
4. Amount of visits/traffic to the new platform.
5. Satisfaction survey of users and participants of the citizen participation mechanism.
6. One hundred and fifty-eight (158) municipalities with monitored territorial claims.


**Public Sector Internships for Citizens #PasantíasPúblicasRD (#PublicInternshipsDR)**

<b>Country</b>	Dominican Republic
<b>Number and name of the commitment</b>  9	Public Sector Internships for Citizens #PasantíasPúblicasRD (#PublicInternshipsDR)
<b>Brief description of the commitment</b>	Develop an articulated internship program that includes the participation of the bodies and entities that make up the Public Administration, in coordination with technical and professional training entities, guaranteeing equal opportunity for citizens to access the world of work, gender equity, inclusiveness, transparency and integrity in the process.

<b>Instancia gubernamental responsable</b>	Ministry of Public Administration (MAP).		
<b>Supporting stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other stakeholders (Parliaments, private sector, etc.)</b>
	Government Office of Information and Communication Technology (OGTIC)  Ministry of the Presidency  Administrative Department of the Presidency  Ministry of Public Works and Communications  Ministry of the Treasury  Ministry of Energy and Mines  Ministry of Culture  Ministry of Foreign Affairs  Ministry of Tourism  Ministry of Labor  Women’s Ministry  Ministry of Housing and Construction	ONG Alliance  INPRET Foundation	Universities  Technical Training Institutes  Dominican Universities Association  Dominican Association of University Rectors (ADRU)  Francina Hungría Foundation, Job Opportunities for Autonomy (OLA) Project.

	Ministry of Economy, Planning and Development (MEPyD)  Ministry of Environment and Natural Resources  Ministry of Agriculture  Ministry of Youth  Ministry of Sports and Recreation  Ministry of Education  Ministry of Higher Education, Science and Technology  Ministry of Industry and Commerce and MSMEs  Ministry of Internal Affairs and Police  Ministry of Public Health		
<b>Period covered</b>	2022-2024		

**Defining the problem**

**1. What's the problem this commitment seeks to address?**

The lack of opportunities for citizens who do not have the work experience required by the public and private sectors, who require up to two (2) years of experience; Therefore, this commitment seeks to guarantee the articulation of spaces for those people who do not have such experience, so that they can develop and complement the knowledge and skills that allow them to achieve better conditions to enter public employment or national productive activities.

Citizens who, by not having work experience, are limited or prevented from accessing a first job, according to the Dominican Economy Report as of June 2022, the open unemployment rate

is defined as the percentage of unemployed who are actively seeking work, which registered a notable year-on-year reduction, going from 7.6% in April-June 2021 to 5.2% in the same period of 2022, for a drop of 2.4 percentage points.

In the population or groups in vulnerable conditions such as: single women, heads of household, young people with their first job, young people who study, work and people with disabilities.

According to the records of the Central Electoral Board, 40.3% of Dominicans are between the ages of 18 and 35. However, since the Dominican population is a young society, 18% have difficulty entering the formal labor market due to the requirement of prior experience.

As a result of the Covid-19 pandemic and the adverse effects caused by the confinement measures on the labor market, which was affected by an estimated inactivity according to figures from the Central Bank of 38.3% of the population of working age. Estimates from the International Labor Organization (ILO) calculated the impact of the COVID-19 pandemic globally in up to 25 million unemployed people. In the case of the Dominican Republic, young people between the ages of 15 and 24 were affected, that is, young people with their first job, with a drop of 11,292 jobs in absolute terms.

Even though there is no data that establishes the reality of the beginning of the problem, it is noted that people in the age range of 15 to 24 years always have the disadvantage of entering the labor market, due to little training and the requirement of having previous experience to be inserted. Notwithstanding the foregoing, the presence of initiatives promoted from the MAP is noted, such as the Concursa Portal.

## **2. What is causing this problem?**

According to the research of Corporate Action for Education (Educa) in 2019, despite the increase in resources allocated to the education sector, by 2016, 41.6% of young people between 19 and 24 years of age had not completed their studies. secondary, and 24% of young people who managed to complete this level, did not enroll in the higher level. From these data it can be inferred that the educational level reached by young people may be closely related to the degree of unemployment. Standing out then as causes of access to the first job the following:

- Work experience is required of people who have not even had the opportunity to do internships.
- Lack of formality of the institutions to open spaces for internships.
- Lack of previous experience in the area they have studied.
- Organizations do not hire them because they only have theoretical knowledge.

- They do not have the knowledge and skills required for the position to be held.

### 3. In which ways does this problem affect women and men?

According to the Central Bank's Quarterly Labor Market Bulletin, the behavior of the unemployment rate by gender for the January-March 2021 quarter reveals an open unemployment rate for the male gender of 4.6%, while that of women it was 2.8 times higher, standing at 12.8% in the referred period.

According to the quarterly report of July-September 2022 of the Central Bank of the Dominican Republic, the behavior of the unemployment rate by gender for the July-September quarter of the year 2022, reveals a male open unemployment rate (SU1) of 2.7%, while that of women was 2.9 times higher, standing at 7.7% in the referred period.

Moreover, it is estimated that women's jobs were particularly affected by the high female participation in sectors with the highest risk in the face of the crisis: hotels and restaurants and commerce (58.1% and 39.7% respectively).

### 4. Does this problem affect a specific vulnerable population?

The limitations of access to the first job also affect vulnerable populations. As an example, we can cite people with special conditions. According to the SIUBEN 3SH database, certified as of September 2021, young people between 25 and 29 years of age with a disability in the labor market, according to province, are:

Province	Quantity	%
Azua	367	1.87%
Baoruco	131	0.67%
Barahona	512	2.61%
Dajabón	101	0.51%
Distrito Nacional	1,583	8.07%
Duarte	1,347	6.87%
El Seibo	103	0.53%
Elías Piña	77	0.39%
Españat	461	2.35%
Hato Mayor	151	0.77%
Hermanas Mirabal	251	1.28%

Independencia	59	0.30%
La Altagracia	443	2.26%
La Romana	670	3.42%
La Vega	1,306	6.66%
María Trinidad Sánchez	543	2.77%
Monseñor Nouel	408	2.08%
Monte Cristi	324	1.65%
Monte Plata	482	2.46%
Pedernales	43	0.22%
Peravia	553	2.82%
Puerto Plata	467	2.38%
Samaná	322	1.64%
San Cristóbal	1,545	7.88%
San José De Ocoa	86	0.44%
San Juan	444	2.26%
San Pedro De Macorís	403	2.05%
Sánchez Ramírez	371	1.89%
Santiago	1,602	8.17%
Santiago Rodríguez	83	0.42%
Santo Domingo	3,994	20.36%
Valverde	384	1.96%
<b>Total</b>	<b>19,616</b>	<b>100.00%</b>

**5. To which Sustainable Development Goal is this problem linked to?**

Goal 8: “Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all”. This global objective, reinforced by specific goals, seeks to carry out actions related to social protection, the eradication of forced labor and child labor, the increase in productivity, action in favor of youth employment, the creation of SMEs and The

development of skills is an essential response to the economic and social needs of people and governments around the world.

### Description

**1. So far, what has been done to solve this problem?**

Some institutions have made efforts, but they have not had the rigor of continuity that has given great results today.

**2. What solution do you propose?**

It is sought that the internships are part of the commitments assumed by the entities and bodies of the Public Administration from the strategic and operational plans of the institutions. The "#PublicInternshipsRD Program" that is proposed as a solution in this commitment will allow those people with technical / university studies who have not been able to access the formal world of work, obtain the experiences and skills to be inserted.

The creation and implementation of a web tool that allows citizens of a technical/university level to access internship offers that will be issued by government institutions that adhere to this program (#Public InternshipsRD) is proposed. This initiative will innovate in that internship requests will be made through the coordination of the Human Resources Areas with technical or higher education institutions or through requests made directly by students to the institutions, choosing from the catalog of areas available, those that are related to their academic and training profiles, in addition, this process will be supervised by the internal Integrity Commissions with the RAI as responsible for reporting each period and collecting data that serves to measure both success through real data, as well as, to propose continuous improvements if necessary.

It should be noted that, although this proposal does not completely eliminate the problem of labor insertion of Dominican citizens, it will provide a viable solution that will result in the possible recruitment of talent in public institutions, in addition to functioning as a data bank and/or o Registration of those eligible for future vacancies within the network of public institutions, when applicable, or in the private sector in a second stage of execution.

**3. What results do we want to achieve in the short and medium term with the implementation of this commitment?**

- *Short-term results (Action Plan completion date):*

Make the necessary adjustments within each institution to articulate the #PublicInternshipsRD program as a means of mandatory use by public sector institutions to recruit candidates for internships.

- *Results in the medium term (after the Action Plan):*

It is intended to achieve, within the period established for June 2024, that 100 citizens with technical/university levels of studies can access to carry out internships in government institutions and that this additional experience will help them to acquire skills, abilities and



knowledge in time. in front of a job, it also serves as a platform for future placement in the formal labor market.

### Commitment Analysis

Questions	Answers (if not applicable, answer n/a)
1. How will transparency promote this commitment?	The general population, as well as all those interested in carrying out professional practices, will be able to verify the availability of areas that the participating entities have and select the one of interest according to their profiles, verify the necessary requirements, the dates of application, the conditions of the internships, among other topics.
2. How will the commitment help to promote accountability?	Any citizen who is dissatisfied for not having been selected by any of the institutions may go to the Internal Integrity Commission of each institution, as an external body to seek answers and satisfaction to their concern. Consequently, the Integrity Commissions, through the RAIs(Responsible for Information Access), who are the executive coordinators of the aforementioned commission, will serve as observers and overseers of the program, and they are obliged to prepare the site report.
3. How will this commitment improve citizen participation in the definition, and the implementation and follow up of solutions?	Applications for internships and their granting will be monitored through a dashboard placed on the platform that will allow citizens to observe the development of the program in real time in figures and percentages.
4. In what way does the commitment promote elements of gender or the fight against inequality gaps?	The program will seek to place citizens who meet the place requirements in professional internships, avoiding discrimination based on gender or disability status, therefore, the same quotas established for the program will be established depending on the nature of each organization. access to internships for the female population and people with disabilities.

### Commitment planning

*This is an initial planning process that heavily discusses milestones and expected results, as well as the key stakeholders involved.*

Milestones	Expected results.	Expected Completion Date	Stakeholders

1. Create a standardized guide for the process of recruiting interns within each institution.	1- Guide developed by the institutions involved and responsible for executing the program.	January - April 2023	Leader: Ministry of Public Administration (MAP) <u>Supporting stakeholders</u>
2. Develop a web platform that allows public institutions through a redirected link to the same platform, presenting available vacancies for internships.	2- Implementation of the web platform for citizens to apply for internships.	April - August 2023	Leader: Ministry of Public Administration (MAP) <u>Supporting stakeholders</u>
3. Creation of a dashboard within the web platform.	3- It reflects the real-time statistics of the institutions that accepted the call, the number of citizens who applied, as well as how many beneficiaries, the number of places available, gender, age, population, and work areas that were applied.	April - August 2023	Leader: Ministry of Public Administration (MAP) <u>Supporting stakeholders</u>
4. Carry out a pilot plan with 23 ministries and 10 institutions that make up the Public Administration.	4- 100 citizens who will have carried out work internships through the program in 23 ministries and 10 state institutions.	September - October 2023	Leader: Ministry of Public Administration (MAP) <u>Supporting stakeholders</u>
5. Carry out a campaign to make the public aware of the platform.	5- Through advertising campaigns, it will be possible to promote the use of the platform and the involvement	September - December 2023	Leader: Ministry of Public Administration (MAP) <u>Supporting stakeholders</u>

	of the largest number of applicants possible.		
<b>Commitment Follow-up</b>			
<b>Indicators</b> <ol style="list-style-type: none"> <li>1. Standardized guide on public internships prepared.</li> <li>2. Create a web platform for citizens to apply for public internship positions in the pilot.</li> <li>3. Dashboard created and in operation for real-time visualization of the development of the program's statistics.</li> <li>4. 100% execution of the pilot plan #PublicInternshipsDR.</li> <li>5. Promotion campaign on the use of the implemented platform.</li> <li>6. Number of users of the platform #PublicInternshipsDR.</li> </ol>			



**Platform for the Registration and Monitoring of Special Waste in the Dominican Republic  
#RDCeroResiduos (#ZeroWasteDR)**

<b>Country</b>	Dominican Republic
<b>Number and name of the commitment</b>  <b>10</b>	Platform for the Registration and Monitoring of Special Waste in the Dominican Republic #RDCeroResiduos (#ZeroWasteDR)
<b>Brief description of the commitment</b>	<p>Creation of the 1st. Platform for the Registration and Monitoring of Special Waste in the Dominican Republic, called: #RDCeroResiduos (#ZeroWasteDR).</p> <p>This portal will be dedicated to transparency and citizen information regarding special management waste as defined in article 4, numeral 36 of Law No. 225-20 on Comprehensive Management and Co-processing of Solid Waste ("Law 225-20" ): "They are those derived from products considered priority under this law, which are subject to the principle of extended liability, those generated in production processes, which are not dangerous and have characteristics of large volume, difficult management, or those that are produced by large urban solid waste generators."</p>

	<p>The #RDCeroResiduos platform seeks to promote a culture of waste reduction, reuse and recycling that facilitates the promotion of the circular economy in the sector, promoting access to the visualization of information, training, data, statistics on waste generation and management solid in the country.</p> <p>Through this portal, citizens will be able to access educational material and environmental and environmental sustainability training under the modality of e-learning education, which will generate participation certificates for those who complete the established academic programs.</p> <p>In addition, the platform will include a space for the reception and attention of citizen complaints about the management of this type of waste. Through this mechanism, citizens may file complaints when they perceive that a special management waste manager or generator is failing to comply with current rules and regulations, or simply when they are causing any inconvenience to the citizen's environment.</p> <p>This initiative is part of the responsibility attributed by article 31 of Law 225-20 to the Ministry of Environment and Natural Resources on the creation of a National Waste Information Subsystem as a source of timely information, capable of responding to national needs for comprehensive waste management.</p>		
<b>Responsible government agency</b>	Ministry of Environment and Natural Resources of the Dominican Republic		
<b>Supporting stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other stakeholders (Parliaments, private sector, etc.)</b>
	Ministry of Environment and Natural Resources Dominican Telecommunications Institute (INDOTEL) Ministry of Industry and Commerce and MSMEs Ministry of Education	Sustainability 3Rs. Dominican Federation of Municipal Districts (FEDODIM). Dominican Federation of Municipalities (FEDOMU).	DO Sustainable Trust. Association of Industries of the Dominican Republic (AIRD). Federation of Chambers of Commerce and Production (FEDOCAMARAS). Associations of Importers and Marketers of Priority Products.

<b>Period covered</b>	2022-2024	
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### Defining the problem

#### **1. What's the problem this commitment seeks to address?**

In the Dominican Republic, it is necessary to urgently manage the management of special waste in an innovative way and generating strategic alliances between the central Government, the mayors, the Civil Society, the citizenry and the private sector, for the purposes of reduce the negative impacts on the quality of life, natural resources and the environment in general, seeking to further promote the culture of recycling, reducing and reusing in our society, as well as promoting the principle of extended producer responsibility (REP) established by Law 225-20.

Our economy is the largest in Central America and the Caribbean and, in turn, is among the fastest growing in Latin America, and among those nations that can show high levels of economic strength compared to developing countries with a high average income. The Dominican economy is sustained by the sectors of tourism, services, agriculture, foreign trade, industry and mining, these sectors representing the large generators of special and priority waste in the Country. Likewise, in recent years there has been an increase in the importation and consumption of products considered a priority by law. All of which generates significant challenges in terms of environmental protection and natural resources.

For the year 2020, a sustainability report from the Inter-American Development Bank (IDB) indicated that more than 413,898 metric tons of waste were generated. In addition, the Association of Industries of the Dominican Republic (AIRD) and the Inter-American Development Bank (IDB) itself, highlighted that the Dominican Republic generates 88,000 tons of plastics annually, of which only 25% is managed.

Another important fact to highlight is that according to the Transportation Reorganization Office (Opret), in 2021, 266,955 Tetra Pak containers, aluminum cans, and plastic bottles were recycled at the Santo Domingo Metro facilities.

From the legislative aspect, in 2013, the National Development Strategy was promulgated, Law No. 1-12, where it addressed in its article 10, the following: "Fourth axis, which seeks an Environmentally Friendly Production and Consumption Society Sustainable that Adapts to

Climate Change.- A society with a culture of sustainable production and consumption, which manages risks and the protection of the environment and natural resources with equity and efficiency, and promotes adequate adaptation to climate change. The General Objectives that are sought to be achieved in the Fourth Strategic Axis are the following:

- General Objective 4.1. Sustainable management of the environment.
- General Objective 4.2. Effective risk management to minimize human, economic, and environmental losses.
- General Objective 4.3. Adequate adaptation to climate change..."

In addition, it is important to highlight that after 15 years of discussion, on October 2, 2020, the General Law for Integral Management and Co-processing of Solid Waste, No. 225-20, was promulgated, which creates the legal regime to prevent the generation of waste and establishes mechanisms for its comprehensive management. As a result of this, the Ministry of Environment and Natural Resources, as part of the powers conferred on it by this Law, proceeded to develop the regulations for the application of this regulation and the National Program for Comprehensive Solid Waste Management (PLANGIR) was created, where it foresees actions for the solution to the recovery of waste and correct final disposal of these.

Exercise leadership by proposing public policies that allow the development of comprehensive management of solid waste and in turn create the conditions for the generation of new ways to deal with this delicate situation, promoting a circular economy to achieve environmental sustainability and comply with the Sustainable Development Goals, specifically, Goal 12 on responsible consumption, is propitious and timely for the State and Dominican society.

Therefore, have a technological platform that allows transparency and citizen information regarding special handling waste (special waste). At the same time, it allows promoting the culture of reduction, reuse, and recycling in the Country, generating information visualization, training, data, statistics. Seeking to lay the foundations for an eventual transactional portal that promotes and facilitates the Circular Economy.

## 2. What is causing this problem?

To understand the root causes of this problem, we will use the 5 whys to define where it arises from:

Why is this happening? The Dominican Republic is generating more special waste than it is taking advantage of, according to figures from private sector organizations and international organizations. Transparency and citizen information regarding waste from special handling is necessary.

Why is this happening? The Dominican Republic needs to generate spaces to encourage the circular economy in taking advantage of sustainable development. In turn, there is no precise information or data concerning the existing recycling points in the localities.

Why is this happening? The Dominican Republic needs to continue promoting spaces where awareness of the 3R's culture becomes a reality (Reduce, recycle and reuse).

Why is this happening? The Dominican Republic spent more than 15 years debating Law No. 225-20 on Integral Management and Co-processing of Solid Waste, which seeks to install a comprehensive solid waste management system. It was not until the second decade of the 21st century, that a legal regulation was installed that will regulate this entire system.

Why is this happening? The Dominican Republic needs the generation of strategic alliances between the central Government, the educational sector, the mayors, the private sector, Civil Society, and the general public to comprehensively address this problem.

### **3. In which ways does this problem affect women and men?**

The management of special waste is an opportunity to generate greater levels of equality at work for women and men, as well as for people in vulnerable conditions such as grassroots recyclers who work informally and without proper personal safeguards, techniques or health for the exercise of this activity.

Traditionally, companies and garbage collectors are directed and complemented in their work by men in most cases, who do not have health or life policies to be able to respond to the health conditions that may be caused by the work they do. perform.

According to an investigation carried out by the United Nations Environment Program titled: Nexus between gender and waste: Experience from Bhutan, Mongolia, and Nepal, it is shown that there are possibilities to advance gender equality with policies of intelligent waste management that provide opportunities and promotion of access to this type of employment.

Claudia Giacovelli, program officer for UN Environment's International Center for Environmental Technology, which coordinated this report on sustainability, notes: "In all sectors, we see the division of labor based on outdated ideas of roles and gender stereotypes. This is also the case in the waste sector. Fortunately, by focusing on sustainability, we see women's roles in waste management evolve and improve. This provides them with employment opportunities that help them to play a more equal role in society."

In the Dominican Republic, there are all the possibilities to develop a circular economy around the management of special waste, providing opportunities and incentives for equal gender access in this type of employment.

The Platform for the Registration and Monitoring of Special Waste in the Dominican Republic #RDCeroResiduos (#ZeroWasteDR), will allow the visibility of information and statistics that will contribute to the Circular Economy in an open format.

### **4. Does this problem affect a specific vulnerable population?**

The inappropriate management of solid waste and the non-use of the 3R's culture for these purposes will be a great challenge for our society, by its destination goes to waste areas that are overcrowded.

In addition, the accumulation of garbage of this waste is produced in several of the corners of the most impoverished sectors of the Dominican capital and its surroundings.

An example of this is that the great Santo Domingo, in recent decades, has repeatedly been affected by fires originating in the landfill, which in turn produces smoke that covers several locations in the entire city for a month. This landfill serves as the destination for solid waste from the municipalities of North Santo Domingo, East Santo Domingo, West Santo Domingo, the National District, Pedro Brand and Los Alcarrizos and other municipal districts belonging to Greater Santo Domingo and according to various reports receives 3,700 tons of garbage daily.

The Country is obliged to generate ways that can contribute to improving the management of special waste, promoting a culture of circular economy and awareness of reducing, recycling and reusing.

**5. To which Sustainable Development Goal is this problem linked to?**

- Goal 12: Ensure sustainable consumption and production patterns.
- Goal 13: Take urgent action to combat climate change and its effects

**Description**

**1. So far, what has been done to solve this problem?**

In previous years, the Dominican Government launched an initiative called “Dominicana Limpia” (“Clean Dominicana”), which was a national action plan that promotes a change in the culture of solid waste management, seeking to educate citizens regarding recycling, reducing and reuse of solid waste. This initiative involved the mayors' offices and municipal districts in the execution of this plan. However, the initiative did not conceive of using technology as a platform that will contribute to its development and the person who developed this project was not the governing body on the matter, such as the Ministry of Environment and Natural Resources.

**2. What solution do you propose?**

Creation of the 1st. Platform for the Registration and Monitoring of Special Waste in the Dominican Republic #RDCeroResiduos (#ZeroWasteDR), will be dedicated to transparency and citizen information regarding special management waste (special waste). It seeks to promote the culture of reduction, reuse and recycling in the Country, generating visualization of information, training, data, statistics. Seeking to lay the foundations for an eventual transactional portal that promotes and facilitates the Circular Economy.

This portal will have an information and learning center where citizens will be able to access the e-learning education modality for environmental and sustainability training; that will generate participation certificates for those who take the established academic programs.

In addition, the platform will include a space for the reception and attention of citizen complaints about the management of this type of waste. Through this mechanism, citizens may file complaints when they perceive that a special management waste manager or generator is failing to comply with current rules and regulations, or simply when they are causing any inconvenience to the citizen's environment.



On the other hand, it is proposed that this initiative be framed within the National Waste Information Subsystem created by article 31 of Law No. 225-20, which seeks to be "A timely source of information, capable of responding to the needs for the comprehensive management of waste."

Allowing to accommodate a space for discussion and analysis that generates the necessary strengthening that it deserves.

As society evolves responses to the challenges we face, they need measures with higher levels of innovative solutions, it is for this reason that this platform proposes linking technology with recycling and the circular economy. This measure will contribute to raising awareness of the creation of a society that strengthens the culture of recycling, reducing and reusing as a lifestyle, will increase training levels, generate spaces for discussion and promote sustainable development without compromising the future of the next generations.

### 3. What results do we want to achieve in the short and medium term with the implementation of this commitment?

- **Short-term results (Action Plan completion date):**

- Creation of the Platform for the Registration, Monitoring and obtaining of data on the Special Waste generated and its management in the Dominican Republic #RDCeroResiduos (#ZeroWasteDR)
- Launching ceremony of the #RDCeroResiduos (#ZeroWasteDR) initiative.
- Training sessions and discussion on special waste management issues.
- Support in the formalization of grassroots recyclers.

- **Results in the medium term (after the Action Plan):**

- Establishment of the annual dialogue about the management of special waste and the culture of the 3R's.
- Promotion of the creation of companies that are dedicated to promoting the circular economy.
- Creation of the Directorate in support of specialized training in environmental issues and special waste management.
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### Commitment Analysis

Questions	Answers (if not applicable, answer n/a)
1. How will transparency promote this commitment?	The Platform for the Registration and Monitoring of Special Waste in the Dominican Republic #RDCeroResiduos (#ZeroWasteDR) will be dedicated to transparency and citizen information regarding special management waste. Establishing a dashboard that will allow visualizing and segregating the type of waste,

	<p>waste generation by place and number of people who handle and generate special waste and the way in which they are managing it.</p> <p>This portal will make it possible to have a way that will promote transparency and access to information for the adoption of well-informed public policies and will serve as a sensitizer for the general public on the existing problem of waste generation.</p>
<p>2. How will the commitment help to promote accountability?</p>	<p>The Platform for the Registration and Monitoring of Special Waste in the Dominican Republic #RDCeroResiduos (#ZeroWasteDR) will generate a new accountability mechanism from the central Government to inform citizens about the real situation of special waste and its forms of management, with the direct collaboration of citizens and the private sector to feed the data of the same.</p> <p>As we established in the general description of this initiative, this platform will have a section for the reception and attention of citizen complaints regarding the management of this type of waste, generating an effective space for accountability.</p> <p>In turn, this platform will show the plans and goals that the Ministry of Environment and Natural Resources establishes each year regarding the management of different types of waste and to be accountable for the fulfillment of said goals.</p>
<p>3. How will this commitment improve citizen participation in the definition, and the implementation and follow up of solutions?</p>	<p>Based on this commitment, we propose that it be placed under the supervision of the National Waste Information Subsystem created by article 31 of Law No. 225-20, which seeks to be "A timely source of information, capable of responding to the needs for the comprehensive management of waste."</p> <p>Allowing this entity to generate constructive and participatory opinions to promote its constant improvement and the establishment of new goals.</p>
<p>4. In what way does the commitment promote elements of gender or the fight against inequality gaps?</p>	<p>Special waste management is an opportunity to generate greater levels of equality at work for women and men, as well as better living conditions for people who are dedicated to waste collection and separation activities at</p>

the source. Traditionally, companies and garbage collectors are directed and complemented in their work by men in most cases. The platform will contribute to the creation of new forms of business initiatives under the provision of obtaining information on special waste.

In addition, it will allow access to training programs and discussion tables on aspects of sustainability and management of special waste without distinction of gender.

**Commitment planning**

*This is an initial planning process that heavily discusses milestones and expected results, as well as the key stakeholders involved.*

Milestones	Expected results	Expected Completion Date	Stakeholders
1. Development of the Platform for the Registration and Monitoring of Special Waste in the Dominican Republic #RDCeroResiduos (#ZeroWasteDR), including the system of reporting indicators and its goals.	A platform ready to use.	1st Quarter of the year 2023	Leader: Ministry of Environment and Natural Resources
			Supporting stakeholders
			<b>Government</b> Ministry of Environment and Natural Resources Dominican Telecommunications Institute (INDOTEL) Ministry of Industry and Commerce and MSMEs Pro-Industry Pro-Dominicana Government Office of Information and Communication Technology (OGTIC) Dominican Municipal League Municipalities Ministry of Education DO Sustainable Trust

			<p><b>Civil Society Organizations (OSC)</b></p> <p>Sustainability 3Rs</p> <p>Dominican Federation of Municipal Districts (FEDODIM)</p> <p>Dominican Federation of Municipalities (FEDOMU)</p> <p><b>Others</b></p> <p>DO Sustainable Trust</p> <p>Association of Industries of the Dominican Republic</p> <p>Federation of Chambers of Commerce and Production (FEDOCAMARAS)</p> <p>Associations of Importers and Marketers of Priority Products</p> <p>Solid waste management service provider company</p>
<p>2. Launching ceremony of the #RDCeroResiduos (#ZeroWasteDR) platform</p>	<p>Actors involved and citizens in general are made aware of existence of platform, and it is online.</p>	<p>2nd. Quarter of the year 2023.</p>	<p>Leader: Ministry of Environment and Natural Resources</p> <p style="background-color: #4CAF50; color: white; text-align: center; padding: 5px;"><u>Supporting stakeholders</u></p> <p><b>Government</b></p> <p>Ministry of Environment and Natural Resources</p> <p>Dominican Telecommunications Institute (INDOTEL)</p> <p>Ministry of Industry and Commerce and MSMEs</p> <p>Pro-Industry</p> <p>Pro-Dominicana</p> <p>Government Office of Information and Communication Technology (OGTIC)</p> <p>Dominican Municipal League</p>

			<p>Municipalities</p> <p>Ministry of Education</p> <p>DO Sustainable Trust</p> <p><b>Civil Society Organizations (OSC)</b></p> <p>Sustainability 3Rs</p> <p>Dominican Federation of Municipal Districts (FEDODIM)</p> <p>Dominican Federation of Municipalities (FEDOMU)</p> <p><b>Others</b></p> <p>DO Sustainable Trust</p> <p>Association of Industries of the Dominican Republic</p> <p>Federation of Chambers of Commerce and Production (FEDOCAMARAS)</p> <p>Associations of Importers and Marketers of Priority Products</p> <p>Solid waste management service provider company</p>
3. Implementation of a platform in the e-learning modality to carry out training together with certification for those citizens who access academic programs aimed at raising awareness of the culture of recycling.	Online learning platform.	e- 1st Quarter of the year 2024.	<p>Leader: Ministry of Environment and Natural Resources</p> <p style="background-color: #2e8b57; color: white; text-align: center;"><u>Supporting stakeholders</u></p> <p><b>Government</b></p> <p>Ministry of Environment and Natural Resources</p> <p>Dominican Telecommunications Institute (INDOTEL)</p> <p>Ministry of Industry and Commerce and MSMEs</p> <p>Pro-Industry</p> <p>Pro-Dominicana</p>

			<p>Government Office of Information and Communication Technology (OGTIC)</p> <p>Dominican Municipal League</p> <p>Municipalities</p> <p>Ministry of Education</p> <p>DO Sustainable Trust</p> <p><b>Civil Society Organizations (OSC)</b></p> <p>Sustainability 3Rs</p> <p>Dominican Federation of Municipal Districts (FEDODIM)</p> <p>Dominican Federation of Municipalities (FEDOMU)</p> <p><b>Others</b></p> <p>DO Sustainable Trust</p> <p>Association of Industries of the Dominican Republic</p> <p>Federation of Chambers of Commerce and Production (FEDOCAMARAS)</p> <p>Associations of Importers and Marketers of Priority Products</p> <p>Solid waste management service provider company</p>
4. Communication campaign promoting the #RDCeroResiduos (#ZeroWasteDR) platform with influencers, inviting action.	Citizens know and use the Platform for the Registration and Monitoring of Special Waste in the Dominican Republic #RDCeroResiduos	2nd. Quarter of the year 2023.	<p>Leader: Ministry of Environment and Natural Resources</p> <p style="text-align: center;"><u>Supporting stakeholders</u></p> <p><b>Government</b></p> <p>Ministry of Environment and Natural Resources</p> <p>Dominican Telecommunications Institute (INDOTEL)</p>

	(#ZeroWasteDR)		<p>Ministry of Industry and Commerce and MSMEs</p> <p>Pro-Industry</p> <p>Pro-Dominicana</p> <p>Government Office of Information and Communication Technology (OGTIC)</p> <p>Dominican Municipal League</p> <p>Municipalities</p> <p>Ministry of Education</p> <p>DO Sustainable Trust</p> <p><b>Civil Society Organizations (OSC)</b></p> <p>Sustainability 3Rs</p> <p>Dominican Federation of Municipal Districts (FEDODIM)</p> <p>Dominican Federation of Municipalities (FEDOMU)</p> <p><b>Others</b></p> <p>DO Sustainable Trust</p> <p>Association of Industries of the Dominican Republic</p> <p>Federation of Chambers of Commerce and Production (FEDOCAMARAS)</p> <p>Associations of Importers and Marketers of Priority Products</p> <p>Solid waste management service provider company</p>
5. Annual Dialogue on the management of special handling waste/ Accountability and presentation	Annual reports submitted.	1st quarter 2024 and 1st quarter 2025.	<p>Leader: Ministry of Environment and Natural Resources</p> <p style="background-color: #2e8b57; color: white; text-align: center;"><u>Supporting stakeholders</u></p> <p><b>Government</b></p>

<p>of the results of the platform.</p>			<p>Ministry of Environment and Natural Resources</p> <p>Dominican Telecommunications Institute (INDOTEL)</p> <p>Ministry of Industry and Commerce and MSMEs</p> <p>Pro-Industry</p> <p>Pro-Dominicana</p> <p>Government Office of Information and Communication Technology (OGTIC)</p> <p>Dominican Municipal League</p> <p>Municipalities</p> <p>Ministry of Education</p> <p>DO Sustainable Trust</p> <p><b>Civil Society Organizations (OSC)</b></p> <p>3Rs Sustainability</p> <p>Dominican Federation of Municipal Districts (FEDODIM)</p> <p>Dominican Federation of Municipalities (FEDOMU)</p> <p><b>Others</b></p> <p>DO Sustainable Trust</p> <p>Association of Industries of the Dominican Republic</p> <p>Federation of Chambers of Commerce and Production (FEDOCAMARAS)</p> <p>Associations of Importers and Marketers of Priority Products</p> <p>Solid waste management service provider company.</p>
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**Commitment Follow-up**



For the timely monitoring of this commitment, a commitment implementation route will be prepared, where the strategic axes and objectives of the project, the expected results, the classification of the products and the continuous measurement of the percentage of compliance with the objectives will be established. indicators for the materialization of the Platform for the Registration and Monitoring of Special Waste in the Dominican Republic #RDCeroResiduos (#ZeroWasteDR).

### Indicators

The indicators of the implementation route for the execution of the Platform for the Registration and Monitoring of Special Waste in the Dominican Republic #RDCeroResiduos (#ZeroWasteDR) will be developed as part of the first milestone of the commitment, and will seek to measure transparency, accountability accounts, generation of employment opportunities in gender equality, fulfillment of the tangible products that the commitment entails and measurement of the budgetary cost of this initiative.



## Walking towards an Open State

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The Government of the Dominican Republic is committed to promoting an Open State, so this 5th Action Plan before the Alliance for Open Government 2022-2024 with commitments from the Executive Power is also an open invitation to the Legislative and Judicial Powers, as well as the Constitutional Bodies to incorporate new commitments within the scope of their respective branches to strengthen democracy, transparency, accountability, strengthen public institutions, promote participation and improve the quality of life of all people. with the transversal axis of innovation and use of technology.



Relevance: Contributions of these commitments

	Compromiso	Transparency	Accountability	Citizen Participation	Technology and Innovation
1	National Plan for the Launch of #DatosAbiertosRD (#OpenDataDR)				
2	Zero Bureaucracy Program: Towards an Efficient Government				
3	Open Government in the Governorships				
4	"EfiCompras RD" Portal				
5	Carbon Footprint Calculator for the National System of Public Procurement				
6	Monitoring and Evaluation System for the Quality of Public Services				
7	Contact Center: Take care of your mental health				
8	Launch of Territorial Demands				
9	#PasantíasPúblicasRD				
10	Platform for the Registration and Monitoring of Special Waste in the Dominican Republic #RDCeroResiduos (#ZeroWasteDR)				



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