

FIFTH OPEN GOVERNMENT PLAN OF SPAIN (2025–2029)

Valid from 6 October 2025 to 6 October 2029



ANNEX - Details of initiatives



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COMMITMENTS OF THE GENERAL ADMINISTRATION OF THE STATE

GENERAL STATE ADMINISTRATION

PARTICIPATION AND CIVIC SPACE



Improvements in public consultations



Citizen conventions



(Space) (civic)

Participation in public policies

Participation in advisory bodies

Training in participation

IS

Participation childhood and youth

Participation of Third Sector

Participation in SECTORAL POLICIES **DIED**

TRANSPARENCY AND ACCESS TO INFORMATION

Strengthening the framework and strategic framework

Transparency Council and Good Governance



Transparency portal
Transparency



Promotion of Transparency in Sectoral Portals

p § Data openness and reuse of public information
A 6

INTEGRITY AND ACCOUNTABILITY

q

Map of integrity commitments



Prevention of conflicts of interest



Regulac "i On de stakeholders

Mechanisms for Accountability



Prevention of corruption

Culture of integrity

4

OPEN ADMINISTRATION



Electronic document management system compatible with transparency regulations



Language and communicationclear



Better service to citizens

CLEAR AND OPEN ACCOUNTS

Transparent accounts: detailed budget execution



Reuse of data and open applications in the field of public procurement

DISSEMINATION, TRAINING AND PROMOTION OF OPEN GOVERNMENT



International promotion of open government



Dissemination, training and awareness-raising on Open Government

GOVERNMENT OBSERVATORY

Observatory of good practices on the Transparency Portal

DIGITAL GOVERNANCE AND ARTIFICIAL INTELLIGENCE

Digital transformation and AI for promoting open government

Inclusive digital rights and code of good practice in AI in government

7 ACCURATE INFORMATION / INFORMATION ECOSYSTEM

Regulations for accurate information

Strategies for the protection of accurate information

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Commitment 1

PARTICIPATION AND CIVIC SPACE

Initiatives related to:

1.1. Improvements in public consultations

- 1.1.1. Network of public participation and innovation laboratories
- 1.1.2. Citizen participation platform
- 1.1.3. Citizen participation through emerging technologies

1.2. Citizen conventions

- 1.2.1. Citizen convention/assembly on promoting democracy among young people

1.3. Civic space

- 1.3.1. Improvement of the Open Government forum for dialogue with civil society
- 1.3.2. Promotion of the creation of the Helen Darbishire International Fund within the framework of OGP to support civic entities

1.4. Participation in public policy

- 1.4.1. Map of public policies
- 1.4.2. Public policy participation ecosystem
- 1.4.3. Innovation in services Hazlab: Encouraging citizen participation in public policy

1.5. Participation in advisory bodies

- 1.5.1. Creation of the Anti-Doping Coordination Commission
- 1.5.2. LGBTI+ Participation Council
- 1.5.3. Creation and implementation of the Citizen Participation Commission on Archives
- 1.5.4. Promotion of citizen participation in the architectural and urban planning debate in Spain
- 1.5.5. Strengthening the functioning and visibility of the Council for the Elimination of Racial or Ethnic Discrimination (CEDRE)

1.6. Training in participation

- 1.6.1. Training in participation

1.7. Participation of children and young people

- 1.7.1. Plan to improve the participation of children and young people in public affairs
- 1.7.2. Regulatory framework for children's and youth associations
- 1.7.3. Easy guide to youth associations

1.8. Third Sector Participation

- 1.8.1. Minimum living wage
- 1.8.2. Service spaces adapted to people's needs
- 1.8.3. Improved accessibility in digital and administrative environments

1.9. Participation in sectoral policies

Health

- 1.9.1. Plan for the participation of patients and healthcare professionals

Science

- 1.9.2. Strategy for promoting and disseminating scientific culture in society
- 1.9.3. Promotion of scientific and technical vocations among young people

Justice

- 1.9.4. Forum for the Digital Transformation of Justice
- 1.9.5. Participation in the administration of justice by organisations representing particularly vulnerable groups
- 1.9.6. Procedural facilitation for persons with disabilities

Road safety

- 1.9.7. Dynamic space for participation in road safety matters

Gender equality

- 1.9.8. Raising public awareness of equality issues
- 1.9.9. Gender perspective in inclusion policies

Combating racism and discrimination

- 1.9.10. Social awareness-raising against racism and racial discrimination
- 1.9.11. Community of practice for identifying hate speech

1.1 IMPROVEMENTS IN PUBLIC CONSULTATIONS

1.1.1 NETWORK OF LABORATORIES FOR PUBLIC PARTICIPATION AND INNOVATION

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance/INAP

Other actors involved (Public)

- Spanish Federation of Municipalities and Provinces; Regional Directorates-General; Observatory for Innovation in the Public Sector, OECD OPSI; INAP; Novagob

Other stakeholders (civil society)

Background

The Inter-administrative Network for Quality in Public Services is a cooperation forum made up of the bodies responsible for quality and evaluation in the General State Administration, the Autonomous Communities and the Autonomous Cities of Ceuta and Melilla, and the Spanish Federation of Municipalities and Provinces (FEMP).

The Network aims to establish formulas for inter-administrative cooperation and collaboration, in accordance with its mission and vision, in areas related to quality and innovation in public services and evaluation.

What is the problem/need that the initiative aims to resolve?

This commitment aims to resolve the limitation or lack of connection between the structured spaces and mechanisms that facilitate effective citizen participation and innovation in management. There is a need to strengthen collaboration, not only between the Administration and citizens, but also between the participatory spaces themselves, in order to foster new ideas and innovative solutions to public challenges. The lack of these common spaces can limit the quality of policies and citizen trust.

Brief description

The project proposes to reactivate the Inter-administrative Network for Service Quality as a space that connects various laboratories and initiatives aimed at promoting citizen participation and innovation within the public administration.

The network seeks to create synergies, share knowledge, methodologies and good practices among the different laboratories, as well as to expand the scope and impact of public participation and innovation initiatives.

The Network will operate through working groups that will be set up as necessary to promote citizen participation and cooperate in the innovation of public services aimed at serving citizens.

Essentially, the aim is to formalise and strengthen this inter-administrative network in order to consolidate a collaborative ecosystem between the administration and citizens that addresses public challenges in a more effective and innovative way. The collaboration will include all stakeholders — national, regional, local and international — and will incorporate the advances and initiatives of the OECD's Public Sector Innovation Observatory (OPSI).

The Network of Public Participation and Innovation Laboratories will recognise established experiences—such as Medialab Prado, LAAAB in Aragón and SEGIB's LabiC method—that have provided valuable lessons and replicable methodologies in citizen innovation and open government. Likewise, as it evolves, it will seek ways to incorporate other voices, especially those from academia and civil society.

Objectives

- Promote inter-administrative cooperation in participation and innovation in public services.
- Enable spaces for sharing the learning generated in specific laboratories, such as those dedicated to citizen services.
- Facilitate and structure collaboration between public administration and citizens in identifying and solving public challenges.
- Promote innovation in public management through experimentation and the adoption of new participatory methodologies, acting as a catalyst for innovative practices.
- Create synergies and encourage the exchange of knowledge, experiences and good practices between different laboratories or initiatives for public participation and innovation, maximising the impact and efficiency of individual efforts.
- Create synergies and encourage the exchange of knowledge, experiences and good practices between different laboratories or initiatives for public participation and innovation, maximising the impact and efficiency of individual efforts.
- Strengthen the capacities of public administration and civil society in the area of participation and innovation through mutual learning and collaboration within the network.
- Create a secure space for collaboration and exchange of information and best practices between the three levels of government—national, regional and local—focusing on the main areas of work linked to the Ministry's strategy for Digital Transformation and Public Service, as well as the lines of action of the European Commission and OECD expert groups on public governance, such as administrative simplification and total quality.

How does the initiative contribute to solving the problem or meeting the need?

The reactivation of the Inter-Administrative Network and the establishment of ad hoc working groups will enable the sharing of progress, good practices and innovative initiatives to improve citizen services at all three levels of government.

It helps to structure and facilitate collaboration between the administration and citizens by creating formal spaces.

It promotes innovation in public management through experimentation and new participatory methodologies, generating synergies and exchanging knowledge between laboratories and initiatives.

Expand the scope and quality of citizen participation.

Strengthen the capacities of the administration and civil society in participation and innovation.

Offer a comprehensive solution to the limited infrastructure for participation and innovation, creating a structured and collaborative environment for more effective interaction between administration and citizens.

Relevance to Open Government values

The commitment reinforces the following open government values:

- Citizen Participation: Facilitates and structures collaboration between the administration and citizens in identifying and solving public challenges.
- Collaboration: Promotes cooperation between laboratories, initiatives, the administration and citizens, encouraging the exchange of knowledge between the three levels of administration through participation and co-creation.
- Innovation: Promotes experimentation and implementation of new participatory methodologies in management.

**Link to the 2030
AGENDA**



Initiative					
- Call for a plenary meeting of the Inter-administrative Network for Quality in Public Services, as an umbrella for the Creation of the NETWORK OF LABORATORIES FOR PUBLIC PARTICIPATION AND INNOVATION. - Creation of ad hoc working groups for innovation in public services, and specific laboratories focused on citizenship.					
Initiative activities			Start date	End date	
Call for the Inter-administrative Network.			May 2025	May 2025	
Creation of working groups focused on innovative public services and specific citizen service laboratories.			May 2025	May 2025	
Identification and selection of initial laboratories or nodes:			2025	2025	
Establishment of a communication and collaboration platform or infrastructure.			2026	2026	
Organisation of working group meetings and/or development of training materials and resources. and training resources.			2026	2026	
Design of a map of Participation and Innovation laboratories.			2027	2027	
Design of a map of good practices in participation and innovation.			2027	2027	
Evaluation and monitoring of the Network.			2028	2028	
Dissemination and communication of the network's activities and results.			2028	2028	
Timeline Estimated	2025		2026	2027	2028
			X	X	X
Tract	PUNCTUAL		X	SUCCESSIV E	
Expected results					
- Establishment and operation of the Network, with the incorporation of several laboratories. - Strengthening of collaboration between the public administration and citizens, evidenced by more joint initiatives. joint initiatives. - Promotion of innovation in public management through participatory methodologies , with a special focus on citizen services. - Generation and dissemination of knowledge and best practices in public participation and innovation. - Improvement in the quality and legitimacy of public policies thanks to greater participation. - Increased capacity of actors involved in participation and innovation. - Map of Participation and Innovation laboratories. - Map of good practices in participation and innovation. - Participation in documents on innovation in public services from the OECD's OPSI.					
Initiative indicators					
Indicators execution (Ie) result (Ir)	Execution	- Number of initial laboratories or nodes identified and selected. - Number of working group meetings organised. - Number of workshops organised. - Number of inter-administrative network meetings held.			

	Results	• Number of pilot projects or joint initiatives implemented by the Network. • Number of training materials and resources developed and made available the disposal of Network members. • Map of Participation and Innovation laboratories. • Map of good practices in participation and innovation. • Number of contributions to OECD OPSI documents on innovation in public services.

Cross-cutting impact	Gender		
	Social inclusion		
	Ecological transition		
	Territorial Diversity and Administrative Cooperation	X	

1.1.2 CITIZEN PARTICIPATION PLATFORM

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance

Other stakeholders (Public)

- None

Other stakeholders (civil society)

- None

Background

The Transparency Portal of the General State Administration (hereinafter PT), in its current version, has overly basic participation features. There is therefore a need to create a platform for citizen participation in public affairs to enable higher quality participation with advanced features.

The document "Consensus for an Open Administration", specifically project 8 (Ecosystem of participation in public policies) and project 16 (Improvement of citizen participation in regulations and plans), are in line with this proposal.

What is the problem/need that the initiative aims to solve?

There is a need to create a platform for citizen participation in public affairs on the AGE Transparency Portal to enable higher-quality participation with advanced functionalities, which will result in better identification of ecosystems of participation in public policies and, in general, greater citizen confidence in their institutions, thereby strengthening democratic quality.

Brief description

This new platform will facilitate citizen participation in public affairs, creating better conditions for exercising this right, enabling the monitoring of plans and programmes, as well as other participatory processes, and significantly improving interaction with users.

Among the most notable features of the new platform are the ability to view and vote on contributions from other users as well as your own, subscribe to news and information on the progress of participatory processes via email, the inclusion of a personal space from which to manage contributions made and subscriptions to information on the progress of the processes, as well as new features for interaction between users (such as the ability to respond to other users' contributions, similar to a discussion forum). For user managers, there will also be a module for viewing and generating statistics on participation in the various participatory processes.

Objectives

To improve the quality of citizen participation in public administration, ensuring that anyone can contribute effectively to decisions that affect society as a whole.

How does the initiative contribute to solving the problem or meeting the need?

It would enable richer and more detailed citizen participation.

Relevance to Open Government values

One of the values of Open Government is citizen participation. Another is collaboration. This commitment is fully aligned fully with these two values.

Link to the 2030 Agenda



Initiative					
Obtaining requirements and implementing them.					
Initiative activities			Start date	End date	
Analysis of requirements for the participation platform to be implemented.			01/01/2025	31/05/2025	
Definition and detailed elaboration of requirements, taking into account both functional (usefulness, operation, etc.) and technical (usability, viability, etc.) aspects.			01/06/2025	31/12/2025	
Implementation of new functionalities in phases.			01/01/2026	31/01/2028	
Testing and validation of features (under development).			1 February 2028	31/03/2028	
Implementation of functionalities. Iterative improvements with small extra functionalities if necessary or as enhancements.			1 April 2028	31/12/2028	
Estimated Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNTUAL		and	SUCCESSIV E	X
Expected results					
New participation platform with new functionalities, which will undergo progressive improvements (in phases).					
Initiative indicators					
Indicators of implementation (Ie) of results (Ir)	Implementation	Always with regard to IT development: - Number of functionalities analysed. - Number of functionalities designed. - Number of functionalities developed.			
	Results	Number of features tested and validated.			
Cross-cutting impact	Gender		No impact.		
	Social inclusion	X			
	Ecological Transition		No impact.		
	Territorial Diversity and Administrative Cooperation	X			

Observations

As indicated, this is a successive and iterative task, which will be developed in phases that group together sets of requirements. For this reason, it is estimated that it will take place throughout the entire duration of the plan.

1.1.3 CITIZEN PARTICIPATION THROUGH EMERGING TECHNOLOGIES

Responsible ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

National Institute of Public Administration (INAP)

Other stakeholders (Public)

- OECD
- EU-DG REFORM

Other stakeholders (civil society)

- NGOs and civil society associations/groups
- civil society
- Companies invited by the OECD

Background

INAP, through its Public Innovation Laboratory (LIP), is participating in a European project led by the OECD and funded by the EU-DG REFORM that seeks to promote and encourage citizen participation through emerging technologies: *Improving Civil Participation with Emerging Technologies*.

This project, developed within the framework of the European Commission's Technical Support Instrument (TSI), aims to improve the quality and scope of citizen participation in Spain, Portugal and the Netherlands through the use of emerging technologies. This project is coordinated by the OECD and funded by the European Commission, with the collaboration of institutions such as INAP (Spain), AMA/LabX (Portugal) and Digicampus (Netherlands).

What is the problem/need that the initiative aims to address?

To open up new channels for citizen participation in decision-making in the field of general government.

Brief description

The project includes activities such as systemic mapping of the participatory ecosystem, surveys of key actors, collaborative workshops, and innovation boot camps. These actions seek to identify barriers and facilitators for implementing emerging technologies in participatory processes. In addition, prototypes are being developed that will initially be tested in the participating countries.

In Portugal, the focus is on "Technology Free Zones", controlled spaces for testing innovative solutions. In Spain, INAP's Public Innovation Laboratory (LIP) leads workshops to validate diagnoses and design tools adapted to local needs, and HazLab, an innovation laboratory for participation run by the Directorate-General for Public Governance, is a project that seeks to transform citizen participation through technology, fostering a more active and inclusive relationship between citizens and public administrations in Europe.

Objectives

Strengthen citizen participation:

- Create innovative mechanisms that enable more inclusive interaction between citizens and public administrations.
- Promote participatory processes that respond to the real needs of citizens.

Integrate emerging technologies:

- Use advanced digital tools to facilitate communication and access to decision-making processes.
- Prototype technological solutions that can be implemented in participating countries.

Encourage cross-border collaboration:

- Develop an innovation ecosystem that connects public institutions, civil society, academia, and the private sector.
- Share best practices and experiences among the countries involved.

Promote youth participation:

- Design specific policies and tools to involve young people in participatory processes.

How does the initiative contribute to solving the problem or meeting the need?

Contribute by helping to give a voice to citizen groups that encounter barriers when putting forward their proposals. To this end, the aim is to use new technologies.

Relevance to Open Government values

It facilitates transparency, participation and inclusion.

**Link to the 2030
AGENDA**



Initiative					
• OECD mission to INAP in November 2024 to hold workshops with various stakeholders. • Co-creation event in Lisbon at the end of February 2025, attended by the three countries involved: Spain, the Netherlands and Portugal. Objective: creation of prototypes and selection of the best solutions. • Testing of solutions. • Implementation of the selected solutions, if deemed appropriate.					
Initiative activities			Start date	End date	
Co-creation of prototype solutions, which will be presented by various teams invited to participate in the event.			End of February 2025	End of February 2025	
Select winning solutions.			End of February 2025	End of February 2025	
Develop, test and improve the selected solutions (winning prototypes).			March 2025	October 2025	
Potentially implement these solutions.			October 2025	October 2025	
Estimated Estimated	2025	2026	2027	2028	
	X				
Tract	PUNTUAL		X	SUCCESSIV E	
Expected results					
Implementation of technological solutions that promote citizen participation based on criteria of transparency, participation, representativeness, and inclusion.					
Initiative indicators					
Indicators of implementation (le) of results (lr)	Implementation	• Tested solutions (we are unable to provide further details on this indicator until the co-creation event at the end of February 2025 has taken place).			
	Results	• Implemented solutions (we are unable to provide further details on this indicator until the final phase of the project, between May and June 2025).			

Cross-cutting impact	Gender	N/A	
	Social inclusion	X	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	N/A	

1.2 CITIZENS' CONVENTIONS

1.2.1 CITIZENS' CONVENTION/ASSEMBLY ON PROMOTING DEMOCRACY AMONG YOUTH

Responsible Ministry

MINISTRY OF YOUTH AND CHILDHOOD

Spanish Youth Council

Other actors involved (Public)

Other actors involved (Civil Society)

- Youth organisations and regional youth councils that are members of the Spanish Youth Council, organisations not affiliated with the Spanish Youth Council that focus on promoting and guaranteeing the rights of young people, as well as unaffiliated young people

Background

In the process of co-creating the Fifth Open Government Plan, the deliberative workshop that explored and debated proposals regarding citizen participation (line 1 of the Framework Document) chose as a key priority for this Fifth Plan the holding of citizen conventions as a method and experience of citizen participation.

Although there have been experiences in Spain in recent years with citizen assemblies/conventions [at the national level, the Citizen Assembly for Climate, promoted by the Ministry for Ecological Transition and Demographic Challenge in 2021-22; at the local level, the citizen assemblies of Barcelona (2022, on the climate), Catalonia (2023-24, on the climate) , Tolosa (2022, for Emotional Well-being), Guipúzcoa (2022-23), Mallorca (2022-23), among others], none of them have been part of an Open Government Plan in Spain.

On the other hand, there are various European initiatives that have promoted public consultations, but their impact has been limited due to poor youth representation and a lack of effective follow-up mechanisms.

The Spanish Youth Council (CJE) is a private corporate entity made up of more than 50 national organisations and youth councils from certain autonomous communities. The CJE was created to comply with the provisions of Article 48 of the Spanish Constitution and is mainly configured as an entity for dialogue and collaboration on youth issues with the General State Administration and its related or dependent public law bodies and entities. Likewise, Royal Decree 999/2018 regulates and sets out this granted power.

Its role as the main channel at the state level for the participation of young people in social and political development and its experience in recent years in promoting and expanding this youth participation through the development of multiple studies with the direct involvement of young people, the organisation of conferences to gather the recommendations and main concerns of young people, such as the LCOY, its close involvement in the development of the First Open Parliament Plan and this Fifth Open Government Plan make it an ideal actor, on the one hand, to promote a Citizens' Convention or Assembly and, on the other, to address the improvement of democratic quality from the youth ecosystem.

What is the problem/need that the initiative aims to address?

The lack of public tools that allow young people to be directly involved in political decisions, coupled with a lack of awareness about citizen participation measures due to obsolete channels of communication, means that civil society does not act directly in the pursuit of policies that affect them, generating widespread political disaffection among young people. Likewise, the complex geopolitical context

resulting from the lack of negotiation between different ideologies and countries, creating a reactionary and uncertain scenario, causing young people to lose interest in public issues. For all the above reasons, it is necessary to create an effective Open Government system to promote active public and political participation by citizens.

In this regard, the CJE advocates for the inclusion of young people in participatory processes, both in matters that specifically concern them and at a general level. The perspective of young people as a sector of society with its own characteristics must always be taken into account, and the participation of young people in all areas must be promoted.

The CJE is committed to creating structures for youth participation that allow young people's voices to be heard by the administrations and bodies that can influence youth policies and enable young people to play an active and leading role in decision-making on these policies. The CJE also advocates that it should be involved in the entire process of public policy development (development, implementation and evaluation phases).

Similarly, it is committed to open and actively participatory government policies that include a specific focus on youth participation. One of the great achievements of the Spanish Youth Council has been to reach a consensus on the principles of youth participation.

Brief description

A deliberative process will be established at the national level with young people from diverse backgrounds, ensuring territorial representation and social diversity. This process, which will be based on OECD standards for this participatory format, will generate specific recommendations for greater and better involvement and participation of young people in democratic life.

Objectives

- Identify measures that respond to the problems and/or barriers to youth participation in political decision-making and public policy.
- Ensure the effective participation of Spanish youth in the above areas.
- Promote education in democratic and deliberative participation.
- Generate specific recommendations and proposals that can influence national and European policies.

How does the initiative contribute to solving the problem or meeting the need?

The commitment contributes to solving the problem of limited knowledge about citizen participation tools and youth political disengagement by promoting structures and processes that encourage the active participation of young people in decision-making. Through the creation of youth participation structures and the implementation of open government policies with a specific focus on youth, a direct channel is facilitated for young voices to influence the policies that affect them.

Furthermore, the establishment of a national citizens' convention or assembly guarantees territorial representation and social diversity among young people, enabling the generation of specific recommendations to strengthen youth involvement in democratic life. In this way, the CJE's commitment fosters an environment in which young people not only participate, but also lead and drive change in the political and social spheres, thereby promoting the development of democracy.

Relevance to Open Government values

Transparency, citizen participation and accountability in the sphere of political decision-making.

[Link to the 2030](#)

Agenda



Initiative					
Organisation and development of a CITIZENS' CONVENTION/ASSEMBLY on promoting democracy among young people.					
Initiative activities			Start date	End date	
Creation of the Team (and advisory group of experts).			3rd quarter 2025	4th quarter 2025	
Planning of the convention.			4th quarter 2025	2nd Quarter 2026	
Development of the Convention.			4th quarter 2026	2nd quarter 2027	
Final results – Preparation of recommendations.			3rd quarter 2027	4th quarter 2027	
Dissemination and exploitation.			1st quarter 2028	2nd quarter 2028	
Evaluation.			2nd quarter 2028	3rd quarter 2028	
Estimated timing Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	
Expected results					
• Develop recommendations and tools to improve the promotion of democracy among young people and their participation in political and public issues. • Implement proposals in national and European policies. • Create a stable model of citizen participation that cuts across all political issues. • Reduce political disaffection and strengthen democratic values. • Gather tools from the dynamics carried out in non-formal education spaces. • Increase the involvement of young people in public issues. • Implement the tool of citizen conventions and their importance in democracies.					
Indicators of the initiative					
Indicators of implementation (Ie) of results (Ir)	Implementation	• Number of young people participating in the process. • Number of young people who are members of youth organisations and regional youth councils. • Number of deliberative meetings organised. • Recommendations and tools (number and scope) presented for incorporation into public policies.			
	Results	• Percentage of recommendations/proposals incorporated into their target areas. • Impact on institutional commitment to youth participation.			
Cross-cutting impact	Gender	X	Balance of representation in deliberative processes .		
	Social inclusion	X	Participation of groups at risk of exclusion.		
	Ecological transition				
	Territorial Diversity and Administrative Cooperation	X	Equitable representation of all autonomous communities and municipalities.		

1.3 CIVIC SPACE

1.3.1 IMPROVEMENT OF THE OPEN GOVERNMENT FORUM FOR DIALOGUE WITH CIVIL SOCIETY

Responsible ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance

Other actors involved (Public)

- All Ministerial Departments
- Autonomous Communities and Local Entities
- Transparency and Good Governance Council
- Spanish Data Protection Agency

Other stakeholders (civil society)

- Citizens, Associations and Non-Profit Foundations for Profit
- Civil Society Organisations
- Representatives of Consumer and User Associations
- Third Sector Platform
- Representatives of the academic world
- University professors and lecturers.

Background

The Open Government Forum was created by Order HFP/134/2018, of 15 February, which sets out its organisation and functions. At the plenary meeting of the Open Government Forum on 29 October 2020, coinciding with the date of approval of the 4th Plan, the Forum approved its complementary operating rules, with the aim of making its operation more dynamic and flexible. On 24 March 2021, at an extraordinary plenary meeting, the members of the Forum and its Standing Committee were renewed and its new rules were approved for the entire period of validity of the 4th Plan.

What is the problem/need that the initiative aims to address?

The establishment in 2018 of the Open Government Forum as a multi-stakeholder body with equal representation for collaboration between all public administrations and civil society organisations (CSOs) was a key milestone in achieving the objectives of Open Government and in establishing a fundamental participatory body. Exercising the right to participation and harnessing the potential of citizen contributions in public decision-making requires public administrations to be capable of gathering proposals from an increasingly complex, educated, responsible and diverse citizenry.

Brief description

Improvements will be made to the functioning of the Open Government Forum to ensure maximum participation, responding to proposals from citizens and civil society organisations.

Likewise, the functioning of working groups will be reinforced as spaces for reflection and debate where representatives of public administrations and civil society share information and experiences, generate knowledge and exchange good practices on open government. These groups will continue to monitor and report on the commitments of the 5th Plan. The HazLab participation platform will be used to support this, allowing not only for the monitoring of compliance with commitments, but also for the promotion of co-creation, consultation and continuous improvement of public policies from an open government perspective.

Objectives

To create favourable conditions for civil society and public sector representatives to discuss any issue that promotes and strengthens open government.

The aim is to ensure maximum representativeness in its composition and to strengthen the active participation of the Standing Committee, in particular its working groups and other key actors in defining and monitoring commitments.

How does the initiative contribute to solving the problem or meeting the need?

By improving the functioning of the multi-stakeholder body to ensure the implementation process of the V and the fulfilment of its commitments, it contributes to increasing public integrity and ensures accountability.

Relevance to Open Government values

The quality of participation and collaboration in open government is reinforced and improved, strengthening and revitalising the Open Government Forum, including representatives from civil society who have not participated in it until now (women, environment).

**Link to the 2030
AGENDA**



Initiative				
Improvements in the functioning of the Open Government Forum.				
Initiative activities			Start date	End date
Improvements to the functioning of the Open Government Forum.			June 2025	31/10/2025
Timeline Estimated	2025	2026	2027	2028
	X			
Tract	PUNTUAL		X	SUCCESSIV E
Expected results				
New regulations for the functioning of the Forum.				
Indicators of the initiative				
Indicators of implementation (Ie) of results (Ir)	Implementation	• Implementation of the proposed improvements on the scheduled dates.		
	Outcome	• Agreements approved by the Open Government Forum. • Minutes of meetings of the Forum Plenary and its Standing Committee. • Minutes of the working group meetings.		
Cross- cutting impact	Gender	X		
	Social inclusion	X		
	Ecological Transition	N/A		
	Territorial Diversity and Administrative Cooperation	X		

1.3.2 PROMOTION OF THE CREATION OF THE HELEN DARBISHIRE INTERNATIONAL FUND WITHIN THE OGP FRAMEWORK TO SUPPORT CIVIC ENTITIES

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance

Other actors involved (Public)

Other stakeholders (civil society)

Background

On 5 September 2023, Spain was unanimously elected to co-chair the Steering Committee of the Open Government Partnership (OGP) between 1 October 2023 and 30 September 2025.

The Open Government Partnership (OGP) was founded in 2011 as a global initiative by government leaders and civil society advocates, promoted by President Obama with the aim of promoting transparent, participatory, inclusive and accountable governance.

It includes 75 countries and more than 100 local governments, representing more than 2 billion people, and thousands of civil society organisations.

Spain has been a member of OGP at the national level since its founding, but there are also local members: the Basque Country, Catalonia, Aragon, the Valencian Community, Asturias, Navarre, and the City Council of Madrid.

The OGP seeks collaboration between governments, civil society and citizens through the exchange of innovative methodologies at a global level in the implementation of specific and measurable Open Government commitments, initiatives and activities through National Action Plans (NAP).

What is the problem/need that the initiative seeks to address?

The creation of an International Fund to Support Civil Society Organisations in the Field of Open Government, named in honour of pro-transparency activist Helen Darbshire, would address several key problems, including:

1. Lack of Sustainable Funding

- Many civil society organisations (CSOs) working on transparency, access to information and citizen participation depend on sporadic funding, which limits their ability to act in the long term. An international fund would guarantee more stable resources for innovative and sustainable projects.

2. Inequality in Access to Resources

- CSOs in developing countries or countries with political restrictions find it more difficult to obtain funding. A fund with equitable distribution criteria would allow all regions, regardless of their level of development, to have access to financial support.

3. Independence and Autonomy of CSOs

- In some countries, governments restrict access to external funding, weakening CSOs that promote accountability.
- An international fund managed by independent actors would ensure that CSOs do not depend exclusively on government funding.

4. Promoting Innovations in Open Government

- Many transparency and participation initiatives require innovative technology and methodologies that need initial funding.
- This fund could drive experimentation and the scaling up of good practices globally.

5. Better Global Coordination and Shared Learning

- Currently, open government efforts are fragmented and depend on different sources of funding without coordination.
- An international fund would facilitate the exchange of experiences, training, and the creation of collaborative networks between CSOs from different countries.

6. Rapid Response to Crises in Transparency and Civil Rights

- In times of political crisis or democratic setbacks, CSOs need urgent support to continue their work.
- A flexible fund would enable a rapid response to deteriorating situations, protecting civic space.

Brief description

Spain, as co-chair of the Open Government Partnership (OGP) 2024-2025, together with the representative of Philippine civil society Bantay Kita (Cielo Magno), plays a key role in promoting and consolidating the Helen Darbshire International Fund for Support to Civil Society Organisations in Open Government. To this end, it will carry out the following strategic actions:

1. Lead the creation and design of the Fund

Spain is taking an active role in its structuring by:

- Promoting its inclusion in the official OGP agenda and promoting its adoption as a global priority initiative.
- Defining objectives, eligibility criteria and financing mechanisms, ensuring that resources reach organisations with the greatest needs, especially in environments with restrictions on civic space.

2. Mobilise International Funding

Spain will leverage its leadership in the OGP and, in particular, the 9th Global Open Government Summit (Vitoria) to:

- Facilitate investment commitments from OGP member countries, promoting financial contributions from governments committed to democratic openness.
- Encourage the participation of the private sector and philanthropic foundations, incentivising investment in transparency and citizen participation initiatives.

3. Diplomacy and Strategic Alliances

- Include the Fund in international forums on democracy and human rights.
- Promote its adoption at the OGP Global Summit, securing public commitments from member countries.
- Strengthen Ibero-American cooperation, encouraging Latin American and European countries to join.
- Encourage the participation of Spanish and Latin American organisations in international alliances and projects for innovation and leadership in open government.

4. Awareness and Global Communication

Spain will leverage its position in the OGP to raise the profile of the Fund through:

- International campaigns highlighting the importance of funding civil society organisations (CSOs) in open government, showcasing success stories and best practices.
- Organisation of international events and meetings to present the benefits of the Fund and formalise support commitments.
- Promotion of research and studies on civil society financing that support the need for the Fund.

Objectives

The International Fund to Support Civil Society Organisations in Open Government would have the following key objectives:

1. Ensure sustainable funding for civil society organisations that promote transparency, accountability and citizen participation.
2. Reduce inequalities in access to resources, prioritising CSOs operating in restrictive contexts or with limited financial capacity.

3. Protect civic space by supporting activists and journalists who face threats or limitations.
4. Promote innovation and technology in open government initiatives through digital solutions and participatory methodologies.
5. Strengthen international cooperation by facilitating the exchange of good practices and collaboration between countries.

How does the initiative contribute to solving the problem or meeting the need?

The creation of the International Fund to Support Civil Society Organisations in Open Government within OGP responds directly to urgent and current needs in promoting transparency, accountability and citizen participation. Its key contribution is as follows:

1. It guarantees sustainable financing in the face of a lack of resources

The Fund would provide stable resources for open government projects, enabling long-term planning.

2. It protects civic space in the face of growing restrictions

The Fund would guarantee independent financial support, allowing these organisations to continue operating without political pressure.

3. Reduces inequalities in access to international funds

A fair distribution system would ensure that funds reach where they are most needed.

4. Strengthens global cooperation and advocacy for public policy

The Fund would facilitate the exchange of experiences and the creation of networks between CSOs from different countries.

Relevance to Open Government values

The creation of the Fund is a structural response to the urgent need to strengthen civil society and the space for participation. civic engagement, guaranteeing its independence and consolidating open government at the global level.

[Link to the 2030](#)



AGENDA

Initiative		
1. Include the initiative in the OGP agenda. • Propose the Fund as a priority during its co-presidency. • Align its objectives with the global open government agenda. 2. Define structure and financing mechanisms. • Establish eligibility criteria, support modalities, and governance. • Identify potential sources of funding (countries, multilateral organisations, private sector). 3. Mobilise initial support. • Coordinate with other co-chair countries and OGP members. • Initiate dialogues with key actors such as the European Union, World Bank, IDB, and UN.		
Initiative activities	Start date	End date
Lead the creation and design of the fund.	01/01/2025	31/10/2026
Mobilise international financing.	01/10/2025	31/10/2026
Diplomatic Promotion and Strategic Alliances.	01/01/2025	31/12/2028
Global Awareness and Communication.	01/01/2025	31/12/2028

Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL		X	SUCCESSIVE	
Expected results					
The Fund would have a tangible impact on consolidating open government, guaranteeing resources for civil society, promoting innovation in transparency and participation, and reducing gaps in access to financing. In the long term, it would contribute to strengthening more open, inclusive and resilient democracies.					
Initiative indicators					
Indicators Implementation (Ie) Outcome (Ir)	Implementation	- Number of international events where the Fund has been promoted. - Number of agreements signed with multilateral organisations, governments and the private sector. - Number of CSOs trained in funding application processes.			
	Outcome	- Number of CSOs funded and distributed by region. - Percentage of beneficiary CSOs reporting improvements in their operational capacity. - Number of open government initiatives developed with support by the Helen Darbshire Fund.			

1.4 PARTICIPATION IN PUBLIC POLICY



1.4.1 PUBLIC POLICY MAP

Responsible ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance

Other stakeholders (public)

Other stakeholders (civil society)

Background

Experiences with public policy mapping are highly diverse. The concept of public policy mapping can have multiple meanings and has sometimes been interpreted broadly.

The project to design a Public Policy Map falls within the guidelines established by the OECD Council Recommendation on Public Policy Evaluation (2022), explicitly mentioning that it involves establishing institutional mechanisms to integrate evaluation into decision-making processes.

Law 27/2022, of 20 December, on the institutionalisation of the evaluation of public policies in the General State Administration, as well as the commitments set out in component 11 of the Recovery, Transformation and Resilience Plan, regarding the strengthening of the evaluation of public policies in order to improve their efficiency, are considered to form part of the reference framework within the reform for the modernisation and digitalisation of the administration (C11.R1).

What is the problem/need that the initiative aims to solve?

The design of a Public Policy Map in Spain can address key issues related to coordination between levels of government, regional inequalities, transparency, policy evaluation and optimisation, and adaptation to crises. In addition, it can facilitate citizen participation and improve accountability, making policies more effective, inclusive and aligned with the country's needs.

Spain has faced several economic crises, such as that of 2008 or the more recent crisis resulting from the COVID-19 pandemic. In these contexts, the creation of effective public policies and their prioritisation is crucial. The Map can help identify the areas most affected by the crisis and ensure that policies are aligned with economic and social recovery priorities.

In addition, Spain has a decentralised system with different levels of government: central, regional and local. This can lead to duplication of policies, conflicts of competence or even contradictory policies between different administrations. A Public Policy Map could help to visualise policies at national, regional and local level, improving coordination and avoiding overlaps.

With regard to budget planning, budgets and evaluation are still two institutions in Spain and other countries that need to be coordinated. Despite being highly interdependent, they complement each other and are mutually necessary in order to achieve better results for public value. In an exercise of mapping public policies, the budgetary perspective must necessarily be present.

The budgetary institution therefore needs to use ex ante design evaluation and enable "evaluability" with regard to the use of its programmes, as well as improving the reference criteria, while remaining coordinated with ex ante evaluation in general and with its criteria, as it promotes the resolution of public problems that affect the well-being of citizens.

Brief description

The Public Policy Map is a key tool for managing, evaluating and improving policies, ensuring that they are more effective, coherent and aligned with the needs of society.

The development of the Public Policy Map requires initial reflection on its purpose and scope. Like any ex ante evaluation, it begins with the identification of the problems to be solved, their context and the actors involved; therefore, the diagnosis of the situation is an ideal starting point.

The Map design revolves around three main components:

- Policy mapping lists relevant policies and allows for monitoring of their status, implementation schedule and impact (achieved and expected).
- Stakeholder mapping facilitates the identification of stakeholders (institutions and individuals), which promotes more realistic planning and better ex ante design.
- Visualisation of processes representing the development and planning processes between institutions and actors, providing a comprehensive overview when linked to the previous components.

The incorporation of the budgetary perspective is essential to ensure that policies are effective, financially viable and sustainable. This approach, aligned with the OECD's Policy Coherence for Sustainable Development (PCSD), allows for the evaluation of the allocation, management and alignment of resources with defined objectives.

Objectives

Develop a Public Policy Map with a budgetary perspective that facilitates ex ante evaluation and identifies, for each policy, its participatory and scientific-technical advisory ecosystem, reinforcing evidence-based decision-making.

Integrate the budgetary perspective into the design of the Public Policy Map to visualise not only existing policies, but also the explicit allocation of resources.

Identify, analyse and clearly visualise the policies and programmes implemented by the government, their relationships, objectives, stakeholders and effects, with the ultimate aim of contributing to evidence-informed public policy that is aligned with the ultimate objectives of policy evaluation.

How does the initiative contribute to solving the problem or meeting the need?

The Public Policy Map will facilitate the ex ante evaluation process and identify the participatory ecosystem and scientific and technical advice for each policy. Listing the policies will make it possible to track information on their status, implementation schedule, and impact. It will also identify, organise and visualise the actors involved in public policies. It will therefore provide a clear representation of how public policies are designed and evaluated, how resources are managed, and how decisions are made and results achieved.

In doing so, the following can be achieved:

1. **Diagnosis and understanding:** Provides insight into the current state of public policies in a specific area, helping to understand their coverage, effectiveness, and possible gaps in implementation.
2. **Coordination and alignment:** Facilitates coordination between different levels of government, institutions, and key actors to ensure that policies are aligned and that there is no duplication of efforts or resources.
3. **Transparency and accountability:** It helps make policies and programmes more transparent, allowing citizens, researchers and other actors to monitor how they are being implemented and what results are being achieved.

4. Impact assessment: Provides a framework for analysing the effects of policies, identifying which ones are working well and which ones need adjustment.
5. Informed decision-making: Policy makers can use the Map to make evidence-based decisions, optimising resources and improving the effectiveness of public policies.
6. Identification of areas for improvement: A well-designed Map can reveal areas where policies are lacking or where existing policies are not reaching the population that needs them most.

With regard to the budgetary approach, it will facilitate the integration and connection between planning and budget formulation and ex ante evaluation and its principles and criteria. Budget programmes and their management cannot be separated from the decision-making and evaluation processes, both ex ante and ex post, that are established. Integrating the budgetary perspective into the design of a Public Policy Map is essential to ensure that policies are financially viable and aligned with development priorities.

Relevance to Open Government values

The Public Policy Map will also help increase transparency in decision-making and policy implementation, making it easier for citizens and civil society organisations to monitor the fulfilment of government commitments.

By integrating the budgetary perspective, it is possible to show how resources are allocated, how areas of intervention are prioritised and how the effectiveness of funding is evaluated. This can improve the efficiency, transparency and sustainability of public policies, ensuring that the established objectives are achieved in an effective and responsible manner.

Link to the 2030



AGENDA

Initiative activities	Start date	End date
Definition of objectives and scope of the Map.	2025	2025
Identification of relevant public policies.	2026	2026
Compilation of budgetary data for each identified policy.	2026	2026
Analysis of the relationship between policies and budget.	2026	2026
Establishment of key impact indicators.	2027	2027
Visual construction of the Map.	2027	2027
Consultation and participation of key stakeholders.	2028	2028
Development of a monitoring and evaluation plan.	2028	2028
Dissemination and communication.	2028	2028

Timeline	2025	2026	2027	2028
Estimated	X	X	X	X

Tract	PUNCTUAL	SUCCESSIVE	X

Expected results		
The expected outcome is: • Map of public policies with budgetary integration. • Map of key actors. • Design of a monitoring system.		
Initiative indicators		
Indicators Implementation (le) Results (lr)	Implementation	• List of stakeholders involved. • Detailed list of existing public policies and a basic description of each one (objectives, responsible actors, duration, etc.). • Detailed table of the budgets for each policy, with information on the allocation of resources at the central, regional and local levels. • Communication plan to disseminate the Map through accessible platforms such as government websites, social networks, and other channels.
	Result	• Design of an interactive (or static, as necessary) Map showing public policies, budget allocations, the relationships between them and their previous impact. • Design of a monitoring system to measure budget execution budget and the impact of public policies over time.

PRESENTATION OF THE OPEN GOVERNMENT CHALLENGE

Why does this commitment respond to the ambition of the Challenge?

The Public Policy Map is an ambitious undertaking that promotes several of the key principles of the OGP Challenge in a cross-cutting manner, such as informed participation, transparency, accountability and fiscal openness. This tool aims to provide a structured and systematic overview of the policies implemented at different levels of government—central, regional, and local—identifying the actors involved, objectives, instruments, and associated budgetary resources. This integrated overview not only allows for better coordination but also facilitates citizen monitoring of the design, implementation, and impact of each policy, thereby strengthening institutional legitimacy and public evaluation. Incorporating the budgetary perspective is particularly relevant, as it provides a clear picture of how resources are allocated according to strategic priorities and expected impact. This connection between planning and financing is important for achieving sustainable, inclusive policies that are oriented towards public value. In addition, the participatory methodology that accompanies the design of the map—through consultations and the inclusion of the scientific and technical ecosystem—allows for progress toward evidence-based decision-making, a strategic pillar of modern open government. Taken together, this initiative represents a qualitative step forward in the institutionalisation of public knowledge about state policies, expanding citizens' right not only to be informed, but also to actively participate in the prioritisation and monitoring of public action.

Why does this commitment respond to the ambition of the Challenge? <i>A single commitment can address several areas of action</i>	Select one of the following: 1. Access to information 2. Integrity 3. Civic space 4. Climate and environment 5. Digital governance 6. Fiscal openness 7. Gender and inclusion 8. Justice 9. Freedom of the press 10. Public participation	What is the secondary area of the challenge? <i>(if any)</i>	Select one of the following (if applicable): 1. Access to information 2. Integrity 3. Civic space 4. Climate and environment 5. Digital governance 6. Fiscal openness 7. Gender and Inclusion 8. Justice 9. Freedom of the press 10. Public participation

1.4.2 PUBLIC POLICY PARTICIPATION ECOSYSTEM

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance

Other stakeholders (Public)

Other stakeholders (civil society)

Background

In recent years, the public administration has faced challenges that require improving quality to ensure cohesion, competitiveness and the fundamental rights of citizens. This has led to the creation of the "Consensus for Open Administration", which serves as a roadmap for transforming the public administration in a participatory manner with all stakeholders. This document is structured around four objectives, one of which is "Open administration to evidence-based public policies and the best innovative tools", which includes the project called "Ecosystem of participation in public policies".

What is the problem/need that the initiative aims to address?

The main problem that this initiative aims to solve is the "disconnect" between participatory processes and the beneficiaries of public policies in general.

This "disconnection" arises from the difficulty, on the one hand, for the Administration to identify and convene the recipients or actors involved in a public policy before its design and subsequent implementation; and, on the other hand, by the difficulty that citizens, especially the most vulnerable groups, and civil society have in identifying the public body responsible for designing a public policy and in knowing about the participatory processes that are being carried out.

Brief description

Public policy formulation should be based on evidence and data, and be the result of participatory processes involving both stakeholders and citizens. This ensures that solutions to social, environmental and economic challenges arise from a deep understanding of the problems and are backed by solid data.

Incorporating citizen participation in the formulation process improves the capacity of public institutions to design and implement effective policies in response to the complex and uncertain challenges facing governments.

The feasibility of connecting this ecosystem with the Public Policy Map, existing participation portals and other initiatives linked to the improvement of consultative bodies will be assessed.

Objectives

Identify participatory public policy ecosystems as a key element in promoting citizen involvement in defining problems and generating new solutions through participatory processes.

How does the initiative contribute to solving the problem or meeting the need?

By carrying out the initiative and its corresponding activities, the aim is for participation managers to be able to identify stakeholders in a specific area, facilitating the registration of organisations and the identification of issues.

of interest, through the creation of a database that compiles all relevant information. Also, the incorporation of a section on the transparency portal will enable the creation of participatory spaces, thus eliminating the dispersion of data. In addition, it will be possible to know which collegiate bodies include civil society participation and achieve participatory processes that are more tailored to each context.

Relevance to Open Government values

Participatory ecosystems in public policy are essential to ensuring that government decisions reflect the needs and desires of all citizens. These ecosystems facilitate the identification of problems and the contribution of new solutions and approaches, and enable citizens to actively collaborate in the development of more inclusive, innovative policies that are adapted to changing social realities. In short, they are the cornerstone of open and participatory government that strengthens democracy and improves the quality of public policies by promoting transparency and participation.

Link to the 2030 AGENDA



Initiative				
Design a digital tool following the example of the participation systems of some Autonomous Communities or even the European Union (have your say), which allows participation managers to know who is interested in a specific area (environment, tourism, etc.), allowing organisations to register and identify the subjects in which they are interested (and could potentially participate).				
Initiative activities			Start date	End date
Analysis and design of an online tool that allows participation managers to gather information on who is interested in a specific area.			01/10/2024	31/12/2025
Analysis and design of a tool to assist in the detection of organisations and stakeholders interested in participating without the need to register			01/01/2025	30/04/2026
Purification, filtering, homogenisation and refinement of information obtained from different sources of information			01/02/2025	15/07/2026
Presentation of information in the participation section of the Transparency Portal.			01/09/2024	1/05/2025
Map of collegiate bodies with civil society participation.			01/01/2025	15/04/2025
Establish procedures that allow for adaptation according to the context of participatory processes and define the feedback offered to participants.			30/09/2025	15/07/2026
Timeline Estimated	2025	2026	2027	2028
	X	X		
Tract	PUNCTUAL		X	SUCCESSIVE
Expected results				
Interoperable registry of actors who may potentially be involved in participatory processes.				

Initiative indicators		
Indicators of implementation (Ie) of results (Ir)	Implementation	- Number of participations in open processes during the year, both in strategies and plans and in regulatory projects launched by ministries. In addition, data will be collected on the type of participant and other criteria that may be of interest (even if they are not comparable with previous years). - Number of initiatives contributed by organisations and citizen profiles incorporated into strategies, plans and regulatory projects (with or without the force of law). - Map of collegiate bodies with correctly identified civil society participation.
	Results	- Degree of satisfaction of participants in a participatory process. - Degree of satisfaction of organisations and individuals participating in the Transparency Portal with the platform's various functionalities. o Degree of satisfaction of user managers with the platform and its functionalities. - Improvement in the effectiveness and efficiency of public decisions, according to the data from the Evaluation Agencies. - Number of feedback reports on participatory processes that have been prepared according to the criteria set out in Activity VI.

PRESENTATION OF THE OPEN GOVERNMENT CHALLENGE

Why does this commitment respond to the ambition of the Challenge?

This commitment proposes structural change through the creation of an interoperable digital tool that will identify stakeholders in each thematic area (such as the environment, health or education), facilitating effective consultation and early dialogue prior to regulatory or strategic design. This moves beyond the logic of "reactive" participation to a proactive model, in which the administration identifies, convenes and integrates contributions from the early stages of the public policy cycle. By combining technology, data management and institutional intelligence, a true ecosystem of permanent participation is created, connected to the Transparency Portal, with spaces for feedback and an updated map of collegiate bodies with citizen participation. This initiative is fully aligned with the OGP Challenge by strengthening public participation and accountability, promoting greater inclusion, democratic innovation and the legitimacy of public decisions.

Why does this commitment respond to the ambition of the Challenge? A single commitment can address several areas of action.	Select one of the following: - Access to information - Integrity - Civic space - Climate and environment - Digital governance - Fiscal openness - Gender and Inclusion - Justice - Freedom of the press 10. Public participation	What is the secondary area of the challenge? (if any)	Select one of the following (if applicable): - Access to information - Integrity - Civic space - Climate and environment - Digital governance - Fiscal openness - Gender and Inclusion - Justice - Freedom of the press - Public participation

1.4.3. INNOVATION IN SERVICES HAZLAB: PROMOTING CITIZEN PARTICIPATION IN PUBLIC POLICY



Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretary of State for the Civil Service

Directorate-General for Public Governance

Other stakeholders (public)

Other stakeholders (civil society)

Background

The Innovation Laboratory for Participation in Public Plans and Policies, known as HazLab, was born from a citizen proposal included in Commitment 3 of the plan to improve citizen participation in public affairs. Since its creation, HazLab has operated as a pilot project, demonstrating its potential and functionality. During this time, a draft portfolio of services has been developed that includes three key initiatives to encourage citizen participation in public plans and programmes: Collaborative Spaces, Participatory Processes and a Media Library. In addition, the OECD has identified 12 models of deliberative processes based on experiences from various European countries, further enriching HazLab's approach.

What is the problem/need that the initiative aims to solve?

To strengthen and consolidate the functioning of the HazLab Laboratory, it is essential to undertake a transformation of the space, adapting it to the new wave of deliberation and defining rules and procedures that will guide its implementation and adjustment to OECD standards. This will ensure an impactful initiative that will enable HazLab to become the digital deliberative hub for public administrations.

This proposal aims to define the characteristics, rules and processes of the HazLab Laboratory's Collaborative Spaces and Participatory Processes services, give them maximum publicity and extend public deliberation through digital media as a form of public decision-making.

The ultimate goal is to turn HazLab into a deliberative digital platform that allows for structured discussion forums with expert moderation and access to verified information.

Brief description

The commitment consists of promoting a "deliberative wave" that incorporates mechanisms of democracy beyond the ballot box, paying attention to both cross-cutting issues—traffic, climate, water management—and public issues that have traditionally been excluded. To this end, rules governing Collaborative Spaces and Participatory Processes will be established and implemented throughout their entire life cycle—from application to closure—in accordance with OECD deliberative models. The project also includes the dissemination and operational launch of the service.

Objectives

This project aims to promote citizen participation through HazLab, implementing models of Collaborative Spaces and Participatory Processes that offer a clearly defined service to users. The goal is to extend the wave of deliberation to the formulation and implementation of public policies, in line with the recommendations of the OECD, which has identified 12 models of deliberative processes used internationally to strengthen participation in decision-making.

1. Citizen Assemblies

Large, randomly selected groups deliberate on complex issues and make recommendations.

2 Citizen Panels

Small groups (20-30 people) address specific public policies.

3. Policy Juries

Similar to a court jury, applied to political decisions.

4. Deliberative Planning Cells

Used in urban planning and infrastructure.

5. Citizen Forums

Regular spaces for deliberation and advice.

6. Deliberative Polls

Large-scale surveys combined with deliberation sessions.

7. Citizens' Conventions

Extended and more structured versions of assemblies.

8. Mass Deliberative Crowdsourcing

Digital platforms for real-time debate.

9. Public Policy Councils with Citizen Participation (Mixed Deliberative Councils)

These combine the participation of government experts and randomly selected citizens.

10. Online Deliberative Platforms

Digital spaces where citizens can discuss policies in real time.

11. Mini-Publics

Small groups representative of society that analyse an issue and make recommendations.

12. Information-Driven Surveys

Questionnaires preceded by key information to encourage more thoughtful responses.

How does the initiative contribute to solving the problem or meeting the need?

In order to consolidate HazLab as a benchmark for democratic innovation and citizen participation in public policy-making, it is essential to establish a solid and transparent regulatory framework that guarantees the effectiveness and sustainability of its services. The structuring of Collaborative Spaces and Participatory Processes will not only facilitate their management and control, but will also allow their impact to be scaled up, ensuring that more actors—citizens, organisations, and administrations—can benefit from these spaces for deliberation and co-creation.

Furthermore, to foster a transformative participatory culture, HazLab will deploy a comprehensive strategy that combines advanced deliberative methodologies with innovative technological tools. Through the implementation of facilitated citizen roundtables, co-creation workshops with design thinking approaches, deliberative public consultations, and representative citizen panels, deeper, more informed, and inclusive participation will be promoted. These spaces will not only allow citizens to experience first-hand the power of deliberation in decision-making, but will also strengthen trust in institutions and public governance processes.

To ensure the success of these services and maximise their reach, a strategic outreach plan will be implemented to ensure that all sectors of society — especially those historically underrepresented — are aware of and have access to these opportunities for participation. Multi-channel campaigns, media partnerships and digital outreach strategies will be implemented to attract a diverse participant base and foster engagement.

continuous citizen. In this way, HazLab will become an engine of change, driving the wave of deliberation and consolidating a model of participation that serves as a benchmark at the national and international level.

Relevance to Open Government values

HazLab's Collaborative Spaces are designed to revolutionise citizen participation, raising the standards of co-creation and collective intelligence in the formulation and implementation of public policies. It is not just a matter of generating opportunities for consultation, but of establishing dynamic environments where citizens become key players in the construction of innovative solutions to public challenges of all kinds.

These spaces function as laboratories for democratic innovation, where structured deliberation and experimentation with new methodologies guarantee the generation of viable and transformative proposals. Through initiatives such as facilitated citizen roundtables, co-creation workshops, design thinking applied to public policy, idea labs, and digital discussion forums, opportunities for effective participation are expanded, ensuring a diversity of voices and perspectives that enrich decision-making.

In addition, Collaborative Spaces act as catalysts for transparency and integrity, ensuring that each deliberative process is public, traceable, and subject to evaluation. The implementation of interactive digital platforms and the proactive dissemination of the progress and results of each initiative ensure that citizens not only participate but can also monitor and evaluate the impact of their contributions.

With this ambitious approach, HazLab's Collaborative Spaces will not only facilitate citizen participation, but will transform it into a strategic tool for redesigning public policies, promoting a model of open, inclusive governance based on collective intelligence.

**Link to the 2030
AGENDA**



Initiative		
Establishment of the operating model for HazLab's Collaborative Spaces and its implementation.		
Initiative activities	Start date	End date
Definition of the operating model for the Collaborative Spaces.	1 January 2026	30/06/2027
Definition of the operating model for participatory processes.	01/07/2027	31/12/2018
Dissemination and implementation of the HazLab Collaborative Spaces model, among those that can be found. • Organisation of citizen round tables. • Implementation of co-creation workshops. • Creation of online discussion forums. • Holding of citizen "design thinking" events.	01/07/2027	31/12/2028
Dissemination and implementation of the HazLab Participatory Processes model, among which include: • Launch of deliberative public consultations • Launch of citizen panels • Advice and support for deliberative processes organised by other entities within the framework of HazLab.	01/07/2026	31/12/2026

Timeline Estimated	2025	2026	2027	2028	
		X	X	X	
Tract	PUNCTUAL		X	SUCCESSIV E	
Expected results					
Promotion of the use of Collaborative Spaces and Participatory Processes in HazLab through the implementation of initiatives that include					
Initiative indicators					
Indicators of implementation (le) of results (lr)	Implementation	- Percentage progress in defining the service. - Number of initiatives launched.			
	Results	- Number of requests for information received after the launch of the service. - Number of spaces requested after the launch of the service. - Number of collaborative spaces launched after the dissemination of the service.			
Cross-cutting impact	Gender	X			
	Social inclusion	X			
	Ecological Transition				
	Territorial Diversity and Administrative Cooperation	X			

Observations

The number of initiatives launched is determined by the resources made available for the development and implementation of such initiatives.

PRESENTATION OF THE OPEN GOVERNMENT CHALLENGE

Why does this commitment respond to the ambition of the Challenge?

This initiative responds to the ambition of the challenge because it seeks to institutionalise mechanisms to improve and consolidate public participation in the field of General State Administration. Specifically, the aim is to create new participation services within the Innovation Laboratory for Participation (HazLab), which owes its existence to the 4th Open Government Plan.

The two participation mechanisms to be designed and implemented will be called participation projects or collaborative spaces, depending on the scope of the public plan or programme and the result to be achieved through participation.

In addition, the operating rules for each of these participation services or mechanisms will also be drawn up to make them more rigorous, in accordance with the OECD's recommendations and criteria on deliberative democracy.

In short, the initiative consists of improving an existing participation tool, equipping it with greater capabilities and creating new tools that promote and streamline inclusive public participation at the state level. This will be achieved mainly through the specific definition of the HazLab Laboratory's portfolio of services, as well as the rules and procedures that will govern the implementation of these participation services.

This objective is currently configured as an innovation project to promote citizen participation as a fundamental element of Open Government, establishing a permanent framework with various mechanisms so that civil society can present initiatives and collaborate in the design and implementation of public plans and policies according to the circumstances of each case.

Why does this commitment respond to the ambition of the Challenge? A single commitment can address several areas of action

Select one of the following:

1. Access to information
2. Integrity
3. Civic space
4. Climate and environment
5. Digital governance
6. Fiscal openness
7. Gender and Inclusion
8. Justice
9. Freedom of the press
- 10. Public participation**

What is the secondary area of the challenge? (if any)

Select one of the following (if applicable):

1. Access to information
2. Integrity
3. Civic space
4. Climate and environment
5. Digital governance
6. Fiscal openness
7. Gender and inclusion
8. Justice
9. Freedom of the press
10. Public participation

1.5 PARTICIPATION IN ADVISORY BODIES

1.5.1 CREATION OF THE ANTI-DOPING COORDINATION COMMITTEE

Responsible Ministry

MINISTRY OF EDUCATION, VOCATIONAL TRAINING AND SPORTS

Higher Sports Council

State Agency Spanish Anti-Doping Commission in Sport

Other stakeholders involved (public)

Other stakeholders (civil society)

Background

In accordance with the provisions of Article 6.2 of Organic Law 11/2021, of 28 December, the Coordination Committee shall be the body for participation, coordination and monitoring of the Spanish Commission for the Fight against Doping in Sport (CELAD), in which athletes shall be represented, as well as the competent bodies and organisations of the autonomous communities in the fight against doping in sport.

Its composition is detailed in Royal Decree 908/2022, of 25 October, approving the Statute of the Spanish Commission for the Fight against Doping in Sport. This

commission has not yet been established.

What is the problem/need that the initiative aims to address?

In addition to compliance with the provisions of Organic Law 11/2021 and RD 908/2022, the creation of this commission has been publicly demanded by prominent national athletes, who are calling for a forum for participation in national anti-doping policies.

Brief description

The Anti-Doping Coordination Committee will be chaired by the CELAD Directorate and composed of four members agreed upon by the councillors responsible for sport in each of the autonomous communities, two members appointed by the President at the proposal of the Spanish Olympic Committee to represent athletes, and two members appointed by the President of the CSD from among persons with experience in the fields of sports management, research and education in the field of the fight against doping or in the investigation and prosecution of criminal and/or administrative offences related to the protection of public health.

Objectives

Establishment and implementation of the Anti-Doping Coordination Commission.

How does the initiative contribute to solving the problem or meeting the need?

It would respond to the legal mandate and the demand from athletes for a participatory body.

Relevance to Open Government values

Transparency, accountability, citizen participation

[Link to the 2030 Agenda](#)



Activities of the initiative				Start date	End date
Appointment of members by the President of the CSD.				03/10/2024	22/10/2024
Notification of the Governing Council of CELAD.				03/10/2024	22/10/2024
Establishment of the Anti-Doping Coordination Committee.				22/10/2024	Periodic
At least two meetings per year.					
Timing Estimated	2025	2026	2027	2028	
	X				
Tract	SPECIFIC			SUCCESSIV E	X
Expected results					
Establishment of the commission, definition of its functions, and holding of meetings.					
Indicators of the initiative					
Indicators of implementation (le) of results (lr)	Implementation	• Minutes of the commission's inaugural meeting.			
	Results	• Member satisfaction survey.			
Cross-cutting impact	Gender	N/A			
	Social inclusion	N/A			
	Ecological Transition	X			
	Territorial Diversity and Administrative Cooperation	N/A			

1.5.2 LGBTI+ PARTICIPATION COUNCIL

Responsible Ministry

MINISTRY OF EQUALITY

Secretariat of State for Equality and for the Eradication of Violence against Women

Directorate-General for Real and Effective Equality for LGBTI+ People

Other actors involved (Public)

- Ministry of Foreign Affairs, European Union and Cooperation
- Ministry of the Presidency, Justice and Relations with the Courts
- Ministry of the Interior
- Ministry of Education, Vocational Training and Sport
- Ministry of Labour and Social Economy
- Ministry of Industry and Tourism
- Ministry of Territorial Policy and Democratic Memory
- Ministry of Health
- Ministry of Social Rights and Agenda 2030
- Ministry of Inclusion, Social Security and Migration
- Regional Government of Andalusia
- Regional Government of Galicia
- Spanish Federation of Municipalities and Provinces (FEMP)
- Conference of Rectors of Spanish Universities (CRUE)

Other stakeholders (civil society)

- State Coordinator for HIV/AIDS (CESIDA)
- Association of LGBTI Families - GALEHI
- Federation Platform for Trans Rights
- Spanish Association for Congenital Adrenal Hyperplasia - AEHSC
- 26 December Foundation, Spanish Committee of Representatives of Persons with Disabilities
- State Federation of Lesbians, Gays, Trans, Bisexuals, Intersex and More – FELGTBI+
- Positive Support
- Business Network for Diversity and Inclusion Association - REDI
- Euforia
- Pedro Zero Foundation
- Spanish Confederation of Business Organisations (CEOE)
- Spanish Confederation of Small and Medium-Sized Enterprises (CEPYME)
- Workers' Commissions (CCOO)
- General Union of Workers (UGT)

Background

The LGBTI Participation Council, created by Order IGD/577/2020 of 24 June, aims to provide a space for participation and dialogue between the various public administrations, social partners and civil society organisations, with the aim of making public policies designed to guarantee equal treatment, non-discrimination and inclusion for LGBTI people (amended by Order IGD/506/2021 of 20 May).

The LGBTI Participation Council is constituted as a collegiate body as provided for in Article 22.3. of Law 40/2015, of 1 October, on the Legal Regime of the Public Sector.

Its existence is reinforced by its inclusion in Law 4/2023, of 28 February, on real and effective equality for transgender people and the guarantee of the rights of LGBTI people, which entrusts it with the following functions:

Presentation of an annual report to the Spanish Parliament for examination by the Equality Committees of the Congress and Senate (Art. 9 of Law 4/2023).

Compilation of good practices carried out by companies in the area of LGBTI inclusion and the guarantee of equality and non-discrimination by OSIEGCS (Art. 15.2.2 of Law 4/2023).

The study on exile and migration of LGBTI people within Spain, which must be carried out within one year (Third additional provision of Law 4/2023).

Following the expiry of the period set out in Order IGD/577/2020 of 24 June and the completion of the evaluation of the call for applications, the decision to renew the LGBTI organisations, federations and confederations representing civil society has been published and is included in this file.

The Participation Council has produced the following reports, which are available on the website of the Ministry of Equality website:

- Report on the Draft Bill for Real and Effective Equality for Transgender People and for the Guarantee of Rights for LGBTI persons.
- Council statement in support of the approval of the Bill for Real and Effective Equality for Transgender People and to Guarantee the Rights of LGBTI People.
- Social responsibility of the media in the face of LGBTIphobia.
- Recommendations from civil society to understand and address intersex realities in educational, sporting and cultural institutions.
- Transsexuality and intersexuality in sport.

What is the problem/need that the initiative aims to address?

Historically, LGBTI organisations have suffered from a lack of institutional recognition, which has made it difficult to take into account the needs of LGBTI people in the design, implementation and evaluation of public policies that affect them directly or indirectly.

In many cases, the advisory role of LGBTI organisations has been limited to specific, one-off actions, without any stable forum for dialogue.

Despite the improvement in their participation in public life in recent years, there are currently warning signs related to situations that violate the right of these organisations to participate at the local and regional levels.

Brief description

Strengthening the functioning and visibility of the LGBTI participation council.

This commitment aims to strengthen the functioning and visibility of the Council, promoting the participation of third sector organisations in it, encouraging dialogue with the authorities and building consensus with them.

Objectives

- Establish a stable channel of dialogue between public and private actors involved at the state level in the development of the principle of equal treatment and non-discrimination of LGBTI+ people.
- To generate consensus among the different actors involved in the LGBTI+ Participation Council and make it known to the general public.
- Promote the mainstreaming of the principle of equal treatment and non-discrimination of LGBTI+ persons in all policies.

How does the initiative contribute to solving the problem or meeting the need?

The LGBTI+ Participation Council provides a space for LGBTI+ organisations to participate and engage in dialogue with public administrations and other agents. Strengthening participation both in plenary sessions and in the various working groups allows civil society to make proposals, assess public policies and legislative proposals drawn up by the government, and document different aspects related to non-discrimination against LGBTI+ people and LGBTIphobic violence.

Relevance to Open Government values

The commitment contributes to participation by promoting the right of LGBTBI+ people to participate in public policies that affect them, and to collaboration by facilitating dialogue with other social agents such as trade unions and business organisations.

It also contributes to transparency through accountability, not only to civil society organisations participating in the Council, but also to society as a whole through the publication on the website of the activity reports submitted periodically to the Spanish Parliament and the documents generated within it.

Link to the 2030 AGENDA



Initiative					
Improving the visibility of the LGBTBI Participation Council and the reports and documents produced by the Council.					
Initiative activities			Start date	End date	
Improving the online presence and visibility of the LGBTBI Participation Council through a specific website.			01/01/2025	31/10/2025	
Participation and authorship of the Participation Council in the preparation and dissemination of reports and technical documents.			01/01/2024	31/12/2028	
Estimated Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIVE	
Expected results					
Consolidation of the role of the LGBTBI+ participation council as a key player in the development of policies affecting LGBTBI+ people.					
Preparation and dissemination of technical documents and studies to inform public policies affecting LGBTBI+ people.					
Initiative indicators					
Indicators Implementation (le) Outcome (lr)	Implementation	- Creation of a website to disseminate the activities of the LGBTBI Participation Council. 1 annual activity report from the LGBTBI Participation Council. 1 report on good practices carried out by companies in the area of LGBTBI inclusion. 1 study on sexile in Spain.			
	Results	100% of LGBTBI entities that hold seats on the LGBTBI Participation Council attend plenary sessions, participate in at least one working group and collaborate in the drafting or review of documents.			

Cross-cutting impact	Gender	X	
	Social Inclusion	X	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	

Observations

The Participation Council has recently been renewed and the following entities represent foundations, organisations, associations, federations or confederations in the LGTBI field, as set out in the following resolution by the Secretary of State for Equality and for the Eradication of Violence against Women:

https://www.igualdad.gob.es/wp-content/uploads/4_report_4_Resolucion_SE_designan_entidades_ocuparan_las_vocalias.pdf

1. State Coordinator for HIV-AIDS (CESIDA),
2. Association of LGTBI Families - GALEHI;
3. Federation Platform for Trans Rights;
4. Spanish Association for Congenital Adrenal Hyperplasia - AEHSC;
5. 26 December Foundation;
6. Spanish Committee of Representatives of Persons with Disabilities;
7. Positive Support;
8. Business Network for Diversity and Inclusion Association (REDI);
9. Euforia;
10. State Federation of Lesbians, Gays, Trans, Bisexuals, Intersexuals and More – FELGTBI+;
11. Pedro Zerolo Foundation;
12. Triángulo Foundation.

Likewise, the names of the 10 ministerial departments listed in Article 3.1.d) of Order IGD/577/2020 of 24 June have been updated

1. Ministry of Foreign Affairs, European Union and Cooperation;
2. Ministry of the Presidency, Justice and Relations with the Courts,
3. Ministry of the Interior;
4. Ministry of Education, Vocational Training and Sport;
5. Ministry of Labour and Social Economy;
6. Ministry of Industry and Tourism;
7. Ministry of Territorial Policy and Democratic Memory;
8. Ministry of Health;
9. Ministry of Social Rights and Agenda 2030;
10. Ministry of Inclusion, Social Security and Migration.

1.5.3 CREATION AND LAUNCH OF THE COMMISSION FOR CITIZEN PARTICIPATION IN ARCHIVE MATTERS

Responsible ministry

MINISTRY OF CULTURE

Secretary of State for Culture

Directorate-General for Cultural Heritage and Fine Arts

Other stakeholders (Public)

- Ministry for Digital Transformation and the Public Service
- Council for Transparency and Good Governance

Other stakeholders (civil society)

- Specialists in the field of open government and access to information
- Individuals or entities proposing initiatives

Background

The State Archives are firmly committed to citizen participation. Therefore, within the 2024-2026 Improvement Plan, in the strategic area of Institutional Positioning Improvement, one of the lines of action is to Increase Citizen Participation and Collaboration with New Emerging Audiences.

What is the problem/need that the initiative aims to address?

Dissemination, one of the traditional tasks of archives, allows us to externalise the services, benefits and specific knowledge of our organisation. It is the process that allows us to materialise our functions, competences and objectives externally. Participation, on the other hand, allows us, from a knowledge management perspective, to incorporate into our organisation whatever helps us to advance in the materialisation of our functions, competences and objectives.

Brief description

The Citizen Participation Commission was created with the following functions: to design communication channels to enable and encourage citizen participation; to study proposals received from civil society to improve the services of the State Archives; to design and implement a plan for collaboration with other public or private institutions and citizens; and, finally, to execute projects and report on them using relevant indicators.

Objectives

The Commission's objectives are:

- To increase the transparency of the services offered by the State Archives.
- Promote citizen participation in the portfolio of services offered by the State Archives.
- Raise awareness among society and public employees about the values of open government.
- Implement mechanisms and channels to channel proposals for citizen participation.

How does the initiative contribute to solving the problem or meeting the need?

The Citizen Participation Commission will be responsible for channelling into our organisation anything that helps us to improve the fulfilment of our functions, competences and objectives.

Relevance to Open Government values

The Citizen Participation Commission contributes to advancing participation, transparency, integrity, social awareness and open administration, thereby achieving a more just, peaceful and inclusive society.

Link to the 2030 AGENDA



Initiative					
• Design of the communication channel. • Study of proposals received. • Design and implementation of a plan for collaboration with other public or private institutions and citizens. • Project implementation. • Accountability.					
Initiative activities				Start date	End date
Constitutive session of the Citizen Participation Commission.				01/01/2025	30/06/2025
Working meetings.				01/01/2025	31/12/2025
Preparation of working documents.				1 June 2025	31/12/2025
Responses to requests received.				01/07/2025	31/12/2025
Update of collaboration plans.				01/01/2026	31/12/2026
Estimated timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
• Implementation of improvements in the services offered by the State Archives. • Promotion of citizen participation in service portfolios. • Working documents. • Collaboration plans.					
Initiative indicators					
Indicators execution (Ie) result (Ir)	Execution	• Implementation of improvements in the services offered by the State Archives (yes/no) • Working documents (yes/no) • Collaboration plans (yes/no)			
	Outcome	• Number of citizen participation laboratories. • Number of entities with which collaboration takes place.			
Cross-cutting impact	Gender	X	With better planning, gender equality can be promoted gender equality in the provision of services.		
	Social inclusion	X	With better planning, it is possible to reflect on the needs of new audiences.		
	Ecological Transition	NA			
	Territorial Diversity and Administrative Cooperation	X	The Commission becomes a tool for collaboration with other public and private entities.		

1.5.4 PROMOTING CITIZEN PARTICIPATION IN THE ARCHITECTURAL AND URBAN PLANNING DEBATE IN SPAIN

Responsible ministry

MINISTRY OF HOUSING AND URBAN AGENDA

Secretariat of State for Housing and Urban Agenda

General Secretariat for Urban Agenda, Housing and Architecture

Other actors involved (Public)

Other stakeholders (civil society)

- Professional associations, universities, professionals in the field of architecture, general public general public...

Background

Law 9/2022, of 14 June, on Architectural Quality, states that one of the essential functions of the institution is to promote citizen participation, both in the sector directly linked to architecture and in society as a whole. The Casa de la Arquitectura, under the Ministry of Housing and Urban Agenda, has the fundamental purpose of serving society, becoming a channel for communication and awareness-raising on the values of architectural quality, and acting as a forum for debate on the role of architecture. In this regard, the House stands out for its cultural mediation programmes that connect citizens with architecture as a tool for social transformation. These activities promote dialogue, learning and inclusion, in line with the values of Open Government. Currently, guided tours, family and school workshops, and interactive activities are offered to encourage and strengthen citizen participation.

What is the problem/need that the initiative aims to address?

The limited participation of citizens in the debate on architecture and urban planning affects their involvement in public decisions related to the built environment. This initiative aims to contribute to articulating citizen participation in this area and to turn the Casa de la Arquitectura into a space for citizen participation that contributes to guiding the institution's activity and the architectural and urban planning debate in Spain.

Brief description

It is proposed to implement, through different channels and tools, a strategic line that consolidates and expands the channels for citizen participation and their involvement in the cultural mediation activities of the Casa de la Arquitectura, promoting the participation of various groups (young people, families, groups at risk of exclusion) and strengthening the dialogue between citizens and government on issues of urban planning, sustainability and architectural heritage.

Objectives

- Encourage society to participate in the activities of the House of Architecture.
- Encourage citizen participation in educational and cultural activities related to architecture.
- Promote inclusive access to knowledge tools on design and construction.
- Establish spaces for dialogue between citizens and public administrations.

How does the initiative contribute to solving the problem or meeting the need?

This commitment promotes public understanding of their urban environment, empowering participants to take an active part in urban and planning decisions. It also strengthens inter-administrative cooperation and relations with civil society. To this end, the aim is to implement different types of tools and channels for participation that enable citizens to guide the activities of the Casa de la Arquitectura, reinforce its role as a forum for

debate on the role of architecture in society and strengthen dialogue between citizens and government on issues of urban planning, sustainability and architectural heritage.

Relevance to Open Government values

This initiative is directly linked to Open Government values such as citizen participation as an active part of urban and planning decisions; strengthening cooperation between the administration and civil society; transparency through the publication of educational content; and the implementation of innovative solutions with the aim of achieving greater citizen participation. It also aims to promote inclusion by encouraging the participation of various groups (young people, families, groups at risk of exclusion).

Link to the 2030



AGENDA

Initiative					
- Encouraging citizens to use the complaints and suggestions box in order to receive contributions that help to design the activities of the House. - Promotion of participatory cultural mediation in architecture through different activities that encourage spaces for dialogue.					
Initiative activities			Start date	End date	
Activities aimed at communicating the existence of the suggestions and complaints box as a channel for participation and promoting its use by citizens.			01/01/2025	31/12/2028	
Conduct workshops and guided tours tailored to new audiences.			01/01/2025	31/12/2028	
Design accessible educational materials in digital and physical formats.			01/01/2025	31/12/2028	
Continuous evaluation through satisfaction and participation surveys.			01/01/2025	31/12/2028	
Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
- Obtaining information through contributions from citizens that will help to design activities that attract a greater number of visitors to the House of Architecture. - Increase in citizen participation in cultural activities related to architecture.					
Indicators of the initiative					
Indicators of implementation (Ie) of results (Ir)	Implementation	- Number of suggestions and complaints received. - Number of activities carried out and educational materials produced.			
	Outcome	- Number of suggestions from citizens implemented by the House of Architecture. - Number of citizens participating in the proposed activities.			

Cross-cutting impact	Gender	X	Ensuring equitable participation.
	Social Inclusion	X	Focus on vulnerable groups.
	Ecological Transition		
	Territorial Diversity and Administrative Cooperation	X	

1.5.5 STRENGTHENING THE FUNCTIONING AND VISIBILITY OF THE COUNCIL FOR THE ELIMINATION OF RACIAL OR ETHNIC DISCRIMINATION (CEDRE)

Responsible Ministry

MINISTRY OF EQUALITY

Secretariat of State for Equality and for the Eradication of Violence against Women

Directorate-General for Equal Treatment and Non-Discrimination and Against Racism

Other actors involved (Public)

- Ministry of Justice
- Ministry of the Interior
- Ministry of Transport and Sustainable Mobility
- Ministry of Education, Vocational Training and Sport
- Ministry of Inclusion, Social Security and Migration
- Ministry of Health Autonomous Community of Murcia Autonomous Community of Aragon Autonomous Community of La Rioja Principality of Asturias
- Spanish Federation of Municipalities and Provinces (FEMP)
-
-

Other stakeholders (civil society)

- Spanish Confederation of Business Organisations (CEOE)
- Workers' Commissions (CCOO)
- General Union of Workers (UGT)
- Spanish Catholic Migration Commission Association (ACCEM)
- Rumíñahui Association
- Spanish Commission for Refugee Aid (CEAR)
- CEPAIM Foundation Comprehensive Action with Migrants
- Spanish Red Cross
- Secretariado Gitano Foundation
- Movement Against Intolerance
- Movement for Peace, Disarmament and Freedom (MPDL)
- Acoge Network
- Romani Union

Background

In 2000, the European Union approved Directive 2000/43 EC, which in Article 13 established the obligation of each Member State to designate "one or more bodies responsible for promoting equal treatment between persons irrespective of racial or ethnic origin".

In Spain, this directive was transposed into law at the end of 2003 through Law 62/2003 of 30 December on Administrative Tax Measures and Social Order. Article 33 provides for the creation of a Council for the promotion of equal treatment and non-discrimination of persons on grounds of racial or ethnic origin.

The Council was regulated in September 2007 by Royal Decree (Royal Decree 1262/2007, of 21 September, amended by Royal Decree 1044/2009, of 29 June) and was attached to the Ministry of Labour and Immigration. After successive ministerial amendments, Royal Decree 200/2012, of 23 January, which develops the basic organisational structure of the Ministry of Health, Social Services and Equality, assigns the Council to this Department, through its Directorate for Equal Opportunities. It was then assigned to the Ministry of Equality, through the Directorate-General for Equal Treatment and Non-Discrimination and against Racism (Article 4.3 of Royal Decree 246/2024, of 8 March), without participating in its hierarchical structure, whose primary purpose is to promote the principle of equal treatment and non-discrimination of persons on the basis of their racial or ethnic origin.

The main functions of CEDRE are as follows:

- To provide independent assistance to victims of discrimination in processing their complaints.
- Publish studies, research and reports autonomously and independently. It therefore has the capacity to:
- Promote measures that contribute to equal treatment and the elimination of discrimination by making appropriate recommendations and proposals.
- Prepare and approve the Council's annual activity report and submit it to the Minister for Equality.

What is the problem/need that the initiative aims to address?

In today's world, racism and racial discrimination manifest themselves in complex and disturbing ways. In Europe, these issues are increasingly becoming a key element in certain political and social problems. For several years, Member States have been taking firm and sustained measures to combat this trend and tackle persistent expressions of racism and xenophobia. The creation and existence of CEDRE is an attempt, in the case of Spain, to fulfil European commitments with an institutional instrument to tackle the problems of racial discrimination in our country.

Brief description

This commitment aims to strengthen the functioning and visibility of the Council, promoting the participation of third sector organisations in it, encouraging dialogue with the authorities and building consensus with them. At the same time, it will aim to adapt the Council's functions in relation to the provisions of Law 15/2022 regarding the creation of an Independent Authority for Equal Treatment and Non-Discrimination.

Objectives

- To establish a stable channel of dialogue between public and private actors involved in matters of racial or ethnic discrimination.
- Build consensus among the various stakeholders involved in CEDRE and communicate this to the general public.
- Promote the continuity of its main functions, so that they are actively exercised and produce results on a regular basis.

How does the initiative contribute to solving the problem or meeting the need?

CEDRE contributes to promoting equal treatment for all people regardless of their racial or ethnic origin, providing a space for participation and dialogue between different public institutions (national, regional and local) and private institutions (third sector, business entities and trade unions). Strengthening the participation of the various stakeholders involved, both in plenary sessions and in the various working groups, will enable further progress to be made in reaching consensus, particularly with civil society, which is entitled to make proposals, assess public policies and legislative proposals drawn up by the government, and document various aspects related to racial or ethnic non-discrimination. Strengthening CEDRE also involves continuing to reinforce the exercise of its functions by conducting independent studies, formulating consensus-based recommendations, etc.

In short, strengthening its functioning and visibility aims to contribute to improving the institutional response to racism and advancing the promotion of the principle of equal treatment and non-discrimination of persons on the basis of their racial or ethnic origin.

Relevance to Open Government values

Strengthening CEDRE contributes to Open Government by consolidating a space for dialogue between the administration and civil society, promoting institutional transparency, accountability and the development of public policies based on consensus and evidence. This favours more inclusive and socially legitimate governance.

Link to the 2030



Agenda

Initiative

Improving the visibility of the Council for the Elimination of Racial or Ethnic Discrimination (CEDRE) and the reports, recommendations, and documents produced by it.

Initiative activities	Start date	End date
Institutional advertising campaigns against racism that also raise awareness of CEDRE's assistance service for victims of racial discrimination.	Ongoing annual activity	Ongoing annual activity
Publication of studies, research, reports and similar documents with autonomy and independence.	Periodic and ongoing activity	Periodic and ongoing activity
Preparation and dissemination of annual reports on results and activity.	January (ongoing annual activity)	Continuous annual activity
Preparation and dissemination of recommendations and statements agreed upon by the Council regarding current issues in the fight against racial or ethnic discrimination in our country.	Ongoing activity based on current cases	Ongoing activity based on current cases

Timeline Estimated	2025	2026	2027	2028
	X	X	X	X

Tract	PUNCTUAL	SUCCESSIVE	X

Expected results
Consolidation of CEDRE's role, particularly in terms of its adaptation to the provisions of Law 15/2022 regarding the creation of the Independent Authority for Equal Treatment and Non-Discrimination. Continuity in the exercise of its functions and powers, with the periodic preparation and dissemination of technical documents and independent studies on the subject, as well as recommendations and other consensus documents that are formulated. Consolidation of the Service for Victims of Racial or Ethnic Discrimination as one of CEDRE's main functions in providing independent assistance to victims of racial or ethnic discrimination.

Indicators of the initiative		
Indicators Implementation (Ie) Result (Ir)	Implementation	Regular plenary sessions and working group meetings (annual and quarterly).
	Outcome	- Annual dissemination of institutional campaigns to raise awareness of CEDRE's victim assistance service and its 2021 helpline. - Regular publication of independent studies, recommendations and other technical documents.

Cross-cutting impact	Gender	X	
	Social inclusion	X	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	

1.6 TRAINING IN PARTICIPATION

1.6.1 TRAINING IN PARTICIPATION

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance

Other actors involved (Public)

- Ministries of the General State Administration
- Spanish Agency for International Development Cooperation (AECID)
- Autonomous Communities, Autonomous Cities and the Spanish Federation of Municipalities and Provinces (FEMP)
- National Institute of Public Administration (INAP)

Other stakeholders (civil society)

- Citizens
- Non-profit associations and foundations
- Civil society organisations or professionals in the social and community sector.

Background

Open Government is a culture of governance that promotes the principles of transparency, integrity, accountability and stakeholder participation in support of democracy and inclusive growth. Citizen participation seeks to activate and involve citizens, establishing channels and spaces for deliberation and decision-making, where public discussion and the participation of citizens and stakeholders in setting the political agenda and throughout the entire life cycle of public policies become a reality.

What is the problem/need that the initiative seeks to address?

One of the main challenges facing public administrations and officials is promoting citizen participation. Initiatives and programmes that seek to encourage citizens to get involved and participate in defining problems and contributing new approaches and solutions, while establishing direct contact with citizens, are therefore essential. To achieve these objectives, digital media, and especially social networks, are fundamental tools that enable and facilitate citizen involvement in improving and innovating government and citizen participation in public policy, while also ensuring that all types of civil society are represented in participatory processes.

In achieving this objective, it is essential that public employees understand that citizen and stakeholder participation is an essential element of open government, as recognised in provisions 8 and 9 of the OECD Council Recommendation on Open Government. Hence the need to design actions that increase the knowledge, skills and awareness of public administration staff about what the participation process entails.

Brief description

The project covers the planning, implementation, monitoring and evaluation of training activities on participation aimed at citizens, representatives of associations and public administration staff. It will promote collaboration between different levels of government and other social agents, as well as the exchange of experiences and knowledge on open government.

Objectives

The objectives of the planned training include the implementation of:

- Offer training activities to citizens to explain the different levels, methods and rights of participation within the framework of transparency and open government.
- Design specific training for public employees that promotes citizen participation through the use of digital tools and, at an advanced level, provides training in methodologies for evaluating participation in plans and programmes.
- Train leaders and members of civil society organisations in participation structures and mechanisms that facilitate the effective incorporation of their demands in the development, implementation and evaluation of regulations, plans and programmes.
- Finally, disseminate and promote the use of the virtual spaces of Hazlab, the innovation laboratory for participation.

How does the initiative contribute to solving the problem or meeting the need?

It raises awareness among citizens, public administration staff and members and representatives of the socio-community sector. on the importance of the participation process as an essential element of open government.

Strengthen and improve the quality of participation in public management, both by including activities specifically aimed at building the skills of public employees to facilitate citizen participation, and by involving civil society organisations in the structures and mechanisms of participation that make the incorporation of their demands into the processes of drafting regulations and designing, implementing and evaluating plans and programmes more effective.

Relevance to Open Government values

The 4th Plan marks a new turning point in the consolidation of Open Government in Spain.

Citizen and stakeholder participation is an essential element of open government, as recognised in provisions 8 and 9 of the OECD Council Recommendation on Open Government. Participation enhances the legitimacy of public decision-making and improves its outcomes by informing and involving citizens, including those who are often underrepresented, and by responding to people's real needs. Strengthening mechanisms for participation and transparency in the long term can help build trust in government and strengthen democracy.

[Link to the 2030](#)



AGENDA

Initiative		
Training in participation.		
Initiative activities	Start date	End date
1. Design of the training (content, format and modality).	01/01/2025	28/02/2025
2. Design and development of teaching resources (guides and activities).	01/01/2025	30/09/2028
3. Implementation of training activities (face-to-face and online): a. Citizenship training. c. Training for public employees. d. Training for leaders and members of civil society associations.	01/03/2024	30/09/2028

5. Mid-term evaluation of the training.	01/11/2026	31/12/2026
6. Final assessment of training.	01/09/2028	21/10/2028
7. Dissemination of the use of the virtual spaces of the Hazlab participation laboratory.		

Timeline Estimated	2025	2026	2027	2028
	X	X	X	X

Tract	PUNCTUAL	X	SUCCESSIV E	X

Expected results

Incorporation by public employees of the phases of participation in relevant matters, and use by citizens of digital tools, increasing participation in public affairs, both at the initiative of the administration and through the proactivity of citizens. Consequently, higher quality public management geared towards the needs of citizens.

Indicators of the initiative

Indicators of implementation (le) of results (lr)	Implementation	Number of courses completed per year.
	Outcome	- Number of courses completed. - Number of people trained. - No. of participating CSOs.

1.7 CHILDREN AND YOUTH PARTICIPATION

1.7.1 PLAN TO IMPROVE THE PARTICIPATION OF CHILDREN AND YOUTH IN PUBLIC AFFAIRS

Responsible ministry

MINISTRY OF YOUTH AND CHILDREN

Secretariat of State for Youth and Children and Undersecretariat of the Ministry of Youth and Children
Directorate-General for Children's and Adolescents' Rights and Technical General Secretariat

Other actors involved (Public)

- Ministry for Digital Transformation and Civil Service
- State Council for Child Participation and Adolescence

Other actors involved (Civil Society)

- Spanish Youth Council
- Childhood Observatory
- State Council for Child and Adolescence

Background

Law 39/2015, of 1 October, on the Common Administrative Procedure of Public Administrations, regulates in general terms in Article 133 the participation of citizens in the process of drafting laws and regulations.

Law 50/1997, of 27 November, on the Government regulates in Article 26 the procedure for consultation and public hearings and information.

Furthermore, the regulations governing the Spanish Youth Council, the Childhood Observatory and the State Council for the Participation of Children and Adolescents (CEPIA) establish the rules governing the relations between public administrations and these actors.

Likewise, through income tax subsidies granted by the Ministry of Social Rights, Consumer Affairs and Agenda 2030 and by the newly created Ministry of Youth and Children, support was provided for projects to develop guides such as the one produced by Educo, "How to take into account the voices of children and adolescents in decision-making." The Quera Association has produced a document entitled "20 myths about participation".

What is the problem/need that the initiative aims to address?

Exercising the right to participation develops values, attitudes and skills, fostering trust in institutions, democratic values and a sense of social belonging. For minors, the possibility of influencing their environment and community makes them social subjects capable of shaping their present and future context. The data reveal a reality in which the participation of minors is unequal, with their voices being heard less in institutions and schools. Specifically, given the particular characteristics of this population group, exercising their right to participate in public affairs and regulatory projects becomes more complex, making it necessary for public administrations to take action to facilitate the exercise of this right. Therefore, the aim is to encourage the participation of children and young people in public affairs and decision-making, taking into account the importance of creating a culture of participation from an early age for a good quality of democracy.

Brief description

A set of actions aimed at children and adolescents (children and young people) to encourage and improve their general participation in public affairs and, specifically, their participation in the development of regulatory projects.

Objectives

To facilitate, encourage and strengthen the participation of children and adolescents in decision-making and public management and, specifically, in the drafting of legislative proposals, with the ultimate aim of bringing public administration closer to this population group.

How does the initiative contribute to solving the problem or meeting the need?

It contributes to training new generations, mainly through associations and representative bodies, to exercise their right to participate in public affairs. It also aims to adapt the channels of public participation to this population group.

It is important that the project be implemented across the board with the public child protection agencies of the autonomous communities and that it facilitate the relationship and transfer of projects, strategies and plans from public administrations to child participation bodies such as the State Council for Child and Adolescent Participation (CEPIA) and regional or local councils.

The proposal does not involve regulatory development and is part of the actions already being carried out by the Ministry.

Relevance to Open Government values

This initiative reinforces the value of citizen participation in decision-making and, specifically, the participation of a specific group, namely children and adolescents (children and young people).

[Link to the 2030](#)



AGENDA

Initiative		
- Diagnosis, debate and development of guidelines with recommendations to promote the participation of children and Youth involvement in public affairs for the General State Administration and the Autonomous Communities. - Preparation of a manual of good practices and recommendations for public administrations to increase the participation of children and young people in regulatory projects. - Preparation of documentation and dissemination of content and information among the chosen population group (children and young people).		
Initiative activities	Start date	End date
Improvement of participation.		
Study phase: conducting an assessment to identify information needs through organisations representing the groups.	01/01/2025	01/06/2025
Preparation of documentation aimed at children and adolescents: preparation of information in a clear and simple manner. Comparison of documentation with the parties involved.	01/07/2025	01/12/2025
Preparation of a manual of good practices for administrations: collection of successful experiences and preparation of recommendations in this area. Checking with the parties involved.	01/01/2026	01/10/2026
Dissemination of information: holding information sessions and creating spaces for the dissemination of this content. Dissemination of content within the framework of public administrations.	01/11/2026	01/04/2027

Preparation of guides.					
Creation by the Observatory's plenary session of a working group on tools to promote the participation of children and adolescents.				01/03/2025	01/03/2026
Technical assistance contract for situation assessment and proposal of appropriate guidelines.				01/03/2025	01/03/2026
Participation and involvement of the State Council for the Participation of Children and Adolescence (CEPIA) throughout the process.				01/03/2025	01/03/2026
Publication of the results on the ministry's website and dissemination among the autonomous communities.				01/03/2026	01/12/2026
Estimated Estimated	2025	2026	2027	2028	
	X	X	X		
Tract	PUNCTUAL		X	SUCCESSIV E	
Expected results					
- Guidelines and other products to improve the participation of children and adolescents in public affairs, following assessment and discussion of the various instruments and tools. - Manual of good practices and recommendations for public administrations on the participation of children and adolescents in regulatory processes. - Dissemination of content and information among the chosen population group (children and young people).					
Indicators of the initiative					
Indicators Implementation (Ie) Results (Ir)	Implementation	- Conduct an assessment of information needs in the area of child and youth participation (YES/NO). - Validate this assessment with the actors involved (YES/NO). - Number of working group meetings held.			
	Outcome	- Preparation of documentation on the subject aimed at specific age groups (YES/NO). - Preparation of a manual of good practices (YES/NO). - Number of guides or other products produced.			
Cross-cutting impact	Gender	X			
	Social inclusion	X			
	Ecological Transition				
	Territorial Diversity and Administrative Cooperation				

1.7.2 REGULATORY FRAMEWORK FOR CHILDREN'S AND YOUTH ASSOCIATIONS

Responsible Ministry

MINISTRY OF YOUTH AND CHILDHOOD

Secretariat of State for Youth and Children

Directorate-General for Children's and Adolescents' Rights

Other actors involved (Public)

- Ministry of the Interior
- Ministry of Education, Vocational Training and Sport

Other stakeholders (civil society)

- Children's Platform

Background

The Spanish Constitution recognises the right of association of children and adolescents as a fundamental right. The Convention on the Rights of the Child recognises the right of children to form associations.

The development of specific regulations on children's associations is already provided for in the Ministry of Youth and Children's 2024 Annual Regulatory Plan.

Annual Regulatory Plan 2024 of the Ministry of Youth and Children.

What is the problem/need that the commitment aims to address?

The objective is to fill the current gap in relation to the possibilities for persons under the age of 14 to form associations, as well as a limitation on minors under the age of 12 in student associations.

Brief description

Development of specific regulations that provide a minimum framework for forms of association for children throughout the country. Although this is a regulation of the General State Administration, the various regulations currently in force on this matter in several autonomous communities must be taken into account.

Objectives

- Specific regulations.
- Adaptation to children's cognitive abilities.
- Establishment of specific obligations.

How does the commitment contribute to solving the problem or meeting the need?

There is a legal vacuum regarding the possibilities for people under the age of 14 to form associations, as well as a restriction on children under the age of 12 in student associations. When children form associations and have tools, rights and autonomy at their disposal, they can achieve great personal and collective challenges and contribute to a better society.

Relevance to Open Government values

The initiative reinforces the values of citizen participation and civic space, as there is an obligation on the part of public authorities to listen to children, which includes attention to forms of collective representation and specialised bodies.

**Link to the 2030
AGENDA**



Initiative				
• Development of specific regulations that provide a minimum supplementary framework on the ways in which children can become involved throughout the territory of the • that integrates the interpretation of regional requirements and provides a framework for the exercise of this right at the national level. • Adaptation of the obligations of children in exercising their right to association and of administrations in the exercise of their public service to the cognitive abilities of children. • Promotion by the administration of children's right to association				
Activities of the initiative			Start date	End date
Reform of Article 7 of Organic Law 1/96 on the Legal Protection of Minors to develop children's associations			01/12/2024	30/09/2025
Creation of a working group at the Observatory to conduct a consultation on this matter.			01/01/2025	30/06/2025
Consultation with CEPIA regarding the development of children's associations.			01/01/2025	30/06/2025
Advance a first draft of regulations implementing Article 7 of Organic Law 1/96, once it has been amended.			01/10/2025	28/02/2026
Estimated timeline Estimated	2025	2026	2027	2028
	X	X		
Tract	PUNCTUAL		X	SUCCESSIV E
Expected results				
Approval of specific regulations governing forms of association among children				
Indicators of the initiative				
Indicators of implementation (le) of results (lr)	Implementation	• Number of working group meetings • Number of workshops and sharing of good practices in this area		
	Outcome	• Number of children's associations created • Legislative developments achieved		
Cross-cutting impact	Gender	X	The gender perspective will be taken into account	
	Social inclusion	X	All initiatives that guarantee the social inclusion and integration of the most disadvantaged sectors will be valued.	
	Ecological Transition	N/A		
	Territorial Diversity and Administrative Cooperation	X	The regulations approved will be applicable in the Autonomous Communities.	

PRESENTATION OF THE OPEN GOVERNMENT CHALLENGE

Why does this commitment respond to the ambition of the Challenge?

The commitment to establish a specific regulatory framework for children's and youth associations reflects a firm commitment to expanding civic space, one of the most demanding and strategic areas of the OGP Challenge. By legally recognising and guaranteeing the right of minors—including those under the age of 14—to organise, express themselves collectively and influence public life, we are breaking with an adult-centric conception of participation and paving the way for a new democratic paradigm in which children are also political subjects. This regulation seeks to guarantee participation adapted to the cognitive abilities of minors, with appropriate structures, specific training and institutional mechanisms for listening, dialogue and feedback. This commitment is also part of an approach based on equity, inclusion and territorial diversity, proposing a common framework that is compatible with existing regional regulations. Promoting children's associations not only strengthens social cohesion and democratic culture from an early age, but also ensures that the voice of children is represented in the policies that directly affect them. In short, this initiative broadens the limits of participatory democracy, strengthens the foundations of civic space and opens new avenues for dialogue between young citizens and public institutions.

Why does this commitment respond to the ambition of the Challenge? <i>A single commitment can address several areas of action.</i>	Select one of the following: 1. Access to information 2. Integrity 3. Civic space 4. Climate and environment 5. Digital governance 6. Fiscal openness 7. Gender and Inclusion 8. Justice 9. Freedom of the press 10. Public participation	What is the secondary area of the challenge? <i>(if any)</i>	Select one of the following (if applicable): 1. Access to information 2. Integrity 3. Civic space 4. Climate and environment 5. Digital governance 6. Fiscal openness 7. Gender and Inclusion 8. Justice 9. Freedom of the press 10. Public participation

1.7.3 EASY GUIDE TO YOUTH ASSOCIATIONISM

Responsible Ministry

MINISTRY OF YOUTH AND CHILDHOOD

Secretariat of State for Youth and Children

INJUVE

Other stakeholders (Public)

Other stakeholders (civil society)

Background

Youth associations are formed by agreement between three or more young people aged between 14 and 29 who commit to pooling different resources to achieve common goals.

What is the problem/need that the initiative aims to address?

Although the Ministry of the Interior sets out the requirements for registering a youth association, there is no official national guide in Spain that allows young people to find out what steps they need to take to set up a youth association.

Brief description

Young people have sometimes asked us questions that arise when setting up a youth association. The administrative procedures are sometimes complex, and they appreciate simpler instructions on the procedures to be followed.

Objectives

To facilitate the creation of youth associations that respond to the concerns of young people, thereby promoting their civic participation.

How does the initiative contribute to solving the problem or meeting the need?

Among other things, joining forces enables young people to identify problems or shortcomings that directly affect them, and to establish mechanisms that lead to their solution, thereby developing their democratic participation. establishing mechanisms that lead to their solution, thereby developing their democratic participation.

Relevance to Open Government values

Citizen participation and collaboration, engaged citizenship

Link to the 2030



AGENDA

Initiative		
Preparation and dissemination of a guide to promote youth associations.		
Initiative activities	Start date	End date
Drafting of the guide.	01/01/2025	31/05/2025
Layout and publication of the guide.	01/05/2025	30/06/2025
Distribution of the guide.	1 September 2025	31/12/2025

Estimated Estimated	2025	2026	2027	2028
	X			
Tract	PUNCTUAL		X	SUCCESSIV E
Expected results				
Encourage young people to participate in public life through associations.				
Indicators of the initiative				
Indicators of implementation (le) of results (lr)	Implementation	Launch of a social media campaign with guidelines and key elements that are accessible to young people (monitoring of the campaign).		
	Outcome	- Number of requests for information to INJUVE related to the guide once published. - Number of youth associations established since 2026.		

1.8 PARTICIPATION OF THE THIRD SECTOR

1.8.1 MINIMUM LIVING WAGE

Responsible ministry

MINISTRY OF INCLUSION, SOCIAL SECURITY AND MIGRATION

General Secretariat for Inclusion

Technical Office of the General Secretariat

Other actors involved (Public)

- Ministry of Youth and Children
- Ministry of Equality
- Ministry of Social Rights and Agenda 2030
- Ministry of Labour and Social Economy

Other stakeholders (civil society)

- Third Sector Platform for Social Action
<https://www.plataformatercersector.es/>

Background

Law 19/2021, of 20 December, establishing the minimum living wage, highlights the role of the Third Sector as a key agent in minimising problems of access to this public policy. That is why it provides for cooperation and collaboration with the Third Sector through, among other things, the possibility of certifying certain circumstances of applicants for the benefit (for which the Register of Social Mediators for the minimum living wage was created).

What is the problem/need that the initiative aims to solve?

In February 2024, the General Secretariat for Inclusion published an analysis of the coverage gap in the implementation of the IMV, to address the phenomenon of non-take-up and understand the reasons for the divergence between potential beneficiaries and the population actually covered by the IMV. The report identifies the main causes and suggests possible actions to address this need, including improving information and collaboration with the network of stakeholders to ensure IMV coverage.

Brief description

Holding meetings with third sector organisations (beneficiaries of Inclusion Policy Laboratory projects, but also other interested organisations) to discuss improvements in the implementation of the IMV benefit and inclusion policy.

Objectives

Maximise institutional reach to reach all potential applicants through different channels, with the aim of minimising problems of access to the minimum living wage public policy.

How does the initiative contribute to solving the problem or meeting the need?

It guarantees the participation and involvement of the third sector in achieving the above-mentioned objective.

Relevance to Open Government values

It is relevant because it is in line with Open Government principles such as transparency, integrity and accountability. Accountability and stakeholder participation in support of democracy and inclusive growth.

Link to the 2030



AGENDA

Initiative					
Increased participation and collaboration with third sector social action entities.					
Initiative activities				Start date	End date
Annual bilateral meetings with these organisations.				01/01/2025	31/12/2028
Annual workshops with these entities.				01/01/2025	31/12/2028
Annual meeting to present proposals and discuss work progress				01/01/2025	31/01/2026
Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
Compilation of proposals and preparation of a document on initiatives and good practices for improving the implementation of the IMV.					
Initiative indicators					
Indicators of implementation (Ie) of results (Ir)	Implementation	- Number of meetings. - No. of workshops.			
	Outcome	- Document on initiatives and good practices validated and disseminated among key actors in the IMV system. - Unit of measurement: Document produced and number of recipient entities recipients.			
Cross-cutting impact	Gender	N/A			
	Social inclusion	X			
	Ecological Transition	N/A			
	Territorial Diversity and Administrative Cooperation	N/A			

1.8.2 SPACES ADAPTED TO PEOPLE'S NEEDS

Responsible Ministry

MINISTRY OF TERRITORIAL POLICY AND DEMOCRATIC MEMORY

Secretariat of State for Territorial Policy

Directorate-General for General State Administration in the Territory

Other actors involved (Public)

- Government Delegations and Sub-delegations and Island Directorates

Other actors involved (Civil Society)

- Spanish Committee of Representatives of Persons with Disabilities (CERMI)

Background

The Strategic Plan of the General State Administration in the Territory 2024-2027 has a strategic objective of "Accessibility in face-to-face service", which is structured around five programmes, one of which is programme 1.3 Service spaces adapted to people's needs, for which the participation of the third sector is envisaged, in line with the principles of open government that prevail in the strategic objective "Transparency and Open Government" and which are also developed in programme 13.1 Consolidation of a transparent and open administration for citizens.

What is the problem/need that the initiative aims to solve?

To identify universal accessibility issues in public service areas through collaboration with the third sector in identifying necessary improvements.

Brief description

Participation of the Spanish Committee of Representatives of Persons with Disabilities (CERMI) in the adaptation of public service areas in Government Delegations and Sub-delegations and Island Directorates in terms of universal accessibility.

Objectives

To advance towards universal accessibility in public service areas of government delegations and sub-delegations and island directorates, involving civil society organisations in public management.

How does the initiative contribute to solving the problem or meeting the need?

This commitment will encourage participation by an organisation that represents people with disabilities, thereby establishing a channel for collaboration in defining measures aimed at this group.

Relevance to Open Government values

This commitment contributes to strengthening the values of participation and collaboration of civil society in public management.

**Link to the 2030
AGENDA**



Initiative

Participation of the third sector in improving public service areas in government delegations and sub-delegations and island directorates.

Initiative activities	Start date	End date
Description of the current status of universal accessibility in AGET spaces.	01/10/2024	31/12/2024
Planning of actions to improve universal accessibility, following consultation with CERMI.	01/01/2025	30/04/2025
Transfer to CERMI of the various specific improvement actions as they their implementation begins during the duration of the PEAGET 2024-2027	01/05/2025	31/12/2027

Estimated	2025	2026	2027	2028
Estimated	X	X	X	

Tract	PUNCTUAL		SUCCESSIVE	X

Expected results

That, based on the initial assessment, each Delegation, Sub-delegation and Island Directorate should have the tools and can be involved in improving all their spaces towards universal accessibility.

Indicators of the initiative

Indicators of implementation (Ie) of results (Ir)	Implementation	- Have a questionnaire drawn up for the study of universal accessibility of AGET spaces, agreed with CERMI. - Have a plan of specific actions to improve universal accessibility, after consultation with CERMI.
	Outcome	- Number of Government Delegations and Sub-delegations and Island Directorates that have improved their universal accessibility (result in the final evaluation compared to the initial study). - Percentage of implementation of planned actions to improve universal accessibility.

Cross-cutting impact	Gender	N/A	
	Social Inclusion	X	This programme involves the incorporation of persons with disabilities into public administration and will improve this group's access to government facilities.
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	N/A	

1.8.3 IMPROVING ACCESSIBILITY IN DIGITAL AND ADMINISTRATIVE ENVIRONMENTS

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance

Other stakeholders (Public)

- Directorate-General for the Civil Service
- Directorate-General for the Rights of Persons with Disabilities (Ministry of Social Rights, Consumer Affairs and Agenda 2030)
- Royal Board on Disability

Other stakeholders (civil society)

- Royal Board on Disability (RPD) and its advisory centres
- Spanish Committee of Representatives of Persons with Disabilities (CERMI)

Background

Successive digitisation plans have improved citizens' access to public services. There is a European and national legal framework on accessibility that applies to websites and the relations of persons with disabilities in their dealings with the General State Administration, whose main objective is to ensure that citizens benefit from broader access to public sector services through increasingly accessible websites and administrative environments.

The General Electronic Access Point and Transparency Portal of the General State Administration comply with these accessibility regulations and, in general, through the customer service channels available, such as the 060 telephone number or the information and customer service office of the Ministry for Digital Transformation and Public Administration, citizens are provided with access to public services.

Furthermore, in the field of cognitive accessibility, work is underway on a royal decree implementing Law 6/2022 of 31 March amending the Consolidated Text of the General Law on the Rights of Persons with Disabilities and their Social Inclusion, approved by Royal Legislative Decree 1/2013 of 29 November, which will regulate cognitive accessibility and its conditions of application.

It will therefore be necessary to adapt environments to the new regulatory framework, with a particular focus on people with cognitive difficulties, and to generate common frameworks for action that will result in the provision of quality services.

What is the problem/need that the initiative aims to solve?

In addition to regulatory compliance, accessibility to these portals, as well as other service channels such as the 060 telephone number or the information and service office under the Ministry for Digital Transformation and Public Administration, could be improved through collaboration with organisations linked to disability.

Brief description

This initiative includes a comprehensive analysis of accessibility in digital and administrative environments, including websites, mobile applications, and other customer service channels. It also provides for active collaboration in the development of a common protocol to guide and coordinate actions on universal accessibility in all ministries. The approach will be aligned with the current regulatory framework, promoting inclusive and effective accessibility for all people, especially those with disabilities.

Objectives

- To improve web and mobile application accessibility in the Administration's digital environments, with special attention to cognitive accessibility and its adaptation to the new regulatory framework.
- Enhance the accessibility of physical and digital spaces for citizen services, promoting an inclusive and equitable experience.

- Actively participate in the development of a cross-cutting protocol on accessibility that unifies criteria across ministerial departments, integrating international standards and current regulations such as Royal Decree 1112/2018 on the accessibility of public sector websites and mobile applications.

How does the initiative contribute to solving the problem or meeting the need?

It would improve universal accessibility, with the collaboration of organisations that share this same objective.

Relevance to Open Government values

This commitment helps to reinforce the values of participation and collaboration of civil society in public management.

Link to the 2030



AGENDA

Initiative						
Improving accessibility in web and administrative environments.						
Initiative activities				Start date	End date	
Review and improvements in web accessibility compliance on internet portals General Electronic Access Point and Transparency Portal of the General State Administration.				01/06/2025	31/12/2025	
Improvements in care services to facilitate access for persons with disabilities: - Situation assessment - Availability of the public employment bulletin for persons with disabilities at the General Electronic Access Point - Care on 060 through sign language and - Development of a pilot project for accessible care at the Department's Care Office				01/03/2025	28/02/2027	
Preparation of a guidance document on accessibility.				01/06/2025	30/06/2027	
Estimated timeline	2025		2026		2027	2028
	Estimated		Estimated		Estimated	Estimated
		X	X		X	
Tract	PUNCTUAL				SUCCESSIV E	X
Expected results						
- Launch (publication) of a public employment bulletin for persons with disabilities on the General Access Point website. - Implementation of sign language support on 060 for Spanish sign language (LSE) users. - Development of a pilot project for accessible customer service at the Department's Customer Service Office.						
Initiative indicators						
Indicators of implementation (le) of results (lr)	Implementation	- Have an adapted employment bulletin. 060 helpline in sign language. - Pilot experience in the customer service office. - Preparation of the guide.				
	Results	- Number of improvements implemented on the web portals. - Number of improvements implemented in the rest of the administrative environment.				
Cross-cutting impact	Gender		N/A			
	Social inclusion		X			
	Ecological Transition		N/A			
	Territorial Diversity and Administrative Cooperation		N/A			

1.9 PARTICIPATION IN SECTORAL POLICIES

1.9.1 PATIENT AND HEALTHCARE PROFESSIONAL PARTICIPATION PLAN

Responsible Ministry

MINISTRY OF HEALTH

Secretary of State for Health

Spanish Agency for Medicines and Health Products (AEMPS)

Other stakeholders (public)

Other stakeholders (civil society)

- Patient organisations and healthcare professionals

Background

Patients and professionals are the AEMPS's stakeholders considered to be "customers" or users, in addition to the pharmaceutical industry. It is therefore essential that they are involved in the AEMPS's activities, so that their contributions can be encouraged and their level of satisfaction maintained and improved.

Patients are represented on the Committees for the Safety of Medicines for Human Use, Veterinary Medicines (in their capacity as users/consumers), and Medical Devices through the Platform of Patient Organisations (POP).

The AEMPS is also represented in the POP's Patient Care Observatory. Likewise, the three patient platforms (POP, Spanish Patient Forum and General Patient Alliance) are represented on a rotating basis in the Technical Coordination Committee of the National Plan against Antibiotic Resistance (PRAN).

In addition, regular meetings are held with patient associations, users, consumers and scientific societies.

What is the problem/need that the initiative aims to address?

The need and desirability of increasing the participation and involvement of patient representatives and healthcare professionals in the activities of the AEMPS has been identified.

Brief description

Development of a Patient and Healthcare Professional Participation Plan.

Objectives

- To facilitate the participation and formal contribution of patients, consumers and healthcare professionals in the regulatory activities of the AEMPS throughout the entire life cycle of products within its area of competence.
- Establish outreach and training activities for patients and healthcare professionals that support the above objective.
- Promote mechanisms for ongoing communication with them.
- Create the most appropriate organisational tools for achieving these objectives, whether specific committees or participation forums.

How does the initiative contribute to solving the problem or meeting the need?

Increase the participation and involvement of patient representatives and healthcare professionals in the activities of the AEMPS.

Relevance to Open Government values

Inclusive and representative participation.

Link to the 2030 AGENDA



Initiative				
Establish a committee of patients and healthcare professionals within the AEMPS structure that meets regularly with a series of competencies and areas of action and with inclusion protocols in accordance with Open Government best practices.				
Initiative activities	Start date	End date		
Identification of the main opportunities for interaction with patients and healthcare professionals throughout the product life cycle.	01/09/2024	31/01/2025		
Establishment of the desired mutual contribution between them and the AEMPS in these interactions.	01/10/2024	31/01/2025		
Definition of the channels and means necessary to realise their contribution.	01/02/2025	28/02/2025		
Selection of patient groups and organisations and healthcare professionals to be involved as a priority.	01/12/2024	30/04/2025		
Formalisation of the necessary committees or forums, including their objectives, composition, eligibility criteria, internal functioning, frequency of meetings and any other aspects considered relevant.	01/05/2025	31/05/2025		
Publication of the minutes of meetings and planning of activities for improvement and training activities for patients.	01/05/2025	31/07/2025		
Implementation and monitoring of the Plan.	01/07/2025	31/12/2025		
Estimated	2025	2026	2027	2028
Estimated	X			
Tract	PUNTUAL	X	SUCCESSIV E	
Expected results				
Increased participation of citizens and healthcare professionals in decision-making.				
Initiative indicators				
Indicators of implementation (Ie) of outcome (Ir)	Implementation	- Formalisation of committees and forums. - Validation of selected priority patients and professionals. - Degree of compliance with the plan or specific communication actions.		
	Outcome	- Number of patient organisations and healthcare professionals participating in the Plan. - Number of meetings of the Patient and Professional Committee. - Satisfaction of patient organisations and professionals. measured in the biennial stakeholder survey.		

1.9.2 STRATEGY FOR THE PROMOTION AND DISSEMINATION OF SCIENTIFIC CULTURE IN SOCIETY

Responsible ministry

MINISTRY OF SCIENCE, INNOVATION AND UNIVERSITIES

General Secretariat for Research

Centre for Energy, Environmental and Technological Research (CIEMAT)

Other stakeholders (Public)

- Local councils (Madrid, Almería, Soria, Barcelona, Trujillo, etc.) Autonomous Communities

Other stakeholders (civil society)

- Private associations, neighbourhood associations

Background

Thanks to its capabilities and diverse fields of study, CIEMAT offers an unrivalled platform from which to contribute to the promotion and dissemination of science, combining numerous topics of growing interest to society. Raising awareness of the impact of our activity, the social return on our lines of research and the human factor behind the team that makes up CIEMAT are key elements of the proposal we are presenting.

What is the problem/need that the initiative aims to solve?

Promoting scientific dissemination has become, on its own merits, one of the priorities of both public and private scientific and technical institutions. This is largely due to the responsibility that these centres have towards promoting scientific culture and developing critical thinking in society, with the aim of mitigating the negative effects of scientific misinformation. Many of the topics related to some of the scientific and technical disciplines with the greatest social impact today, such as the environment, energy and biomedicine, constitute the main lines of research at our centre.

Brief description

CIEMAT's strategic dissemination plan for the coming years has been developed based on the centre's needs and past experience. The strategy is based on four main lines of action that have been defined taking into account the target audience and the objectives to be achieved. These lines are:

1. Promotion of scientific and technological vocations.
2. Promotion of scientific culture.
3. Support for science teachers.
4. Development of citizen science initiatives.

Objectives

Much of our outreach efforts will focus on fostering an interest in scientific thinking among young students across a wide range of ages. The strategy for achieving this involves raising the profile of scientific role models and presenting our centre and its various career options, as well as developing critical thinking from an early age.

Similarly, it is necessary to foster general interest in science, eliminate barriers between the scientific community and society, and promote understanding and critical thinking on scientific issues, which are the cornerstones of our outreach strategy.

Teachers of scientific and technological subjects play a fundamental role in promoting scientific culture among future generations. In order to boost the educational community's knowledge of scientific and technical matters and provide resources and teaching materials, a series of events will be organised for teachers of science and technology subjects at pre-university level.

How does the initiative contribute to solving the problem or meeting the need?

CIEMAT's outreach activities contribute significantly to solving problems and meeting needs by promoting social appreciation of science and technology. This is achieved through the transfer of knowledge to society, which in turn drives innovation, informed decision-making and the development of scientific vocations. By bringing research closer to the public, a greater understanding of its impact and relevance is generated, facilitating the identification of solutions to social challenges and the practical application of scientific advances.

Relevance to Open Government values

These activities promote open government by fostering transparency and accountability in the public management of science and technology. By informing citizens, public participation and knowledge-based decision-making are strengthened.

Link to the 2030



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Initiative					
- Activities in educational centres (talks/workshops). - Activities at science fairs. - Activities in neighbourhood centres (adult education centres / cultural centres / libraries). - International scientific culture events (European Researchers' Night / Science Week / Women and Girls in Science Conference, etc.). - Coordinated citizen science projects. - Collaboration plan with the network of science museums in Spain. - Science in the street. - Presence in activities organised by international organisations (ITER / CERN / UN, etc.).					
Initiative activities			Start date	End date	
CIEMAT at your secondary school.			01/10/2025	30/06/2026	
IPPOG Masterclass in Particle Physics.			01/02/2025	30/04/2025	
4th ESO + Science.			01/03/2025	31/05/2025	
Science Week.			01/11/2025	30/11/2025	
CIEMAT Conference on Women and Girls in Science.			01/01/2025	31/03/2025	
Madrid is Science Fair.			01/02/2025	30/04/2025	
Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
The aim is to encourage scientific vocations, inspiring future generations, and to promote innovation and sustainable development by facilitating the application of scientific knowledge. Finally, they contribute to greater transparency and accountability in the public management of science.					

Initiative indicators			
Indicators Implementation (Ie) Result (Ir)	Implementation	• Number of talks given. • Number of institutions requesting masterclasses. • Number of applicants for 4th year secondary school + Science. • Number of events held for Science Week. • Number of institutions applying / individual applications for Women and Girls in Science Days.	
	Results	• Visits to the portal for each of the activities. • Number of masterclass participants. • Number of participants in 4th ESO+ Science. • Number of participants in Science Week. • Number of participants in the Women and Girls in Science Conference. • Number of participating researchers.	
Cross-cutting impact	Gender	X	Some of the activities to be carried out are designed to reduce the gender gap in science.
	Social inclusion	N/A	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	N/A	

1.9.3 PROMOTION OF SCIENTIFIC AND TECHNICAL VOCATIONS AMONG YOUNG PEOPLE

Responsible Ministry

MINISTRY OF TRANSPORT AND SUSTAINABLE MOBILITY

Undersecretariat for Transport and Sustainable Mobility

Directorate General of the National Geographic Institute

Other actors involved (Public)

Other stakeholders (civil society)

Background

In recent years, there has been a decline in the number of candidates participating in selection processes, and it is necessary to encourage and highlight the career opportunities available in scientific and technical professions within the public administration among younger people at all levels of education.

What is the problem/need that the initiative aims to address?

The lack of scientific and technical vocations is one of the reasons for the shortage of candidates for the jobs needed in technology and research centres such as the Yebes Observatory, which is why it is necessary to raise awareness of these career opportunities among young people.

Brief description

To encourage young people of all ages to participate in the work carried out at the National Geographic Institute (IGN). To this end, the aim is to organise various activities that seek to connect young people with science and technology, such as a series of competitions in which primary and secondary school pupils can submit projects for which they will be awarded prizes.

Objectives

- To achieve quality education, work against educational inequality and encourage scientific and technical vocations.
- Improve the image of these career paths among young people.
- Increase interest among young people in careers in the civil service.
- Bring the IGN's projects and work closer to young people.

How does the initiative contribute to solving the problem or meeting the need?

This commitment seeks to bring all the sciences developed in public administration closer to young people, so that they can...

They see it as an interesting career path and can develop different scientific and technical vocations among themselves.

Encouraging competitiveness and rewarding knowledge can provide extra motivation and a powerful attraction. The importance of geodetic and geographic information would be made known from an early age, thus fostering vocations.

Relevance to Open Government values

This commitment aims to achieve greater dissemination of knowledge and improved citizen participation, seeking to ensure that young people see the centre, and the public administration in general, as an accessible place where they can develop their professional future.

Link to the 2030



AGENDA

Initiative activities			Start date	End date	
Video conferences with educational centres throughout the country to explain the different tasks carried out at the centre at different educational levels.					
Three videoconferences (February, March and May) per year with engineers and astronomers aimed at secondary school students.			01/01/2025	31/12/2028	
3 videoconferences (February, March and May) with mechanics and electronics engineers aimed to vocational training students.			01/01/2025	31/12/2028	
1 observation session (lasting one or more days) with the instruments of the Yebes Observatory in real time for university students studying Physics and Space Instrumentation at the University of Alcalá de Henares.			01/01/2025	31/12/2028	
1 annual drawing and essay competition for primary and secondary school students on Geosciences.			01/01/2025	31/12/2028	
Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
To improve the image among the population, especially young people, of the scientific and technical career opportunities offered by the Public Administration and to promote this type of vocation among young people in general.					
Indicators of the initiative					
Indicators of implementation (Ie) of results (Ir)	Implementation	- Number of annual videoconferences held. - Number of sessions with the instruments held. - Verification of the launch of the competition.			
	Result	- Number of questions asked during the videoconference. - Degree of success in the observations made. - Number of participants per school in the competition.			
Cross-cutting impact	Gender	X	Eliminate gender inequalities and allow access to information for all citizens, without prejudice based on gender, age or educational level. Raise awareness of the work carried out by women at the Yebes Observatory, promoting scientific and technical vocations among young women.		
	Social Inclusion	X	Enable all children and young people to have access to quality education and combat inequalities in education.		
	Ecological Transition	N/A			
	Territorial Diversity and Administrative Cooperation	N/A			

1.9.4 FORUM FOR THE DIGITAL TRANSFORMATION OF JUSTICE

Responsible Ministry

MINISTRY OF THE PRESIDENCY, JUSTICE AND RELATIONS WITH THE COURTS

Secretary of State for Justice

General Secretariat for Innovation and Quality in Public Justice Services

Other stakeholders (public)

- Representatives of the autonomous communities.
- State Technical Committee for Electronic Judicial Administration (CTEAJE)

Other stakeholders (civil society)

- Economic agents, associations and professionals from the justice sector, general public.

Background

The Digital Transformation of Justice Forum (FTDJ) has held two previous editions, in 2023 and 2024 respectively. The two editions already held have been a success in terms of attendance and have culminated in the definition of four strategic lines and their respective working groups, which aim to gather all the innovative proposals that will make the administration of justice a cutting-edge service, putting citizens at the centre.

In this regard, and with the aim of involving citizens and legal professionals in the design of the new tools being developed to carry out the digital transformation process of the Justice Administration, the Directorate-General for Digital Transformation of the Justice Administration (DGTDAJ) is promoting a series of initiatives that help developers to better understand the target users of the applications. Four focus group sessions have been held:

- In June 2023, the first focus group was held to analyse and evaluate the beta version of Carpeta Justicia together with professional groups of lawyers, solicitors and social graduates. Following the positive reception and results obtained, it was decided to continue with these group dynamics and extend them to other services.
- In January 2024, Focus Group sessions on the justice portfolio were held with the target audience, representatives of professional groups and citizens. Thanks to this initiative, improvements to the application and new requirements have been identified, which will be implemented in future developments.
- In March 2024, a survey was conducted on the Official Register of Translators and Interpreters (ROTTI), which helped to focus attention on how these roles are currently assigned in the various judicial bodies and to guide the development of this new application, which will be available to users by the end of 2024.
- In May 2024, three days of workshops were held to test the Digital Immediacy Virtual Desktop (EVID) with different user profiles, which proved very fruitful for the whole team. It was possible to see first-hand how users interact with the application and what improvements they find when using it.

What is the problem/need that the initiative aims to solve?

Bringing together the co-creation of value between administrations, citizens, organisations, associations and the private sector, as well as strengthening the role of the justice system in Spain's digital transformation, maximising the benefits it offers with the ultimate goal of innovation and improvement of the public justice service.

Involve the end users of the various applications being developed as part of the digital transformation of justice in the design process, thus ensuring that they are useful tools that help to improve public justice services and demonstrating the advantages of their relationship with this public service.

Brief description

The FTDJ is a pioneering initiative in the field of joint creation of improvements and valuable solutions for the administration of justice. This forum is active throughout the year and is organised into four main strategic areas, which are in turn divided into

several working groups. Experts from the technology sector, the legal sector, both private and public, opinion leaders, and representatives from different administrations and institutions participate in these groups.

Focus groups are also presented as a fundamental tool for improving public justice services and demonstrating the advantages they can offer in their relations with this public service. The tools designed in these processes must be accessible to people with disabilities and must comply with accessibility standards by providing simple interfaces.

Objectives

Its objective is to improve the overall efficiency of the justice system through collaboration and by using technology and the digitisation of judicial and extrajudicial processes to facilitate access to justice. All of this is part of the Justice 2030 Strategic Plan. This makes it possible to gather all proposals and initiatives for improvement through constant and joint work by society in general, the public sector and the private sector, positioning not only the justice sector but the entire country at the forefront of digital transformation. In addition, through the participation of end users in Focus Groups, it allows them to learn about all the possibilities that the new tools offer them, as well as to receive training on how to use them correctly.

Technological changes are always accompanied by cultural changes that must be overcome through training and the dissemination of information. Furthermore, by including people with different types of disabilities, these tools are ensured to be accessible to all.

How does the initiative contribute to solving the problem or meeting the need?

The annual FTDJ celebration and the ongoing work of its various working groups have proven to be an effective tool for strengthening public-private collaboration and promoting citizen participation in the digital transformation of justice, with the aim of offering a quality public service that places citizens. Furthermore, through the participation of end users in the Focus Groups, it allows them to learn about all the possibilities that the new tools offer them, as well as to be trained on their correct operation.

Technological changes are always accompanied by cultural changes that must be overcome through training and the dissemination of information. Furthermore, by including people with different types of disabilities, these tools are ensured to be accessible to all.

Relevance to Open Government values

The FTDJ is an appropriate means of promoting transparency through the dissemination of the main projects being developed within the framework of the digital transformation of justice and citizen participation. It also promotes collaboration between

It covers the public and private sectors, the main legal actors and co-governance between the Ministry of the Presidency, Justice and Relations with the Courts (MPJC) and the autonomous communities with transferred powers. It also provides a perfect framework for learning about and promoting the most innovative initiatives in the digital transformation process and is a perfect example of citizen participation and collaboration between the participants in these groups and the Administration of Justice.

[Link to the 2030
AGENDA](#)



Initiative					
Annual celebration of the FTDJ and the various Focus Groups in the design phase of the tools being developed as part of the digital transformation of the justice system. As well as the ongoing work of its various working groups, and the creation of new groups or the holding of forums with similar content.					
Initiative activities			Start date	End date	
Annual celebration of the FTDJ or forums with similar content.			01/01/2025	31/12/2028	
Collaborative work between all participants in the different working groups open to the public at the following link: https://www.mjusticia.gob.es/es/ser-vicio-justicia/proyectos-transformacion/Foro-Transformacion			01/01/2025	31/12/2028	
Focus Group celebration with the different tools developed by the ministry.			01/01/2025	31/12/2028	
Estimated Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
• The co-creation of value between administrations, citizens, the private sector and other actors, thereby enhancing the role of justice in Spain's digital transformation. • Launch and joint assessment by all participants in the different working groups of new initiatives that will materialise in specific projects leading to the improvement and innovation of the public justice service. • Create a collaborative space where end users of the tools being developed in the digital transformation of justice can share their needs and perceptions about them. • Ensure that all these tools are fully accessible.					
Initiative indicators					
Indicators Implementation (le) Result (lr)	Implementation	Development of initiatives within working groups: • Procurement working group. • Interfaces working group. • Working groups on robotisation, data labs and artificial intelligence. • ECRIS working group. • Digital Transformation in Forensic Sciences Working Group. • Cybersecurity Working Group. • Civil Registry Working Group. • Accessibility and Usability Working Group. • Digital Legal Security Working Group. Conducting at least four focus groups during the specified period.			
	Results	• Holding of four meetings of the Digital Transformation Forum of Justice or similar. • Calls for proposals from the various working groups. • No. of participants. • No. of sessions held.			

Cross-cutting impact	Gender		
	Social inclusion	X	The ultimate goal is to improve the public justice service so that it is a high-quality public service, accessible to all citizens, and helps to eliminate the various digital divides that exist and generate great inequality.
	Ecological transition	X	The digital transformation process aimed at improving the FTDJ has proved to be a great ally in the ecological transition process, saving millions of euros in paper production and eliminating tonnes of CO ₂ by avoiding unnecessary travel.
	Territorial Diversity and Administrative Cooperation	X	The FTDJ is a perfect example of the co-governance framework in which the digital transformation of justice is taking place, with the participation of the MPJC and the autonomous communities with transferred powers serving as a backdrop for new collaborative projects between them.

1.9.5 PARTICIPATION IN THE ADMINISTRATION OF JUSTICE BY ORGANISATIONS REPRESENTING PARTICULARLY VULNERABLE GROUPS

Responsible ministry

MINISTRY OF THE PRESIDENCY, JUSTICE AND RELATIONS WITH THE COURTS

Secretary of State for Justice

General Secretariat for Innovation and Quality in Public Justice Services

Other actors involved (Public)

Other stakeholders (civil society)

- General public

Background

For the project "Easy-to-read texts on both the MPJC website and electronic platforms," a collaboration agreement was signed with the San Cebrián Foundation, whose objectives include becoming a benchmark for public administrations in innovation and a necessary interlocutor for encouraging social change.

Celebration of the "Care Justice" event, which was attended by various associations for people with disabilities.

What is the problem/need that the initiative aims to address?

Care justice is a fundamental pillar for the transition from the administration of justice to a citizen-centred public justice service that is much more immediate, friendly and accessible, taking into account all people's needs, especially those in vulnerable situations.

Brief description

The MPJC has focused on people who interact with the justice system, placing special emphasis on bridging the various gaps that exist and generate significant inequality and inequity. These gaps can be combated through technology, without the use of that technology creating new gaps. With this objective in mind, a series of initiatives to address diversity have been launched within the framework of the Justice 2030 Plan, which bring the Public Justice Service closer to everyone without leaving anyone behind.

Objectives

Seek and facilitate opportunities for collaboration with associations that serve particularly vulnerable people to ensure that the digital transformation process also involves these individuals and takes their special needs into account, in order to guarantee their digital inclusion and the accessibility of all tools and systems developed as part of this transformation process.

We must ensure that the benefits of the digital transformation of justice reach all citizens equally, so eliminating gaps and protecting the most vulnerable must be a priority in the provision of this essential public service.

How does the initiative contribute to solving the problem or meeting the need?

To ensure the digital inclusion of all citizens, it is necessary to understand their needs first-hand. Collaboration with these associations is a fundamental tool for understanding these needs, listening to their initiatives and suggestions on existing tools that can alleviate accessibility problems that still exist today.

This collaboration therefore works in two ways: learning about their initiatives and suggestions for the creation of new tools that help to make the digital transformation of justice universally accessible, and obtaining their feedback on existing tools or those currently being developed to eliminate accessibility problems or limitations.

Relevance to Open Government values

This initiative encourages citizen participation and collaboration by using innovation to improve public justice services, ensuring that they are secure and accessible to all with every guarantee.

Link to the 2030 AGENDA



Initiative		
Seek opportunities for collaboration and participation by civil society organisations that are particularly vulnerable (disability).		
Initiative activities	Start date	End date
Development of support services that facilitate the understanding of legal documents in easy-to-read format.	01/01/2025	31/12/2028
Inclusion of associations of persons with disabilities in the design processes of digital tools (such as focus groups).	01/01/2025	31/12/2028

Timeline Estimated	2025	2026	2027	2028
	X	X	X	X
Tract	PUNCTUAL		SUCCESSIVE	
			X	

Expected results		
Establish a close framework for collaboration with associations of persons with disabilities to ensure the full digital inclusion of these persons and universal accessibility to public justice services.		
Initiative indicators		
Indicators Implementation (le) Result (lr)	Implementation	Meetings with associations of vulnerable groups to help develop the tools.
	Outcome	Use of artificial intelligence to develop support services that facilitate the understanding of legal documents in easy-to-read format.

Cross-cutting impact	Gender	N/A	
	Social inclusion	X	The ultimate goal is to improve the public justice service so that it is a high-quality public service, accessible to all citizens, and helps to eliminate the various digital divides that exist and generate great inequality.
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	N/A	

1.9.6 PROCEDURAL FACILITATION FOR PEOPLE WITH DISABILITIES

Responsible Ministry

MINISTRY OF THE PRESIDENCY, JUSTICE AND RELATIONS WITH THE COURTS

Secretary of State for Justice

Directorate-General for Public Justice Services

Other stakeholders (Public)

Other stakeholders (civil society)

Background

The Ministry of the Presidency, Justice and Relations with the Courts is working on the drafting of a public contract for the coordination and provision of procedural facilitation services to support persons with intellectual or developmental disabilities when they need it for their relations and participation with the administration of justice.

What is the problem/need that the initiative aims to address?

Participation of persons with intellectual or developmental disabilities in judicial proceedings.

Brief description

The public contract will aim to develop a pilot project for procedural facilitation, which will consist of identifying and implementing individualised adaptations and adjustments for persons with intellectual or developmental disabilities. It will be applied in civil and criminal proceedings within the territorial jurisdiction of the Ministry.

Objectives

To enable persons with intellectual or developmental disabilities to participate in legal proceedings on an equal footing.

How does the initiative contribute to solving the problem or meeting the need?

This public contract promotes the provision of the necessary support measures for people with intellectual or developmental disabilities so that they can participate on an equal footing in legal proceedings.

Relevance to Open Government values

Improves citizens' access to justice and promotes the participation of the third sector to this end.

Link to the 2030



Agenda

Initiative activities				Start date	End date
Implement a pilot project for procedural facilitators in the autonomous communities of the Balearic Islands, Castile and León, Castile-La Mancha, Extremadura, Murcia and in the cities with autonomous status of Ceuta and Melilla.				01/01/2025	Exhaustion of allocated funds
Timeline Estimated	2025	2026	2027	2028	
	X				
Tract	SPECIFIC			SUCCESSIV E	X

Expected outcomes			
Promote and ensure the participation of persons with intellectual or developmental disabilities in judicial proceedings on an equal basis.			
Indicators of the initiative			
Indicators Implementation (le) Result (lr)	Implementation	Monitoring and control committee to meet at least every six months.	
	Outcome	The contract will establish quality indicators with regard to the provision of facilitation activities, in order to evaluate the outcome of the project.	
Cross-cutting impact	Gender	N/A	
	Social inclusion	X	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	N/A	

1.9.7 DYNAMIC SPACE FOR PARTICIPATION IN ROAD SAFETY

Responsible Ministry

MINISTRY OF THE INTERIOR

Undersecretary of the Interior

Directorate General of Traffic

Other stakeholders (public)

Other stakeholders (civil society)

Background

In 2023, a pilot project was launched to create a virtual space for the Higher Council for Traffic, Road Safety and Sustainable Mobility, which was included in HazLab, a digital laboratory to facilitate citizen participation in public policies and promote innovation and collaboration between public administrations and citizens.

Within the HazLab space of the Higher Traffic Council, the working group on occupational road safety was launched as an "informal" space at the technical level between the Provincial Traffic Headquarters to establish communication between public administrations, promote the exchange of experiences, enhance knowledge management, and connect with other professionals with the same interests.

What is the problem/need that the initiative aims to solve?

The Higher Council for Traffic, Road Safety and Sustainable Mobility is a consultative and participatory body, whose secretariat is held by the Directorate General of Traffic. It operates in a more formal manner, following more rigid and distant processes in terms of time, and on a more institutional level.

For this reason, the aim was to create a virtual space focused on dissemination, collaboration and learning on a more continuous basis over time, comprising technical staff from the AGE, the autonomous regions and local authorities, civil society and professional and social organisations related to road safety and sustainable mobility.

Brief description

The aim is to promote and strengthen the quality of participation by:

- Technical staff from the AGE, the Autonomous Communities and local authorities,
- Civil society,
- Professional and social organisations related to road safety and sustainable mobility who, through the HazLab space of the Higher Traffic Council, form working groups on specific topics that they wish to address due to their shared interest.

Objectives

- To highlight the knowledge acquired and information of interest.
- To promote the practices that are being developed.
- Bring citizens, civil society and professional organisations closer to the public management of road safety improvement.
- Enhance interaction between the different participants.

How does the initiative contribute to solving the problem or meeting the need?

- It will enable more active and direct participation by civil society.
- It will promote the collection and exchange of knowledge.

- It will encourage more fluid and continuous interaction between those interested in improving road safety.
- It will enable earlier detection of the demands of target audiences.
- It will help to align the demands of the target audiences with the public actions proposed.

Relevance to Open Government values

- Increase civil society participation.
- Promote collaboration between different target audiences.
- Create mechanisms to promote participation within digital environments.
- Promote innovation as a relevant aspect for the co-creation of initiatives to improve road safety.

Link to the 2030



AGENDA

Initiative		
Consolidation of participatory dynamics in working groups in the HazLab space of the Higher Council for Traffic, Road Safety and Sustainable Mobility.		
Initiative activities	Start date	End date
Creation of virtual working groups based on the needs and topics proposed by the Higher Council for Traffic.	01/01/2025	31/12/2026
Generation and publication of content related to road safety, traffic management and sustainable mobility, both in the HazLab space of the Higher Traffic Council and in the various working groups set up.	01/01/2025	30/11/2026
Organisation of technical sessions on topics related to road safety, with the participation and attendance of the target audiences.	01/01/2025	30/11/2026
Production of a monthly newsletter compiling the main practices of interest regarding specific measures and actions that can be carried out in favour of road safety by the entities involved (public administrations, companies and civil society organisations).	01/01/2025	31/10/2026

Timeline	2025	2026	2027	2028
Estimated	X	X		

Tract	SPECIFIC		SUCCESSIVE	X

Expected results
• Working groups: encourage the participation of target audiences in "virtual" working groups, as these are more dynamic and continuous over time. • Published content: promote the exchange of knowledge between working group participants and members of the Governing Board. • Technical sessions: to convey relevant information on developments related to road safety, and also to promote interaction between the different target audiences. • Newsletter on practices of interest: sharing information among target audiences on the implementation of specific actions or measures.

Initiative indicators			
Indicators Implementation (Ie) Result (Ir)	Implementation	- Working groups: creation of at least 1 working group per year. - Published content: publication of at least 3 pieces of content per month. - Technical sessions: holding at least one session every six months. - Newsletter of practices of interest: production of a monthly newsletter.	
	Results	- Working groups: Degree of satisfaction among participants. - Published content: publish and comment on content by 10 participants. - Technical sessions: Degree of participant satisfaction. - Newsletter of practices of interest: send to 70 participants.	
Cross-cutting impact	Gender	N/A	
	Social inclusion	X	Implementation of activities to improve road safety for vulnerable groups such as the elderly, children and young people.
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	Implementation of actions with the participation of various multi-level administrations, such as several ministries involved.

1.9.8 RAISING PUBLIC AWARENESS OF EQUALITY

Responsible Ministry

MINISTRY OF EQUALITY

Secretariat of State for Equality and the Eradication of Violence against Women

Women's Institute

Other stakeholders (public)

Other stakeholders (civil society)

Background

Women continue to face multiple difficulties in accessing and remaining in employment and in their professional advancement, as well as notable differences in working conditions. To address this, the EU adopted Directive (EU) 2022/2381 of the European Parliament and of the Council of 23 November 2022 on improving the gender balance among directors of listed companies and related measures. The Directive aims to achieve a more balanced representation of women and men among directors of listed companies by establishing effective measures to accelerate progress towards gender balance. Organic Law 2/2024 of 1 August on equal representation and balanced presence of women and men (hereinafter, the Parity Law) was recently approved. It seeks to guarantee the effective representation of women in decision-making areas of political and economic life, so as to advance the real and effective exercise of the constitutional principle of equality. To this end, it introduces substantial amendments to various provisions of the Spanish legal system.

On the other hand, in terms of equality, the role of the Women's Institute, an autonomous body attached to the Ministry of Equality through the Secretary of State for Equality and for the Eradication of Gender Violence against Women, is particularly important. In accordance with the purposes set out in Law 16/1983 of 24 October, creating the Autonomous Body Women's Institute, and in Article 2 of Royal Decree 774/1977 of 30 May, which establishes the new regulations for the Agency, the primary purpose of the Women's Institute is to promote and foster conditions that enable freedom, real and effective equality between women and men, and the participation of women in political, civil, labour, economic, social and cultural life, as well as the prevention and elimination of all forms of discrimination against persons on the basis of sex.

What is the problem/need that the initiative aims to address?

The aim is to promote the implementation of Organic Law 2/2024 of 1 August on equal representation and balanced presence of women and men (parity law) in order to achieve a balanced presence of women and men in decision-making positions in companies covered by this law, in public companies and, by extension, in companies in general. It also aims to improve public awareness of the work carried out by the Administration, specifically the Women's Institute, in promoting equality between women and men in order to build a more just society.

Brief description

The implementation of this commitment will consist of a series of actions aimed at citizens, which will be promoted by the Institute in order to meet the objectives set and address the needs described:

- Two public events, held in person and streamed online, related to the purpose of the parity law.
- Social media campaign aimed, on the one hand, at the general public to raise awareness of the parity law and its importance, and, on the other hand, at companies to disseminate their obligations and suggest specific actions to facilitate their commitment.

- Organisation of an annual exhibition on one of the topics on the Women's Institute's agenda with the aim of improving public awareness of the Institute's work in promoting equality between men and women.
- Training workshops for company managers and trade union representatives on various topics.

Objectives

- To contribute to the development of the objectives of Organic Law 2/2024, of 1 August, on equal representation and balanced presence of women and men (parity law) in order to achieve, within the legally established timeframe, a balanced presence of women and men in decision-making, both in companies covered by the scope of application of the aforementioned parity law and in public companies.
- To promote the balanced presence of women and men in senior management positions in companies in general.

How does the initiative contribute to solving the problem or meeting the need?

On the one hand, the initiatives will facilitate awareness-raising, tools and good practices for those responsible for implementing the parity law in companies within its scope and in companies in general, as well as for staff responsible for this area in trade unions. On the other hand, the proposal to organise an exhibition on one of the topics on the agenda of the Women's Institute within the framework of the Open Government initiative will encourage reflection on the relevance and impact of the experience itself and on the fundamental role played by the administration in the area of equality.

Relevance to Open Government values

- This initiative is important in the context of Open Government values, as it aims to engage stakeholders; promote transparency and information about the institute's activities; strengthen trust in the work of public administrations; and work towards inclusivity by promoting effective equality between men and women.

Link to the 2030 AGENDA



Initiative		
• Holding of two public events on the parity law. • Promotion of a social media campaign on the parity law. • Temporary exhibitions and annual cultural activities organised by the Women's Institute. • Training workshops to promote effective equality between men and women.		
Initiative activities	Start date	End date
Celebration of an event on the law on parity (1).	01/01/2025	31/01/2025
Social media campaign to disseminate information on the content of the parity law.	01/01/2025	31/01/2025
Gather information on the status of the implementation of the parity law.	01/01/2025	31/01/2025
Event celebrating the law on parity (2).	1 October 2027	31/10/2027

Informative workshops (1) to promote effective equality in the workplace.	01/03/2025	01/07/2028
Training workshops (2) to provide tools for measuring progress towards effective equality between men and women.	01/04/2025	01/04/2028
Training workshops (3) to identify and eradicate gender biases and stereotypes.	01/10/2025	01/02/2028
Installation of exhibition catalogue from the Women's Institute (every year in October).	01/10	10
Organisation of cultural activities parallel to the exhibition: guided tours, conferences, workshops Women (every year in October).	01/10	10/10

Estimated	2025	2026	2027	2028
Estimated	X	X	X	X

Tract	PUNCTUAL	X	SUCCESSIVE

Expected results

- Contribute to promoting a balanced presence of women and men in senior management positions in companies in general and, specifically, in public companies and companies covered by the law within the timeframe established by law.
- Bring the work of the Women's Institute closer to those segments of the population who may not be familiar with it and encourage new reflections among those who approach it in order to improve their knowledge of the institution's work.

Indicators of the initiative

Indicators of implementation (le) of results (lr)	Implementation	• Attendance: total number of participants in training workshops and public events, broken down by gender. • Attendance: number of attendees and participants at the aforementioned exhibition and complementary activities, disaggregated by gender. • Participation of organisations: number of organisations, entities and/or companies that supported or participated in the networking campaign and the event. • Activities: number of complementary activities to the aforementioned exhibition by the Institute.
	Results	• Impact and reach: impact on social media and the media (reach, interactions) and total reach of the activities carried out. • Satisfaction: results of post-event surveys measuring attendees' perceptions of the relevance and effectiveness of the event and their degree of satisfaction with it.

Cross-cutting impact	Gender	X	
	Social inclusion	X	
	Ecological Transition		
	Territorial Diversity and Administrative Cooperation		

1.9.9 GENDER PERSPECTIVE IN INCLUSION POLICIES

Responsible Ministry

MINISTRY OF INCLUSION, SOCIAL SECURITY AND MIGRATION

General Secretariat for Inclusion

Technical Office of the General Secretariat

Other actors involved (Public)

- Ministry of Equality

Other stakeholders (civil society)

- Experts in gender and equality issues.

Background

The gender perspective must be mainstreamed in all government actions. The Ministry of Inclusion, Social Security and Migration, in its three areas of competence, is heavily involved in equality policies through aspects relating to pensions, affiliation, migration flows, social vulnerability and access to the minimum income protection system.

In May 2024, the Gender Gap Advisory Council was created with the aim of advising on public policy decisions within the ministry's remit from a gender perspective, particularly those aimed at reducing the gender gap.

What is the problem/need that the initiative aims to address?

To increase multidisciplinary and cross-cutting advice on the gender gap in the social protection system.

Brief description

In order to continue incorporating the gender perspective into all government actions and thus adopt measures to reduce the gender gap, it is necessary to have verified data and scientific evidence on this issue, which will provide strong support for promoting new measures at the national and international levels.

Objectives

Incorporate the gender perspective into social and inclusion policies.

How does the initiative contribute to solving the problem or meeting the need?

This commitment contributes to incorporating a gender perspective into social and inclusion policies. Social policies in general, and inclusion policies aimed at reducing the gender gap, if they are measurable and generate scientific evidence based on data, make it possible to deepen and measure their impact, assess their effectiveness, and improve them in those areas deemed necessary.

Relevance to Open Government values

It is relevant because it is in line with Open Government principles such as transparency, integrity, accountability and stakeholder participation in support of democracy and inclusive growth. Especially with the principle of transparency and access to information.

[Link to the 2030 Agenda](#)



Initiative					
Working group on gender and inclusion within the framework of the Ministry's Gender Gap Advisory Council. It began its activity in the last quarter of 2024.					
Initiative activities				Start date	End date
Analyse indicators and data that measure the gender impact of inclusion measures and inclusion policies.				01/01/2025	31/01/2027
Timeline Estimated	2025	2026		2027	2028
	X	X			
Tract	SPECIFIC			SUCCESSIV E	X
Expected results					
The aim is to gather evidence based on data that will enable us to deepen and measure the impact of policies for inclusion policies in reducing the gender gap.					
Indicators of the initiative					
Indicators Implementation (le) Result (lr)	Implementation	• Creation of a working group on gender and inclusion within the framework of the Ministry's Gender Gap Advisory Council.			
	Outcome	• Reports or notes on the results of the meetings held by the working group. • Obtaining data on the gender impact of inclusion measures and policies on inclusion.			
Cross-cutting impact	Gender	X			
	Social Inclusion	X			
	Ecological Transition	N/A			
	Territorial Diversity and Administrative Cooperation	N/A			

1.9.10 SOCIAL AWARENESS AGAINST RACISM AND RACIAL DISCRIMINATION

Responsible Ministry

MINISTRY OF EQUALITY

Secretariat of State for Equality and for the Eradication of Violence against Women
Directorate-General for Equal Treatment and Non-Discrimination and Against Racism

Other actors involved (Public)

Ministry of the Presidency, Justice and Relations with
the Courts (Secretariat of State for Communication)

Other actors involved (Civil Society)

Background

The EU Anti-Racism National Action Plan for 2020-2025 refers to structural racism, addressing the underlying problem that "racism is often deeply rooted in the history of our societies, intertwined with their cultural roots and norms. It can be reflected in the way society functions, how power is distributed and how citizens interact with the state and public services. It can be unconscious and is often perceived as not reflecting the interests of those affected by racism, even if it is not necessarily a direct attempt to exclude them.

Given that the impact of structural racism can be as profound and harmful as individual racism, its existence must be recognised and addressed through proactive policies. One of the priorities of institutional campaigns is to combat the under-reporting of acts of racial discrimination and hate crimes with racist prejudices. The recent EU strategy on victims' rights, as well as surveys conducted by the European Agency for Fundamental Rights and the CEDRE 2020 Perception Study, recognise that victims of racist incidents rarely report such acts because they have little confidence in the public authorities or believe that reporting them is pointless, which discourages them from reporting crimes and acts of racial discrimination.

What is the problem/need that the initiative aims to address?

The context described above highlights the lack of information and the need to raise awareness of the issue, encouraging citizens to be aware of it and act accordingly, so that they are not, under any circumstances, passive subjects of acts of racial or ethnic discrimination.

Brief description

The commitment will be to launch institutional awareness campaigns on racial or ethnic discrimination, with an anti-racist perspective, from the Ministry of Equality.

Objectives

Raise public awareness of the need to develop public policies that promote equal treatment and highlight the value of a diverse and inclusive society. These campaigns also aim to raise awareness among the general public about the existence of structural racism and the seriousness of acts of racial or ethnic discrimination, while at the same time mobilising and encouraging people (victims and witnesses) to report incidents, by publicising CEDRE's Assistance and Guidance Service for Victims of Racial or Ethnic Discrimination and its free helpline 021.

The overall objective of the campaigns is therefore to combat racism and racial discrimination, fight under-reporting and promote CEDRE's Assistance and Guidance Service for Victims of Racial or Ethnic Discrimination as a means of assistance and reporting, by publicising the free three-digit telephone number 021.

How does the initiative contribute to solving the problem or meeting the need?

Institutional campaigns are aimed both at people who suffer most frequently from racial discrimination (Roma, Africans and people of African descent, Arabs, Asians, Native Americans, etc.) and at the general population, with the aim of raising awareness and mobilising citizens, and contributing significantly to the general knowledge and awareness of the population, using all available audiovisual media for the greatest possible impact in all types of media.

Relevance to Open Government values

This initiative promotes the values of Open Government by fostering an informed and engaged citizenry through institutional campaigns that highlight structural racism. Its focus on awareness and social activism reinforces the principles of participation and inclusion, essential pillars of an open and pluralistic democracy.

[Link to the 2030](#)



AGENDA

Initiative					
Launch of institutional advertising campaigns.					
Initiative activities			Start date	End date	
Annual planning of institutional advertising campaigns (Annual institutional advertising plan).			November (ongoing annual activity)	November (ongoing annual activity)	
Production of creative pieces, where applicable (on occasions, previous creative pieces may be reinserted into the media).			February (Ongoing annual activity)	May (Ongoing annual activity)	
Annual insertion in media designed for this purpose, in different formats/platforms and in the different media available: Television, Radio, Print media (written press), Outdoor (airports, transport hubs, buses, strategic locations in large cities, etc.), Digital (social networks, digital newspapers, etc.), Cinema, etc.			Between March and September (approximately 1 month of insertion during this time period)	Between March and September (approximately 1 month of insertion during this time interval) (Continuous annual activity)	
Estimated timing Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
- Dissemination of institutional communication campaigns in the appropriate media. - Contribute to raising public awareness of racial or ethnic discrimination.					

Initiative indicators			
Indicators Implementation (Ie) Outcome (Ir)	Implementation	- Annual tendering processes for the contracts necessary for creative production and media placement. - Annual insertion of social awareness campaigns against racism and racial discrimination in the Government's Annual Institutional Advertising Plan.	
	Outcome	- Annual dissemination of institutional advertising campaigns to raise awareness in society against racism and racial discrimination. - Reduction in underreporting levels, with an increase in the number of annual calls received by the 021 anti-racism helpline and cases handled by the Assistance Service for Victims of Racial or Ethnic Discrimination, as well as reports of acts of racial discrimination and hate crimes with racist prejudice.	
Cross-cutting impact	Gender	X	
	Social inclusion	X	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	

1.9.11 COMMUNITY OF PRACTICE FOR THE IDENTIFICATION OF HATE SPEECH

Responsible Ministry

MINISTRY OF INCLUSION, SOCIAL SECURITY AND MIGRATION

Secretariat of State for Migration

Other stakeholders (public)

- National Office against Hate Crimes (ONDOD)
- Ministry of the Interior
- University of Salamanca

Other stakeholders (civil society)

- Civil society organisations representing victims of discrimination based on xenophobia, racism or other related forms of intolerance

Background

European CISDO project led by OBERAXE <https://cisdo-project.eu/> with the participation of the National Office against Hate Crimes (ONDOD) of the Ministry of the Interior, the University of Salamanca, the diversity consultancy CIDALIA, the City Council of Móstoles, the City Council of Palencia and the POLAMK Police Academy.

What is the problem/need that the initiative aims to address?

Prevention and combating xenophobia, racism and other related forms of intolerance, with an intercultural, cross-cutting and gender equality approach.

Brief description

Creation of Communities of Practice following the COPRA methodology of the European CISDO project <https://cisdo-project.eu/> to facilitate specialised training with awareness-raising actions to combat and prevent xenophobia, racism and other related forms of intolerance, and to provide support to victims with an intercultural, cross-cutting and gender equality approach.

Objectives

Increase the capacity of AGE public employees, especially those who work with the public, to prevent, identify, mediate, and combat racist and xenophobic incidents, particularly hate speech and hate crimes that threaten peaceful coexistence in our society. Strengthen ties of trust between public employees and representatives of victims of discrimination in order to overcome underreporting.

How does the initiative contribute to solving the problem or meeting the need?

In practical terms, this involves specific training courses attended by public employees and civil society organisations representing victims of discrimination, which also carry out all the steps established in the COPRA methodology to form a formal community of entrepreneurship with a specific objective that is suitable for the locality where they provide their services and where they are based.

The results of the European CISDO project <https://cisdo-project.eu/> prove that it is a successful experience.

Relevance to Open Government values

It promotes the principles of transparency, integrity, accountability, and stakeholder participation in support. democracy and inclusive growth.

**Link to the 2030
AGENDA**



Initiative					
Initiative: Community of Practice (COPRA) for social harmony.					
Activities brought together by the initiative, which are interrelated and aimed at its fulfilment:					
- Determine the locations where the community of practice (COPRA) will work. - Determine the target groups of AGE public employees who will receive training. - Determine the representative civil society organisations that will participate.					
Initiative activities			Start date	End date	
Establish COPRA.			01/01/2025	31/12/2027	
Set a specific, useful objective for COPRA.					
Establish a sustained relationship with CSOs in your territory to prevent and combat xenophobia and racism					
Establish regular COPRA meetings					
Define the products that will help achieve that goal.					
Terms of reference to guide your activity					
Diversity roundtable					
Hate crime observatory					
Universal inter-institutional register of hate crimes					
Timeline Estimated	2025	2026	2027	2028	
	X	X	X		
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
A comprehensive view of people's vital wealth and its protection from a universal perspective, with a cross-cutting, multicultural and intercultural approach and a gender perspective, with examples of institutional interventions in line with civil society organisations, for the promotion of the principle of equal treatment and non-discrimination, the prevention and combating of xenophobia, racism, other related forms of intolerance, hate speech both online and offline, and hate crimes, for better social coexistence.					
Indicators of the initiative					
Indicators	Implementation	- Number of meetings held. - Number of participating institutions. - Number of CSOs participating. - Number of working committees.			
Implementation (le) Result (lr)	Results	- Number of meetings held. - Number of documents they produce. - Number of commitments they achieve.			
Cross-cutting impact	Gender	X			
	Social inclusion	X			
	Ecological Transition	N/A			
	Territorial Diversity and Administrative Cooperation	X			

Commitment 2

TRANSPARENCY AND ACCESS TO INFORMATION

Initiatives related to:

2.1. Strengthening the legal and strategic framework

- 2.1.1. Open Administration Act
- 2.1.2. Reform of the Official Secrets Act
- 2.1.3. Archives Act
- 2.1.4. Reform of the LOREG for electoral debates
- 2.1.5. Open Government Strategy

2.2. Council for Transparency and Good Governance

- 2.2.1. New portal for the Council for Transparency and Good Governance

2.3. Transparency portal

- 2.3.1. New Transparency Portal: the right to know, to understand and to participate

2.4. Promoting transparency in sectoral portals

- 2.4.1. Improving transparency in the State Administration throughout the country
- 2.4.2. Improving transparency at the Spanish Agency for Medicines and Health Products
- 2.4.3. Transparency in housing and land matters

2.5. Opening up and reusing public information data

- 2.5.1. Data Governance Model in the General State Administration
- 2.5.2. Data strategy: towards a more effective and citizen-centred administration
- 2.5.3. Microdata from electoral surveys (through the reform of the LOREG)
- 2.5.4. Support for local authorities in opening up consistent, high-quality data and promoting its reuse
- 2.5.5. Opening up data in the administration of justice
- 2.5.6. Access and integration of high-value geospatial information
- 2.5.7. Open data from the Official Gazette of the Mercantile Registry (BORME)
- 2.5.8. Making the databases of the Central Treasury Archive available
- 2.5.9. Facilitating secure access to public data subject to confidentiality for research and innovation

- 2.5.10. Promoting the secondary use of health data
- 2.5.11. Promoting data ecosystems for the benefit of citizens and social progress
- 2.5.12. Enhancing the value of quality public data for citizens and businesses
- 2.5.13. Evolution of the datos.gob.es platform in its role of promoting innovation and open government

2.1 STRENGTHENING THE LEGAL AND STRATEGIC FRAMEWORK

2.1.1 OPEN GOVERNMENT ACT



Other stakeholders (Public)

Other stakeholders (civil society)

Background

Law 19/2013, of 9 December, on transparency, access to public information and good governance came into full force one year after its publication in the Official State Gazette (BOE) for the General State Administration (AGE) and two years later for the Autonomous Communities (AC).

Inclusion of the reform of Law 19/2013, of 9 December, on transparency, access to public information and good governance, as one of the initiatives within Commitment 1 (Reform of the Regulatory Framework for Transparency) of the 4th Open Government Plan.

Implementation of part of the planned activities, including: the establishment of a working group within the Open Government Forum; publication of the prior consultation and study of the contributions; commencement of the drafting of the preliminary bill and impact analysis report.

What is the problem/need that the commitment aims to address?

1. Reform of the Transparency Act
During the years that Law 19/2013 of 9 December on transparency, access to public information and good governance has been in force, the need has arisen to resolve certain practical problems, clarify certain concepts and adopt new approaches in line with the demands of citizens and public administrations.

The draft bill reflects the work carried out in the previous legislative term in relation to the amendment of Law 19/2013 of 9 December on transparency, access to public information and good governance, which was already the subject of a prior public consultation and preparatory work carried out by a working group set up within the Open Government Forum, which included equal representation from the three administrations and civil society.
2. Improving citizen participation in public affairs
In order to adequately align citizens' expectations with the results of public action, it is necessary to incorporate their opinions into the development of public policies at an early stage.
It is advisable to systematise the instruments and processes of participation in order to ensure that the potential of citizen contributions to public decision-making is fully exploited.
3. Preventive approach to integrity in public activity through the establishment of a standard of due diligence
The objective is to collect and systematise the principles of good governance and good administration applicable to senior officials, cabinet members with positions of trust and special advisory functions, and public employees, and to establish a standard of due diligence that allows for a preventive approach to strengthening public integrity.
4. Strengthening the prevention of conflicts of interest
The regulatory provisions aim to adapt the conflict of interest regime for senior officials, temporary staff in positions of special trust or political advisory roles, management personnel and public employees of the State. This involves a review of the current regulations in order to establish a new system for preventing conflicts of interest, based on the possibilities for improvement identified in their application and the demands of society.

5. Accountability for government action and administrative activity

The aim is to regulate accountability obligations both in relation to commitments made in parliament and in strategic or operational planning instruments.

Brief description

A coherent and ambitious regulatory approach is proposed that integrates the different dimensions of open government into a single draft bill: transparency, integrity, public participation and accountability.

Objectives

1. Strengthening transparency in terms of active publicity and the exercise of the right of access.
The improvement of the regulatory framework applicable to transparency in public activity is aimed at consolidating the progress made over more than a decade of implementation of Law 19/2013, of 9 December, on Transparency, Access to Public Information and Good Governance, the integration of the necessary adaptations to ensure compliance with the Council of Europe Convention on Access to Public Documents ratified by Spain on 27 September 2023 (Instrument of ratification of the Council of Europe Convention on Access to Public Documents, done at Tromsø on 18 June 2009, BOE 23 October 2023), and the incorporation of the bases for reform agreed by the working group set up within the Open Government Forum in compliance with the commitment reflected in the 4th Open Government Plan.
2. Consolidate a culture of public integrity.
In terms of public integrity, the principles of good governance and good administration that govern the conduct of senior officials, cabinet members with special advisory functions, senior management and public employees should focus on strengthening the conflict of interest prevention regime and the preventive dimension of integrity, incorporating the recommendations made to this effect by various international organisations, particularly those derived from the evaluation rounds of the Council of Europe's Group of States against Corruption.
3. Encourage public participation.
The regulation of citizen participation in public affairs and collaboration with civil society organisations at the state level is based on the administration's duty to promote it. At the same time, the spectrum of public decisions in which it must be encouraged is broadened, without prejudice to the provisions of the Constitution, electoral legislation, Law 39/2015 of 1 October on Common Administrative Procedure for Public Administrations, in relation to participation in the drafting of regulations through prior consultation and public hearings and information, as well as the mechanisms established by various sectoral laws. The collaboration instruments already created, such as the Open Government Sectoral Commission and the Open Government Forum, are regulated, and new mechanisms and tools are established to channel the participation of individuals and legal entities in public decisions, with an inclusive approach.
4. Ensuring accountability.
The objective of the provisions relating to accountability at the state level is to regulate the way in which information is implemented, both in relation to commitments made in parliament or in strategic planning instruments, and in relation to operational planning that is monitored by the general inspectorates of services.
5. Implement effective governance and ensure regulatory compliance.
The regulation also sets as primary objectives the guarantee of regulatory compliance and the strengthening of a governance framework that ensures the effective implementation of the commitments made.

How does the commitment contribute to solving the problem or meeting the need?

Moving towards a more open administration that fosters public confidence in public services by promoting transparency, integrity, accountability and participation is one of the primary obligations of public authorities.

The design, adoption and implementation of public policies must take place within this framework and be guided by the general interest, in order to serve as a guarantee of democratic values, the fundamental basis of a social and democratic state governed by the rule of law.

In this regard, it is worth highlighting the National Action Plan (NAP) for Democracy approved by the Council of Ministers on 17 September 2024, which aims to strengthen the main elements of our rule of law, combat the risks faced by democracies and provide Spanish society with more tools and power to evaluate the actions of public authorities. This facilitates the task of citizens in evaluating the actions of public authorities and implements and expands on the recommendations adopted by the European Commission in 2020 and 2023.

In line with our goal of making our democracy more transparent and accountable, the State Plan to Combat Corruption, approved by the Council of Ministers on 26 August 2025, aims to prevent and combat corruption by strengthening controls, increasing transparency and improving efficiency in public management. The Plan has been drawn up in accordance with the recommendations of the Council of Europe's Group of States against Corruption (GRECO), the OECD and the European Commission. It also incorporates valuable contributions from civil society, through joint work with the Open Government Forum, and from experts from the OECD's Anti-Corruption and Integrity Division.

Finally, on 21 July 2025, the Minister for Digital Transformation and the Civil Service presented the Consensus for Open Government strategy, whose roadmap should, among other objectives, enable more proactive public services and generate greater public confidence. The Consensus for an Open Administration document can be consulted at https://digital.gob.es/content/dam/portal-mtdfp/consenso-por-una-ad-ministraci%C3%B3n-abierta/CONSENSO_POR_UNA_ADMINISTRACION_ABIERTA.pdf.

Relevance to Open Government values

Transparency is one of the essential pillars of open government, through society's scrutiny of public information.

Link to the 2030 AGENDA



Initiative		
Reform of the Law on Transparency, Access to Information and Good Governance.		
Initiative activities	Start date	End date
Finalise the drafting of the preliminary bill and impact analysis report and submit it to the Council of Ministers so that it can decide on the subsequent procedures and, in particular, on the consultations, opinions and reports that may be appropriate (Art. 26.4 Law 50/1997).	September 2025	October
Hearing and public information procedure.	October 2025	November 2025
Debate within the Open Government Forum group(s).	November 2025	November 2025
Reports from other departments and bodies.	November 2025	February 2026
Request for other reports.	November 2025	February 2026

Opinion of the Council of State.	March 2026	May 2026
Submission to the SE Commission, Under-Secretaries and Council of Ministers.	Third quarter 2026	Third quarter 2026
Approval of the bill.	Third quarter 2026	Third quarter of 2026

Timeline Estimated	2025	2026	2027	2028
	X	X		

Tract	SPECIFIC		SUCCESSIVE	X

Expected results		
Draft Bill on Transparency, Access to Information and Good Governance.		
Indicators of the initiative		
Indicators of implementation (le) of results (lr)	Implementation	Degree of compliance with the activities described above.
	Outcome	Approval of the bill.

PRESENTATION OF THE OPEN GOVERNMENT CHALLENGE

Why does this commitment respond to the ambition of the Challenge?

The proposed reform of the Transparency Act to make way for a new Open Administration Act clearly responds to the transformative ambition of the OGP Challenge, as it proposes an expansion of rights and obligations aimed at consolidating an institutional culture based on openness, integrity and citizen participation. The new law not only aims to reinforce the classic pillars of open government—transparency, accountability, and access to information—but also incorporates emerging principles such as the "right to understand" and the "right to participate" as the backbone of administrative action. This regulatory framework, which is more comprehensive and adapted to the current context, will help to overcome the operational limitations identified in Law 19/2013, particularly with regard to the lack of systematic active publicity, the low demand for participatory feedback and the absence of cross-cutting obligations for all levels of the administration. It will also align with international standards such as those promoted by the OECD and with the commitments made under the framework of the National Action Plan for Democracy, providing coherence and solidity to the institutional architecture of government openness. This reform has the potential to position Spain as a benchmark in legislative matters within the OGP community, laying the foundations for a new generation of democratic rights vis-à-vis the administration.

Why does this commitment respond to the ambition of the Challenge? A single commitment can address several areas of action	Select one of the following: - Access to information - Integrity - Civic space - Climate and environment - Digital governance - Fiscal openness - Gender and Inclusion - Justice - Freedom of the press - Public participation	What is the secondary area of the challenge? (if any)	Select one of the following (if applicable): - Access to information - Integrity - Civic space - Climate and environment - Digital governance - Fiscal openness - Gender and Inclusion - Justice - Freedom of the press - Public participation

2.1.2 REFORM OF THE OFFICIAL SECRETS ACT

Responsible Ministry

MINISTRY OF THE PRESIDENCY, JUSTICE AND RELATIONS WITH THE COURTS

Undersecretary

Other actors involved (Public)

Other stakeholders (Civil Society)

Background

Law 9/1968, of 5 April, on official secrets, last amended on 11 October 1978.

There have been four unsuccessful attempts to amend the law under democracy, the last being the Draft Bill on Classified Information in 2023.

What is the problem/need that the commitment seeks to resolve?

The current Official Secrets Act dates back to 1968. Almost 60 years have passed since its adoption under a dictatorship, and today it is a deficient law for its purposes. The contemporary context calls for a reform of this law, as there is a need for an advanced and protective framework to replace a pre-constitutional law that has been in force since 1968.

Brief description

Adapt Law 9/1968, of 5 April, on official secrets, to update it and bring it into line with the best standards of legislation in neighbouring democratic countries. The reform of the Official Secrets Act involves greater harmonisation of our legislation, combining national security with the right to information and transparency.

Objectives

Adapting the Official Secrets Act to Spain's current democratic reality, bringing it into line with the best standards of legislation in neighbouring democratic countries, achieving greater harmonisation of our legislation, and combining national security with the right to information and transparency. Similarly, this reform also involves complying with one of the recommendations made in the Report on the Rule of Law in recent years, in its chapter on Spain.

How does the commitment contribute to solving the problem or meeting the need?

The proposed amendment to the Official Secrets Act aims to address and resolve the deficiencies and shortcomings identified in the current Act, which was enacted under a dictatorship and cannot meet the needs of a consolidated democratic regime.

Relevance to Open Government values

The adaptation of regulations on official secrets will allow, among other things, access to previously confidential information on historical events during the Transition and the early decades of democracy that remain hidden, by establishing deadlines for the automatic declassification of documents, preventing the current discretion of the responsible authority to extend and postpone, thereby achieving transparency, one of the essential pillars of open government.

**Link to the 2030
AGENDA**



Initiative					
Reform of the Official Secrets Act.					
Initiative activities			Start date	End date	
Finalise the drafting of the preliminary bill and impact analysis report and submit it to the Council of Ministers so that it can decide on the subsequent procedures and, in particular, on the consultations, opinions and reports that may be appropriate (Art. 26.4 Law 50/1997).			Already completed		
Public hearing and information procedure.			Already completed		
Reports from other departments and bodies			Second and third quarters of 2025	Second and third quarters of 2025	
Approval by the Council of Ministers of the draft bill and referral to Parliament.			Second quarter 2025	Second quarter 2025	
Timeline Estimated	2025	2026	2027	2028	
	X	X			
Tract	SPECIFIC			SUCCESSIVE	X
Expected results					
Draft Reform of the Official Secrets Act.					
Indicators of the initiative					
Indicators of implementation (Ie) of results (Ir)	Implementation	• Degree of compliance with the activities described above.			
	Outcome	• Approval of the bill (approval by the Council of Ministers of the preliminary draft bill and referral to Parliament).			

2.1.3 ARCHIVES ACT

Responsible Ministry

MINISTRY OF CULTURE

Secretary of State for Culture

Directorate-General for Cultural Heritage and Fine Arts

Other actors involved (Public)

- All general government bodies
- All public administrations

Other stakeholders (civil society)

- All private archives
- Institutions that generate documentation

Background

State archival regulations have their origins in the Royal Decree of 22 November 1901, which approved the Regulations for the Management and Governance of State Archives, which remained in force until the enactment of Royal Decree 1708/2011, of 18 November, establishing the Spanish Archival System and regulating the Archival System of the General State Administration and its Public Bodies and its access regime. Although the Autonomous Communities have done so, the AGE has never enacted a regulation with the force of law.

What is the problem/need that the commitment aims to resolve?

An Archives Act is needed to provide a framework for all regulations on archives and document management at the state level and to meet the current needs of public administrations and society.

Brief description

The Archives Act aims to serve as an update and adjustment with respect to other sectoral regulations, and to be the framework for other provisions of the various public administrations in the field of archives and document management.

Objectives

- To serve as a regulatory framework.
- To improve the definition of procedures associated with archives and document management, both in traditional and electronic formats.
- Ensure the preservation and dissemination of documentary heritage.

How does the commitment contribute to solving the problem or meeting the need?

A national Archives Act will contribute to regulatory updating and consistency in the field of archives and document management, and will ensure the proper preservation, protection and dissemination of documentary heritage.

Relevance to Open Government values

The technical standardisation of archival processes will enable the public administration to be more effective and efficient both in serving citizens and in achieving its objectives. Furthermore, document management is associated with quality management, meaning that the standardisation and rationalisation of the former will contribute to the improvement of public services. In short, it has an impact on the values of transparency, integrity and open administration.

[Link to the 2030](#)



AGENDA

Initiative activities		Start date	End date
Drafting of documents.		01/01/2025	31/12/2025
Administrative consultation.		01/01/2026	30/06/2026
Public consultation.		1 June 2026	30/09/2026
Processing.		1 October 2026	31/12/2026

Estimated timing	2025	2026	2027	2028
Estimated	X	X		

Tract	PUNCTUAL	X	SUCCESSIVE	

Expected results	
Drafting of an Archives Bill for approval.	

Indicators of the initiative	
Indicators of implementation (Ie) of results (Ir)	Implementation - Draft regulations. - Regulatory Impact Analysis Report. - Ministerial reports.
	Outcome - Regulatory drafts. - Regulatory Impact Analysis Report. - Ministerial reports.

Cross-cutting impact	Gender	N/A	
	Social Inclusion	N/A	
	Ecological Transition	X	Proper document management leads to improved energy efficiency as it reduces maintenance costs.
	Territorial Diversity and Administrative Cooperation	X	The Archives Act will affect all public administrations.

2.1.4 REFORM OF THE LOREG FOR ELECTION DEBATES

Responsible Ministry

MINISTRY OF THE INTERIOR

Undersecretary

Directorate-General for Internal Policy

Other actors involved (Public)

Other stakeholders (civil society)

Background

Organic Law 5/1985, of 19 June, on the General Electoral System (hereinafter LOREG) came into force on 21 June 1985. the day after its publication in the Official State Gazette, and has undergone numerous amendments since it came into force.

The general electoral system, in accordance with the provisions of Article 81.1 of the Spanish Constitution, is regulated by organic law with the aim of complementing the principles of the electoral system established in the Constitution, reinforcing the procedural guarantees of the right to vote so that these constitutional principles are fully implemented, and ensuring that this occurs in all representative bodies within the Spanish State.

On 17 September 2024, the Council of Ministers approved the National Action Plan (NAP) for Democracy, an instrument that seeks to strengthen the transparency of our democracy in accordance with the recommendations adopted by the European Commission in 2020 and 2023. The Plan is based on three lines of action: expanding and improving the quality of government information; strengthening the transparency, plurality and accountability of our information ecosystem; and reinforcing the transparency of the legislative branch and the electoral system.

What is the problem/need that the initiative aims to address?

The National Action Plan for Democracy aims to strengthen the transparency of our democracy in accordance with the recommendations adopted by the European Commission in 2020 and 2023. In this regard, as part of efforts to strengthen the transparency of the legislative branch and the electoral system, a reform of Article 66 of the LOREG is proposed to regulate the obligation to hold electoral debates between candidates.

With regard to the electoral debates referred to in Article 66 of the LOREG, the Plan states that these, within the context of electoral campaigns, are an indispensable tool for publicising party options, presenting candidates and explaining programmes and ideas. Currently, there is little regulation at the state level, which has been supplemented by instructions and agreements from the Central Electoral Board. The situation is quite similar within the Spanish legal framework, in contrast to some Latin American countries. In addition, some autonomous communities have expressly provided for the holding of debates during the election period.

Regardless of their influence on electoral behaviour, the ultimate usefulness of debates lies in the information they provide and their complementarity with other electoral tools, such as electoral propaganda and the work of the media.

Brief description

Amend Organic Law 5/1985, of 19 June, on the General Electoral System, in relation to the regulation of electoral debates between candidates (Article 66).

Objectives

In view of the problem outlined above, one of the objectives is to strengthen electoral regulations in relation to the establishment of the obligation to hold electoral debates between candidates (Article 66 LOREG).

How does the initiative contribute to solving the problem or meeting the need?

The proposed reform of the organic law aims to establish two complementary mechanisms relating to electoral debates and microdata from electoral polls, which will strengthen the transparency of the electoral system and, ultimately, the transparency of our democracy, in accordance with the provisions of the National Action Plan (NAP).

Relevance to Open Government values

Transparency is one of the essential pillars of open government, through society's scrutiny of public information, and this aspect is particularly critical in relation to electoral processes.

[Link to the 2030 AGENDA](#)



Initiative				
Amendment of Article 66 of Organic Law 5/1985, of 19 June, on the General Electoral System.				
Initiative activities			Start date	End date
Processing of the legislative amendment			To be determined	To be determined
Timeline Estimated	2025	2026	2027	2028
	X	X		
Tract	PUNCTUAL		X	SUCCESSIVE
Expected results				
Reform of Organic Law 5/1985, of 19 June, on the General Electoral System.				
Indicators of the initiative				
Indicators of implementation (Ie) of results (Ir)	Implementation	• Degree of compliance with the activities described above.		
	Outcome	• Approval of the amendment to the Organic Law.		

2.1.5 OPEN GOVERNMENT STRATEGY

Responsible ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance

Other stakeholders (public)

Other stakeholders (civil society)

Background

The OECD is a unique forum where the governments of 38 countries work together to compare public policy experiences, seek answers to common problems, identify good practices, and coordinate national and international policies. Over the past 15 years, the OECD has been at the forefront of evidence-based analysis of Open Government strategies and initiatives in its member and partner countries.

Responding to the call from OECD countries on the need to define a comprehensive, clear, actionable, internationally recognised standard on the implications of Open Government strategies and initiatives, the OECD developed the OECD Council Recommendation on Open Government. Approved by the OECD Council in 2017, the Recommendation is the first and only internationally recognised legal instrument on Open Government.

The promotion of Open Government principles received a new impetus with the adoption of the OECD Reinforcing Democracy Initiative (RDI) in 2022. Among other things, the initiative emphasises mechanisms to strengthen citizen representation and participation in political processes and to promote digital democracy.

Spain has been working closely with the OECD in the area of open government for many years, actively contributing to the development of the Open Government Recommendation and being one of the most active members of the OECD Working Party on Open Government. Spain has also cooperated with the OECD through projects at regional and local level, such as the OECD Open Government Report on Vizcaya/Bizkaia, the OECD Report on the Promotion of Deliberative Democracy in the Basque Country in Spain, and a recent joint project with Portugal and the Netherlands on the use of emerging technologies for citizen participation.

What is the problem/need that the initiative aims to address?

On the one hand, based on the Open Government Partnership and the Democracy National Action Plan (NAP), the Spanish Government plans to prepare an Open Government Strategy to emphasise the priority of the principles of transparency, participation, accountability and integrity as a central part of the Government at the national level.

On the other hand, Spain is currently co-chairing the OGP Steering Committee alongside Canada, and therefore has a leadership role to play in Open Government at the international level to motivate and inspire other reformers who are part of the Open Government Partnership (OGP).

All of this, combined with the favourable institutional climate and socio-political situation, makes this a key moment for consolidating Open Government in Spain.

Brief description

Spain is willing to undergo an Open Government Study in the area of General State Administration, carried out by an external, independent partner with recognised international experience. This analysis will provide the country with useful tools to advance the reform of the central administration through the design of an Open Government Strategy that integrates synergies with key initiatives already underway, such as the Fifth Open Government Plan, the Open Administration Bill, the General State Administration Integrity System, as well as other complementary processes deemed relevant.

The development of this strategy will help to strengthen Spain's position as an international benchmark in Open Government, consolidating its commitment to a more transparent, participatory, honest and citizen-oriented administration.

Objectives

- Analyse the current state of Open Government in Spain through an external evaluation (reports prepared by independent experts, peer reviews, etc.), incorporating the views of the main civil society actors involved in the field of Open Government.
- Collect recommendations aimed at:
 - Providing useful tools to advance the reform of the General State Administration, promoting the effective implementation of Open Government in all its areas and at all levels.
 - Consolidate the ecosystem of Open Government and the future Open Administration in Spain as a and sustainable policy.
 - Strengthen synergies between the various existing initiatives related to Open Government, ensuring a comprehensive and coordinated vision.
- Design an Open Government Strategy for the General State Administration that brings coherence and strategic direction to the currently scattered set of actions, consolidating a solid, articulated and long-term public policy.
- Identify and systematise good practices and lessons learned, facilitating their dissemination at national and international level. This work will make it possible to establish comparisons with other Member States and gain a more accurate understanding of Spain's position in the field of Open Government, as well as highlighting its strengths and identifying areas for improvement.
- Strengthen Spain's role as an international benchmark in Open Government, actively contributing to the strengthening of democracy, institutional transparency and citizen participation at the global level.

How does the initiative contribute to solving the problem or meeting the need?

Through the OECD study and the subsequent development of the Strategy by the General Government based on its results and recommendations, Open Government will be consolidated across the Central Administration through the institutionalisation of the principles of transparency, participation, accountability and integrity. This will strengthen the synergies between all existing Open Government instruments at the state level, achieving a cohesive strategy that can be communicated internationally to maintain Spain's leadership in Open Government.

Relevance to Open Government values

All: transparency, participation, accountability, integrity, collaboration, innovation...

[Link to the 2030](#)



AGENDA

Initiative		
Development and promotion of a National Open Government Strategy.		
Initiative activities	Start date	End date
Approval of agreement between the OECD and the Ministry of Digital Transformation and Public Administration.	01/01/2025	30/06/2025
Analysis of the current state of Open Government in Spain.	01/07/2025	31/12/2025

Design of an Open Government strategy.	01/01/2026	30/06/2026
Promotion of the strategy.	1 July 2026	31/12/2026

Estimated timeline Estimated	2025	2026	2027	2028
	X	X	X	X
Tract	PUNCTUAL		SUCCESSIVE	

Expected results		
Obtain a detailed external study of the Open Government tools existing in our country, with recommendations for their institutionalisation and mainstreaming in the General State Administration (GSA). - Design, with the support of the OECD, a genuine Open Government Strategy as a public policy that provides cohesion to all existing initiatives in the AGE. - Disseminate, publicise and communicate Spain's active role in Open Government.		
Initiative indicators		
Indicators Implementation (le) Outcome (lr)	Implementation	- Signing of the OECD_ MITDFP agreement. - Preparation of the analysis of the current state of GA. - Delivery of the GA strategy design. - Promotional activities for the GA Strategy.
	Results	- Publication of the analysis of Open Government in Spain. - Publication of the strategy as a cohesive public policy document. cohesive document. - High-level event held to present the strategy.

Cross-cutting impact	Gender	X	
	Social inclusion	X	
	Ecological Transition		
	Territorial Diversity and Administrative Cooperation		

2.2 TRANSPARENCY AND GOOD GOVERNANCE COUNCIL

2.2.1 NEW WEBSITE FOR THE TRANSPARENCY AND GOOD GOVERNANCE COUNCIL

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Council for Transparency and Good Governance A.A.I.

Other stakeholders (Public)

Other stakeholders (Civil Society)

- All persons whose right of access to public information must be able to exercise this right to the fullest extent possible.
- The commitment may be of particular interest to organisations focused on defending the right of access to public information and, in general, on increasing and strengthening transparency in public activity.

Background

In accordance with Law 19/2013, of 9 December, on transparency, access to public information and good governance (LTAIBG), the Council for Transparency and Good Governance (CTBG) aims to promote transparency in public activity, ensure compliance with disclosure obligations, safeguard the exercise of the right of access to public information and guarantee compliance with good governance provisions.

In order to achieve its objectives, the CTBG is entrusted with the following functions, among others: adopting recommendations for better compliance with the obligations contained in the transparency law; advising on transparency, access to public information and good governance; reporting on state regulatory projects that develop the transparency law or are related to its purpose; assessing the degree of implementation of the transparency law; promoting the drafting of recommendations, guidelines and standards for the development of good practices in the areas of transparency, access to public information and good governance.

In carrying out these functions, the CTBG generates a significant amount of public information which, in general, it publishes on its website (<https://www.consejodetransparencia.es/>) on a regular and updated basis, in accordance with the principles of accessibility, interoperability and reuse.

Among the documentation produced, particular note should be taken of the rulings issued to resolve complaints lodged against decisions on the right of access to public information, the criteria for uniform interpretation of the obligations contained in the LTAIBG, and the reports and assessments of the degree of implementation of the law by the various obligated parties.

What is the problem/need that the initiative seeks to address?

The commitment aims to facilitate access to and use of the information published by the CTBG on its website (<https://www.consejodetransparencia.es/>), structuring the information in a more intuitive way, simplifying navigation, increasing the number of documents published in open formats, improving their accessibility, and implementing a more efficient search engine to facilitate the location of information.

As indicated in the "Background" section, much of the documentation generated by the CTBG is already published on its website in accordance with the principles of accessibility, interoperability and reuse. However, the CTBG has some room for improvement in terms of accessibility and use of information, improving its systematisation and possibilities for reuse, as well as facilitating location through search engines.

In this regard, it should be noted that, in accordance with Article 5 of the LTAIBG, entities subject to the regulation (including this CTBG) shall periodically publish and update information that is relevant to ensuring transparency in their activities related to the functioning and control of public action. Section 5 of this provision expressly states that all published information "shall be understandable, easily accessible and free of charge, and shall be made available to persons with disabilities in a form and format that is accessible and understandable, in accordance with the principle of universal accessibility and design for all".

For its part, Article 10 of the LTAIBG, applicable to the Transparency Portal of the General State Administration, establishes the technical principles that the published information must contain, principles that can be applied extensively to the rest of the websites of public bodies, including this CTBG:

- a) Accessibility: structured information on documents and information resources shall be provided with a view to facilitate the identification and search for information.
- b) Interoperability: the information published will comply with the National Interoperability Scheme, approved by Royal Decree 4/2010, of 8 January, as well as with technical interoperability standards.
- c) Reuse: the publication of information in formats that allow for its reuse will be encouraged, in accordance with the provisions of Law 37/2007, of 16 November, on the reuse of public sector information and its implementing regulations (LRISP).

With regard to reuse, the preamble to the aforementioned Law 37/2007 of 16 November states that the information generated by public authorities, with the potential offered by the development of the information society, is of great interest to businesses when operating in their fields of activity, contributing to economic growth and job creation, and for citizens as an element of transparency and a guide for democratic participation. It adds that the publication of all freely available documents held by the public sector relating not only to political procedures, but also to judicial, economic and administrative procedures, is an essential instrument for the development of the right to knowledge, which is a basic principle of democracy.

And Article 5.1 LRISP establishes that the preparation and availability of documents included within the scope of the Law, including those generated by the CTBG, "shall be carried out, as far as possible, in accordance with the principle of open documents by design and by default".

On the other hand, it should also be noted that in various forums, civil society organisations working in the field of transparency have pointed out that it is not always easy to access the information generated by the various control bodies existing within the public administrations, whose positions also do not coincide in some cases. In this regard, facilitating access to all the information generated by this CTBG in open formats and in a structured and interoperable manner would help to maximise the use of the information it generates.

Brief description

The commitment is to design, implement and launch a new institutional website for the Council in order to simplify navigation, enhance its accessibility and interoperability, and facilitate access to published information.

Objectives

The main objective is to improve the accessibility and interoperability of public information generated and published by the CTBG, as well as to promote its reuse, thereby strengthening guarantees of the right of access to public information.

How does the initiative contribute to solving the problem or meeting the need?

The design of the website in accordance with current accessibility and interoperability standards, the restructuring of its content and the publication of all documents in open formats will facilitate its use by all persons, whose right of access to public information must be exercised in the simplest manner possible.

and as widely as possible. It will also promote its reuse by organisations focused on defending this right. All of this will result in greater transparency in public activity.

Relevance to Open Government values

The proposed commitment directly affects the value of "Transparency", as it contributes to adding value to the information generated by the Council in its dual role as guarantor of the right of access to public information and evaluator of compliance with the transparency obligations imposed by law on public bodies and entities.

Link to the 2030 AGENDA



Initiative					
Increased accessibility and interoperability of the contents of the Transparency and Good Governance Council website, improved structuring and location of published information.					
Initiative activities			Start date	End date	
Design and launch of a new CTBG website.			01/01/2025	31/12/2026	
Restructuring and expansion of the content published on the CTBG website.			01/01/2025	31/12/2027	
Incorporation of a new search engine on the CTBG website.			01/01/2025	31/12/2028	
Estimated timing Estimated	2025	2026	2027	2028	
	X	X	X		
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
• Increase in the number of visits to the CTBG website. • Increase in the number of downloads of documents generated by the CTBG. • Improved public awareness of the right of access to public information. • Better understanding by obligated parties of the CTBG's doctrine. • Improved level of compliance with transparency obligations and degree of attention to the right of access to public information.					
Initiative indicators					
Indicators of implementation (le) of results (lr)	Implementation	• Design and implementation of a new website. • Restructuring of published information. • Removal of duplicate content. • Optimisation of content for mobile devices and image management. image management. • Improvement and expansion of accessibility for all website content. • Inclusion of a new search engine on the website. • Most of the Council's documents converted into open formats and published in the Spanish Government's Open Data Catalogue.			

	Result	• Increase in the number of visits to the CTBG website by the end date of the commitment by at least 25% compared to the initial situation. • Increase in the number of downloads of documents generated by the CTBG on the final date of the commitment by at least 25% compared to the initial situation. • Reduction in the number of enquiries regarding access to public information on the final date of the commitment by at least 10% compared to the initial situation. • A 10% decrease in the number of requests for access rights received by the CTBG compared to the initial situation.

Cross-cutting impact	Gender	N/A	
	Social inclusion	X	Improved access for persons with disabilities to information published by the CTBG.
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	Better understanding of the CTBG doctrine by public and private entities bound by Law 19/2013 of 9 December.

2.3 TRANSPARENCY PORTAL

2.3.1 NEW TRANSPARENCY PORTAL: THE RIGHT TO KNOW, TO UNDERSTAND, AND TO PARTICIPATE

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance

Other actors involved (Public)

- None

Other stakeholders (civil society)

- None

Background

Currently, the General State Administration's Transparency Portal provides economic and budgetary information, but there is room (and also demand) for improvement.

What is the problem/need that the initiative aims to solve?

The Portal has a somewhat obsolete information architecture that is not focused on citizens' rights and where it is sometimes difficult to find or understand the information provided.

Furthermore, it does not provide a sufficiently adequate (detailed and comprehensible) overview of the economic and budgetary information that facilitates accountability, and it is therefore necessary to review the information of legal relevance.

Brief description

Work will continue on the progressive improvement of the AGE Transparency Portal through the following lines of action:

- Review of the structure and navigation of the portal, with the aim of ensuring that the organisation of the content clearly reflects its link to citizens' rights. Progress will also be made in improving the language used to ensure that the information is accessible and understandable, thereby strengthening accountability.
- Expansion and improvement of available content, depending on the availability and updating of information sources. New content will be added progressively, prioritising those most frequently requested through the right of access, as well as those that are recurring areas of public interest and demand for transparency — such as institutional advertising, the agendas of senior officials, temporary staff or official travel — with the aim of enriching and making the information offered by the Transparency Portal more useful.
- Promoting accountability throughout the budgetary and public spending cycle, encouraging greater economic transparency by improving economic and budgetary data and making it easier for citizens to access and understand. The use of visual tools (such as data viewers) that enable information to be interpreted more clearly and usefully will be encouraged.
- Feasibility study for the incorporation of an inventory of procedures that include automated administrative actions and/or artificial intelligence (AI) systems. This inventory, which would not be a register, will be analysed with the dual objective of:
 - Assess the requirements for compatibility with the European Commission's inventory.
 - Determine whether its most appropriate location would be the administración.gob.es portal rather than the Transparency Portal.
- In any case, it should be noted that the registration of high-risk AI systems is the responsibility of the European Commission under the European AI Regulation.

- Strengthening compliance with active disclosure obligations, with particular attention to legally relevant information, ensuring that it is complete, up to date and in line with the requirements established in current legislation. Effective coordination with the sources responsible for such information will be promoted in order to improve compliance levels as assessed by the Transparency and Good Governance Council (CTBG) as an independent administrative authority.

Objectives

- Offer a clearer and more accessible content structure that makes it easier to find information and improves its understanding by all citizens, promoting clear language and intuitive navigation.
- Improve access to, quality and understanding of economic and budgetary information, incorporating visual tools that allow data to be interpreted in a simple and transparent manner.
- Increase the level of compliance with active disclosure obligations, especially with regard to information of legal relevance, ensuring that it is complete, up to date and in line with current regulations.

How does the initiative contribute to solving the problem or meeting the need?

By redesigning the navigation, we are attempting to resolve the problem of content that is not easily found and is not focused on citizens' rights regarding transparency.

By improving the wording of the content:

- Using clear language, we are attempting to resolve the problem of difficulty in understanding
- By adding educational sections, where concepts and information are explained, we are attempting to solve the problem of not adequately understanding the information provided.

By presenting economic and budgetary data in a more detailed and structured manner, adding contextual information for understanding (with a certain educational slant) and visualisation or interpretation, we are attempting to resolve the problem of difficulty in understanding.

Relevance to Open Government values

This objective aligns directly with the values of transparency and accountability and, more indirectly, innovation.

[Link to the 2030](#)



AGENDA

Initiative		
The aim is to improve the content of the portal on three fronts: • Improving the navigation approach, basing it on citizens' rights with regard to transparency • Improving the wording of the information and, if sources allow, expanding the information published (sections on "More Transparency") • Improving economic and budgetary information by making it more accessible, better structured and easier to understand.		
Initiative activities	Start date	End date
Definition of the new way of presenting navigation (rights-based).	01/01/2025	30/04/2025
Validation of the new navigation method.	01/05/2025	31/07/2025

Rewriting of the contents of the different sections and creation of the contents of the new ones.	1 September 2025	30/09/2026
Deployment of the new content.	01/10/2026	31/12/2026
Analysis of requirements for improving the presentation of economic and budgetary information and main requests for access rights: government agendas, institutional advertising, travel.	01/09/2025	30/11/2025
Analysis of tools, state of the art, licences, cost and technical feasibility of incorporating data viewers.	1 December 2025	31/03/2026
Improvement of information presentation through the implementation of what has been deemed feasible in the previous analysis phases.	01/04/2026	30/06/2028
Study the possibility of including an inventory of procedures that include automated administrative actions and/or AI systems. automated administrative actions and/or AI systems.	01/07/2028	31/12/2028
Monitoring and continuous improvement of legally relevant information.	01/01/2025	31/12/2028

Estimated timing	2025	2026	2027	2028
Estimated	X	X	X	X

Tract	PUNCTUAL	X	SUCCESSIVE	

Expected results
- Creation of a portal with a new information architecture and newly written content. - Achieving better presentation of economic and budgetary information on the portal.

Initiative indicators		
Indicators of implementation (Ie) of results (Ir)	Implementation	• Number of pages (or, failing that, subsections of the portal) improved in terms of wording and clear language. • Number of pages (or, failing that, subsections of the portal) improved in terms of content comprehension. • Number of data visualisation tools analysed/studied. • Number of pages (or, failing that, subsections of the portal) improved in terms of content display, and only if the feasibility phase has been completed.
	Result	• Number of pages (or, failing that, subsections of the portal) improved in terms of clear writing and language and/or content comprehension. • Number of pages (or, failing that, subsections of the portal) improved in terms of content display, and only if the feasibility phase has been completed.

Cross-cutting impact	Gender	N/A	None.
	Social inclusion	X	
	Ecological Transition	N/A	None.
	Territorial Diversity and Administrative Cooperation	X	

2.4 PROMOTING TRANSPARENCY IN SECTORAL PORTALS

2.4.1 IMPROVING TRANSPARENCY IN STATE ADMINISTRATION IN THE TERRITORY

Responsible Ministry

MINISTRY OF TERRITORIAL POLICY AND DEMOCRATIC MEMORY

Secretariat of State for Territorial Policy

Directorate-General for General State Administration in the Territory

Other actors involved (Public)

- Ministry for Digital Transformation and the Civil Service
- Government Delegations and Sub-delegations and Island Directorates

Other stakeholders (Civil Society)

Background

The Strategic Plan of the General State Administration in the Territory 2024-2027 has a strategic objective of "Transparency and Open Government", which is structured around two programmes. Programme 13.1 Consolidation of a transparent and open administration for citizens pursues four results, the first of which addresses transparency and access to information.

The initial situation reflects that since the entry into force of Law 19/2013, of 9 December, on transparency, access to public information and good governance, the AGE in the Territory receives more than a hundred requests for access to public information each year, which often concern similar matters. This demand for information on certain areas could be proactively met by publishing it on the website of the Government Delegations, thus avoiding the need for interested parties to exercise their right of access.

What is the problem/need that the initiative aims to resolve?

Provide a proactive response to requests for information on specific areas that are frequently the subject of requests for information through the exercise of the right of access set out in Law 19/2013 of 9 December.

Brief description

The most frequently requested public information will be published on the Government Delegations' website through the exercise of the right of access set out in Law 19/2013 of 9 December on transparency, access to public information and good governance.

Objectives

Expand the information available to citizens on the Government Delegations' website, promoting transparency in the activities of the General State Administration in the Territory and contributing to accountability.

How does the initiative contribute to solving the problem or meeting the need?

Through this commitment, information that until now had to be requested will be offered proactively and accessibly through the procedure for the right of access to information established in Law 19/2013, of 9 December.

Relevance to Open Government values

This commitment contributes to reinforcing the values of transparency and access to public information by citizens.

[Link to the 2030 AG](#)


Initiative					
Expansion of public information accessible to citizens on the Government Delegations' website.					
Initiative activities				Start date	End date
Publication of data on the exercise of the right of access to public information within the scope of the General State Administration in the Territory.				01/01/2025	31/12/2028
Preparation of a report to identify AGET information that has not been disseminated and is suitable for publication.				01/01/2025	31/12/2025
Publication of the identified information on the Government Delegations' website and periodic updating.				01/01/2025	31/12/2028
Estimated Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
- Publication of annual data on the exercise of the right of access to public information within the scope of the AGET, available to the public. - Publication of AGET information that was not previously published, making it available to the public.					
Indicators of the initiative					
Indicators of implementation (Ie) of results (Ir)	Implementation	- Annual report on the exercise of the right of access to public information within the scope of AGET published on the website. - Report for the identification of AGET information suitable for publication, prepared. - Percentage of information published and/or updated as of 31 December, with respect to the previously identified information.			
	Result	Percentage of AGET information published on the website of the Government Delegations (Ministry of Territorial Policy and Democratic Memory) since the programme was launched.			
Cross-cutting impact	Gender	X	Greater awareness of the gender-differentiated exercise of the right of access to public information.		
	Social inclusion	X	Easier access to useful and/or interesting information for all people by increasing the amount of information published.		
	Ecological Transition				
	Territorial Diversity and Administrative Cooperation	X	Greater knowledge of the activity by territories.		

2.4.2 IMPROVING THE TRANSPARENCY OF THE SPANISH AGENCY FOR MEDICINES AND HEALTH PRODUCTS

Responsible ministry

MINISTRY OF HEALTH

Secretary of State for Health

Spanish Agency for Medicines and Health Products (AEMPS)

Other actors involved (Public)

Other stakeholders (civil society)

Background

The latest Assessment Report on compliance with Active Disclosure obligations regarding the activities of the Spanish Agency for Medicines and Health Products (AEMPS) carried out by the Council for Transparency and Good Governance highlighted various shortcomings of the AEMPS in the area of transparency.

In many cases, the required information is published on the website, and in others, the information is not published on the website but is available.

The idea is to gather all the information that is currently available in a single section to make it more accessible and easier to find, and to supplement it with any missing information.

What is the problem/need that the initiative aims to solve?

Difficulty in accessing information.

Brief description

Creation of a specific section on "Transparency" within the AEMPS website. This section will be clearly structured so that it is easy to navigate and find the relevant information.

Objectives

The main objective of this action is to improve the transparency of the AEMPS and facilitate access to information for citizens. As secondary objectives, this page would facilitate access to information for all our audiences, thereby also improving the reputation of the AEMPS.

How does the initiative contribute to solving the problem or meeting the need?

This page aims to contribute directly to improving the transparency of the AEMPS, as the AEMPS's information will be easily accessible.

Relevance to Open Government values

Transparency and accountability.

Link to the 2030



AGENDA

Initiative

Creation of the Transparency section within <https://www.aemps.gob.es>, creation of the page's content tree, compilation of content already published in other sections of the website and transfer and/or duplication on this page, and publication of content not yet public on the AEMPS website.

Initiative activities		Start date	End date
Creation of the Transparency section.		December 2024	January 2025
Creation of the page's content tree.		December 2024	January 2025
Compilation of content related to transparency already published in other sections of the website.		January 2025	May 2025
Drafting, uploading and publishing of transparency information that had not yet been published.		May 2025	July 2025
Content review.		July 2025	August 2025
Evaluation of results and implementation of improvement measures.		March 2026	June 2026

Estimated timeline	2025	2026	2027	2028
Estimated	X			

Tract	PUNCTUAL	X	SUCCESSIVE	

Expected results	
• Increase public confidence in the AEMPS. • Promote access to information and improve accountability. • Improve the score in the assessment report on compliance with active disclosure obligations.	

Initiative indicators		
Indicators Implementation (le) Result (lr)	Implementation	• Publication of transparency content. • Validation of content by the various departments and areas of the AEMPS involved. • Launch of the website https://www.aemps.gob.es/transparencia
	Results	• Number of visits to the transparency page and its various sections. • Number of affirmative responses to the question "Help us improve. Has this page been useful?" which appears at the bottom of all pages linked to the transparency section. • Score of the evaluation report on compliance with Active Disclosure obligations.

2.4.3 TRANSPARENCY IN HOUSING AND LAND

Responsible ministry

MINISTRY OF HOUSING AND URBAN AGENDA

Secretariat of State for Housing and Urban Agenda

Directorate-General for Housing and Land

Other stakeholders (public)

- Ministry of Transport and Sustainable Mobility, Ministry of Economy, Trade and Enterprise, and Ministry of Finance, among others, through the provision of relevant data and statistics on housing and land
- Autonomous Communities and Local Authorities through the provision of relevant data on housing and land

Other stakeholders (civil society)

Background

This is a line of work that began in the previous Plan, which is being continued and expanded in scope, in the context of the new Law 12/2023 of 24 May on the right to housing.

What is the problem/need that the initiative aims to address?

To strengthen transparency and provide verified and reliable data on housing and land, paying particular attention to specific areas such as renting and renovation.

Brief description

Information will be provided through the Department's Housing and Land Observatory (OVS), which will continuously monitor developments in the residential sector, analysing it from various perspectives and throughout the different phases of the process, as well as through the inclusion of the most relevant data on renovation and rental, which are priority areas for the Department in this field.

Likewise, synergies and complementarities will be sought with other Department instruments, such as the State Reference System for Housing Rental Prices (SERPAVI), the Urban Information System (SIU) and the Atlas of Urban Areas, among others.

Objectives

Continue to strengthen transparency in this area and provide insight into developments in the rental market, as well as other priority areas, improving the information available as a tool to support public policy.

How does the initiative contribute to solving the problem or meeting the need?

By improving data on housing and land and facilitating access to it through the Ministry of Housing and Urban Agenda's portal, access to the most up-to-date information is guaranteed, promoting maximum transparency and disseminating the information available in this area, and integrating data from different sources of high reliability and technical solvency.

Relevance to Open Government values

By guaranteeing transparency and access to data on housing and land, it allows citizens to analyse the decisions made in management.

It enhances transparency and decision-making. With the information available, justified public policies can be adopted, analysing and evaluating their results, as well as establishing plans and programmes that promote the most appropriate housing decisions to address the challenges facing the sector.

Ensuring transparency means strengthening public policies and reinforcing trust and decision-making.

If the information obtained is sufficiently reliable, it is a key tool for good governance and for meeting the objectives and indicators set out in both the 2030 Agenda and the Spanish Urban Agenda itself.

Link to the 2030 AGENDA



Initiative					
Preparation and dissemination of various periodical and special publications, compiling the most relevant data on housing and land.					
Initiative activities				Start date	End date
Housing and Land Observatory (OVS).				01/01/2025	31/12/2028
State Reference System for Housing Rental Prices (SERPAVI).				01/01/2025	31/12/2028
Urban Information System (SIU).				01/01/2025	31/12/2028
Atlas of Urban Areas.				01/01/2025	31/12/2028
Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
Improve the information available on housing and land use through various public policy support instruments, as well as to enable citizens to gain a more direct understanding of these areas of activity and interpret the public action measures and programmes adopted by the various territorial administrations.					
Indicators of the initiative					
Indicators Implementation (Ie) Result (Ir)	Implementation	• Various publications produced throughout the year (OVS, SERPAVI, SIU and Atlas of Urban Areas), as well as the updating and maintenance of online platforms for access to various data and indicators.			
	Outcome	• The Department's website contains the main reports and summary bulletins, as well as access to the most relevant data and indicators to explain the current situation and evolution of the housing and land market in Spain.			
Cross-cutting impact	Gender		X	Indirect impact, through greater awareness of public housing policies, including those aimed at groups with special access difficulties.	

	Social inclusion	X	Indirect impact, through greater awareness of public housing policies, including those aimed at groups with special difficulties in accessing housing.
	Ecological Transition	X	Indirect impact, through greater awareness of public housing policies, including measures to improve and renovate the housing stock.
	Territorial Diversity and Administrative Cooperation	X	Through collaboration in the provision and exchange of relevant information and data on housing and land.

2.5 OPENING AND REUSE OF PUBLIC INFORMATION DATA

2.5.1 DATA GOVERNANCE MODEL IN THE GENERAL STATE ADMINISTRATION

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for Digitalisation and Artificial Intelligence

Directorate-General for Data

Other actors involved (Public)

Other stakeholders (civil society)

Background

Regulations currently being drafted.

Not linked to previous actions of the 4th Plan of Open Government.

It is linked to the activity and previous work of the Data Office, created in 2020 and integrated into the Secretariat of State for Digitalisation and Artificial Intelligence, whose functions included the design of governance policies and standards for data management and analysis to be applied in the General State Administration; as well as the technical coordination of data initiatives by the various ministerial departments and public administrations within the framework of European Union strategies and programmes.

What is the problem/need that the initiative aims to solve?

Data offers great latent value for public administrations; and these, by virtue of the powers and functions they perform, accumulate huge amounts of valuable data for the development of effective and efficient public policies, the implementation of which results in better services for citizens, businesses and organisations. Progress is needed in the availability of proactive services, in the transparency of policies and in the participation of citizens and groups who are the ultimate beneficiaries of public activity.

The dispersion of data across different units and agencies, together with the existence of data silos in the Administration, hinders, if not prevents, the proper exploitation of data to transform it into useful information for the development of public policies and, in addition, in the intended improvement of service to citizens, greater openness of the administration, and increased participation and channels for public-private co-creation.

It is necessary to establish a defined framework that facilitates data exchange, helps break down silos, combats data dispersion and, ultimately, serves as a clear, shared and useful benchmark in the effort to maximise the value of data held by the public sector. Establishing a defined and shared organisational structure is the way to promote and consolidate data sharing in the General State Administration.

Brief description

The future regulations will address the need described above, establishing a functional benchmark that enables, encourages and reinforces the good use of public data, making decisive progress in the process of assimilating the data culture into the Administration.

Objectives

- The overall objective is to generate a governance framework for the internal and external reuse of data.
- Create and regulate collegiate bodies responsible for facilitating the exchange of data held by the public sector and provide a common framework on the matter.

- Promote the effective implementation of European data regulations in the public sector.
- Create spaces for institutional participation that allow the potential of public data to be harnessed for the effective design of public policies that promote the data economy and improve the services offered to citizens.

How does the initiative contribute to solving the problem or meeting the need?

The regulation will contribute by providing a common governance model for the General State Administration that will facilitate the implementation of European data legislation. By institutionalising common tools and actions, progress will be made towards a data-oriented administration, with departments and public bodies that are mature in the use and exploitation of data.

Relevance to Open Government values

The data governance model will promote the use of tools that enable greater data openness in the General State Administration. The regulation will advance the principle of open data from the outset and by default, as set out in Law 37/2007 of 16 November on the reuse of public sector information. It will also enable the application of non-reidentifiable anonymisation techniques that will make it possible to open up data in the state sector. These aspects will also have a cross-cutting impact throughout the Administration, enabling greater coordination between different departments and agencies, more efficient use of information held by the public sector and, ultimately, a boost to data sharing, which will ultimately improve the services offered to citizens, as well as the public policies that are developed in response to social needs and challenges.

**Link to the 2030
AGENDA**



Initiative					
Drafting, processing and approval of the royal decree approving the Data Governance model in the General State Administration and its public bodies.					
Initiative activities				Start date	End date
Drafting and approval of the regulations				01/09/2025	01/03/2027
Creation of the organisational structure provided for in the regulations				01/01/2027	01/07/2027
Estimated timeline Estimated	2025	2026	2027	2028	
	X	X	X		
Tract	PUNCTUAL		X	SUCCESSIV E	
Expected results					
• Effective implementation of the organisational structure (functional units and collegiate bodies) • Creation of the Data Catalogue • Promotion of inter-administrative data sharing. • Promotion of the definition of data-based public policies • Promotion of public policy evaluation. • Consolidation of data culture in the General State Administration.					

Initiative indicators			
Indicators Implementation (Ie) Results (Ir)	Implementation		
	Outcome		
Cross-cutting impact	Gender	N/A	
	Social inclusion	N/A	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	N/A	

2.5.2 DATA STRATEGY: TOWARDS A MORE EFFECTIVE AND CITIZEN-CENTRED ADMINISTRATION

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for Digitalisation and Artificial Intelligence

Directorate-General for Data

Other stakeholders (public)

Other stakeholders (civil society)

Background

The National Artificial Intelligence Strategy establishes that a common governance model will be established for the data and document corpus of the General State Administration (AGE) to guarantee the standards of security, quality, interoperability and reuse of all data, under a regulatory drive for effective data governance in the AGE that will include the general design of a data-oriented organisational structure.

What is the problem/need that the initiative aims to solve?

The Public Data Strategy seeks to unlock the immense latent value in public data, catalysing its ethical, secure and efficient use, with the ultimate goal of significantly improving the quality and effectiveness of public services and policies that directly impact citizens' lives.

In the context of the unstoppable rise of Artificial Intelligence, proper data management and governance are fundamental pillars for the development of robust and reliable AI systems capable of driving innovation in the public sector and, ultimately, providing more personalised, proactive and higher quality public services for society as a whole.

Brief description

This measure aims to promote innovation and competitiveness, as well as to ensure the ethical and responsible use of data, protecting citizens' rights and promoting transparency in public management. Through the development of a Data Strategy, a common framework for the management, sharing and use of data in public administration will be established, promoting interoperability. As a high-level strategy, it will serve as a guide and reference framework for specific strategies to be developed in other ministries.

Objectives

- To establish a strategic framework for the ethical management and use of data that enables the development and implementation of more proactive, personalised and higher quality digital public services, responsibly harnessing the potential of AI to better respond to citizens' needs.
- Strengthen the capacity to design, implement and evaluate more effective, fair and evidence-based public policies, ensuring that government actions respond adequately to the real problems of society and generate a tangible positive impact on the living conditions of citizens.
- Promote Spain's current leadership in the opening up and reuse of information, responding to demand from different sectors and taking advantage of AI.
- Promote an organisational culture based on responsible, ethical and transparent data management and on how information is used for the common good.

How does the initiative contribute to solving the problem or meeting the need?

The Strategy will address a wide range of issues, including comprehensive data governance, assurance regulatory compliance, the transformation of the administration towards a data-centred model, the strengthening

strengthening data sharing through sectoral spaces, promoting the generation and use of open data, promoting evidence-based public policies, fostering a solid data culture and ethics, and generating effective synergies between different administrations.

Relevance to Open Government values

Contribution to transparency, accountability and collaboration, as it seeks to create a data-centric administration, facilitates data sharing through sectoral spaces, and promotes the generation and use of open data.

**Link to the 2030
AGENDA**



Initiative				
Initiative 1: Strategy development. Initiative 2: Strategy deployment.				
Initiative activities			Start date	End date
Initiative 1: Strategy development				
Dialogue with participants			01/06/2025	30/09/2025
Translation of business objectives			01/06/2025	31/10/2025
Publication, dissemination			01/10/2025	31/12/2025
Initiative 2: Deployment of the strategy				
Preparation of the first-year National Action Plan (NAP)			01/11/2025	31/03/2026
Implementation of specific lines of action and measures			01/01/2026	31/12/2026
Estimated Estimated	2025	2026	2027	2028
	X	X		
Tract	PUNCTUAL		X	SUCCESSIV E
Expected results				
A Strategic Data Framework will have been implemented in the General State Administration to improve the governance, sharing and ethical use of public data, facilitating the development of more proactive and personalised digital services, strengthening evidence-based public policies, and driving innovation through open data and the responsible application of artificial intelligence.				
Initiative indicators				
Indicators Implementation (Ie) Result (Ir)	Implementation	- Number of sessions, documents published and events held. - Number of training courses, participants and internal campaigns.		
	Outcome	- Number of sessions, documents published and events held. - Number of training sessions, participants and internal campaigns.		

Cross-cutting impact	Gender	X	Commitment can promote gender equality through the design of public policies based on data disaggregated by sex and gender, thus enabling fairer decision-making that is sensitive to gender gaps.
	Social Inclusion	X	The Data Strategy promotes the design of more personalised and accessible public services, particularly benefiting vulnerable groups (the elderly, those suffering from digital exclusion, people with disabilities), by fostering a more accessible administration based on real needs.
	Ecological Transition	X	By improving the use and analysis of open data, the creation of evidence-based public policies is also promoted in environmental matters, contributing to more efficient and sustainable decision-making in areas such as mobility, energy and resource consumption.
	Territorial Diversity and Administrative Cooperation	X	Data sharing between different administrative levels and interoperability between systems promotes collaboration between administrations (local, regional and national), reducing territorial inequalities and improving cohesion in the provision of public services.

Observations

Having a data strategy that enables the generation of properly governed, well-managed and quality-assured data is essential for advancing its exploitation, sharing and application, including its use in artificial intelligence systems. Because thinking about AI without having completed the digital transformation process, without carrying out management based on quality data, will be nothing more than a mere exercise in willpower, far from the expected disruptive results.

2.5.3 MICRODATA FROM ELECTION SURVEYS (THROUGH THE REFORM OF THE LOREG)

Responsible Ministry

MINISTRY OF THE INTERIOR

Undersecretary

Directorate-General for Internal Policy

Other actors involved (Public)

Other stakeholders (civil society)

Background

Organic Law 5/1985, of 19 June, on the General Electoral System (hereinafter LOREG) came into force on 21 June 1985. the day after its publication in the Official State Gazette, and has undergone numerous amendments since it came into force.

The general electoral system, in accordance with the provisions of Article 81.1 of the Spanish Constitution, is regulated by organic law with the aim of complementing the principles of the electoral system established in the Constitution, reinforcing the procedural guarantees of the right to vote so that these constitutional principles are fully implemented, and ensuring that this occurs in all representative bodies within the Spanish State.

On 17 September 2024, the Council of Ministers approved the National Action Plan (NAP) for Democracy, an instrument that seeks to strengthen the transparency of our democracy in accordance with the recommendations adopted by the European Commission in 2020 and 2023. The Plan is based on three lines of action: expanding and improving the quality of government information; strengthening the transparency, plurality and accountability of our information ecosystem; and reinforcing the transparency of the legislative branch and the electoral system.

What is the problem/need that the initiative aims to address?

The National Action Plan for Democracy aims to strengthen the transparency of our democracy in accordance with the recommendations adopted by the European Commission in 2020 and 2023. In this regard, as part of efforts to strengthen the transparency of the legislative branch and the electoral system, a reform of Article 69 of the LOREG is proposed to regulate the obligation to hold electoral debates between candidates and the obligation to publish all microdata from electoral polls, duly anonymised, respectively.

It is necessary to introduce an amendment to the LOREG in relation to electoral polls, currently regulated in Article 69, which establishes that all polls conducted between the day of the announcement and the holding of an election must be accompanied by a file specifying the entity that conducted it, the technical characteristics of the poll, the full text of the questions asked and the number of people who did not answer each question. In this regard, it is necessary to add the possibility of open access to individual survey data, known as microdata, duly anonymised, thus increasing the reliability of the surveys and allowing any citizen, institution or organisation to check the results of the poll and draw their own conclusions.

Surveys play an important role in understanding voter trends, becoming particularly relevant during election periods, as they can influence voter sentiment and voting patterns. This necessitates legally ensuring that those conducting surveys adhere to the principles of objectivity, equality, and transparency, in order to strengthen public confidence, which is increased precisely through the publication of microdata.

Brief description

Amend Organic Law 5/1985 of 19 June on the General Electoral System in relation to the establishment of the obligation to publish all microdata from electoral polls, duly anonymised (Article 69).

Objectives

In view of the problem outlined above, it is necessary to add to the regulation contained in Article 69 of the LOREG the possibility of open access to individual data (microdata), suitably anonymised, in order to improve the reliability of surveys.

How does the initiative contribute to solving the problem or meeting the need?

The proposed reform of the organic law aims to establish complementary mechanisms relating to microdata from electoral surveys, which will strengthen the transparency of the electoral system and, ultimately, the transparency of our democracy, in accordance with the provisions of the National Action Plan (NAP).

Relevance to Open Government values

Transparency is one of the essential pillars of open government, through society's scrutiny of public information, and this aspect is particularly critical in relation to electoral processes.

[Link to the 2030 AGENDA](#)



Initiative					
Amendment of Article 69 of Organic Law 5/1985, of 19 June, on the General Electoral System.					
Initiative activities				Start date	End date
Processing of the legislative amendment.				To be determined	To be determined
Timeline Estimated	2025	2026	2027	2028	
	X	X			
Tract	PUNCTUAL		X	SUCCESSIV E	
Expected results					
Reform of Organic Law 5/1985, of 19 June, on the General Electoral System.					
Indicators of the initiative					
Indicators of implementation (le) of results (lr)	Implementation	• Degree of compliance with the activities described above.			
	Outcome	• Approval of the amendment to the Organic Law.			

2.5.4 SUPPORT FOR LOCAL AUTHORITIES IN OPENING UP HOMOGENEOUS, HIGH-QUALITY DATA AND PROMOTING ITS REUSE

Responsible ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for Digitalisation and Artificial Intelligence

Red.es

Other actors involved (Public)

Local authorities

Other stakeholders (civil society)

Background

Directive (EU) 2019/1024 of the European Parliament and of the Council of 20 June 2019 on open data and the reuse of public sector information requires public sector bodies to offer open data by design and by default. This data must be provided in open, machine-readable formats, with the highest possible levels of accuracy and granularity, and preferably accessible through well-designed APIs. Likewise, in order to be easy to locate, it must be published together with its metadata in data catalogues and federated with the National Catalogue and the European data portal. It also establishes that both the format and the metadata must comply with formal open standards, as well as the European Interoperability Framework. All this is done in order to guarantee the interoperability, reuse and accessibility of the data.

The 4th Plan of Government included in its Transparency and Accountability section a commitment to transpose the aforementioned Directive (EU) 2019/1024. This obligation was fulfilled through the approval of Royal Decree-Law 24/2021 of 2 November and, subsequently, with the update of Law 37/2007 of 16 November on the reuse of public sector information.

In parallel with the consolidation of the regulatory framework, since 2009 the Spanish government has been working to promote the reuse of public sector information and support the opening up of government data. This decision, which took shape with the Aporta initiative and the datos.gob.es platform, both promoted by the public entity Red.es, have proven successful over the years and, together with initiatives developed by other administrations, civil society and the increasingly active and important infomediary sector, have enabled Spain to rank among the top countries in international comparative lists in this area, in addition to making increasingly valuable open data available.

Reusable data generated by the administration, and in particular by local government, has proven to be of extraordinary value for the administration itself, for society and for economic development. This is recognised by the Spanish Federation of Municipalities and Provinces (FEMP), which, through its Open Data Group, has been working since 2016 on the preparation of various master documents aimed at helping local authorities to implement a roadmap for introducing a policy of open data for citizens in their organisations. These documents refer to how and which collections to prioritise in publication, and how to incorporate these data policies into more comprehensive strategies and regulatory frameworks linked to data governance.

Red.es, by virtue of the Agreement on the Attribution of Functions signed by the Director-General for European Funds on 30 April 2024, has been designated as the Intermediate Body for Spain's Multi-regional Programme ERDF 2021-2027, with CCI 2021ES16RFPR001 approved by the European Commission on 13 December 2022 by Decision C(2022)9632, has been allocated a financial path of funds in terms of aid for the management of projects within the framework of the aforementioned Operational Programme.

The Multi-regional Operational Programme for Spain (POPE) 2021-2027 includes within Specific Objective RSO1.2. "Taking advantage of the benefits offered by digitalisation to citizens, businesses, research organisations and public administrations", as interventions eligible for co-financing, actions to promote the opening up of

data sets, within the framework of the Aporta initiative for the reuse of public sector information. The financial path of funds in terms of aid allocated to Red.es for the management of these projects amounts to €14,951,100.00.

What is the problem/need that the initiative aims to solve?

The demanding obligations regarding the publication of open data set by the current regulatory framework, and the growing demand from the reusing sector, require an extra effort on the part of administrations, which translates into the need for new resources. This problem is particularly noticeable at the local level where, according to the latest study on the economics of data in the infomediary sphere published by the Multisectoral Information Association (ASEDIE), the lack of resources is the main barrier cited by providers when it comes to publishing open data.

Likewise, the same study refers to how the ecosystem of reusers agrees on the two main barriers to reusing information. These are: the lack of quality and updating of data, and the lack of availability and homogeneity of data between local councils. Specifically, reusers complain, among other things, about the limited publication of sources, the lack of updating and inconsistency in openness (some administrations publish a certain dataset and others do not, or they publish them in a divergent manner in terms of semantics, structure, format, granularity, calendar, etc.).

Brief description

The implementation of an aid programme is proposed to promote the opening of data sets in local authorities, following standards that ensure high quality and consistency in the published data. This programme would be accompanied by a dissemination and awareness-raising campaign aimed at the owners of data sets that could be opened, as well as actions aimed at developing solutions that demonstrate the potential of the data offered.

The programme will be organised through calls for proposals and/or collaboration agreements with administrations interested in opening up their data.

Objectives

The proposal has the following objectives:

1. Improving transparency by facilitating the comparability of information sources thanks to the homogeneity of the published data.
2. Promoting citizen participation by providing access to higher-quality open data, which will enable citizens to better understand public management and collaborate in the co-design of public policies.
3. Economic and social development, by stimulating the development of new products and services based on open data, which can be extrapolated to various local entities given the homogeneity of the data that is sought to be ensured.
4. Improved administrative efficiency, based on improved decision-making processes through the use of dashboards and cross-sectional analyses, which can be developed from the high-quality open data that will be available.
5. Promotion of equal access to information, given that open data favours the development of digital inclusion actions to reduce the digital divide.
6. Establishing quality standards, which will ensure high-quality, consistent and comparable data, thereby promoting interoperability between different entities and levels of government.
the interoperability of sources between different entities and levels of government.
7. Strengthening data governance by developing capacities in local and regional governments for the management and governance of open data, which will result in regulatory and operational frameworks that will ensure the sustainability and continuity of open data initiatives.
8. Promoting public innovation by encouraging collaboration between different local authorities to share best practices and experiences in opening up data.

How does the initiative contribute to solving the problem or meeting the need?

The grant programme will provide a significant boost to the opening up of consistent, high-quality data by local authorities and an incentive for its reuse.

Relevance to Open Government values

The proposal presented is highly relevant to the values of open government, specifically, and as indicated above, it focuses on aspects related to transparency, accountability, citizen participation, collaboration, and public and private innovation.

Link to the 2030 AGENDA



Initiative					
Actions are envisaged in relation to the acquisition of infrastructure, the provision of services to local authorities, etc. consultancy services and the development of demonstration cases. These are described in greater detail below.					
Initiative activities			Start date	End date	
The proposed related activities may include, among others, the acquisition and provision to local authorities of the goods and/or services listed below:					
Specialised tools and software to facilitate the collection, standardisation and improvement of the quality of data and metadata. Likewise, if necessary, the modernisation of the technological infrastructure, including servers, storage and networks necessary to handle large volumes of data.			01/01/2025	31/12/2028	
Consultancy and advice to help local authorities develop and implement uniform standards for open data, as well as to create regulatory frameworks, guidelines and templates that contribute to the standardisation of formats.			01/01/2025	31/12/2028	
Development of projects that demonstrate the benefits and best practices of open data, serving as replicable examples for other local authorities. Implementation of successful use cases that can convince other local authorities of the importance and viability of opening up consistent, high-quality data.			01/01/2025	31/12/2028	
Creation of a knowledge network and/or communities of practice through solutions such as a collaborative platform where local authorities can share knowledge, tools and experiences.			01/01/2025	31/12/2028	
Estimated Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
The objectively verifiable results and direct products of the activities carried out or measures implemented include the following: • More accurate, complete, up-to-date, highly reusable, and homogeneous data collections among local authorities. • Reduction of errors and duplications in published data sets.					

- Definition and specific guidelines for the implementation of common standards for the publication of data by local authorities.
- Increase in the number of publicly available data sets.
- Greater integration of data between different systems and platforms used by local authorities.
- New applications and services based on consistent, high-quality data.
- Strengthening of skills and competencies in the management and publication of open data among local government employees.
- Greater compliance with current regulations and contribution to positioning Spain as a benchmark in the field of open data.

Initiative indicators

Indicators of implementation (Ie) of results (Ir)	Implementation	• Consultancy and advisory actions on open data • Actions to modernise the ICT infrastructure of local authorities linked to the publication of open data.	
	Results	• Local authorities supported. • New publicly available data collections. • New applications and services linked to open data.	

Cross-cutting impact	Gender	X	
	Social inclusion	X	
	Ecological Transition	X	
	Territorial Diversity and Administrative Cooperation	X	

2.5.5 OPEN DATA IN THE ADMINISTRATION OF JUSTICE

Responsible Ministry

MINISTRY OF THE PRESIDENCY, JUSTICE AND RELATIONS WITH THE COURTS

Secretary of State for Justice

General Secretariat for Innovation and Quality in Public Justice Services

Other stakeholders (public)

- Ministry for Digital Transformation and the Civil Service
- Ministry of Health, Ministry of the Interior Other Ministries
- State Technical Committee for Electronic Judicial Administration (CTEAJE)
- Legal operators and groups related to the Administration of Justice Autonomous Communities
- Academic experts
-

Other stakeholders (civil society)

- Scientific community
- Private sector
- Prevention and family support associations
- NGOs

Background

Approval of the Data Manifesto.

Creation of the Justice Data Portal, which offers citizens a public, shared, reusable and transparent space for data relating to justice, as well as the opportunity to guide the implementation and management of public policies based on transparency and quality.

Conference: The importance of data in the analysis and prevention of suicidal behaviour (06/10/2023) <https://www.youtube.com/watch?v=eStL3dHS8ys>

Open justice through data. Open Administration Week (20–24 March 2023) <https://www.mjusticia.gob.es/es/areas-actuacion/conferencias-jornadas/semana-administracion-abierta>

Presentation of the annual report on toxicological findings in traffic accident victims https://www.mjusticia.gob.es/es/institucional/organismos/instituto-nacional/documentacion/memorias#id_1288784356448

What is the problem/need that the initiative aims to solve?

To achieve official statistics related to the administration of justice of the highest quality and scope in an accessible, transparent, open and reusable format.

To promote data-driven innovation to improve the quality of information in the justice system, its use and dissemination.

Brief description

Continue producing and publishing official data related to the administration of justice and the judiciary in Spain on the Justice Data Portal, as well as contributing new open data sets accessible to citizens on the Government's transparency portal.

Continue to coordinate efforts for the presentation and dissemination of work, with rigour and transparency, in relation to justice data, in a manner that is easily understandable to citizens.

Objectives

- Achieving a more transparent and accessible administration of justice by promoting a justice system focused on data-oriented justice system that allows information to be collected, decisions to be made and strategies to be developed for the improvement of the common good.

- Promote coordination between the administration of justice and other public administrations, forming part of the open data ecosystem in Spain and promoting the creation of new products and services for the benefit of society.
- Data production aimed at generating knowledge that can be integrated into individual and collective decision-making processes.
- High-value data because it represents general interests or affects the majority of citizens.
- Improving access to and quality of data.
- Promoting and publishing this information for the benefit of society as a whole.
- Contributing to raising awareness, giving visibility and providing understanding of some of the problems affecting the society, such as mental health issues.

How does the initiative contribute to solving the problem or meeting the need?

- It promotes the expansion of the Justice Administration's data ecosystem.
- It contributes to the creation of added value and the generation of knowledge for decision-making.
- It expands and improves the quality of information available to the scientific community and civil society.
- Improvement in the quality of the information access service.

Relevance to Open Government values

It is particularly relevant to the values of transparency and collaboration in developing an ecosystem conducive to the production, exchange, exploitation and dissemination of data.

**Link to the 2030
AGENDA**



Initiative					
• Data-driven management. • Promote the interoperability of the various technical means used. • Coordination with the administrations involved in the collection of relevant information, analysis, conclusions and problem detection for decision-making and strategy creation. • Production and publication of new data sets. • Content adapted to different user profiles. • Content accessible and reusable through the download of files in different formats. • Dissemination of the availability of the data produced and how to access it.					
Initiative activities			Start date	End date	
Progressive feeding of the data repository by the various administrations.			01/11/2024	31/12/2028	
Construction of new dashboards.			01/01/2025	31/12/2028	
Integration of new thematic content into the Justice in Data Portal.			01/01/2025	31/12/2028	
Dissemination of data availability and access methods.			01/02/2024	31/12/2028	
Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIVE	X

Expected results			
• Enable advanced visualisation of new data classified by topics relevant to decision-making by the various stakeholders. • Organisation of events and activities for the presentation and dissemination of catalogues of justice data of interest to society.			
Indicators of the initiative			
Indicators execution (le) result (lr)	Implementation	• Participation in regular meetings of the Data-Oriented Justice Working Group at the CTEAJE. • Promotion and dissemination of the work of data collection, analysis and publication of data through the organisation of specific events.	
	Results	• CTEAJE activity https://www.administraciondejusticia.gob.es/cteaje • Publication of new data sets on the website https://datos.justicia.es/ • Publication of press releases at https://www.mjusticia.gob.es/es/institucional/gabinete-comunicacion/noticias-ministerio • Dissemination on the MPJC's social media accounts.	
Cross-cutting impact	Gender	X	Structured data set with gender indicators.
	Social inclusion	X	Structured set of data that allows for general and comparative analysis referenced geographically, in time series and through other indicators such as age and gender.
	Ecological Transition	X	Availability in formats that facilitate the exchange, combination and analysis of large amounts of data and information.
	Territorial Diversity and Administrative Cooperation	X	Framework for co-governance ad intra between administrations with powers in the field of justice administration and ad extra with other administrations and bodies.

2.5.6 ACCESS AND INTEGRATION OF HIGH-VALUE GEOSPATIAL INFORMATION

Responsible Ministry

MINISTRY OF TRANSPORT AND SUSTAINABLE MOBILITY

Undersecretariat for Transport and Sustainable Mobility

O. A. National Centre for Geographical Information (CNIG)

Other stakeholders (Public)

- Board of Directors of the Geographic Information Infrastructure of Spain (CODIIGE) of the Higher Geographic Council

Other stakeholders (civil society)

Background

Implementing Regulation (EU) 2023/138 lists high-value datasets, classifying them into six categories, three of which are directly related to geospatial information. Activities related to this regulation must be coordinated with those carried out for the implementation of the INSPIRE Directive and the LISIGE.

Furthermore, these data sets are related to geospatial information produced by different agents at national, regional and local level. All this information needs to be integrated in order to create high-quality products that cover the whole of Spain and integrate sources from different administrative areas.

Finally, there is a historical difficulty in the use of geospatial information by the ICT sector and public and private organisations.

What is the problem/need that the initiative aims to address?

To harmonise the requirements of Regulation 2023/138 with those of the INSPIRE Directive and the LISIGE.

Integrate information from different sources and administrative areas to create national products. Improve access to geospatial information through applications and software tools.

Brief description

Given the socio-economic benefits of standardised and interoperable publication of spatial data, particularly high-value datasets, the actions will involve:

Firstly, to facilitate and encourage the reuse of high-value datasets in the categories: 'Geospatial', 'Earth observation and environment' and 'Mobility' from the INSPIRE Directive.

Secondly, to support and promote collaborative projects and applications in order to bring together organisations with the same objectives.

Finally, to improve the technologies applied to geographic information in order to facilitate its use by citizens, academia, administrations and the private sector.

Objectives

- Publication of high-value datasets with a spatial component in accordance with FAIR principles (findable, accessible, interoperable, reusable). Findable, Accessible, Interoperable, Reusable).
- Creation of digital maps, topographic bases and postal addresses integrating information from various sources.
- Development of an API to facilitate the use of the geographic information generated.

How does the initiative contribute to solving the problem or meeting the need?

Harmonise the requirements of Regulation 2023/138 with those of the INSPIRE Directive and the LISIGE.

- The desired harmonisation is achieved by publishing geographical information in open and geographical data catalogues using a single source data description (metadata) source, the desired harmonisation is achieved.
- Integrate information from different sources and administrative areas to create national products.
- Through the specialised commissions of the National Cartographic System, the different producing agents will agree
The best way to merge your information to create products with a wider territorial scope.
- Improve access to geospatial information through applications and software tools.
- With the creation of open APIs and associated training initiatives, the ICT sector will be provided with the tools necessary to use these data sets in an easy and intuitive way.

Relevance to Open Government values

Today, geographic information plays a fundamental role in many areas of society (environment, security, tourism, etc.), so equipping the system with simple services and applications that integrate data from different administrations will greatly facilitate transparency and access to information.

Link to AGENDA



2030

Initiative					
Publication of metadata, creation of geographic information products from various sources, and development of technological products for their exploitation and reuse.					
Initiative activities			Start date	End date	
Publication of descriptions of high-value datasets (HVD) in open and geographic data catalogues.			01/01/2025	31/01/2027	
Creation of a multiscale base map.			01/01/2025	31/01/2028	
Creation of a harmonised topographic base and an urban topographic base.			01/01/2025	31/01/2028	
Implementation of a postal address database.			1 January 2025	31/01/2026	
Creation of an API for viewing and downloading spatial data.			01/01/2025	31/01/2027	
Estimated timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
• The catalogue of Spain's Spatial Data Infrastructure (IDEE) and the Official Catalogue of Data and Services (CODSI) complying with high-value data regulations. • The datos.gob.es catalogue fed from the IDEE and CODSI catalogues for geospatial information. • Digital vector map with information from the IGN, Land Registry, Autonomous Communities and local authorities. • Topographic base harmonised with the autonomous communities. • Urban topographic base with information from local authorities. • Development of an API for accessibility and reuse of geographic data.					

Initiative indicators			
Indicators Implementation (Ie) Result (Ir)	Implementation	• Number of HVD metadata published. • Number of autonomous communities involved in the base map. • Number of autonomous communities involved in BTA and BTU. • Number of postal addresses published. • Number of plugins developed.	
	Result	• % of HVDs. • Percentage of autonomous communities involved in the base map. • Percentage of autonomous communities involved in BTA and BTU. • Frequency of postal address updates. • Number of projects using the CNIG API.	
Cross-cutting impact	Gender	N/A	
	Social inclusion	N/A	
	Ecological Transition	X	It will help to improve the dissemination of and access to environmental information.
	Territorial Diversity and Administrative Cooperation	X	It will improve inter-administrative cooperation in geospatial matters.

2.5.7 OPEN DATA BORME

Responsible Ministry

MINISTRY OF THE PRESIDENCY, JUSTICE AND RELATIONS WITH THE COURTS

Undersecretary

State Agency Official State Gazette

Other stakeholders (Public)

Other stakeholders (civil society)

Background

The Official Gazette of the Mercantile Registry (BORME) publishes certain commercial information on companies and enterprises, in accordance with its regulatory provisions. This gazette has been available on the State Agency BOE website, openly and free of charge, since 2009.

What is the problem/need that the initiative aims to address?

Since its inception in 2009, the electronic edition of the BORME has been available free of charge and can be consulted by day in PDF format on the AEBOE website. In addition, section II of this journal, "Legal announcements and notices", is available in reusable formats together with a content search engine.

Although a new API was introduced in 2024 to access the complete summary of this official journal, additional measures must be taken to align the possibilities for accessing, downloading and reusing the published information with the latest open data initiatives.

Brief description

To offer the content of the BORME, in particular its section I on "Business Owners", as open data available in machine-readable formats and through an Application Programming Interface (API) to facilitate access, downloading and reuse by citizens.

Objectives

- To improve citizens' access to the information published in the BORME.
- Increase the transparency of the information contained in the BORME by making it available with metadata and in interoperable formats.
- Facilitate the reuse of commercial information published in the BORME by the private sector by enabling its bulk and automated download.

How does the initiative contribute to solving the problem or meeting the need?

The commitment addresses the existing need to improve access to, downloading and reuse of information published in the BORME.

Relevance to Open Government values

The information published in the BORME is public information, and the initiative aims to improve access to and reuse of this information.

[Link to the 2030](#)



Agenda

Initiative activities	Start date	End date
Definition of the metadata scheme for acts published in the BORME.	01/01/2025	30/06/2025
Generation of metadata for acts published since 2009 in accordance with the defined schema defined.	01/07/2025	31/10/2025
Generation of content published in new formats (HTML and XML).	01/11/2025	31/05/2026
Development of new APIs for downloading information published in the BORME.	01/11/2025	31/05/2026

Timeline	2025	2026	2027	2028
Estimated	X	X		

Tract	PUNCTUAL	SUCCESSIV E	X

Expected results

- Free availability at www.boe.es of new formats for consulting the BORME.
- Free availability of machine-readable metadata at www.boe.es.
- A repertoire of BORME APIs is available free of charge at www.boe.es for bulk downloading and reuse of published information.

Indicators of the initiative

Indicators of implementation (Ie) of results (Ir)	Implementation	• Percentage of BORME daily gazettes for which metadata has been generated, calculated on the total number of daily gazettes published since 2009.
	Outcome	• Date on which BORME documents will be available for consultation in HTML format at www.boe.es. • Date on which BORME documents will be available for consultation in XML format at www.boe.es. • Date on which the BORME APIs will be operational at www.boe.es

2.5.8 AVAILABILITY OF THE CENTRAL TAX ARCHIVE DATABASES

Responsible ministry

MINISTRY OF FINANCE

Undersecretary of the Treasury

Technical General Secretariat

Other actors involved (Public)

Other stakeholders (civil society)

Background

There are various databases in Access and Excel with approximately 1,600,000 records of information.

What is the problem/need that the initiative aims to resolve?

To facilitate access to the Ministry's Central Archive collections for researchers, users and the general public.

Brief description

Records that do not contain personal data or whose content may affect any of the matters covered by Article 14 of Law 19/2013 of 9 December on transparency, access to public information and good governance will be made available to citizens.

The records (titles and subjects of files, not the full contents/documents) will be made available.

Objectives

Improving the visibility of the Central Archive of the Ministry of Finance, making the vast amount of information it holds available to citizens, thereby improving transparency and encouraging citizen participation by increasing the number of users who access the Archive.

How does the initiative contribute to solving the problem or meeting the need?

The databases of the Central Archive of the Ministry of Finance contain approximately 1,600,000 records, which constitutes a valuable information resource.

Relevance to Open Government values

- Transparency and access to information.
- Accountability.
- Citizen participation.

Link to the 2030



Agenda

Initiative

- Making 500,000 information records available.
- Making digital images of the oldest documentation (maps, plans, drawings, parchments, etc.) available.

Initiative activities		Start date	End date
Unification of existing databases in the Ministry's Central Archive.		01/02/2025	31/07/2025
Selection of records from databases that are freely accessible.		01/07/2025	31/12/2028
Digitisation of old documentation.		01/02/2025	31/12/2028

Estimated timeline	2025	2026	2027	2028
Estimated	X	X	X	X

Tract	PUNCTUAL	SUCCESSIVE	X

Expected results	
A significant number of annual consultations via the Internet are expected, exceeding 10,000 searches.	

Initiative indicators		
Indicators of implementation (Ie) of results (Ir)	Implementation	Unification of the databases of the Ministry's Central Archive.
	Result	300,000 records available on the Internet. - Dissemination of the database on the portal and social networks for consultation by researchers and users.

2.5.9 FACILITATING SECURE ACCESS TO PUBLIC DATA SUBJECT TO CONFIDENTIALITY FOR RESEARCH AND INNOVATION

Responsible ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for Digitalisation and Artificial Intelligence

Directorate-General for Data

Other actors involved (Public)

Other stakeholders (civil society)

Background

The main background to the initiative is the Data Governance Regulation (Regulation (EU) 2022/868 of the European Parliament and of the Council, adopted on 30 May 2022). This Regulation lays the foundations for the reuse of certain categories of protected data held by public sector bodies, with the aim of promoting research and innovation through controlled access to this data.

What is the problem/need that the initiative aims to address?

This initiative aims to unlock the potential of certain high-value data sets currently subject to confidentiality (personal data, trade secrets, intellectual property, statistical confidentiality) held by the public sector.

Brief description

Following the guidelines of the EU Data Governance Regulation (Regulation (EU) 2022/868), a robust governance framework and secure mechanisms will be established to enable the reuse of these specific categories of data.

robust governance framework and secure mechanisms will be established to enable the reuse of these specific categories of data.

Conditions, protocols and controlled environments will be created to ensure secure and ethical access to data by researchers and qualified entities, while rigorously safeguarding the rights and privacy associated with such information.

Objectives

The main objective is to promote scientific research, technological development and innovation, as well as to strengthen evidence-based public policy-making:

- Establish guidelines, transparent procedures, and strict protocols for the application, evaluation, authorisation, and supervision of access to protected public data for research and innovation purposes.
- Design and implement the necessary technical and organisational mechanisms (e.g. secure processing environments, anonymisation/pseudonymisation techniques) to enable researchers to work with data while minimising the risks of unauthorised disclosure.
- Actively promote the use of confidential public sector information, under these new secure conditions, to generate new scientific and academic knowledge, stimulate innovation, and improve the quality and effectiveness of public policies.

How does the initiative contribute to solving the problem or meeting the need?

The creation of a robust governance framework and secure mechanisms will enable the reuse of these specific categories of data, facilitating the promotion of scientific research, technological development and innovation, as well as the formulation of public policies.

Relevance to Open Government values

Contribution mainly to collaboration (promotion of scientific research, technological development and innovation).

Link to the 2030 AGENDA



Initiative				
Initiative 1: Regulatory and governance framework. Initiative 2: Infrastructure and safe environments. Initiative 3: Training and promotion.				
Initiative activities			Start date	End date
Initiative 1: Regulatory and governance framework.				
Drafting of the regulatory and governance framework for access to protected data.			01/06/2025	30/06/2026
Establishment of the Access Point.			01/06/2025	30/06/2026
Initiative 2: Infrastructure and secure environments.				
Designing safe treatment environments.			01/06/2025	30/06/2026
Development and deployment.			01/09/2025	31/12/2026
Initiative 3: Training and promotion.				
Training for researchers and administrations.			01/09/2025	31/12/2026
Awareness campaign on the new system.			01/03/2026	31/12/2026
Estimated Estimated	2025	2026	2027	2028
	X	X		
Tract	PUNCTUAL		X	SUCCESSIV E
Expected results				
A regulatory and operational framework is established for secure and controlled access to public data subject to confidentiality, accompanied by secure processing environments, governance procedures, training tools and continuous evaluation, enabling researchers and institutions to access this data legally and ethically, promoting the generation of scientific knowledge, technological development and the improvement of evidence-based public policies.				
Indicators of the initiative				
Indicators execution (le) result (lr)	Execution	• Number of training sessions held.		
	Outcome	• Number of organisations involved. • Number of registered researchers. • Number of catalogued datasets. • Number of use cases launched. • User satisfaction level – surveys.		

Cross-cutting impact	Gender	N/A	
	Social inclusion	X	The system for accessing confidential data will promote research addressing social, digital and economic inequalities, contributing to the design of inclusive public policies.
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	The implementation of the data access and governance framework requires coordination between different levels of administration, promoting synergies and standardisation throughout the territory.

2.5.10 PROMOTING THE SECONDARY USE OF HEALTH DATA

Responsible ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for Digitalisation and Artificial Intelligence

Directorate-General for Data

Other actors involved (Public)

Other stakeholders (civil society)

Background

The main background is the European Health Data Space Regulation and its provisions on the secondary use of health data.

The regulation seeks to:

- Empower individuals with control over their health data.
- Facilitate cross-border exchange for the provision of health services.
- Promote the interoperability of electronic health records.
- Promote the reuse of data for research, innovation, and entrepreneurship.

What is the problem/need that the initiative seeks to address?

The main objective is to catalyse significant advances in biomedical research, health innovation and improved health policies by harnessing the potential of large volumes of high-quality health data. This will be achieved through the ethical and reliable application of advanced technologies, including artificial intelligence and high-performance computing.

Brief description

This measure establishes the creation of the National Health Data Space (ENDS), aligned with the future European Health Data Space Regulation (EHDS) within the framework of the national Digital Health Strategy led by the Ministry of Health. The ENDS will function as a secure and regulated ecosystem to facilitate the secondary use of health data (data used for purposes other than direct patient care, such as research, innovation, policy-making or patient safety).

Objectives

- To develop and operate the technical infrastructure of the ENDS, ensuring data quality and interoperability, in order to facilitate research and innovation leading to better diagnoses, more effective treatments, the development of new therapies and more effective public health policies for all citizens.
- Support the Ministry of Health and the Autonomous Communities in developing clear structures, regulations, roles, responsibilities, and procedures for access to and secondary use of health data, ensuring full compliance with the requirements of the European Regulation (EHDS).
- Gain the trust of citizens through strict safeguarding of confidentiality, privacy and monitoring of ethical considerations.

How does the initiative contribute to solving the problem or meeting the need?

The ENDS will provide a controlled environment that offers secure access to health data to researchers and authorised entities, under strict governance conditions. This approach will not only advance scientific knowledge and the development of new therapies or diagnostic tools, but will also benefit citizens through improved healthcare.

more personalised, efficient and evidence-based healthcare. Public trust will be a fundamental pillar, guaranteed through maximum privacy protection and the rigorous application of ethical principles.

Relevance to Open Government values

Contribution mainly to innovation (promotion of scientific knowledge and the development of new therapies or diagnostic tools, achieving more personalised, efficient and evidence-based healthcare).

Link to the 2030 AGENDA



Initiative					
Initiative 1: Deployment of the National Health Data Space (ENDS). Initiative 2: Governance and regulatory framework. Initiative 3: Communication, dissemination.					
Initiative activities				Start date	End date
Initiative 1: Deployment of the National Health Data Space.					
Development of the ENDS.				01/06/2022	30/06/2026
Development of use cases.				01/06/2025	30/06/2026
Initiative 2: Governance and regulatory framework.					
Drafting of guidelines, procedures and best practices.				01/01/2024	30/06/2026
Initiative 3: Communication, dissemination.					
Information campaigns and outreach materials.				01/10/2025	30/06/2026
Estimated timing Estimated	2025	2026	2027	2028	
	X	X			
Tract	PUNCTUAL		X	SUCCESSIV E	
Expected results					
Creation and operational implementation of the ENDS as a secure, interoperable and ethical infrastructure that allows the secondary use of health data for research, innovation and public policy development, with the participation of public and scientific institutions and citizens, guaranteeing the protection of rights and social trust.					
Initiative indicators					
Indicators Implementation (Ie) Outcome (Ir)	Implementation	- Number of ENDS technical modules developed. - Number of communication campaigns carried out. - Number of training sessions held.			
	Results	- Number of organisations integrated into the ENDS. - Number of registered researchers. - Number of catalogued datasets. - Number of use cases launched. - User satisfaction level - surveys.			

Cross-cutting impact	Gender	X	The secondary use of health data can enable studies differentiated by sex and gender, helping to reduce bias in biomedical research and diagnostics, thus contributing to more equitable and personalised medicine.
	Social inclusion	X	ENDS can benefit vulnerable groups by enabling the design of more effective, equitable and evidence-based health policies. Access to health data can improve care in rural areas, for older people, or for groups with specific conditions.
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	Collaboration between autonomous communities and the Ministry of Health is essential for data interoperability and the implementation of the ENDS, which strengthens inter-territorial cooperation. It can also reduce inequalities in access to health information by region.

2.5.11 PROMOTING DATA ECOSYSTEMS FOR THE BENEFIT OF CITIZENS AND SOCIAL PROGRESS

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND PUBLIC FUNCTION

Secretariat of State for Digitalisation and Artificial Intelligence

Directorate-General for Data

Other stakeholders (public)

Other stakeholders (civil society)

Background

The background to the initiative can be found in the Plan to Promote Sectoral Data Spaces. This plan was presented to bring together all the opportunities opened up by the new data economy and to converge with the European perspective. The main objective of the plan, from a public-private partnership perspective, is to promote innovation and competitiveness in the economy through the creation of data spaces.

What is the problem/need that the initiative aims to solve?

This initiative seeks to promote public-private collaboration in the development of sectoral data spaces, recognising them as key drivers for directly improving citizens' quality of life and promoting sustainable social and economic progress in our country. The aim is to overcome current cultural and knowledge barriers so that the full potential of these ecosystems can be translated into tangible value for people.

Brief description

Data spaces are secure, sovereign and collaborative environments where various organisations voluntarily share data in a secure and controlled manner, under clear governance rules. This mutual trust is essential for unlocking the development of innovative solutions that directly respond to citizens' needs, satisfying market demands, generating wealth and ultimately contributing to improving citizens' living conditions. Through the "Plan to Promote Sectoral Data Spaces", and specifically the Data Spaces Reference Centre, specific support, dissemination and training actions will be rolled out for all stakeholders. A governance model will be implemented to ensure the participation and commitment of all, always guaranteeing data protection, ethics and transparency as fundamental pillars of its legitimacy.

Objectives

- To stimulate public-private collaboration, encouraging a growing number of companies (with a special focus on SMEs), research centres and public entities to actively collaborate in sectoral data spaces with the main purpose of developing innovations and services that effectively respond to social needs and improve quality of life, while generating a robust economic fabric at the service of society.
- To actively promote understanding, both in society at large and among key players, of how the secure and ethical sharing of data in these spaces translates into innovative solutions to everyday problems and advances that improve general well-being, thus building a solid foundation of social trust.
- Establishment of effective public-private partnership mechanisms and social dialogue to ensure that the development, operation and evolution of data spaces guarantee that the benefits generated are fairly distributed among all citizens.

How does the initiative contribute to solving the problem or meeting the need?

The development of data spaces will enable sustainable social and economic progress in our country, so that the potential of data spaces translates into tangible value for people.

Relevance to Open Government values

Contribution to public-private collaboration.

[Link to the 2030 AGENDA](#)



Initiative				
Initiative 1: Promotion of public-private collaboration. Initiative 2: Communication about data sharing.				
Initiative activities			Start date	End date
Initiative 1: Stimulate public-private collaboration.				
Holding workshops and seminars.			01/11/2024	30/06/2026
Establishment of the Data Spaces Reference Centre.			01/06/2025	30/06/2026
Initiative 2: Communication about data sharing.				
Communication campaigns			01/06/2025	30/06/2026
Timeline Estimated	2025	2026	2027	2028
	X	X		
Tract	PUNCTUAL		X	SUCCESSIVE
Expected results				
The expected outcome of this commitment is the creation of a collaborative and secure data ecosystem that benefits citizens and promotes social and economic progress.				
Initiative indicators				
Indicators Implementation (le) Outcome (lr)	Implementation	• Number of projects monitored.		
	Outcome	• Data Spaces Reference Centre. • Number of workshops and seminars organised. • Data spaces launched.		
Cross-cutting impact	Gender	X	The proposed actions can contribute to gender equality by including women in data spaces and public-private partnership initiatives. This can encourage women's participation in innovation and decision-making, promoting gender equality in the digital sphere.	
	Social Inclusion	N/A		
	Ecological Transition	N/A		

	Territorial Diversity and Administrative Cooperation	X	The proposed actions encourage cooperation between different administrations and territories, promoting the harmonisation of information and the interoperability of systems. This can improve territorial cohesion and inter-administrative collaboration, benefiting all regions equally.

2.5.12 ENHANCING THE VALUE OF HIGH-QUALITY PUBLIC DATA FOR CITIZENS AND BUSINESSES

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for Digitalisation and Artificial Intelligence

Directorate-General for Data

Other stakeholders (public)

Other stakeholders (civil society)

Background

The initiative is part of the European Data Strategy and the Spain Digital 2026 Strategy. These strategies seek to maximise the value of public data, promoting its accessibility and use, and fostering a data economy that respects European values of sovereignty, confidentiality, transparency, security and fair competition.

What is the problem/need that the initiative aims to address?

The need to move towards a more proactive, transparent and participatory administration, while promoting the Data Economy in Spain, in line with the strategies outlined above.

Brief description

The main objective is to release and effectively circulate the data sets held by the General State Administration (GSA). The aim is to go beyond the mere publication of data, focusing on actively facilitating its reuse by both citizens and social groups (to promote informed participation and the development of civic services) and by businesses (to catalyse innovation, create new business models and generate economic growth), with particular emphasis on those defined as high-value data sets. The action will focus on key areas such as data governance, substantial improvement in the quality of data and metadata, and the effectiveness of access and use mechanisms. To this end, work will be carried out to generate quality data in the different ministries and agencies, compiling a centralised catalogue of reusable information from the General State Administration, available from the General State Administration Data Platform, which has become a public sector data space and manager of public data demand.

Objectives

- Identify and prioritise public data demanded by sector, establishing a continuous process of actively listening to the needs of citizens and productive sectors in order to identify and prioritise those data sets with the greatest potential for reuse.
- Build and maintain a comprehensive and actionable catalogue of reusable information from the AGE, ensuring high quality of the data and metadata.
- Actively promote the use of catalogued and accessible data to stimulate the creation of new innovative services by companies and entrepreneurs.

How does the initiative contribute to solving the problem or meeting the need?

Through interoperability, automation, measuring the impact of reuse, and public-private collaboration, optimal conditions will be created for public data to become a true driver of social progress and economic development.

Relevance to Open Government values

Contribution mainly to citizen participation, transparency, collaboration and innovation for the reasons indicated in the previous points.

Link to the 2030 AGENDA



Initiative					
Initiative 1: Creation of a centralised catalogue of reusable data in the General State Administration Initiative 2: Governance framework and continuous improvement of public data					
Initiative activities				Start date	End date
Initiative 1: Creation of a centralised catalogue of reusable data in the AGE					
Inventory and analysis of existing data sets in ministries				01/01/2025	30/06/2026
Development of common standards for maturity and quality assessment, management and data governance				01/01/2025	30/06/2026
Complete definition of the centralised catalogue platform				01/01/2025	30/06/2026
Initiative 2: Governance framework and continuous improvement of public data					
Establishment of a governance framework for the AGE catalogue				01/06/2025	30/06/2026
General protocols for technical and semantic interaction between the different agents.				01/06/2025	30/06/2025
Estimated timeline Estimated	2025	2026	2027	2028	
	X	X			
Tract	PUNCTUAL		X	SUCCESSIV E	
Expected results					
Effective and growing availability of high-quality public datasets, accessible from a centralised catalogue, prioritised according to social and business demand, and actively reused by citizens and businesses to develop innovative services and solutions with high social and economic impact.					
Initiative indicators					
Indicators Implementation (le) Outcome (lr)	Implementation	- Number of participating ministries and agencies. - Number of datasets within scope.			
	Outcome	- Governance framework created and published. - Number of datasets published. - Percentage of datasets with complete metadata. - Number of data reuses.			
Cross-cutting impact	Gender	N/A			
	Social inclusion	X	By promoting the reuse of data in public and private services, access to useful information can be facilitated for vulnerable groups, services can be better tailored to individual needs, and digital barriers can be reduced through applications aimed at different social profiles.		
	Ecological Transition	N/A			

	Territorial Diversity and Administrative Cooperation	X	The centralised data catalogue can collect information from different administrative levels (central government, autonomous communities, local authorities), promoting interoperability and collaboration between administrations. The prioritisation of data sets based on active listening can also reflect specific regional needs, favouring a more equitable approach that is adapted to the territory.

2.5.13 EVOLUTION OF THE DATOS.GOB.ES PLATFORM IN ITS ROLE OF PROMOTING INNOVATION AND OPEN GOVERNMENT

Responsible ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for Digitalisation and Artificial Intelligence

Red.es

Other stakeholders (Public)

Other stakeholders (civil society)

Background

Law 37/2007, of 16 November, on the reuse of public sector information states in its preamble that: data generated by public authorities is of great interest to citizens as an element of transparency and a guide for democratic participation. For this reason, it mandates that administrations offer high-quality open data and promote activities to raise awareness and provide training to encourage citizens to make use of the data. It also requires the General State Administration to maintain the Reusable Public Information Catalogue as the single point of access to public sector data.

In order to respond to these requirements, the national platform datos.gob.es is presented as meeting point between the administrations that publish data and the citizens who consume it.

It organises and manages the aforementioned Public Information Catalogue, which facilitates the discovery of public data thanks to compliance with the guidelines set by the Technical Standard for Information Interoperability, based on the first versions of the European DCAT-AP standard.

In addition to this service, the platform has established itself as a place where citizens can find educational content, interactive exercises and multimedia materials that highlight how public data is a key asset for innovation and open government, the current form of relationship between governments, administrations and society.

This platform has been in service for several years and now needs to be adapted to a new version of the DCAT-AP interoperability standard and to incorporate advanced solutions linked to artificial intelligence (AI). It also needs to incorporate additional services in order to respond to new European requirements and regulations that are emerging around data.

As a result of this renewal, citizens will be able to benefit from a new platform that will enable more intuitive localisation of valuable data, as well as easier access to valuable knowledge related to new trends: generative AI, data spaces, augmented and virtual reality, data science, etc.

What is the problem/need that the initiative aims to solve?

There are four main needs that the platform redesign seeks to address:

- Simplify and streamline citizens' access to open data and protected data, thanks to adaptation to the European standard for data catalogues (DCAT) and the incorporation of AI-related solutions.
- Improve the quality of data and metadata, enriching the platform with functionalities resulting from the application of new technological trends.
- Raise public awareness of the value of public data as a key pillar in current digital advances. All of this through the generation of attractive content tailored to different target audiences.
- Increase the transparency of the actions being carried out by the authorities in the area of open data, thanks to the provision of dynamic dashboards.

Brief description

The implementation of a comprehensive platform restructuring strategy is proposed, accompanied by a continuous enrichment process adapted to the needs of citizens and aligned with new emerging trends in the dynamic data ecosystem.

Objectives

- Facilitate the location of data by adapting the platform to the Spanish application profile of the standard. European metadata (DCAT-AP-ES), and the incorporation of AI-related solutions.
 - Increase the positioning of datos.gob.es as a reference space for citizens to locate entertaining, educational content that is in line with new trends.
- Consolidate a learning and development community for the new Spanish metadata standard for data catalogues: DCAT-AP-ES.
- Make the publication of quality open data by administrations simpler and more intuitive.
- Increase transparency regarding progress in open data in our country.
- Simplify data request flows by citizens.
- Promote understanding of the importance of public data and its reuse, especially as a tool for promoting open government.

How does the initiative contribute to solving the problem or meeting the need?

The commitment made to revamp the datos.gob.es platform helps to address the need to adapt the platform to international standards, thereby ensuring citizens' access to high-quality open data and promoting a culture of data and the innovations that are constantly emerging in relation to this valuable asset.

Relevance to Open Government values

- Sharing: Compliance with international standards ensures the interoperability required for data sharing at European level.
- Innovation: Introduces new AI-related functionalities aimed at facilitating data localisation and knowledge acquisition.
- Transparency: Ensures greater accountability of the administration to citizens by presenting the progress made in a more intuitive way.
- Equality: Promotes universal access to data and knowledge about new trends.

Link to AGENDA

2030



Initiative

Redesign of the datos.gob.es platform to adapt it to the European reference standard for data interoperability (DCAT-AP) and incorporation of new functionalities.

- Phase 1: Redesign of the platform to adapt it to DCAT-AP-ES.
- Phase 2: Incorporation of advanced functionalities.

Initiative activities	Start date	End date
Remodelling of the platform with adaptation to DCAT-AP-ES	01/07/2023	30/09/2025
Incorporation of advanced functionalities	30/09/2025	31/12/2027

Estimated timeline Estimated	2025	2026	2027	2028	
	X	X	X		
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
Objectively verifiable results and direct outputs of the activities carried out or measures implemented These include, among others, the following: - Agile mechanisms for locating open data collections offered by public administrations thanks to adaptation to the European interoperability standard. - Community of experts in relation to DCAT-AP-ES. - Tools for controlling the quality of the data and metadata offered. - Interactive dashboards to facilitate monitoring of the impact of actions. - New and attractive content on data trends.					
Initiative indicators					
Indicators Implementation (Ie) Result (Ir)	Implementation	- Percentage of progress in incorporating new services and functionalities. - Number of new content developed to promote data culture.			
	Outcome	- Number of visits to the datos.gob.es platform. - Number of new data collections published by public administrations.			
Cross-cutting impact	Gender				
	Social inclusion	X			
	Ecological transition	X			
	Territorial Diversity and Administrative Cooperation	X			

Commitment 3

INTEGRITY AND ACCOUNTABILITY

Initiatives related to:

3.1. Map of integrity commitments

- 3.1.1. Promotion and implementation of institutional integrity systems in public administration organisations

3.2 Prevention of conflicts of interest

- 3.2.1. Implementation of regulatory compliance programmes in the general state administration

3.3. Regulation of interest groups

- 3.3.1. Registration of interest groups

3.4. Accountability mechanisms

- 3.4.1. Accountability map
- 3.4.2. Visibility of compliance with the 2030 Agenda

3.5. Prevention of corruption

- 3.5.1. Approval of the National Anti-Fraud Strategy (ENA)
- 3.5.2. Organic Law on Public Integrity (APLO)
- 3.5.3. Creation of an Independent Public Integrity Agency as the central body for the prevention, supervision and prosecution of corruption
- 3.5.4. Comprehensive system for the protection of whistleblowers
- 3.5.5. Transforming the Public Sector Procurement Platform with Big Data and Artificial Intelligence to prevent corruption
- 3.5.6. Strategic coordination for the systematic development and implementation of Integrity Pacts and Green Integrity Pacts in Spain: towards a State Network of Integrity Pacts
- 3.5.7. Observatory against Fraud and Corruption in Healthcare
- 3.5.8. Collaboration in the fight against doping

3.6. Culture of integrity

- 3.6.1. Dissemination and awareness-raising of the values of integrity and public ethics
- 3.6.2. Training for senior staff and public employees

3.1 MAP OF INTEGRITY COMMITMENTS

3.1.1 PROMOTION AND IMPLEMENTATION OF INSTITUTIONAL INTEGRITY SYSTEMS IN PUBLIC ADMINISTRATION ORGANISATIONS

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance / INAP

Other stakeholders (Public)

- Other Ministries, with the support of the General Inspectorates of Departmental Services (IGS), Coordinating Commission (CCIGS)
- Ministry of Social Rights and Agenda 2023 (Deputy Directorate-General for Human Resources and Inspection and Services)
- Ministry of Youth and Children (Deputy Directorate-General for Personnel and Inspection of Services and Coordination) Management centres: DGGP, OCI, IGAE (SNCA), INAP

Other stakeholders (civil society)

- Academic world (Universities)
- Civil society organisations working in the field of integrity
- Sectoral Commission on Open Government
- Inter-administrative Network for Service Quality
- Open Government Forum

Background

On 7 March 2023, the General Services Inspection Coordination Committee approved the General State Administration Integrity System (SIAGE) with the aim of strengthening public confidence in public institutions by promoting honest, transparent and accountable government. The SIAGE was subsequently approved by the Council of Ministers Agreement of 28 January 2025, with the aim of consolidating a culture of integrity in the General State Administration with zero tolerance for fraud, corruption and conflicts of interest.

Although SIAGE's scope of application is the General State Administration, this does not prevent it from being extended to the rest of the institutional public sector through the corresponding accession document, or even to the rest of the regional and local public administrations, through the development of the letter of integrity commitments of the public administrations developed in the 4th Open Government Plan.

What is the problem/need that the initiative aims to solve?

Public administrations need to promote an ethical and transparent working environment, avoiding conflicts of interest and other misconduct that could erode public confidence in their institutions.

Such misconduct can affect all areas of public administration, leading to undesirable situations. The integrity system aims to prevent and detect such situations, ensuring that public resources are used correctly and efficiently. A lack of ethics and transparency also affects citizens' trust in institutions, which is why we must seek to promote a culture of ethics and transparency in public administration, establishing clear rules and promoting compliance with ethical principles among public servants, avoiding conflicts of interest and demonstrating that they operate with integrity and are committed to the public interest.

Brief description

Promote an environment of integrity, transparency and accountability in all public organisations, strengthening the prevention, detection and prosecution of fraud and corruption, in accordance with OECD recommendations and international best practices.

The proposal is to extend the use of integrity risk maps to the entire public sector, taking as a reference the model applied to Next Generation funds and aligned with the methodology of the OECD Public Integrity Framework.

applied to Next Generation funds and aligned with the methodology of the OECD Public Integrity Framework. This tool allows for the identification, assessment and mitigation of risks that compromise institutional integrity, especially in critical areas such as public procurement.

Objectives

This commitment is aimed at:

- Conducting a diagnosis that provides the degree of maturity of the SIAGE, identifying strengths and areas of improvement, in such a way that allows the System to be adjusted to that reality.
- The widespread use of integrity risk maps throughout the public sector will be promoted, based on the model developed for the Next Generation European funds and aligned with the OECD Public Integrity Framework. This tool makes it possible to identify, assess and mitigate risks that compromise institutional integrity, particularly in areas such as procurement, subsidies and authorisations. The methodology will include both specific and cross-cutting risks (conflicts of interest, institutional capture, discretion, etc.) and will incorporate the dimension of human behaviour, analysing how cognitive biases can influence decision-making. Implementation will take place in three phases: pilot, evaluation and mandatory roll-out with a timetable, targets and uniform criteria. The Independent Agency for Public Integrity will coordinate the process, leading the training, the preparation of technical guides and the development of a digital monitoring platform.
- The implementation of compliance systems in the area of institutional integrity as an essential preventive measure in each decision-making or implementing body, in order to certify that national and European funds are used for their intended purpose as a preventive measure in accordance with the anti-fraud cycle (prevention, detection, correction and prosecution).of the decision-making and management units of national and European funds, The comprehensive application of SIAGE will enable management centres to detect risks that could jeopardise the achievement of their objectives.
- The identification of risk matrices based on the process management systems of administrative units (such as the Functional Information System) applicable to all public funds managed by the AGE, with a preventive and cross-cutting approach, taking into account OECD indicators to help identify particular vulnerabilities that will assist in developing customised mitigation strategies, increasing the effectiveness of SIAGE in different contexts, establishing early warning mechanisms (red flags) for the early detection of possible irregularities.
- Having an ethical climate survey model that measures civil servants' perceptions of ethics and integrity in their work environment is considered crucial to understanding the impact of SIAGE on organisational culture and to making adjustments that foster an ethical environment.
- The implementation of ethics mailboxes provides a channel for employees and citizens to raise questions and report possible ethical violations confidentially, reinforcing the application of the Code of Good Governance and promoting an environment of trust and transparency.
- Analyse the role and application of Open Government tools, with special attention to the use of open data and its analysis, in the main areas of risk in terms of integrity and fraud prevention in the public sector. The aim is to identify how these tools can contribute to greater transparency, traceability and citizen control in particularly sensitive areas, such as: tenders and public procurement, management and awarding of grants, commissions to own media and instrumental entities, human resources recruitment processes (selection, provision and appointments), as well as other areas where mechanisms for the prevention and detection of irregularities need to be strengthened. This analysis will enable the formulation of recommendations aimed at maximising the impact of Open Government as a public integrity policy, through the proactive publication of information, the reuse of data and the development of evidence-based early warning systems, using artificial intelligence systems in the fight against fraud and corruption in the public sphere.
- Improve training, awareness and information for public servants on matters of public ethics and integrity.
- Strengthen the public and visible commitment of public administrations to ethical values through the adoption of institutional declarations related to integrity with the aim of creating a culture of integrity and responsibility.
- Analyse and understand the public's perception of corruption in Spain.

How does the initiative contribute to solving the problem or meeting the need?

The activities included in this commitment aim to help solve the problem of public mistrust by creating an environment in which ethics, transparency and accountability are fundamental principles. This not only prevents corrupt practices, but also demonstrates to citizens that public institutions are committed to their well-being and to the responsible management of public resources.

Relevance to Open Government values

This commitment impacts the Open Government values of transparency, integrity, and accountability.

Link to the 2030 Agenda



Initiative		
Promote ethics and integrity to strengthen public confidence in the General State Administration by evaluating, adjusting and consolidating policies and practices aimed at integrity in public service, providing SIAGE with the status of a robust, effective system adapted to any public administration.		
Initiative activities	Start date	End date
Promote the implementation of the elements and tools of the AGE Integrity System (SIAGE).	01/05/2025	31/10/2028
Conduct a diagnosis to evaluate the implementation of the Integrity System of the (SIAGE).	01/05/2025	31/10/2025
Promote the implementation of a pilot programme for the organisation and management of the application of SIAGE within a Directorate-General of the AGE, in coordination with the Coordinating Committee for General Service Inspections.	01/05/2025	31/10/2025
Promote the development of an ethical climate survey model applicable to public administrations and carry out a pilot for its application in AGE management centres, in coordination with the Open Government Sectoral Commission and the General Inspections of Departmental Services.	01/05/2025	31/10/2025
Promote the progressive development of risk maps with a systemic, generalised and preventive approach applicable to all public funds managed by the General State Administration in the development of the SIAGE, taking into account OECD indicators, in coordination with the Coordinating Commission for General Service Inspections and the future Independent Public Integrity Agency. The maps will include both specific risks (contracting, subsidies, licences, authorisations) and cross-cutting risks (conflicts of interest, lack of traceability, uncontrolled discretion, etc.), also incorporating a human behaviour dimension that allows for the detection of biases and psychological risk factors.	01/05/2025	31/12/2028
Promote the implementation of institutional ethics mailboxes in ministerial departments, which will allow queries to be channelled in accordance with the SIAGE Code of Good Administration once its organisational structure has been approved.	01/05/2025	31/12/2028
Promote the preparation of annual reports monitoring the activity of a department's Internal Information Channel and their dissemination on the Transparency Portal.	01/05/2025	30/04/2028

Promote a use case in a ministerial department on the application of training programmes training measures for public servants in the area of public integrity and ethics.	01/05/2025	31/12/2028
Promote the adoption of institutional declarations related to integrity based on the letter of commitments made by public administrations, in coordination with the Open Government Sectoral Commission.	01/05/2025	31/12/2028
Design the administrative structure to support SIAGE and the Letter of Commitments of Public Administrations on ethics and integrity.	01/09/2025	31/10/2026
System for assessing the climate of integrity and ethical climate surveys.	01/05/2026	31/12/2028
Preventive regulatory compliance model in all AGE management centres (compliance), Includes: i) A statement from senior management committing to the fight against fraud. ii) Development of training activities for all staff on fraud prevention and strengthening integrity, for which evidence can be provided (training capsules). iii) Based on the identification of all work processes in each of the management centres, which are being transferred to the Functional Information System, red flags of anomalous behaviour that may be indicative of fraud (e.g. in procurement) are examined.	01/05/2025	31/12/2026
Promote the implementation of ethical codes in public procurement developed from SIAGE and inspired by the model used by the Ministry of Defence.	01/05/2025	30/06/2026
Conduct an assessment to evaluate the implementation of the AGE Integrity System (SIAGE) after four years of implementation.	01/06/2028	31/12/2028
Promote the signing of an agreement with the Centre for Sociological Research (CIS) for the annual preparation and publication of a survey on the perception and experience of corruption in Spain.	01/09/2025	31/12/2028
Extend the use of integrity risk maps to the entire public sector as a structural tool to prevent corruption and strengthen the culture of integrity.	10/2025	2028
Design a common and scalable methodology that includes specific and cross-cutting risks, with a behavioural and institutional approach.	10/2025	06/2026
Develop a phased implementation process (pilot, evaluation, mandatory roll-out).	06/2026	12/2026
Strengthen institutional capacities through training, technical support and digital tools.		
Coordinate the governance of the system through the Independent Public Integrity Agency, ensuring consistency, monitoring and continuous improvement.		
INAP – definition of SIAGE Training Plan		

Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X

Expected results			
- Detailed diagnostic report on the current status of SIAGE implementation in the State Administration - Report on the results of the pilot programme for organisation and management implemented in a directorate-general of the the General State Administration. - Ethical climate survey model designed specifically for public administrations, together with a report on the results of the pilot programme implemented in the General State Administration's management centres. - Sectoral risk matrix with a generalised approach to all public funds developed and documented. - Report on the implementation of operational institutional ethics mailboxes in ministerial departments, accompanied by a manual of procedures for their management and an initial report on their use, types of queries received, and possible improvements in their operation. - Report on the use case carried out in a ministry - Report on formal institutional statements published by public administrations, based on the letter of commitments made in the area of integrity. - Diagnostic report on the implementation of SIAGE elements.			
Initiative indicators			
Indicators of implementation (le) of results (lr)	Implementation	Completion timeframe (to be determined in detail).	
	Outcome	Output obtained (information contained in expected results): - Detailed diagnostic report on the current situation of the implementation of SIAGE in the General State Administration. - Report on the results of the pilot programme for organisation and management implemented in a directorate-general of the AGE. - Ethical climate survey model designed specifically for public administrations, together with a report on the results of the pilot programme implemented in AGE management centres. - Risk matrix with a generalised approach to all public funds developed and documented. - Report on the implementation of operational institutional ethics mailboxes in ministerial departments, accompanied by a manual of procedures for their management and an initial report on their use, types of queries received, and possible improvements in their operation. - Annual reports monitoring the activity of the Internal Information Channel of a Ministry. - Report on the results of the use case implemented. - Report on the formal institutional declarations published by public administrations, based on the letter of commitments made in the area of integrity. - Annual report on perceptions of corruption in Spain	
Cross-cutting impact	Gender	N/A	
	Social inclusion	N/A	
	Ecological Transition	N/A	

	Territorial Diversity and Administrative Cooperation	x	The objectives and actions mentioned above enable the AGE Integrity System to be sensitive to territorial differences, adapting to the specific needs of each region and promoting an inclusive approach that takes into account Spain's geographical and cultural diversity. By promoting coordination and collaboration between different levels and areas of public administration, these objectives reinforce the cohesion and effectiveness of integrity policies throughout the territory. This cooperation is essential to ensure that strategies to combat malpractice and promote ethics are implemented in a consistent and effective manner.

3.2 PREVENTION OF CONFLICTS OF INTEREST

3.2.1 IMPLEMENTATION OF REGULATORY COMPLIANCE PROGRAMMES IN THE GENERAL STATE ADMINISTRATION

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance

Other stakeholders (Public)

- Other ministries through the IGS Coordination Commission
- IGS Coordination Commission.

Other stakeholders (civil society)

Background

The implementation of regulatory compliance programmes in the General State Administration (AGE) has its origins in the growing demand for transparency, integrity and good governance in public management. Following the reform of the Criminal Code in 2015, which introduced criminal liability for legal persons, a culture of compliance began to be strengthened in the public sphere, targeting the institutional public sector. The approval of regulations such as Law 39/2015 on Common Administrative Procedure for Public Administrations and Law 40/2015 on the Legal Regime of the Public Sector established a regulatory framework for the prevention of irregularities, setting out the principles that should govern the actions of public administrations. Subsequently, Law 9/2017 on Public Sector Contracts required specific integrity measures in public procurement. In addition, with the arrival of Next Generation EU funds, the AGE has developed anti-fraud plans and internal control systems to ensure the proper use of public resources. Finally, on 28 January 2025, the Council of Ministers agreed to approve the Integrity System of the General State Administration with the aim of promoting a culture of integrity within its scope of application.

In this context, compliance programmes in the AGE are essential tools for the good governance of its management centres.

What is the problem/need that the initiative aims to address?

Public administrations need to promote an ethical and transparent working environment, avoiding conflicts of interest and other misconduct that could erode public confidence in their institutions.

Such misconduct can affect all areas of public administration, leading to undesirable situations. To this end, regulatory compliance programmes aim to help those responsible for the AGE's management centres to apply due diligence standards in the exercise of their responsibilities.

Brief description

To promote a regulatory compliance programme in a management centre of the General State Administration, with the aim of strengthening institutional integrity and preventing legal and reputational risks.

Objectives

- To develop and implement a regulatory compliance programme adapted to the specific characteristics of the public sector, which acts as an institutional reference model and allows for the progressive integration of emerging technologies, including tools based on artificial intelligence (AI) to support ethical and transparent decision-making.

- Establish effective mechanisms for the prevention, detection and management of legal, ethical and operational risks, incorporating technological solutions—such as predictive analysis and risk pattern detection systems using AI—to anticipate possible breaches or irregular practices.
- Define due diligence standards to guide management in the systematic application of good practices in decision-making, public resource management and third-party supervision, considering the responsible and explainable use of automated tools.
- Promote training and awareness-raising for management and all public employees, with specific content on ethics, integrity, prevention of conflicts of interest, and responsible use of emerging technologies, including artificial intelligence in administrative contexts.
- Establish a system for the continuous evaluation and improvement of the compliance programme, incorporating regular audits, feedback mechanisms, and an adaptive, data-driven approach. This system should ensure constant regulatory updates and the incorporation of best practices from both the public sector and the international arena.

How does the initiative contribute to solving the problem or meeting the need?

Establishing mechanisms that act as a first line of defence helps to reduce the risks of corruption, malpractice, and inefficient management of public resources. The implementation of clear procedures and due diligence standards facilitates the detection and mitigation of these risks in public administration.

Furthermore, promoting a culture of ethics and integrity throughout the organisation strengthens public confidence in the institution and improves the efficiency and legitimacy of the administration.

Training those responsible for management centres in good governance practices improves the quality of decision-making, and having a structured regulatory compliance system facilitates the efficient allocation of public funds, minimising waste and misuse.

Relevance to Open Government values

This commitment has an impact on the Open Government values of transparency, integrity and accountability.

[Link to the 2030 AGENDA](#)



Initiative		
Implementation of regulatory compliance programmes at a central office of the General State Administration		
Initiative activities	Start date	End date
Actions related to governance 1. Analyse the structure and functions of the management centre in terms of processes to identify critical areas 2. Identify regulatory and non-regulatory compliance obligations 3. Identify risks	01/09/2025	01/03/2026
Actions related to management centre employees 1. Senior management commitment to integrity through a statement institutional 2. Assess the ethical climate 3. Implement awareness programmes that reinforce the culture of integrity 4. Dissemination of codes of ethics (good governance and good administration) 5. Dissemination of internal communication channels	01/09/2025	01/09/2026

Actions related to programme evaluation				01/09/2026	01/03/2027
1. Evaluate the programme from the perspective of its design, level of implementation and effectiveness					
2. Programme review and improvement					
Estimated Estimated	2025	2026	2027	2028	
	X	X	X		
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
As a result, the following is expected to be obtained:					
• A map of the processes and organisational structure of the management centre, identifying critical areas. • A matrix of regulatory and non-regulatory compliance obligations, detailing applicable laws, regulations and internal commitments. • Risk map of the management centre. • Institutional statement of commitment to integrity by senior management. • Ethical climate assessment report, with results from surveys on perceptions of ethics within the organisation. • Integrity training and awareness plan, with content and schedule of sessions. • Updated and disseminated code of ethics, accessible to all employees. • Internal communication materials • Compliance programme assessment report, analysing design, implementation and effectiveness. • Programme improvement plan, with recommendations and corrective actions based on the assessment.					
Initiative indicators					
Indicators Implementation (le) Outcome (lr)	Implementation	• 100% of critical processes identified and documented. • 100% of regulations identified and documented. • 100% of risks mapped and prioritised with mitigation measures. • 100% of management personnel with access to the declaration • At least 70% participation in the ethical climate survey. • 90-100% compliance with the training plan. • 100% of employees with access to the code of ethics and at least 80% with confirmation of reading.			
	Results	• Full annual evaluation of the programme.			

3.3 REGULATION OF STAKEHOLDERS

3.3.1 REGISTRATION OF INTEREST GROUPS

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Other stakeholders (public)

Other stakeholders (civil society)

Background

Commitment included in Axis 3 "Integrity" of the 4th Open Government Plan (regulation of a public and mandatory register of interest groups).

Commitment included in Component 11 of the Addendum to the Recovery, Transformation and Resilience Plan (Milestone CID 432). The draft law is currently being debated in the Congress of Deputies (amendment period).

What is the problem/need that the initiative aims to address?

There is a regulatory gap in the state legal system which, unlike some autonomous communities, does not have clear and transparent regulations governing the relationships that interest groups maintain with public officials of the General State Administration for the purpose of exerting influence.

Compliance with the recommendations made by the European Commission (Rule of Law Report) and by international organisations (GRECO and OECD).

Demands of Spanish civil society.

Brief description

It is necessary that the influence exerted by interest groups on public officials be carried out under conditions of equality, openness and transparency, with the ultimate goal of, on the one hand, strengthening the prevention of conflicts of interest and, on the other, contributing to the fight against corruption.

Objectives

- To define the natural and legal persons and groups affected by the regulation that are considered interest groups, to specify the public personnel susceptible to influence, and to define - in a positive and negative sense - the activities of influence.
- Create a public and mandatory register of interest groups, providing for its interconnection with the registers of other public administrations.
- Establish a code of conduct for interest groups and their members in their relations with public officials, specifying their rights and obligations.
- Regulate the disclosure of contributions made by interest groups in the regulatory development process
- Determine the penalty regime applicable to interest groups that violate the law.

How does the initiative contribute to solving the problem or meeting the need?

The regulation of interest groups through a legal norm with the force of law is considered a guarantee of transparency, integrity and legal certainty in their actions, as well as public oversight of them.

Relevance to Open Government values

The draft law establishes a regulatory framework that guarantees equality, transparency and integrity in the actions of interest groups, which in turn reinforces standards of public integrity.

It also promotes public participation through mechanisms of deliberative democracy in the adoption of public decisions that affect them.

[Link to the 2030 AGENDA](#)



Initiative						
The actions taken in the processing of the bill on transparency and integrity in the activities of interest groups are detailed below.						
Initiative activities			Start date	End date		
Prior public consultation.			28/04/2021	28/05/2021		
Public information.			14/11/2022	5/12/2022		
AEPD report.			14/12/2022			
Report from the Office of Coordination and Regulatory Quality.			15/03/2023			
SGT Treasury and Civil Service Report.			26/05/2023			
SGT MTDFP Report.			22/01/2025			
Approval by the Council of Ministers.			28/01/2025			
Referral of draft to Congress of Deputies.			28/01/2025			
Administrative processing of the Royal Decree implementing the Law (in particular, the registration of interest groups).			To be determined			
Development of the IT tool to host the online register of interest groups.			To be determined			
Timeline Estimated	2025		2026		2027	2028
	X					
Tract	PUNTUAL		X	SUCCESSIV E		X
Expected results						
Approval of the Law on Transparency and Integrity in the Activities of Interest Groups and publication in the Official State Gazette Approval of the regulatory development of the Act. Creation of the Register of Interest Groups.						

Indicators of the initiative			
Indicators of implementation (Ie) of results (Ir)	Implementation	- Royal Decree implementing the Act processed. - Launch of the Register.	
	Outcome	- Approval of the Law and its implementing regulations. - Publication in the Official State Gazette. - Launch of the register of interest groups.	
Cross-cutting impact	Gender		
	Social inclusion	X	Positive. Universal accessibility to the register of interest groups for older people and people with disabilities.
	Ecological transition		
	Territorial Diversity and Administrative Cooperation	X	Positive. Interoperability of the register of interest groups with similar registers of other territorial administrations.

Observations

The Law on Transparency and Integrity in the Activities of Interest Groups includes a first final provision, the purpose of which is to amend Article 19 of Law 3/2015 of 30 March, regulating the exercise of senior positions in the General State Administration, with the aim of strengthening the independence and autonomy of the Office of Conflicts of Interest. This responds to recommendations made by the European Commission, the OECD and GRECO with a view to promoting the prevention and control of conflicts of interest in the state public sector.

3.4 ACCOUNTABILITY MECHANISMS

3.4.1 ACCOUNTABILITY MAP

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance

Other stakeholders (Public)

- INECO – PAD
- Subdirector General for Innovation Policies. Ministry of Science, Innovation and Universities National Distance
- Education University (UNED) University of Santiago de
- Compostela
- University of Girona
- Audit Office of the Principality of Asturias UCM
- CSIC
-

Other stakeholders (civil society)

- Hexagonal LAB Foundation

Background

In recent years, the public administration has faced challenges that require improving quality in order to guarantee cohesion, competitiveness and the fundamental rights of citizens. This has led to the creation of the "Consensus for Open Administration", which serves as a roadmap for transforming the public administration in a participatory manner with all stakeholders.

This document is structured around four objectives, one of which is "Administration open to transparency, public participation and accountability", which includes the project known as the "Accountability Map".

What is the problem/need that the initiative aims to solve?

The multiplicity of information sources, the absence of standards or the failure to apply existing standards to the information produced, the lack of data on some activities and the excess of information in non-reusable formats hinder the accountability of the General State Administration.

This makes it difficult for citizens to exercise their rights under transparency and good governance regulations, and also makes it difficult to comply with obligations to provide information to international organisations, as well as generating little added value in the public/private reuse of open data.

Brief description

Organise and systematise the set of planning instruments by objectives of the General State Administration in a single, accessible space, allowing for consultation of their progress and degree of compliance. This initiative will contribute to strengthening the culture of effectiveness control in public management and facilitating clear, structured and citizen-oriented accountability.

Objectives

The objective is to systematically identify the map of the various accountability and strategic and operational planning mechanisms existing in the General State Administration (AGE).

It also aims to foster an institutional culture that encourages the AGE and its agencies to think and act in strategic and operational terms, facilitating results-oriented management. Similarly, it will promote the publication and accessible dissemination of the objectives set and the degree of compliance achieved, as a way of strengthening transparency and accountability to citizens and society as a whole.

How does the initiative contribute to solving the problem or meeting the need?

The accountability map will enable the identification, organisation and visualisation of the mechanisms, processes and actors involved in public administration accountability. It will include institutions, data sets and processes, the visualisation space and accountability standards.

Therefore, it will provide a clear representation of the ways in which resource management, decisions, and results are reported, justified, and evaluated.

decisions and results.

Relevance to Open Government values

This map serves as a basis for improving transparency, efficiency, and accountability in public administration, allowing citizens and oversight bodies to access relevant information in a structured and understandable manner.

[Link to the 2030](#)



AGENDA

Accountability Initiative		
- Accountability map. - DPO.		
Commitment activities	Start date	End date
Accountability map	01/09/2024	01/07/2026
Creation of a data space for the completion and organisation derived from the DPO and process files	01/09/2025	01/07/2027
Design of the governance model to provide information and monitor compliance	01/09/2025	01/10/2027
Functionalities of the data visualisation tool that allows the status of projects to be consulted	01/09/2029	01/10/2027

Timeline Estimated	2025	2026	2027	2028
	X	X	X	
Tract	PUNCTUAL		X	SUCCESSIVE

Expected results
The following results are expected: - Website providing access to institutions, data containers and visualisation spaces. - Document containing the management by objectives guide and process files. - Data warehouse for completing and organising regulations derived from the DPO and process files. - Governance regulation and constitution of the responsible institution(s). - Data warehouse visualisation and access tools.

Initiative indicators		
Indicators of implementation (Ie) of results (Ir)	Implementation	Activity 1: Accountability map • Execution time, cost, percentage of institutions, data containers and visualisation spaces detected. • detected. Activity 2: Goal-oriented guidelines and process sheets Number of organisations implementing APO/DPO per year. Activity 3: Creation of the data space for • completing and organising information derived from the DPO and process files • Percentage of data sets from the accountability map that are accessible Activity 4: Design of the governance model to provide information and monitor compliance. • Start-up time.
	Result	Activity 3: Creation of the data space for • completing and organising the information derived from the DPO and process files • Number of accesses and volume of data (in GB) accessed (or downloaded). Activity 4: Design of the governance model to provide information and monitor compliance. • Conflicts resolved per year.

Cross-cutting impact	Gender		
	Social inclusion		
	Ecological Transition		
	Territorial Diversity and Administrative Cooperation	X	

3.4.2 VISIBILITY OF COMPLIANCE WITH THE 2030 AGENDA

Responsible Ministry

MINISTRY OF SOCIAL RIGHTS, CONSUMER AFFAIRS AND THE 2030 AGENDA

2030 Agenda Directorate

Other actors involved (Public)

Other actors involved (civil society)

Background

Education for the 2030 Sustainable Development Goals (EDS2030) is the strategic framework that covers the set of actions taken by public institutions to achieve and advance the 2030 Agenda in collaboration with different administrative levels and civil society, forming a broad governance structure.

What is the problem/need that the initiative aims to address?

To raise awareness and publicise progress in meeting national challenges and accelerating policies.

Brief description

Preparation of biannual progress reports to provide an overview of the progress made towards the SDG2030 goals and indicators and to serve as a tool for accountability to citizens.

Objectives

- To learn about the progress of ESD2030.
- Disseminate and publicise the progress of ESD2030.
- Be accountable and transparent to citizens regarding the 2030 Agenda.

How does the initiative contribute to solving the problem or meeting the need?

The EDS2030 progress reports serve to inform citizens about EDS2030 on the one hand, and on the other, about the work being done by institutions to implement it, identifying progress and challenges and serving as a fundamental tool for accountability.

Relevance to Open Government values

This action has a positive effect in terms of accountability, transparency and responsibility.

Link to the 2030 AGENDA



Initiative		
Preparation of progress reports on ESD2030.		
Initiative activities	Start date	End date
Dialogue with 2030 Agenda governance working groups to prepare progress reports on ESD2030.	01/09/2025 01/09/2027	30/04/2026 30/04/2028
Preparation of the ESD 2030 progress reports.	01/01/2026 01/01/2028	31/05/2026 31/05/2028

Publication of the SDG 2030 progress reports.	01/06/2026 01/06/2028	30/06/2026 30/06/2028
Dissemination of EDS2030 progress reports.	01/06/2026 1 June 2028	30/06/2026 30/06/2028

Estimated timing	2025	2026	2027	2028
Estimated		X		X

Tract	PUNCTUAL		SUCCESSIV E	X

Expected results

- Increased awareness of ESD2030.
- Achievement and progress towards the goals set within the scope of ESD2030.
- Improved transparency and accountability to citizens in activities related to the achievement of the 2030 Agenda.

Initiative indicators

Indicators	Implementation	
Implementation (le)		• Number of meetings held by the governance working group to prepare the progress report.
Result (lr)	Outcome	• 1 Progress report prepared, published and disseminated within the specified timeframe.

Cross-cutting impact	Gender	X	One of the challenges for EDS2030 is to "close the gender inequality gap and end discrimination".
	Social inclusion	X	EDS2030 develops policies to accelerate progress in this area through the country challenge: "End poverty and inequality".
	Ecological Transition	X	The SDG develops accelerating policies in this regard through the country challenge: "Addressing the climate and environmental emergency".
	Territorial Diversity and Administrative Cooperation	X	The EDS includes among its country challenges "reversing the crisis in public services" and "revitalising our rural environment and addressing the demographic challenge".

3.5 PREVENTION OF CORRUPTION

3.5.1 APPROVAL OF THE NATIONAL ANTI-FRAUD STRATEGY (ENA)

Responsible Ministry

MINISTRY OF FINANCE

Undersecretary

General Comptroller of the State Administration

Other actors involved (Public)

[Within the Advisory Council for the Prevention and Combating Fraud against the EU's financial interests]

- The various European fund management entities European funds.
- The State Tax Administration Agency.
- Anti-Fraud Office of Catalonia.
- Asset Recovery and Management Office.
- Economic Crimes Group of the Technical Unit of the Judicial Police of the Civil Guard.
- Central Unit for Economic and Fiscal Crimes of the National Police.
- Directorate-General for Public Governance of the MTDFF.
- Special Prosecutor's Office against Corruption and Organised Crime and the European Public Prosecutor's Office.

Other actors involved (civil society)

Background

As part of the project to "Strengthen the National Anti-Fraud Strategy in Spain", funded by the European Commission (Directorate-General for Structural Reform Support), the National Anti-Fraud Coordination Service (SNCA) has drawn up, with technical assistance from the Organisation for Economic Co-operation and Development (hereinafter OECD), a document entitled "Project for the development of Spain's National Anti-Fraud Strategy", which analyses and lays the foundations for the draft of Spain's first National Anti-Fraud Strategy.

What is the problem/need that the initiative aims to address?

Fraud poses a serious threat to the financial interests of the European Union (EU), harms society, the economy and individuals, and undermines citizens' trust in the public institutions of the Union and Member States by weakening their credibility. Preventing and successfully combating fraud is essential to maintaining the rule of law and trust in those who govern and in public institutions. Various European institutions (European Anti-Fraud Office, Court of Auditors, Commission and Council) have repeatedly stressed the need for Member States to adopt an Anti-Fraud Strategy that provides a holistic, comprehensive and coherent approach to the fight against fraud, ensuring adequate coordination and cooperation between all agencies at national and regional level, in particular those responsible for combating corruption, fraud or any other illegal activity. Strengthening anti-fraud governance structures is essential to tackle fraud in a complex and increasingly changing environment. The State NAP to Combat Corruption, presented by the Government on 9 July 2025, states that: "This NAP will be complemented by the roll-out of the National Anti-Fraud Strategy, which should be published before the end of the year. This strategy, on which the OECD and the General State Comptroller's Office have worked, will provide a framework for assessing fraud risks for all administrations and will set out a timetable for compliance objectives in this area."

Brief description

The ENA is a tool for developing the national anti-fraud system, primarily in the area of protecting the EU's financial interests, and involves multiple actors in the fight against fraud. This strategy defines the strategic goals, the operational objectives into which they are broken down, and the measures that prioritise activities for the strategy's implementation period, which will be carried out through annual National Action Plans (NAPs).

Objectives

- Improvement of the existing anti-fraud framework through the establishment of an anti-fraud strategy and action plan. based on risk assessment.
- Improvement of the monitoring and evaluation framework for institutions involved in the fight against fraud.
- Improving commitment, awareness and capacity building in the fight against fraud.

How does the initiative contribute to solving the problem or meeting the need?

The adoption of a National Anti-Fraud Strategy would, on the one hand, improve coordination between authorities and organisations involved in the different phases of the fight against fraud, helping to strengthen the anti-fraud governance structure. On the other hand, it would provide better tools and mechanisms to reduce the risk of fraud and to detect and address fraud and any other illegal activity detrimental to the financial interests of the EU and national interests more effectively and efficiently, resulting in better management of financial resources.

Relevance to Open Government values

Transparency, integrity, accountability, stakeholder collaboration and responsibility in public management

Link to the 2030



AGENDA

Initiative activities				Start date	End date	
Preparation of the final version of the ENA and approval of the ENA				01/09/2025	31/12/2025	
Preparation and implementation of the three annual National Action Plans (NAP).				01/10/2025 01/10/2026 01/10/2027	31/12/2026 31/12/2027 31/12/2028	
Preparation of annual monitoring report.				Last quarter of each year (2026, 2027, 2028)		
Preparation of final evaluation report				01/07/2028	31/01/2029	
Estimated timeline Estimated	2025	2026	2027	2028		
		X	X	X		
Tract	PUNCTUAL			SUCCESSIV E		X

Expected results				
- Implement public integrity and anti-corruption policies. - Establish a National Anti-Fraud System by proposing legislative and administrative reforms, clarifying roles and responsibilities of the actors involved and improving coordination and transparency. - Strengthen and modernise fraud prevention measures. Improve the capacity to detect fraud and irregularities in Spain. - Strengthen the role of investigations and improve procedures for imposing sanctions and recovering misused funds.				
Initiative indicators				
Indicators	Implementation			
Implementation (Ie) Outcome (Ir)				
	Outcome			
Cross-cutting impact	Gender			
	Social inclusion			
	Ecological transition			
	Territorial Diversity and Administrative Cooperation	X		

3.5.2 ORGANIC LAW ON PUBLIC INTEGRITY (APLO)

Responsible Ministry

MINISTRY OF FINANCE

Undersecretary

Other actors involved (Public)

- Ministry of the Presidency, Justice and Relations with the Courts
- Ministry of the Interior
- Ministry for Digital Transformation and Public Service

Other stakeholders (civil society)

Background

On 9 July, the Prime Minister announced a State Plan to Combat Corruption in Parliament, which was subsequently approved by the Council of Ministers on 26 August. The Plan, which contains 15 measures structured around five pillars, is designed to consolidate progress, correct structural weaknesses and establish a clear roadmap for the implementation of measures that will enable us to continue moving towards a more integrated and transparent administration. With this plan, Spain reaffirms its commitment to an institutional culture based on public integrity and aspires to be at the forefront of preventing and combating corruption.

What is the problem/need that the initiative seeks to address?

The fight against corruption is one of the main challenges facing democratic societies, and public administrations must prevent and punish it firmly. In recent years, more than 30 measures have been approved to strengthen transparency and combat corruption, such as the Whistleblower Protection Act, the creation of an Independent Whistleblower Protection Authority, the National Action Plan for Democracy, and the promotion of new specialised public prosecutors' offices.

Despite the significant progress made in recent years, Spain still faces challenges in terms of prevention and combating corruption.

The Organic Law will give impetus to the State Plan to Combat Corruption, providing its measures with regulatory force, ensuring compliance and guaranteeing consistency. The OECD will play an important role in evaluating this Plan, whose measures are aligned with the recommendations of the Council of Europe's Group of States against Corruption (GRECO) and with the European Union's Rule of Law Report.

Brief description

The draft bill incorporates measures derived from the Anti-Corruption Plan. It contains various measures such as the creation of the Independent Public Integrity Agency, conceived as an independent administrative authority with its own legal personality and functional autonomy, called upon to play a central role in risk assessment and supervision of areas most susceptible to corrupt behaviour, the development of integrity risk maps, the roll-out of compulsory training programmes on ethics and good governance for public employees, and the regular conduct of campaigns and surveys to measure public perception of corruption and thus gauge the effectiveness of public policies.

At the same time, the Law strengthens the regulatory framework for procurement and modifies criminal law to increase penalties for corruption offences and extend the statute of limitations.

Objectives

- Ensure the full implementation of the State Plan against Corruption.
- Strengthen the prevention of corruption in all administrations.
- To improve public perception of the integrity of the public sector.

How does the initiative contribute to solving the problem or meeting the need?

The commitment ensures the regulatory implementation of the measures set out in the Plan to Combat Corruption. Corruption.

Relevance to Open Government values

- Transparency: publication of indicators and results of the Plan.
- Accountability: regular reports on the degree of compliance.
- Inter-administrative collaboration: coordination with autonomous communities and local entities.

[Link to the 2030 AG](#)



Initiative		
Approval of the draft comprehensive organic law for the implementation of the State Plan to Combat Corruption.		
Initiative activities	Start date	End date
Prior public consultation.	September 2025	September 2025
Finalise the drafting of the preliminary bill and impact analysis report and submit it to the Council of Ministers so that it may decide on the subsequent procedures and, in particular, on the consultations, opinions and reports that may be appropriate (Art. 26.4 Law 50/1997).	September 2025	October
Public hearing and information process.	October 2025	November 2025
Reports from other departments and bodies:	November 2025	February 2026
Request for other reports:	November 2025	February 2026
Opinion of the Council of State	March 2026	May 2026
Submission to the SE Commission, Under-Secretaries and Council of Ministers	First half of 2026	First half of 2026
Approval of the bill.	First half of 2026	First half of 2026

Estimated timeline Estimated	2025	2026	2027	2028
	X	X		
Tract	PUNCTUAL			SUCCESSIVE E

Expected results		
Draft Organic Law for the Implementation of the State Plan to Combat Corruption.		
Indicators of the initiative		
Indicators of execution (le) of result (lr)	Implementation	- Number of measures in the Plan implemented. - Number of departments adhering to the measures in the Plan.
	Outcome	- Percentage of Plan measures completed. - Number of monitoring reports published.

PRESENTATION OF THE OPEN GOVERNMENT CHALLENGE

Why does this commitment meet the ambition of the Challenge?

The initiative responds to the ambition of the Open Government Partnership Challenge because it aligns with one of the core challenges of the Partnership: integrity and accountability. Specifically:

- It is ambitious in scope: it is not limited to partial or management measures, but promotes an Organic Law that gives regulatory force to the State Plan to Combat Corruption, ensuring its stable implementation over time.
- It consolidates structural advances: it creates an Independent Agency for Public Integrity.
- Generates systemic impact: it is not just about administrative measures, but about transforming institutional culture, improving public perception of the integrity of the public sector and placing Spain at the forefront of international standards (alignment with GRECO, EU, OECD).
- It contributes directly to Open Government values:
 - * Transparency, through the publication of indicators and results of the Plan.
 - * Accountability, through regular compliance reports.
 - * Collaboration, involving ministries, autonomous communities, local authorities and civil society in implementation and monitoring.
- International links: connects with the 2030 Agenda (SDG 16: strong institutions, peace and justice) and with Spain's multilateral commitments.

In short, this commitment responds to the ambition of the OGP Challenge because it includes legal, institutional and participatory measures, and therefore has the capacity to produce transformative and lasting changes in public integrity.

Why does this commitment respond to the ambition of the Challenge? <i>A single commitment can address several areas of action</i>	Select one of the following: - Access to information Integrity - Civic space - Climate and environment - Digital governance - Fiscal openness - Gender and inclusion - Justice - Freedom of the press - Public participation	What is the secondary area of the challenge? <i>(if any)</i>	Select one of the following (if applicable): - Access to information - Integrity - Civic space - Climate and environment - Digital governance - Fiscal openness - Gender and Inclusion - Justice - Freedom of the press - Public participation

3.5.3 CREATION OF AN INDEPENDENT PUBLIC INTEGRITY AGENCY AS THE CENTRAL BODY FOR THE PREVENTION, SUPERVISION AND PROSECUTION OF CORRUPTION

Responsible Ministry

MINISTRY OF FINANCE

Undersecretary

Other actors involved (Public)

- Secretariat of State for the Civil Service

Other stakeholders (civil society)

Background

The Anti-Corruption Plan approved by the Council of Ministers on 26 August 2025 provides for the creation of the Independent Public Integrity Agency.

It identifies that the Spanish institutional ecosystem for the prevention and control of corruption is characterised by a high degree of fragmentation and dispersion of powers, as competences in the areas of prevention, transparency, integrity and the fight against corruption are distributed among various state bodies: the General State Comptroller, the Transparency and Good Governance Council, the Office of Conflicts of Interest, the Independent Office for the Regulation and Supervision of Procurement and the Independent Authority for the Protection of Whistleblowers (in addition to two external control bodies, the Court of Auditors and the Public Prosecutor's Office, and the existence of bodies with similar powers at the regional level).

What is the problem/need that the initiative aims to address?

The creation of the Agency responds to the need for a strategic and coordinated vision capable of promoting public integrity as an interconnected system.

In line with the Plan, the Agency will assume key responsibilities in the areas of prevention, supervision and planning in the fight against corruption and public integrity.

Brief description

The creation of the Agency would first involve mapping agencies and functions to streamline the anti-corruption ecosystem, followed by the analysis and definition of coordination strategies at both the national and regional levels. The Agency will have the power to initiate investigations, oversee compliance with key regulations (procurement, lobbying, conflicts of interest, accountability) and protect whistleblowers. Its implementation requires far-reaching legislative reform to amend Law 3/2015 on Senior Officials, Law 9/2013 on Transparency, Law 9/2017 on Contracts, Law 2/2023 on the protection of whistleblowers and the future Draft Law on transparency and integrity in activities of interest.

It will be an independent administrative authority, as regulated by the Public Sector Legal Regime Act, so that it has the greatest possible autonomy, thereby strengthening public confidence. Its independence is key to issuing recommendations, coordinating plans and rigorously analysing risks.

Objectives

- Strengthen the independence and effectiveness of public integrity oversight.
- Provide consistency and unity to corruption prevention policies.
- Build greater public confidence in institutions.

How does the initiative contribute to solving the problem or meeting the need?

The creation of a new independent agency will improve anti-corruption capabilities, establish common standards, ensure effective monitoring, and provide a visible and reliable body for citizens, thereby strengthening accountability.

Relevance to Open Government values

Public trust: improving the perception of institutional integrity.

[Link to the 2030 Agenda](#)



Initiative		
Creation and implementation of the Independent Agency for Public Integrity.		
Initiative activities	Start date	End date
Drafting of the preliminary bill and impact analysis report and submission to the Council of Ministers for a decision on further procedures and, in particular, on any consultations, opinions and reports that may be deemed appropriate (Art. 26.4 Law 50/1997).	September 2025	October
Public hearing and information process.	October	October 2025
Reports from other departments and bodies.	November 2025	February 2026
Request for other reports.	November 2025	February 2026
Opinion of the Council of State.	March 2026	May 2026
Submission to the SE Commission, Under-Secretaries and Council of Ministers.	First half of 2026	First half of 2026
Approval of the bill.	First half of 2026	First half of 2026
Organic constitution and appointment of governing bodies.	Second half of 2026	Second half of 2026
Operational deployment and coordination with other agencies.	First quarter of 2027	Fourth quarter 2027

Estimated timeline	2025	2026	2027	2028
	X	X	X	
Tract	PUNCTUAL		SUCCESSIV E	
				X

Expected results		
• Creation of an independent institution with defined powers and its own resources. • Approval of a single framework for integrity and corruption prevention. • Active supervision of integrity plans and risk maps. • Compliance with outstanding international recommendations.		
Initiative indicators		
Indicators Implementation (Ie) Outcome (Ir)	Implementation	• Regulations approved for the creation of the Agency. • Budget and resources allocated. • Number of civil servants and experts hired.
	Outcome	• Number of integrity plans supervised. • Number of random checks and verifications carried out. • Number of disciplinary proceedings opened and resolved.

3.5.4 COMPREHENSIVE SYSTEM FOR THE PROTECTION OF WHISTLEBLOWERS

Responsible

INDEPENDENT AUTHORITY FOR THE PROTECTION OF WHISTLEBLOWERS

Presidency

Other actors involved (Public)

- State public sector due to its responsibility for the management of internal channels

Other stakeholders (civil society)

Background

The approval of EU Directive 2019/1937 seeks to strengthen compliance with European standards, and Law 2/2023 extends this to compliance with Spanish law. The protection of whistleblowers is an essential mechanism for detecting regulatory breaches and crimes which, if properly developed, will increase knowledge and investigation of illegal activities and thereby strengthen the rule of law and the culture of legality.

What is the problem/need that the initiative seeks to address?

Spain must implement the European Directive and Law 2/2023 in such a way that the objectives set out in both regulations are fully met. The European Union is developing a conformity assessment mechanism to monitor implementation and the effects achieved through transposition, and Spain must ensure adequate compliance. The role played by the Independent Whistleblower Protection Authority is fundamental in this area.

Although the Fifth Plan mentions the prevention of corruption and the need for integrity mechanisms, it does not provide for a developed national system with a multi-channel approach and sectoral application that would make it possible to assess the impact of the protection system, generate institutional trust and lay the foundations for its extension to other sectors.

Brief description

Development and implementation of a Comprehensive National System for the Protection of Whistleblowers, coordinated by the AIPI, to consolidate a robust, multi-channel model for protecting individuals who report acts of corruption and other serious offences. This system must include mechanisms for the secure receipt of complaints, legal and psychological support, effective protection measures against retaliation, and guarantees of anonymity. The system will be integrated into the institutional architecture of public integrity and will be aligned with OECD principles and the obligations arising from Directive (EU) 2019/1937. At the request of the Hay Derecho Foundation at the plenary meeting of the Forum on 6 October 2025 approving the Plan, the allocation of material and human resources for the AIPI is specified. It is considered appropriate to start with a budget of €7.5 million and 64 staff, almost half of whom would be dedicated to investigating the information. For 2025, a budget of €5,223,090 and 41 staff have been requested, 8 of whom would be dedicated to investigating the information.

Objectives

- Promote public confidence in institutional mechanisms for public integrity through effective guarantees of confidentiality and protection.
- Establish secure reporting channels accessible from multiple platforms, including digital, physical and telephone formats.

- Widely disseminate the right to report, the associated guarantees and existing resources for support, especially in the public service sector.

How does the initiative contribute to solving the problem or meeting the need?

It contributes substantially, because if the Independent Authority can fulfil its missions, the result will be better detection and prosecution of illegal and corrupt acts and an institutional response to protect those who expose themselves to risks by defending legality.

Relevance to Open Government values

It has a direct impact on the values of integrity and transparency.

Link to the 2030 Agenda



Initiative				
1. Whistleblower protection. 2. External channel. 3. Penalties for non-compliance with the law. 4. Contribute to the development of a national anti-fraud and corruption strategy. 5. Training in whistleblower protection.				
Initiative activities	Start date	End date		
Protection of whistleblowers and all those responsible for internal channels. • Establish guidelines and configure protection systems. • Secure the necessary budgets and personnel.	September 2025	September 2028		
External channel. • Create and open an external channel that ensures maximum confidentiality and allows anonymity, and that can be managed in accordance with the deadlines and criteria of Law 2/2023.	September 2025	September 2028		
Define a system of penalties and begin to apply them when the conditions established by law are met; all this combined with an effective system of inspection and control of internal channels.	September 2025	September 2028		
Contribute to the development of a national anti-fraud and corruption strategy in accordance with the provisions of Law 2/2023. Define stakeholders based on holistic models, SWOT analysis, and establish a deadline for defining objectives and milestones.	September 2025	September 2026		
Develop a national training plan on whistleblower protection and the role of internal and external channels in promoting a culture of legality.	September 2025	September 2028		
Timeline Estimated	2025	2026	2027	2028
	X	X	X	X
Tract	PUNCTUAL		SUCCESSIV E	
			X	

Expected results			
• A protection system that, within the limitations established by law, allows whistleblowers to feel supported and protected and ensures that those who retaliate are punished. It would be evaluated after three years through surveys of whistleblowers. • A fully operational external channel which, subject to all necessary quality controls, meets the conditions of excellence expected of it. • A system of sanctions that is enforced and goes beyond the legality checks established by judges on a case-by-case basis. • A national anti-corruption strategy for 2026-2028 • Training of approximately 10,000 internal channel managers for the public and private sectors.			
Indicators of the initiative			
Indicators Implementation (Ie) Results (Ir)	Implementation	• Guidelines and protection systems configured. • Constitution of the necessary AIPI resources. • Opening of the external channel. • Proposed sanctions system. • List of identified stakeholders. • Design of the National Training Plan on Whistleblower Protection. • Implementation of training activities. • Presentation of the evaluation report (three years).	
	Results	• Measures for use of the external channel (number of entries/information received organised by area of activity). • Number of internal channels inspected / Total number of internal channels. • Number of dissemination actions and areas (civil service; citizens, etc.). • Training rate: internal channel managers trained / 10,000. • Number of autonomous communities and bodies affected by which some type of cooperation/agreement is established • cooperation/agreement. • Recommendations from the Evaluation Report. • Annual reports to Parliament. • Number of protected informants. • Public money recovered as a result of investigations. • Number of sanctions. • Number of open investigations.	
Cross-cutting impact	Gender	X	Information on breaches of equality will be received and examined.
	Social inclusion	X	Information on breaches of social inclusion will be received and examined.
	Ecological Transition	X	Information on breaches in the area of the environment will be received and examined.
	Territorial Diversity and Administrative Cooperation	X	We will work cooperatively with all autonomous communities that establish external channels and sign agreements with those that decide to refer the management of the channel and the protection of the informant to the State.

3.5.5 TRANSFORMING THE PUBLIC SECTOR CONTRACTING PLATFORM WITH BIG DATA AND ARTIFICIAL INTELLIGENCE TO PREVENT CORRUPTION

Responsible ministry

MINISTRY OF FINANCE

Undersecretary

Directorate General of State Assets

Other actors involved (Public)

Other stakeholders (civil society)

Background

The Anti-Corruption Plan envisages transforming the Public Sector Procurement Platform into a new-generation tool, developed with open-source technology and in collaboration with civil society. The EU has promoted the standardisation of tender and contract award data through the implementation of electronic forms and their publication on the TED (Tenders Electronic Daily) portal, which facilitates automated analysis and risk detection across Europe. Since 25 October 2023, it has been mandatory to use the electronic forms established in Commission Implementing Regulation (EU) 2019/1780 for contracts above the thresholds set by the EU, which contribute to improving quality and enable data comparisons.

In prevention and investigation, the European Anti-Fraud Office (OLAF) carries out advanced data analysis and coordinates anti-fraud detection and correction at EU level, in increasing cooperation with the European Public Prosecutor's Office (EPPO).

At the international level, the Open Contracting Partnership (OCP) has defined open data-based red flag methodologies (OCDS) to detect risks throughout the procurement cycle. At the national level, the Public Sector Procurement Platform (PLACSP) publishes tenders and offers open data sets, which are necessary for advanced analytics and the detection of anomalous patterns. It also incorporates a statistics service with the main indicators of public procurement in Spain and the possibility for citizens to customise the results by applying filters or selecting different graphs.

It is also important to highlight the role of the Independent Office for Regulation and Supervision of Procurement (OIReScon), which supervises the system and publishes reports, risk maps and aggregate procurement figures, which are useful for creating risk models and preventive scorecards.

What is the problem/need that the initiative aims to solve?

To move towards a more open, intelligent and honest public procurement model, where technology and citizen collaboration will be key in the fight against corruption.

Brief description

The Public Sector Procurement Platform will be transformed into a new-generation tool. Its dual objective will be to strengthen transparency and prevent corruption through Artificial Intelligence, RPA and advanced data analytics.

The initiative will enable mass audits of open data to detect irregular patterns and evolve towards a structural and automated supervision model.

Citizen audit mechanisms will also be incorporated so that individuals and social organisations can monitor the most sensitive procurement processes. Their implementation will require regulatory reforms to the Public Sector Contracts Act, the Transparency Act and the Common Administrative Procedure Act.

Objectives

- Enable large-scale audits through statistical analysis of open data.
- Facilitate the detection of irregular patterns indicative of possible fraud.
- Incorporate mechanisms that will allow individuals and social organisations to access, analyse and monitor with a high risk of corruption.
- Build public confidence in the use of public funds.

How does the initiative contribute to solving the problem or meeting the need?

The mass availability of data will enable the identification of risk patterns (such as recurring awards to the same suppliers, atypical prices or tenders with low competition). This will strengthen the prevention of corruption and facilitate early action by control bodies, reducing social and economic costs.

Relevance to Open Government values

- Transparency: open publication of analysed data and accessible visualisations.
- Accountability: traceability of award decisions and detection of irregularities.
- Citizen participation: civil society and observatories will be able to use enriched open data to monitor procurement.

Link to the 2030 AGENDA



Initiative					
Technological transformation of the Public Sector Procurement Platform with Big Data and Artificial Intelligence tools for use as a public audit tool and to combat fraud and corruption.					
Initiative activities			Start date	End date	
Expansion of the current statistics service, increasing the frequency of information updates, including new indicators and filter fields, such as those corresponding to the contracting authority.			September 2025	December	
Development of the current statistics service to improve its capabilities, enabling citizens to begin conducting public audits based on the open data sets generated by the PLACSP.			September 2025	November	
Design, construction and implementation of the first version of the PLACSP's advanced analytics system for use by the bodies responsible for controlling and supervising procurement and by citizens.			October 2025	October 2028	
Estimated Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
• PLACSP transformed into a corruption risk prevention system using technology such as AI and Big Data systems. AI and Big Data systems. • Active use of information by control bodies, civil society and the media. • Improvement in international integrity and transparency indices in public procurement.					

Initiative indicators		
Indicators Implementation (Ie) Result (Ir)	Implementation	Number of use cases for the detection of fraud and corruption designed using AI technology and implemented in the PLACSP. Number of reports generated by control and supervisory bodies.
	Result	- Number of risk cases identified early by control and supervision bodies. - Number of evaluation reports, complaints or suggestions regarding the tendering, award and contract execution phases submitted by citizens.

3.5.6 STRATEGIC COORDINATION FOR THE SYSTEMATIC DEVELOPMENT AND IMPLEMENTATION OF INTEGRITY PACTS AND GREEN INTEGRITY PACTS IN SPAIN: TOWARDS A STATE NETWORK OF INTEGRITY PACTS

Responsible ministry

MINISTRY OF FINANCE

Undersecretary

Other actors involved (Public)

Public Sector General State Administration

- CTBG
- OIReScon
- SNCA
- Court of Auditors

Autonomous Communities

- Regional ministries or directorates-general for procurement, the environment, transparency
- Anti-fraud agencies.

Local authorities

- Local councils with integrity plans
- FEMP
- Local networks

Other stakeholders (civil society)

- Transparency International Spain

Background

Spain has made significant progress in recent years in terms of integrity and corruption prevention in public procurement, with important regulatory milestones, the development of risk maps and various initiatives to prevent corruption in public procurement. However, significant challenges remain in this area.

Public procurement in Spain has a robust institutional framework that is difficult to find in any other area, characterised by the participation of multiple actors who act completely independently of those responsible for the contract and of each other, and who monitor the entire procurement process as it unfolds:

1. The legality of the procurement specifications must be verified by the State Legal Service, a highly specialised technical institution that acts independently of those responsible for procurement.
2. The General State Comptroller's Office must audit the procurement file, also examining the financial legality of the specifications before their approval. The Comptroller's Office is also an institution that is completely independent from those responsible for procurement and has a high level of technical expertise.
3. Both the State Legal Service and the General Intervention Board are mandatory members of the collegiate contracting bodies, monitoring the entire process of candidate admission, evaluation and award.
4. The General Intervention Board must carry out a material verification of the investment to confirm that what the Administration has received is what was actually contracted.
5. In terms of transparency, the contractor's profile on the Public Sector Procurement Platform publishes all relevant information on procurement processes.
6. The Administrative Procurement Advisory Board ensures, through its reports, a uniform interpretation and application of procurement regulations. These reports are also published on the Procurement Platform.

7. In turn, the most relevant decisions in the contracting procedure are subject to control by the bidders themselves through an extraordinarily agile appeal to the Central Contractual Appeals Tribunal, a specialised body that acts with complete independence.
8. The Council of State must issue a mandatory opinion during the execution of the contract when there are differences regarding the interpretation, nullity or termination of the contract, significant unforeseen modifications to the contract or claims of contractual liability.

However, contracting procedures are extremely complex, and the institutional framework mentioned above is not replicated in all areas of the public sector, making the contractual framework difficult for citizens to access. As a result, significant challenges remain in this area.

The recently approved Spanish Government's State Plan to Combat Corruption (July 2025), in Component 3.1, expressly contemplates the need to implement, in a strategic and coordinated manner, Integrity Pacts as an instrument to strengthen the prevention and detection of corrupt practices in public procurement, particularly in contracts with a high economic, social or territorial impact. According to this plan, Integrity Pacts are voluntary external control mechanisms consisting of an agreement or covenant signed between economic operators participating in a public procurement procedure and an independent, neutral third party with no conflict of interest, which participates in the various phases of the contract cycle — from planning and design to award, execution and evaluation— with the aim of ensuring compliance with the law, strengthening transparency, promoting accountability and mitigating risks of collusion, fraud or administrative corruption (State Plan to Combat Corruption, 2025, pp. 14-15).

As indicated in the State Plan, Integrity Pacts, developed by Transparency International in the early 1990s, are a mechanism for collective action to prevent corruption in public procurement. Since then, they have been implemented in more than 32 countries, including 14 Member States of the European Union, becoming an internationally recognised tool for strengthening institutional integrity, ensuring fair competition among economic operators and guaranteeing the transparency of contractual procedures. In the case of Spain, this tool has been promoted and adapted by Transparency International Spain, first through four pilot Integrity Pacts at the regional and local levels, and then through the review, updating and adaptation of the new international standard to the Spanish context, as reflected in the recent report: "Integrity Pacts: Towards strategic adoption and effective implementation in Spain".

Furthermore, in response to the growing focus of public resources on environmental sustainability, ecological transition and climate action, and in line with the obligations assumed by the Kingdom of Spain under the European Green Deal and the deployment of Next Generation EU funds, it is also necessary to develop and adapt this concept to the specificities of environmental spending and green public procurement. In this regard, Transparency International Spain has developed, for the 2024-2025 biennium, a specialised modality called the Green Integrity Pact (GIP), conceived as a contractual integrity tool applied to projects with a high actual or potential environmental impact, or financed with funds linked to environmental protection.

The Green Integrity Pact also incorporates qualified mechanisms for independent environmental assessment, technical sustainability control, consultation with potentially affected communities, and real-time monitoring of contract execution, integrating criteria derived from the European Union's green taxonomy and the Sustainable Development Goals (in particular SDGs 13, 15, and 16) into its design.

What is the problem/need that the initiative aims to address?

As noted in various national and international reports, public procurement is one of the sectors most exposed to risks of irregular management, fraud and corruption, especially in contexts of

high investment such as those associated with the ecological transition.

In fact, in its latest Report on the Rule of Law in 2025, the European Commission expressly states that public procurement in Spain carries a high risk of corruption. The report provides various data, including the Flash Eurobarometer on the attitude of businesses towards corruption in the EU, which highlights that 40% of Spanish companies (EU average 25%) consider that corruption has prevented them from winning a public tender or public contract in practice in the last three years.

Despite regulatory advances in prevention, structural challenges remain, such as opacity in the pre-contractual and execution phases, low citizen participation, and the fragmentation of existing institutional controls. The Spanish Government's State Plan to Combat Corruption (2025) identifies the need to develop systematic and preventive mechanisms that strengthen external control, ensure the traceability of public resources and prevent the diversion of funds intended for climate or general interest objectives. Component 3.1 of the Plan provides for the effective and adequate implementation of Integrity Pacts.

The aim is therefore to reduce the risk of corruption in public procurement through transparency, legality controls and independent monitoring by experts led by organised civil society. It is also important that public procurement projects do not generate significant environmental impacts or cause irreparable damage to the communities affected and complicate the climate situation in Spain, and that the funds allocated to environmental mitigation are used for that purpose.

It is therefore necessary to ensure that:

- The award and execution criteria meet rigorous technical standards.
- The personnel involved have specialised training not only in public procurement but also in integrity.
- Civic monitoring mechanisms should be incorporated, and civil society should have effective mechanisms for this monitoring.
- Secure and effective information channels (reporting channels) should be implemented.
- Finally, it is essential to ensure total transparency and traceability, from the pre-tendering phase to the final execution of contracts.

With regard to large-scale ecological transition, the countries meeting at COP 29, held in Baku in 2024, agreed to set a climate finance target of \$1.3 trillion by 2035. In addition, the most developed nations committed to increasing their annual public contribution to \$300 billion by the same time frame.

At the European level, this mobilisation of capital is also reflected in initiatives such as the European Green Deal, which seeks to boost the financing and innovation needed for ecological transition and environmental protection. A key example of this effort is the implementation of the Next Generation EU Funds, designed to accelerate these processes. However, the United Nations Financing for Sustainable Development Report 2024 warns that "financial challenges are at the heart of the global sustainable development crisis" and stresses that the only way to achieve the established goals is through a massive injection of funding and a reform of the international financial architecture.

It should be noted that, in the Seville Commitment itself, adopted within the framework of the 4th International Conference on Financing for Development, the States Parties have committed themselves to "...establish effective and inclusive democratic governance systems and institutions that are accountable at the subnational, national and international levels, and to ensure the adoption of participatory and representative decision-making at all levels that responds to needs. We will promote transparency, accountability, the rule of law, good governance and sound policies at all levels. We commit to eradicating all forms of corruption at all levels, addressing financial integrity and integrating the fight against corruption as cross-cutting issues to improve public sector integrity and public trust, reduce inequalities, ensure fair allocation of national resources, and increase private investment and economic growth. We will prevent and combat

illicit financial flows and corruption, and call on the international community to support capacity-building initiatives against corruption and promote the exchange of best practices.

In this context, Transparency International Spain has identified the Integrity Pact and the Green Integrity Pact as key tools for ensuring that investments earmarked for ecological transition and sustainable development are used efficiently and for their intended purpose. In the field of public procurement—the main channel through which public investments are executed—these tools ensure the integrity of processes, prevent corruption, and promote participatory decision-making.

Furthermore, the Green Integrity Pact provides a framework tailored to financing climate action and environmental protection, fundamental pillars without which sustainable development cannot be achieved. This methodology integrates qualitative and quantitative environmental impact criteria, making it a scientifically robust tool for evaluating and improving green investment. Ultimately, these initiatives play a crucial role in optimising financing for sustainable development, ensuring that resources are allocated transparently and effectively.

Brief description

This commitment implements the measures included in Component 3.1 of the State Plan to Combat Corruption. Its objective is to lay the initial foundations for the appropriate regulatory, technical, financial, institutional and progressive development of a national model for Integrity Pacts within the framework of the 5th Open Government Plan, in its two forms — general and green — as an instrument for preventing the risks of fraud, corruption and other irregularities in public procurement, and strengthening integrity and transparency through the intervention of an independent and neutral third-party monitor. The implementation of the commitment is envisaged through pilot experiences, the definition of action protocols, a technical application guide, the establishment of a public register of signed agreements, monitoring mechanisms and specific working groups and, finally, the creation of a State Network of Integrity Pacts, coordinated between administrations, authorities and civil society organisations specialising in public integrity, transparency and sustainability.

In the specific case of the Green Integrity Pact, in addition to incorporating the integrity strengthening component, it will seek to: i) ensure transparency, accountability and establish fraud and corruption prevention measures throughout the public procurement process to ensure that funds are used for their legitimate purpose; and (ii) prevent possible environmental damage that could put one or more ecosystems at risk and potentially affect populations at risk.

Objectives

The commitment pursues a number of strategic objectives aimed at intensifying efforts to strengthen institutional integrity, prevent risks of fraud, corruption and collusive practices in public procurement, and ensure environmental sustainability, structured along the following lines of action:

1. Institutionalise Integrity Pacts as a mechanism for integrity in public procurement.
 - Incorporate the Integrity Pact and the Green Integrity Pact (GIP) into Spain's 5th OGP Plan as preventive mechanisms against the risks of corruption, collusion or fraud in public procurement in Spain, in accordance with the State Plan to Combat Corruption.
 - Promote their systematic, progressive and multi-level incorporation into national strategies and regulatory frameworks. regional and local authorities in matters of public integrity and sustainable procurement.
2. Strengthen the regulatory and control framework to ensure access to information, transparency and accountability (as pillars of Open Government).
 - Promote access to public information, compliance with the law and the traceability of public procurement procedures through the intervention and monitoring of independent expert monitors.
 - Introduce good governance practices, foster an institutional culture based on integrity, and strengthen the operational capacity of contracting entities.

- Coordinate cooperation frameworks between authorities, control bodies and civil society organisations, particularly with the Independent Office for Regulation and Supervision of Procurement, as a technical assistance body in the implementation of these mechanisms.
 - Promote effective compliance with environmental impact studies and public consultations with affected communities, especially in projects with climate financing or significant ecological impact.
3. Structured citizen participation and an inclusive approach to contract monitoring
 - Facilitate the involvement of civil society and academic entities with technical expertise in monitoring contracts at high risk of fraud, corruption or other irregularities. In the case of GIPs, this objective requires involving environmental experts in the public procurement framework through the pre-monitoring and monitoring group and training the monitoring group on specific environmental issues related to the project to achieve effective monitoring and completion.
 - Incorporate sustainability experts and potentially affected groups into contract monitoring
 - Promote specialised training for monitoring groups on environmental issues related to the contractual object, to ensure effective and informed support.
 4. Mitigation of environmental risks in public procurement
 - Apply preventive measures in procedures with medium, medium-high and high environmental risk or with funding linked to environmental protection, in order to avoid serious, extensive, persistent or irreversible damage to the ecosystem or the affected territory.
 - Ensure independent and transparent technical environmental supervision of projects with a high ecological impact.

How does the initiative contribute to solving the problem or meeting the need?

This commitment implements the measures included in Component 3.1 of the State Plan to Combat Corruption, helping to prevent structural problems associated with risks of corruption, fraud or collusive practices in public procurement in Spain, especially when funds for climate action and environmental protection are involved, and to improve transparency in the management of public resources within the framework of open government.

Firstly, it addresses risks of corruption, fraud, collusive practices and misappropriation of funds by incorporating mechanisms for transparency, accountability and independent monitoring led by civil society, through the pre-monitoring group and the monitoring group. This strengthens control over the use of public resources and, in the case of the GIP, ensures that climate funds are used in accordance with their original purpose: environmental protection and climate change mitigation.

Secondly, the commitment responds to the need to prevent negative environmental impacts in projects financed with public funds. Through the Green Integrity Pact, qualitative and quantitative environmental criteria are integrated, allowing for risk assessment and more informed decision-making in public procurement processes.

The commitment also contributes to improving institutional quality and intensifying efforts to strengthen integrity in public procurement by promoting a participatory, transparent and inclusive approach. It involves key actors such as public administrations, companies and civil society organisations, promoting shared responsibility in the supervision of public contracts with an environmental impact.

In addition, it responds to other specific needs such as:

1. Incorporate specialised training for public personnel in green procurement, proposing systematic training processes.
2. The absence of traceability in the procurement cycle, ensuring transparency and accountability from planning to execution.
3. Greater citizen participation in the control of public spending, offering a clear and operational framework for public auditing.

This commitment strengthens the pillars of open government—transparency, participation, and accountability—by applying them to a critical sector such as green public procurement, and contributes in a concrete way to achieving more ethical, efficient, and sustainable management of public resources.

Relevance to Open Government values

IMPORTANCE OF ITS INCLUSION IN THE FIFTH OPEN GOVERNMENT PLAN

The inclusion of this commitment in the Fifth Open Government Plan allows for the integration of a multilevel, participatory model of integrity in the use of public resources into the Open Government agenda, in line with the recommendations of the OGP, OECD, GRECO and the European Commission. It represents a structural, replicable and cross-cutting measure that strengthens territorial cohesion, promotes ecological transition based on integrity and positions Spain as a European leader in innovative models for the prevention of corruption.

This commitment is highly relevant to Open Government values, as it directly promotes the four fundamental pillars: access to public information, transparency, integrity, and accountability in public resources. Transparency and integrity in public procurement processes are strengthened, ensuring access to clear, traceable and verifiable information from the tendering phase to the execution of the contract. This is especially important in the use of public funds for climate action, where opacity can have serious social and environmental consequences.

They also promote effective citizen participation by establishing specific monitoring and oversight mechanisms led by civil society. This active inclusion of citizens and organisations in the monitoring of public contracts allows for progress towards a more open, responsive and legitimate administration.

Accountability is strengthened, as clear responsibilities are established for all stakeholders (administrations, companies and independent observers), and tools are provided to prevent and detect possible irregularities or conflicts of interest.

In addition, the multi-stakeholder and interdisciplinary approach contributes to improving democratic quality by incorporating a diversity of voices and strengthening trust between institutions and citizens.

In short, the systematic implementation of these Pacts not only addresses a critical need in the climate and environmental sphere, but also represents a concrete, effective and replicable action to advance Open Government commitments in Spain.



Initiative
1. Formation of a multidisciplinary working group on Integrity Pacts within the Open Government Forum with the participation of all relevant actors in the field. 2. Co-design of the national model for Integrity Pacts (IP) and Green Integrity Pacts (GIP), with participation of civil society organisations and public administrations. 3. Preparation and publication of a Technical Guide for the implementation of Integrity Pacts. 4. Selection of pilot contracts and formalisation of agreements in the General State Administration, autonomous communities and interested local entities. 5. Creation of an open public register of agreements, with references to CSOs and experts. 6. Proposal for a results monitoring and evaluation system with a robust methodology (MEAL framework). 7. Formal establishment of the State Network of Integrity Pacts. 8. Conducting training and awareness-raising workshops.

Initiative activities	Start date	End date
Methodological design for a national model of Integrity Pacts and Green Integrity Pacts: Preparation of a harmonised technical proposal, applicable at all levels of government (central government, autonomous communities, local authorities), with the participation of the Open Government Forum, OIREscon, SNCA, CTBG, the Court of Auditors, academia and expert civil society organisations. Criteria for applicability, replicability, sustainability, mapping and risk matrices, financing, transparency and accountability obligations, and requirements for the independence and integrity of the monitoring and oversight group will be included.	October 2025	October 2026
Drafting, validation and publication of a Technical Guide for the implementation of Integrity Pacts: Reference document for the implementation of Integrity Pacts, including action protocols, national and international best practices, model clauses, monitoring mechanisms, environmental sustainability standards for GIPs, and a citizen consultation protocol.	November 2025	June 2026
Identification and selection of pilot contracts: Identification of processes at the national, regional and local levels for the possible signing of Integrity or Green Pacts, prioritising contracts financed with European funds, strategic contracts or those with a high economic, social or environmental impact.	December 2025	January 2026
Formalisation of Integrity Pacts: Signing of Integrity Pacts and/or Green Integrity Pacts between contracting entities, bidders and independent civil society organisations. Practical application of the models designed, with technical and legal support.	November 2025	February 2026
Creation of the Public Register of Integrity Pacts: Accessible digital platform that collects the agreements signed, monitoring reports, compliance indicators and final evaluations. Tool for accountability, open data and reuse of public data.	January 2026	December 2026
System for monitoring, evaluating and improving the model: Periodic review of agreements implemented, including technical evaluation reports, institutional impact analyses, and proposals for regulatory or procedural improvements through a monitoring, evaluation, and learning (MEAL) framework.	January 2026	June 2028
Formal establishment of the State Network of Integrity Agreements Inter-administrative and civil society cooperation structure for the dissemination, standardisation and sustainability of the model, with operating regulations and a technical secretariat.	October 2025	Fourth quarter 2025
Institutional training and specialised education: Organisation of technical conferences, training workshops and educational materials for technical staff, procurement managers, control bodies and members of civil society organisations. Modules on integrity, transparency, sustainable procurement, green taxonomy and citizen participation will be included.	Fourth quarter of 2025	Fourth quarter of 2026
Awareness-raising and public communication Finally, linked to the fifth pillar of the State Plan to Combat Corruption, there are plans to organise information and awareness campaigns on the preventive value of Integrity Pacts and their role in institutional integrity, using digital and audiovisual media and partnerships with specialised media outlets.	First quarter of 2026	Fourth quarter of 2027

Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL		SUCCESSIV E		X
Expected results					
• Availability of a harmonised national model for the implementation of Integrity Pacts. Development of a common, technically validated methodological and regulatory framework that allows for the progressive, systematic and coordinated application of Integrity Pacts and their green modality in the different Public Administrations, based on principles of legality, integrity and sustainability. • Approval and dissemination of a Technical Guide for the implementation of Integrity Pacts. Publication of a technical-operational document to serve as a guiding tool for contracting entities, monitors and bidders, including application guidelines, standard clauses, monitoring procedures and eligibility criteria for independent third parties. • Strengthening of the institutional and functional capacities of the public sector. Specific training for technical and managerial staff of contracting bodies, control and supervision units, and civil society organisations on public integrity, transparency, sustainable procurement and corruption prevention mechanisms. • Establishment of a public traceability system for Integrity Pacts linked to the Open Government agenda. Development of an interoperable digital platform for public registration, monitoring and citizen consultation of the Integrity Pacts signed, their implementation phases, monitoring results and recommendations issued by independent third parties. • Establishment of the State Network of Integrity Pacts. Creation of a cooperative governance structure, with inter-administrative and civil society participation, aimed at coordinating the implementation of the model, offering technical assistance and promoting its progressive institutionalisation. • Participatory evaluation of the model and identification of conditions for its scalability. Conducting a technical and participatory analysis of the operational, legal and organisational conditions necessary for consolidating and generalising the model in ordinary administrative regulations and practice, as well as a methodological framework for evaluating the initiative.					
Initiative indicators					
Indicators Implementation (Ie) Results (Ir)	Implementation	• Number of public entities and civil society organisations participating in the design and validation of the model. • Number of contracts selected as pilots. • Number of training courses and technical workshops held. • Number of participants trained.			
	Results	• Percentage of procedures with full independent monitoring (from initiation to execution). • Percentage of agreements evaluated positively by the actors involved (contracting entities, monitors, citizens). • Number of follow-up reports published in the public registry.			

3.5.7 OBSERVATORY AGAINST FRAUD AND CORRUPTION IN HEALTHCARE

Responsible ministry

MINISTRY OF HEALTH

Undersecretary/Minister's Office

Technical General Secretariat

Other actors involved (Public)

- INGESA (National Institute of Health Management)
- Planned collaboration with national bodies:
 - Independent Office for Regulation and Supervision Procurement (OIReScon)
 - The National Anti-Fraud Coordination Service SNCA (under the IGAE)
 - National Commission on Markets and Competition (CNMC)
 - Independent Authority for the Protection of Whistleblowers (AIP)
 - State Network of Anti-Fraud Offices and Agencies, and contact with independent authorities at the regional and local levels, such as the Anti-Fraud Office of Catalonia

Collaboration with the EU and international organisations:

- EU. European Healthcare Fraud and Corruption Network (EHFCN)
- EU/WHO Observatory (European Observatory on Health Systems and Policies)
- WHO

Other stakeholders (civil society)

- GNACTA (Global Network for Anti-corruption, Transparency and Accountability in Health)
- Transparency International

Background

In line with the most advanced countries in matters relating to corruption and health policies, the Ministry of Health (MSND) has begun to work in the area of integrity and transparency in two ways: firstly, by drawing up a strategy to combat corruption in the health sector and, secondly, by creating an observatory against fraud and corruption in healthcare to promote and coordinate this strategy.

In order to incorporate a policy of integrity into the public health sector, with strong mechanisms for preventing corruption in healthcare, it is also considered a priority to collaborate and actively participate in the Integrity System of the General State Administration (SIAGE) developed by the Secretariat of State for Public Administration, as well as taking advantage of synergies with established bodies and units in the field of public finance, such as the Independent Office for the Regulation and Supervision of Procurement (OIReScon) and the National Anti-Fraud Coordination Service (SNCA). To this end, training activities are planned, as well as participation in events aimed at sharing best practices in the fight against corruption.

The Ministry is not only forging a series of alliances with organisations, entities and associations dedicated to the fight against corruption at the national level, but also at the international level.

In this regard, the Ministry actively collaborates with the World Health Organisation (WHO) through the European Observatory on Health Systems and Policies, in which the European Union and the WHO participate in a hybrid manner.

The Ministry has also recently joined the European Health Fraud and Corruption Network (EHFCN) and is expected to join the Global Network for Anti-corruption, Transparency and Accountability in Health (GNACTA) in the near future.

In order to design, coordinate, and promote all the actions proposed in this strategy, the Ministry of Health has created a body entrusted with these tasks. Thus, by Order of the Minister of Health of 26 April 2024, the Observatory against Fraud and Corruption in Healthcare was created as a working group within the Ministry of Health.

Chaired by the Minister, the Observatory also includes the Secretary of State for Health; the Undersecretary of Health; the head of the Spanish Agency for Medicines and Health Products (AEMPS); the National Institute for Health Management (INGESA); the Directorate-General for the Common Portfolio of Services of the National Health System and Pharmacy; and the Sub-Directorate-General for Cohesion and High Inspection of the National Health System.

The operation and development of this body will be supported by the Ministry's material and human resources, meaning that its activities will not entail any additional expenditure beyond that provided for in the Ministry's budget, nor will they require an increase in public expenditure or the hiring of new staff.

Finally, the Observatory's Standing Committee met on 4 June to approve its Strategic Plan.

What is the problem/need that the initiative aims to address?

The purpose of the Observatory is to design and promote an effective strategy to combat fraud and corruption within the healthcare sector, as well as to encourage prevention through an alert system and cooperation with other institutions and entities.

Brief description

The Observatory's Standing Committee has presented a strategic plan with the following lines of action:

- Axis 1. Prevention.

Among the functions in the area of prevention will be to propose to the competent bodies in the Ministry the actions in the area of procurement that it considers appropriate; to promote best practices in the area of transparency; to ensure that department staff are informed of any communications that must be made in relation to the anti-corruption strategy; and to promote the inclusion of specific courses on the subject in the Department's Training Plan.

- Axis 2. Alert System.

With regard to the alert system, improvements in data quality will be proposed to the competent bodies within the Ministry; the necessary tools for risk mapping will be promoted; the systematisation of the monitoring of Ministry contracts will be proposed; study possible conflicts of interest and propose legislative changes to avoid them; promote awareness among Department staff of the Ministry's information and reporting mailboxes; promote the creation of systems for recognising best anti-fraud practices in the field of health; coordinate relations with the competent state, European or international bodies and units in the field of anti-fraud policies and propose actions to the Department's Services Inspectorate.

- Axis 3. Collaboration.

Collaboration will be promoted with public or private entities or bodies that have monitoring, supervisory or control functions control in matters of public procurement or the prevention of corruption.

We want to develop an intensive schedule of collaboration with all those bodies and organisations that have been assigned functions of supervision and monitoring of public procurement within our legal system, as well as independent entities or organisations working in the field of transparency, in our country or internationally, such as: the National Commission for Markets and Competition (CNMC); the Independent Office for the Regulation and Supervision of Procurement (OIReScon); the National Anti-Fraud Coordination Service SNCA (under the IGAE); the Independent Whistleblower Protection Authority (AIPI); the State Network of Anti-Fraud Offices and Agencies; and independent authorities at the regional and local levels, such as the Anti-Fraud Office of Catalonia.

Contacts will also be established at European and international level, such as the Commission itself, the European Anti-Fraud Office Fraud Prevention (OLAF), the European Medicines Agency (EMA), NEIWA (Network of European Integrity Authorities

and Whistleblowing Authorities, and the European Healthcare Fraud and Corruption Network (EHFCN), or with the European Observatory on Health Systems and Policies.

Likewise, collaboration with organised civil society will be sought and the possibility of enabling direct citizen participation will be studied.

Objectives

General objective:

- To promote a policy of integrity in the Ministry of Health, and in the field of health in general, which permeates all public institutions with competence in health management in order to provide citizens with effective and efficient public health care, with their active participation.

Specific objectives:

- Improve integrity policies in procurement at the Ministry of Health and in the health sector in general.
- Achieve transparent and ethical institutions that promote integrated information management for the prevention of corruption in the healthcare sector.
- Promote advances in data management in the healthcare sector, especially in the area of procurement.
- Provide the various public administrations with the necessary tools to improve integrity systems in the healthcare sector.
- Provide entities that manage public healthcare services with anti-corruption alert systems.
- Promote and establish a culture of integrity and public ethics among healthcare professionals and citizens.
- Consolidate instruments for managing conflicts of interest in the healthcare sector.
- Strengthen systems for reporting illegal activities.
- Generate synergies for collaboration with leading national and international organisations and associations working in the field of anti-corruption policies.
- Reward and highlight those entities that implement best practices in integrity and transparency.

How does the initiative contribute to solving the problem or meeting the need?

The aim is for each of the areas of focus and activities to be implemented, which are described below and in the documents attached to this file, to contribute to strengthening the principles of integrity and transparency in the actions of public authorities in the health sector.

Relevance to Open Government values

The activities outlined in the Strategic Plan of the Observatory against Healthcare Fraud and Corruption are perfectly aligned with the values of open government:

- Deepening transparency, open data and accountability in the health administration,
- Strengthening the ethical values and integrity of public health institutions,
- Promote, strengthen and improve the quality of citizen participation in public health management.
- Raise awareness among society and those working in healthcare about the values of open government.

**Link to the 2030
AGENDA**



Initiative

The initiative has three pillars:
AREA 1 PREVENTION.
AREA 2 ALERTS.
AREA 3 COMMUNICATION AND COLLABORATION.

Initiative activities	Start date	End date
AXIS 1. Prevention. Proposal P1- Initiatives in public sector procurement (Promote the development of a manual of practices to avoid in public procurement; develop a repository of model specifications. Monitor innovative procurement projects; promote the association of entities belonging to the National Health System (SNS) to carry out contracts collaboratively; promote centralised procurement; propose mechanisms that adapt the use of the simplified open procedure (Art. 159.6 of the LCSP) to healthcare management and encourage its use).	01/01/2025	31/12/2028
AXIS 1. Prevention Proposal P2- Initiatives in the field of transparency (Feasibility study on the publication of the complete work schedules of senior Ministry officials. Generate a practice of good governance in the MSND for the actions of interest groups, as well as transparency in participation in regulatory projects and legislative footprint. Publish the schedule of public procurement activity carried out by the MSND, in the budgetary year or multi-year periods).	01/01/2025	31/12/2025
AXIS 2. Alerts. Proposal A1: Initiatives to improve data quality (Analysis of data incorporated into procurement platforms; systematisation of the inclusion of data corresponding to MSND procurement in the procurement platform in order to enable effective and automated data cross-referencing to facilitate the creation of risk maps and red lines; Meeting with the Directorate-General for Heritage (MHAC) to analyse the quality of the data on the platform; Submission of an evaluation report on the implementation of data systematisation to the DG Heritage; Benchmarking with SNCA (IGAE) to learn about its red flag alert platform).	1 January 2025	31/12/2026
AXIS 2. Alerts. Proposal A2: Development of a risk map for the healthcare sector in collaboration with SNCA.	01/01/2025	31/09/2025
AXIS 2. Alerts. Proposal A3: Encourage the competent bodies to systematise the monitoring of contracts that are currently being executed, so that teams and tools can be created to facilitate the control of the terms of contract execution.	01/01/2026	31/12/2026
Axis 2. Alerts. Proposal A4: Conflicts of interest from different perspectives. Analysis and development of guidelines on conflicts of interest in the procurement of common portfolio services, pharmaceutical services and medicine guarantees, and healthcare professionals.	01/01/2025	31/12/2025
Axis 2 Alerts Proposal A5. Complaint boxes. (Promote campaigns to raise awareness of the different MSND (MSND, INGESA, AEMPS) competition mailboxes and review them to ensure their improvement; promote the measures of Law 2/2023 in FCSAI; meeting with the National Competition Market Commission (CNMC), as a benchmark in this type of system; preparation of improvement documents for existing mailboxes; feasibility study on the creation of an ethics mailbox in the MSND for actions not included in Law 2/2023).	01/01/2025	30/09/2025

AXIS 3 Communication and Collaboration. Proposal C1. Communication. Observatory communication plan; Good management awards. Good Management Awards.	01/01/2025	31/12/2026
AXIS 3 Communication and Collaboration. Proposal C2. Institutional Collaboration. (Collaboration with national and international organisations: OIReScon, SNCA, CNMC, AIPI, State Network of Anti-Fraud Offices and Agencies, EU, WHO, EHFN, GNACTA, EOHSP).	01/01/2025	31/12/2028
AXIS 3 Communication and Collaboration Proposal C3. Citizen Collaboration. (Collaboration with organised civil society: Identify and hold regular meetings with entities, organisations or associations working in the fields of transparency and/or anti-corruption; Promote communication channels and forums in which individuals or informal platforms with an interest in transparency and improving public management can participate).	1 April 2025	31/12/2028

Timeline Estimated	2025	2026	2027	2028
	X	X	X	X
Tract	PUNCTUAL		SUCCESSIVE	
			E	
			X	

Expected results
The Ministry of Health is working to promote integrity and transparency in the sector in two ways: by developing a specific strategy against corruption in healthcare and by establishing this observatory to lead and coordinate this strategy. The desired outcome is to implement a robust policy of integrity and transparency in public healthcare that includes strong prevention mechanisms.

Indicators of the initiative		
Indicators Implementation (le) Results (lr)	Implementation	Main indicator: percentage of annual implementation of the plan: 2025 30%. 2026 75%. 2027 90%. 2028 100%. Other indicators: - Call for entries for the good management award in the field of health sector. - Active participation in at least three annual forums organised by national or international public organisations or entities in the field of integrity in healthcare. - Completion and presentation to the Observatory Plenary of the Risk Matrix.
	Results	- Number of visits to the Ministry of Health website that have resulted in contributions from lobbyists to health regulation hearings. (related to P.2). - Dissemination of the repository of model specifications on the Ministry's intranet. - Publication on the Ministry's website of the Manual of practices to avoid in the health sector. - Presentation and dissemination of the Good Management Awards.

Cross-cutting impact	Gender	N/A	
	Social inclusion	N/A	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	Collaboration and impact on other regional administrations is anticipated through inter-administrative cooperation using the coordination mechanisms existing in the National Health System.

3.5.8 COLLABORATION IN THE FIGHT AGAINST DOPING

Responsible ministry

MINISTRY OF EDUCATION, VOCATIONAL TRAINING AND SPORTS

Higher Sports Council

State Agency Spanish Anti-Doping Commission in Sport (CELAD)

Other stakeholders (public)

Other stakeholders (civil society)

Background

In 2014, the collaboration programme "Contra el dopaje colabora. Don't stay silent" collaboration programme was launched, which is part of the WADA International Standard for Testing and Investigations (ISTI). To this end, a means of transmitting information relating to doping in sport has been set up, consisting of an online collaboration form, located on the website www.celad.gob.es, accessible 24 hours a day.

What is the problem/need that the initiative aims to address?

Its purpose is to promote society's collaboration in the defence of clean sport, free from behaviour that seriously harms the health of athletes and violates the ethics of competition.

Brief description

An online system through which athletes, support staff and any member of the public can anonymously report to CELAD any information relating to the use, administration or trafficking of substances or methods prohibited in sport.

Objectives

This initiative consists of providing anyone who wants to collaborate in the fight against doping with the necessary means to send this information to CELAD, allowing them to do so anonymously and confidentially.

How does the initiative contribute to solving the problem or meeting the need?

CELAD is committed to evaluating all information received to verify its accuracy and authenticity in order to decide whether whether or not to open an investigation.

The purpose of the investigation process is to transform all this information into evidence that could be used in disciplinary or criminal proceedings with the collaboration of the State Security Forces and Corps.

Relevance to Open Government values

The relevance lies in the collaboration and participation of both the general public and the entire sporting community.

Link to the 2030 AGENDA



Initiative

Creation of a secure messaging system to ensure that communication between the whistleblower and CELAD is completely anonymous
without the need for telephone communications, only telematic ones.

Initiative activities				Start date	End date
Implementation of secure messaging for anonymous communication by citizens.				01/06/2025	01/12/2028
Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
Increase in reports leading to the investigation of new anti-doping violations not related to the detection of prohibited substances and methods in laboratory analysis.					
Indicators of the initiative					
Indicators Performance (Ie) Result (Ir)	Performance	• Creation of a web platform to generate reports. • Creation of forms included in the web platform. • Voluntary anonymisation of users.			
	Result	• Verification of web platform for generating reports. • Verification of forms included in the web platform. • Verification of voluntary user anonymisation. • Final testing on the web.			

3.6 CULTURE OF INTEGRITY

3.6.1 DISSEMINATION AND AWARENESS-RAISING OF THE VALUES OF INTEGRITY AND PUBLIC ETHICS

Responsible ministry

MINISTRY OF TERRITORIAL POLICY AND DEMOCRATIC MEMORY

Secretariat of State for Territorial Policy

Directorate-General for General State Administration in the Territory

Other actors involved (Public)

- Ministry for Digital Transformation and the Civil Service
- Government Delegations and Sub-delegations and Island Directorates

Other stakeholders (civil society)

Background

The Strategic Plan of the General State Administration in the Territory 2024-2027 has a strategic objective of "Transparency and Open Government", which is structured around two programmes. Programme 13.1 Consolidation of a transparent and open administration for citizens pursues four results, one of which is to raise awareness within the organisation of the values of integrity and public ethics.

The starting point reflects that, since the approval of the AGE Integrity System (SIAGE), the Ministry of Territorial Policy and Democratic Memory has implemented an internal reporting channel in application of Law 2/2023 of 20 February, which regulates the protection of persons who report regulatory infringements and the fight against corruption. This channel is in addition to the integrity enquiry box, which was implemented following the approval of the Ministry's Code of Ethics and Conduct in May 2022. Given its recent creation, it is necessary to promote awareness of these tools in order to raise awareness of them as the primary protection system.

What is the problem/need that the initiative aims to address?

The recent approval in 2023 of the AGE Integrity System requires ongoing action to disseminate its values and tools in order to consolidate knowledge among AGE public employees in the Territory.

Brief description

To promote the dissemination of the values, principles and tools of the Integrity System of the General State Administration (AGE) among public employees of the Government Delegations, Sub-delegations and Island Directorates, with the aim of strengthening the culture of integrity, transparency and public ethics at all territorial levels of the AGE.

Objectives

Promote awareness within the organisation of the values of integrity, public ethics and institutional responsibility as the basis for a solid organisational culture committed to public service.

How does the initiative contribute to solving the problem or meeting the need?

Raising awareness within the organisation about integrity and public ethics will contribute to knowledge of the AGE Integrity System and strengthen its functioning within the AGE in the Territory.

Relevance to Open Government values

This commitment contributes to reinforcing the values of integrity and public ethics in the General State Administration in the Territory.

**Link to the 2030
AGENDA**



Initiative					
Raising awareness within the organisation of the values of integrity and public ethics.					
Initiative activities				Start date	End date
Actions to disseminate the tools of the AGE Integrity System (SIA-GE) in the Ministry of Territorial Policy and Democratic Memory to consolidate the integrity framework in the Government Delegations and Sub-delegations and Island Directorates.				01/01/2025	31/12/2028
Training for AGE staff in the Territory on Open Government.				01/01/2025	31/12/2028
Estimated timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
Increased awareness of ethical values and integrity and of SIAGE tools among AGET public employees.					
Initiative indicators					
Indicators of implementation (Ie) of results (Ir)	Implementation	- Percentage of Government Delegations and Sub-delegations and Island Directorates that have carried out SIAGE dissemination actions. - No. of training actions on the AGE Integrity System carried out.			
	Outcome	- Percentage of Government Delegations and Sub-delegations and Island Directorates that have carried out actions to disseminate the SIAGE. - Percentage of government delegations and sub-delegations and island directorates whose staff have received training on open government. - No. of actions to disseminate SIAGE tools promoted throughout the period. - Number of AGET public employees who have received training on open government.			
Cross-cutting impact	Gender	X	Greater awareness of gender equality, as one of the values included in the MPTMD Code of Conduct.		
	Social inclusion	X	Greater awareness of respect for people, as this is one of the values included in the MPTMD Code of Conduct.		

	Ecological Transition	X	Greater awareness of respect for the environment, as one of the values included in the MPTMD Code of Conduct.
	Territorial Diversity and Administrative Cooperation	X	Greater awareness of respect for institutional loyalty, applicable to territorial and inter-administrative cooperation, as one of the values included in the MPTMD Code of Conduct.

3.6.2 TRAINING OF SENIOR STAFF AND PUBLIC EMPLOYEES

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service (SEFP)

Directorate-General for Public Governance (DGGP)

Other stakeholders (Public)

- Other ministries, with the support of the General Inspectorates of Departmental Services (IGS), Coordinating Commission (CCIGS)
- Management centres: DGGP, OCI, IGAE (SNCA), INAP

Other stakeholders (civil society)

- Academic world (universities)
- Civil society organisations in the field of integrity
- Sectoral Commission for Open Government
- Inter-administrative Network for Quality Services
- Open Government Forum

Background

In recent decades, various situations have highlighted the need for a profound change in the ethical culture of public employees and senior officials, generating a growing demand for greater transparency, accountability and ethical behaviour in public management.

Regulatory developments at national and international level have reinforced the importance of ethics in public service. The Law on Transparency, Access to Public Information and Good Governance in Spain, as well as European guidelines and international agreements, such as the report on the rule of law, the report of the Group of States against Corruption and the United Nations Convention against Corruption, have highlighted the need to establish robust integrity and ethics systems in public administration.

Organisational culture plays a crucial role in the behaviour of its members. Evidence shows that where a culture based on clear and shared ethical values has been promoted, the incidence of inappropriate practices has been reduced and efficiency and effectiveness in public management has improved. Ethics is not only a matter of regulatory compliance, but also of internalising values that guide the daily behaviour of public employees and senior officials.

Previously implemented training programmes on ethics and good governance have proven effective in raising awareness and training public servants on integrity issues. However, these programmes need to be expanded and adapted to encompass the whole of society, involving citizens.

What is the problem/need that the initiative aims to address?

The lack of knowledge and visibility regarding the regulatory framework and existing resources on integrity within the AGE, as well as the dispersion of regulations and manuals, prevents a clear and unified view of the tools and procedures available, leading to gaps and inconsistencies in their application. Existing manuals and guides may not accurately reflect current regulations, international best practices, or new threats in the field of ethics and public integrity, resulting in the ineffective application of integrity policies and limiting the ability of public servants to deal with new or complex situations.

Furthermore, the lack of adequate initial training in ethics and integrity for public servants, as well as throughout their administrative careers, can prevent them from understanding their responsibilities in terms of integrity, likely leading to inappropriate behaviour and an inability to recognise and act on potential conflicts of interest.

The proposed actions seek to resolve fundamental problems related to outdated regulations, lack of clarity and accessibility of information, lack of specific training, and insufficient incorporation of integrity principles into daily public administration practices.

Brief description

To foster a strong ethical culture throughout the public administration, involving both public employees and senior officials as well as the general public. The aim is to consolidate public ethics as an essential pillar of conduct and decision-making in the public sector, promoting a management model based on integrity, transparency and accountability.

It also aims to encourage society to participate actively in building and sustaining a shared system of integrity that strengthens trust in institutions and ensures responsible and open governance.

Objectives

This commitment is aimed at:

- Updating and aligning these manuals and guides with the latest regulations and international best practices, strengthening the AGE's capacity to prevent, detect and manage conflicts of interest and other conduct contrary to ethical principles.
- Identify and assess the current status of regulatory resources, manuals and guidelines available in the General State Administration (AGE), in order to detect possible gaps, overlaps or areas for improvement in current regulations related to ethics and public integrity.
- Provide practical, accessible tools that can be applied to daily work, enabling public employees to identify and prevent situations involving ethical or integrity risks, thereby contributing to an improved organisational climate and institutional trust.
- Consolidate an ethical culture from the first day of joining the civil service and throughout the entire administrative career, through a training strategy based on: short training capsules on common ethical dilemmas, self-assisted training modules accessible online, and self-assessment tests that allow each person to measure their level of understanding and commitment to the principles of integrity and good governance.
- Provide specific training to staff responsible for ethical management in different centres and units, providing them with up-to-date knowledge, dilemma-solving skills and tools to ensure effective compliance with integrity standards in their areas of activity.
- Strengthen transparency and accountability by incorporating explicit commitments to integrity and conflict of interest prevention into Service Charters as a public expression of the ethical commitment of administrative units.
- Encourage collaboration between public administrations, promoting the creation of a centralised, accessible and updated repository of good practices, tools and resources on public integrity, facilitating mutual learning and continuous improvement.

How does the initiative contribute to solving the problem or meeting the need?

Together, these activities strengthen the AGE's capacity to implement effective integrity policies, preventing and combating inappropriate practices or conflicts of interest in a more consistent and efficient manner. Furthermore, by improving training, dissemination and transparency, a strong ethical culture is promoted that not only involves public servants, but also generates greater public confidence in public institutions.

Relevance to Open Government values

This commitment has an impact on the Open Government values of transparency, integrity and accountability.

[Link to the 2030](#)



Agenda

Initiative					
Implement a coordinated set of actions aimed at strengthening the culture of integrity in the General State Administration (AGE), improving regulatory and educational resources, promoting transparency, and ensuring the active participation of both public servants and citizens.					
Initiative activities			Start date	End date	
Diagnosis of the existence of manuals and regulations on integrity.			01/03/2025	31/10/2025	
Promote the updating of manuals on integrity produced by control bodies or authorities.			01/05/2025	31/12/2028	
Promote the development of practical guides and basic brochures on integrity to help public employees apply regulations and procedures for the prevention and detection of conflicts of interest.			01/05/2025	31/12/2028	
Promote the dissemination among public employees and senior officials of the principles of public ethics established in the SIAGE Codes of Good Administration and Good Governance or other applicable regulations.			01/05/2025	31/12/2028	
Promote specific training on integrity and ethics for temporary staff and senior officials.			01/05/2025	31/12/2028	
Create training content on integrity and public ethics in bite-sized chunks for self-paced courses.			01/05/2025	31/12/2028	
Promote the review of service charters by the actors involved in their approval to include aspects related to integrity and conflicts of interest.			01/05/2025	31/12/2028	
Promote the creation of the design and subsequent implementation of a public platform for sharing information on key integrity issues.			01/05/2025	31/12/2028	
Conduct an assessment to evaluate progress in the implementation of the AGE Integrity System (SIAGE) after the completion of the activities of this commitment.			01/09/2028	31/12/2028	
Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
- Report on the existence, status and gaps in current integrity manuals and regulations within the General State Administration (GSA). - Updated manuals that reflect the latest regulations, guidelines and best practices in integrity. - Practical guides that are easy to understand and apply to support public employees in implementing integrity measures. - Basic brochures aimed at new public employees that provide information upon joining the AGE on essential integrity guidelines and procedures. - Report on actions taken in relation to training in public ethics for public servants, including temporary staff and senior officials. - Report on service charters that incorporate clear commitments to integrity. - Public space that centralises key information on integrity, enabling efficient exchange of information between public entities and facilitating citizen participation in monitoring these issues.					

Indicators of the initiative			
Indicators execution (le) result (lr)	Execution	Completion deadline (to be determined in detail).	
	Outcome	Product obtained (information contained in expected results): - Report on the existence, status and gaps in current integrity manuals and regulations within the General State Administration (GSA). - Updated manuals reflecting the latest regulations, guidelines and best practices in integrity. - Practical guides that are easy to understand and apply to support public employees in implementing integrity measures. - Basic brochures aimed at new public employees that provide information upon joining the AGE on essential integrity guidelines and procedures. - Report on actions taken in relation to the training of public servants and in relation to the specialised training of public employees with advanced knowledge of public ethics, prepared to act as role models and advisors in their respective areas. - Report on service charters that incorporate clear commitments to integrity. - Public space that centralises key information on integrity, enabling efficient exchange of information between public entities and facilitating citizen participation in monitoring these issues.	
Cross-cutting impact	Gender	N/A	
	Social inclusion	N/A	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	YES	The aforementioned objectives and actions enable the establishment of a unified framework for public integrity which, while respecting territorial diversity, promotes inter-administrative cooperation and ensures the consistent and appropriate application of ethical policies throughout the national territory, strengthening the cohesion and efficiency of public administrations.

Commitment 4

OPEN ADMINISTRATION

Initiatives related to:

4.1. Electronic document management system compatible with the requirements of transparency regulations

- 4.1.1. Document Management System of the General State Administration

4.2. Clear language and communication

- 4.2.1. Improving clarity and simplicity in administrative language
- 4.2.2. Training in the use of clear and accessible language in the Administration

Specific applications

- 4.2.3. Clear language initiatives in the justice system
- 4.2.4. Improvement of information on the Minimum Living Income through the use of clear language
- 4.2.5. Development of a guide to clear administrative language for children and adolescents
- 4.2.6. Creation of guides and resources accessible to all, with special attention to diversity
- 4.2.7. Training in clear administrative language in state railway and aviation safety agencies

4.3. Better service for citizens

- 4.3.1. Interconnection system for citizen service

Comprehensive service

- 4.3.2. Pilot project for a comprehensive citizen service at the Ministry of Finance
- 4.3.3. New 360º model of Social Security service for citizens and businesses

In-person service and accessibility

- 4.3.4. New in-person service model geared towards citizens
- 4.3.5. Programmes to improve accessibility in face-to-face service
- 4.3.6. Justice offices in the municipality to eliminate gaps

Online and telephone service

- 4.3.7. Simplification and omnichannel service for citizens in cadastral activities

- 4.3.8. Comprehensive telephone management of the National Social Security Institute
- 4.3.9. Provision of telephone and chatbox services for integrated services (first level)
- 4.3.10. Proactive communication project with citizens

Simplification

- 4.3.11. Social security benefits management portal
- 4.3.12. Administrative simplification for procedures relating to subsidies
- 4.3.13. Improvements to the humanitarian aid programme and the international protection reception system
- 4.3.14. Smart simplification: the enabling role of technology and public-private collaboration in reducing administrative burdens

4.1 ELECTRONIC DOCUMENT MANAGEMENT SYSTEM COMPATIBLE WITH THE REQUIREMENTS OF TRANSPARENCY REGULATIONS

4.1.1 DOCUMENT MANAGEMENT SYSTEM OF THE GENERAL STATE ADMINISTRATION

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance

Other actors involved (Public)

Other stakeholders (Civil society)

- Spanish Civil Service Archivists

Background

In recent years, the public administration has faced challenges that require improving quality to ensure cohesion, competitiveness and the fundamental rights of citizens. This has led to the creation of the "Consensus for an Open Administration", which serves as a roadmap for transforming the public administration in a participatory manner with all stakeholders.

This document is structured around four objectives, one of which is "Administration open to transparency, public participation and accountability", which includes the project known as "Transparency by design".

What is the problem/need that the initiative aims to solve?

Document management system:

The General State Administration (AGE) does not have an Electronic Document Management System (SGDE) that incorporates a register of procedures to ensure that the public information generated and recorded in it is authentic, reliable, complete, up-to-date, durable and accessible; a register that in turn facilitates access to public information. This is essential for building public trust in institutions, facilitating transparency, participation and accountability.

Adaptation of regulations to document management:

Absence of any reference to document management in current legislation. It is not mentioned in either the basic legislation governing the legal regime of public administrations or in the basic legislation on transparency, which prevents it from achieving its objectives and, ultimately, contributing to greater transparency in public administrations.

Linking repositories:

There is an urgent need to establish a precise connection between the document management and dissemination systems of the departments of the General State Administration (AGE) and other administrations, the transparency portal, the archive and document management portals of the different departments of the AGE, and the archive portals of the Autonomous Communities, with the transparency and open data portals.

Progress in the clarity of administrative language:

The report by the Commission for the Modernisation of Legal Language produced by the Ministry of Justice revealed that the vast majority of the population considers legal language in Spanish to be opaque and difficult to understand.

Brief description

Design digital tools based on the principle of transparency from the outset, such as a document management system for the General State Administration, which facilitates compliance with transparency obligations.

This tool must coherently integrate document and archival policy, document standardisation criteria and clear and easy language guidelines, thereby promoting accessible, standardised document management geared towards citizens and facilitating transparency by default.

Objectives

To have a Document Management System or alternative system that allows the establishment of an Electronic Document Management System (SGDE) and an Electronic Archive Document Management System (SGDEA) within the General State Administration (AGE), linked to each other and supported by a Procedures Register. These systems will enable the implementation of a common electronic document management policy throughout the AGE, ensuring the traceability, preservation, access and reuse of documents throughout their life cycle.

Regulatory adaptation to document management:

Study and, where appropriate, promote the adoption and regulatory adaptation necessary to define the guiding principles of a comprehensive document management system that is consistent and aligned with current requirements for transparency and information governance.

Among other aspects, attention must be paid to the provisions of the Tromsø Convention, which recognises the right of access to public documents and requires that such documents be duly registered in order to facilitate their accessibility and management in accordance with standardised criteria.

The regulations must specifically incorporate the two aspects of the principle of transparency:

- active publicity, as an obligation to publish relevant information about recorded public actions, and
- the right of access to public information, as a subjective right of citizens.

Within this framework, it is proposed to recognise and incorporate two key principles to guide the design and operation of the system:

- Principle of transparency by design, which ensures that document management incorporates criteria from its inception accessibility, traceability and accountability.
- Principle of open data by design and by default, ensuring the generation, structuring and dissemination of information in open and reusable formats, facilitating proactive access in accordance with current openness standards.

Linking of institutional repositories:

The effective integration of document repositories with the National Open Data Catalogue will be promoted, ensuring that published information is available in open and reusable formats, in accordance with the provisions of the Law on Reuse of Public Sector Information and the Transparency Law.

In addition, progress will be made in improving the dissemination of the Administration's documentary heritage from a perspective of transparency, interoperability and user orientation, placing citizens at the centre of access to and use of public information.

Clarity of administrative language:

The use of clear and accessible language will be consolidated in all administrative documents and interfaces, with the aim of ensuring that public information and services are understandable to all people, regardless of their ability, gender, ethnic origin or any other condition.

This approach will contribute to improving transparency, encouraging citizen participation and promoting greater equity in the relationship between the administration and society.

How does the initiative contribute to solving the problem or meeting the need?

Document management system:

The implementation of the SGDE and SGDEA will link document management with transparency policies in the AGE, having a positive impact on the administration. This is because the incorporation of a Register of Procedures will ensure that the public information generated and recorded therein is authentic, reliable, complete, up-to-date, durable and accessible; this Register will in turn facilitate access to public information. This is essential for building citizens' trust in institutions, facilitating transparency, participation and accountability.

Adaptation of regulations to document management:

In carrying out the regulatory adaptation, the Transparency Law will be amended to include provisions for access to information held in archives and to establish the basic principles of a document management system that covers all stages of a document's life cycle and ensures its preservation, processing and access.

Linking repositories:

The work carried out in connection with this initiative will ensure compliance with the adoption of the DCAT-AP metadata standard and the connection of the Transparency Portal to the National Catalogue, as a necessary step in the exercise of openness towards citizens.

Progress in the clarity of administrative language:

The implementation of clear and inclusive language in public administrations seeks to improve transparency, accessibility and understanding of information by citizens, facilitating procedures and reducing technical jargon. This will increase trust in institutions, promote access to public services for vulnerable people and linguistic minorities, and encourage citizen participation. In addition, it will improve the efficiency of internal and external communication, developing organisational capacities and strengthening the reputation of public entities, contributing to general well-being and a more equitable and just society.

Relevance to Open Government values

Document management system:

The implementation of document management systems is essential for building public trust in institutions, facilitating transparency, participation and accountability.

Adaptation of regulations to document management:

Adapting regulations to incorporate these new principles is key to ensuring that the legal and regulatory framework is consistent with the values of transparency, participation and collaboration. A document management system that is aligned with regulations on access to public information and that facilitates active publicity and open data ensures that public management is more efficient, accessible and oriented towards the needs of citizens.

Linking repositories:

Ensuring that data is accessible, reusable and presented in a transparent manner encourages citizen participation, accountability and innovation. Furthermore, this strategy places the population at the centre of the process, ensuring that public information is not only accessible, but also useful and understandable to all citizens.

Advancing clarity in administrative language:

Ensuring that all people, regardless of their abilities or circumstances, can access the necessary information and services is essential to ensuring full and equitable participation in social and civic life, thereby promoting a more inclusive and representative democracy.

Link to the 2030 AGENDA



Initiative				
Transparency by design.				
Initiative activities			Start date	End date
Document management system.				
Development of an electronic document management system.			31/08/2024	17/02/2027
Establishment of a working group and definition of the main lines of the project.			31/08/2024	1/11/2024
Design and implementation of SGDE.			26/08/2025	17/02/2027
Study and, where appropriate, proposal to adapt regulations to document management.			26/08/2025	31/02/2027
Linking of repositories.				
Technical developments and implementations for the synchronisation of the Transparency Portal, the open data portal and PARES.			01/09/2024	31/06/2026
Progress in the clarity of administrative language.				
Preparation of a guide to clear and inclusive language on transparency for public administrations.			01/01/2025	01/06/2026
Estimated timeline	2025	2026	2027	2028
	X	X	X	
Tract	PUNCTUAL		SUCCESSIV E	
Expected results				
Document management system: • Establishment of an Electronic Document Management System (SGDE). • EDMS governance system. Adaptation of regulations to document management: Study of the amendment of Law 19/2013, of 9 December, to include provisions on access to information contained in archives and the establishment of the basic principles of a document management system that covers all stages of the document's life cycle and ensures its preservation, processing and access. This last change may reasonably entail the enactment of other regulations, in addition to the amendment of the LTAIBG, given that a document management model such as the one we propose is holistic in nature and not solely linked to the benefits or requirements of transparency. In particular, in the sphere of the General State Administration, it will be necessary to draft a new regulation to replace Royal Decree 1708/2011. Progress in the clarity of administrative language: • More transparent, open and citizen-friendly public administrations. • Improved understanding and accessibility of public documents and information by citizens and streamlining administrative procedures. • Simplification of administrative language, reducing technicalities and complexities. • Increased public confidence in public institutions.				

- Improved access to public services for vulnerable groups and individuals and for linguistic minorities.
- Greater efficiency in internal (inter-institutional) and external (with citizens) communication by public administrations.
- Increased citizen participation in the public and political sphere.
- Increase and development of the capacities and organisational culture of public administrations.
- Enhanced reputation of public entities, particularly those that promote the successful implementation of clear and inclusive language practices.
- Contribution to general well-being by improving citizens' quality of life and promoting a more equitable and fair society through better administrative communication.

Initiative indicators

Indicators Implementation (le) Outcome (lr)	Implementation	Document management system: • SGDE development indicators: - Percentage of ministries whose document cycles are incorporated into the SGDE. - Percentage of documents effectively incorporated into the SGDE. Monthly evolution of the number of queries on the AGE Transparency Portal, both active and reactive transparency. Linking of repositories: - Number of information resources linked between transparency and open data portals or PARES. - Number of document series catalogued, metadata and registered. - Value-added services and user support in exercising the right of access to public information - Degree of interoperability of the archives portals of the autonomous communities with the European Archives Portal. - Catalogues of public information subject to active disclosure in open format. Progress in the clarity of administrative language: • Indicators for the Guide to Clear and Inclusive Language: - Number of good practices, practical examples and additional resources included in the Transparency Guide. - Assessment of the clarity and comprehensibility of the Guide's content by test users (through evaluation questionnaires). - Number of civil servants who have received training in clear and inclusive language using the Guide. - Satisfaction surveys among end users on the usefulness and effectiveness of the Guide. - Reduction in complaints or queries from citizens regarding the comprehension of administrative documents (based on the number of complaints or queries prior to the implementation of the Guide and comparing it with the number after the implementation of the Guide). - Average response time for implementing improvements suggested by users and experts in the Guide. - Number of downloads and visits to the digital resource of the Guide. - Inclusion of people with cognitive or linguistic disabilities in the implementation of the Guide. - Inclusion of a gender perspective in the implementation of the Guide.

		• Creation and development of digital tools (AI applied to clear and inclusive language): - Frequency of use of digital tools in the drafting and review reviewing administrative documents. - Percentage of documentary series with complete metadata (source, date of update, collection methodology, document usage restrictions, etc.).
	Result	• Percentage of documentary series accessible through the Transparency Portal Transparency Portal linked to the SGDE.

4.2 CLEAR LANGUAGE AND COMMUNICATION

4.2.1 IMPROVING CLARITY AND SIMPLICITY IN ADMINISTRATIVE LANGUAGE

Responsible Ministry

MINISTRY OF INCLUSION, SOCIAL SECURITY AND MIGRATION

Secretary of State for Migration

Directorate-General for Spanish Citizenship Abroad and Return Policies

Other stakeholders (Public)

Other stakeholders (civil society)

Background

Although this is not an issue that gives rise to complaints, it has been noted in queries submitted through Citizen Communication or the Spanish Return Office that many of the questions raised by interested parties relate to a misunderstanding of our letters or notifications.

What is the problem/need that the initiative aims to resolve?

On many occasions, the language used in communication with citizens is unclear or at least not understood by its recipients, especially when, as is the case with this unit, notifications or information in general are addressed to a group of elderly people or those who have been living outside Spain for a long time.

Brief description

In line with the proposals arising from the public hearing process, the commitment involves raising awareness of the need for clear communication to public employees.

This awareness must be reflected in the use of clear, direct and precise language in the documentation provided to citizens and in the information published in digital or paper format for people living abroad and returning emigrants.

Objectives

To reliably convey the content of administrative resolutions or notifications that affect citizens abroad and returnees, and to improve the clarity and simplicity of the information provided through Internet portals, social networks, electronic platforms, among others.

How does the initiative contribute to solving the problem or meeting the need?

In a decisive way, as it would resolve some of the doubts and queries raised through our channels of communication with citizens abroad or returnees.

Relevance to Open Government values

In our opinion, this is relevant due to its direct relationship with communications addressed directly to the citizen.

**Link to the 2030
AGENDA**



Initiative					
Improving the clarity and accessibility of the language used in administrative information and documentation aimed at citizens.					
Initiative activities			Start date	End date	
Proposal to training units for training activities related to accessible language, especially aimed at legal professionals.			01/01/2025	31/03/2025	
Standardisation of administrative documentation aimed at citizens, based on criteria of clarity and accessibility addressed to citizens: notifications, resolutions and communications.			01/09/2023	30/09/2025	
Reviewing the clarity of transparency portals and urging officials to issue resolutions in clear language.			01/09/2023	30/09/2025	
Holding joint practical workshops between content managers and IT specialists to find formulas or formats adapted to the Internet.			01/01/2025	30/09/2025	
Conducting user satisfaction surveys.			01/10/2025	31/12/2025	
Estimated timeline	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
Significant improvement in the level of satisfaction of recipients of communications, notifications or publications with the language used in them.					
Initiative indicators					
Indicators Implementation (le) Outcome (lr)	Implementation	- Number of publications reviewed. - Number of updated guidelines. - Number of resolutions modified. - Number of web pages updated.			
	Results	- Number of complaints received due to deficiencies in the use of language. - Number of enquiries received regarding poor comprehension of the content of our communications.			
Cross-cutting impact	Gender		Neutral.		
	Social inclusion		Neutral.		
	Ecological Transition	X	Paper notifications could be reduced by improving the usability of the electronic headquarters.		
	Territorial Diversity and Administrative Cooperation		Neutral.		

4.2.2 TRAINING IN THE USE OF CLEAR AND ACCESSIBLE LANGUAGE IN THE ADMINISTRATION

Responsible ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance

Other stakeholders (Public)

- Directorate-General for the Rights of Persons with (Ministry of Social Rights, Consumer Affairs and Agenda 2030)
- Royal Board on Disability (RPD) and its advisory centres

Other stakeholders (civil society)

- Spanish Committee of Representatives of Persons with Disability (CERMI)

Background

Citizens demand clear information in their dealings with the Administration. The language used by the Administration is often complex and unclear, constituting a barrier to accessing public services.

Comprehensible and accessible services are necessary to facilitate citizens' access to them and improve the efficiency of the Administration.

What is the problem/need that the initiative aims to address?

Citizens find it difficult to access clear and straightforward information. This leads to a lack of understanding of the information, limited access to services, and mistrust and inefficiency in institutions.

Brief description

The commitment consists of identifying citizens' demands for clear and accessible language, promoting training activities aimed at public administration staff, and developing or adapting institutional content to ensure understandable, inclusive and user-oriented communication. Likewise, the use of automation and artificial intelligence tools will be encouraged to facilitate the drafting, review and validation of administrative texts in clear language.

Objectives

Ensure clear, understandable and accessible information, with the aim of facilitating effective access to public services for citizens and improving their experience in their dealings with the Administration.

How does the initiative contribute to solving the problem or meeting the need?

The existence of content in clear and user-friendly language facilitates citizens' access to public services, which helps to resolve the problem of difficulty in understanding information and eliminates gaps due to age, social status or access capacity.

Relevance to Open Government values

This commitment is aligned with the commitment to clear language and communication.

[Link to the 2030](#)



Agenda

Initiative				
• Diagnosis of the situation through a survey to ascertain citizens' demands. • Improvement of information aimed at citizens by drafting and adapting content to clear language and easy reading. • Use of artificial intelligence-based tools. • Training activities.				
Initiative activities			Start date	End date
Situation diagnosis: survey.			01/04/2025	30/06/2025
Proposals for training activities related to plain language and easy reading			01/03/2025	31/05/2026
Preparation and adaptation of clear language and easy-to-read material.			01/09/2025	28/02/2027
Promotion of the use of artificial intelligence tools.			01/04/2025	31/12/2027
Conducting surveys.			01/04/2027	31/07/2027
Estimated timeline	2025	2026	2027	2028
	X	X	X	
Tract	PUNCTUAL			SUCCESSIVE
Expected results				
Improvement in the information provided to citizens.				
Initiative indicators				
Indicators of implementation (le) of results (lr)	Implementation	• Number of training courses received • No. of surveys conducted		
	Outcome	• Number of contents reviewed on portals.		
Cross-cutting impact	Gender	N/A		
	Social inclusion	X		
	Ecological Transition	N/A		
	Territorial Diversity and Administrative Cooperation	N/A		

4.2.3 CLEAR LANGUAGE INITIATIVES IN JUSTICE

Responsible Ministry

MINISTRY OF THE PRESIDENCY, JUSTICE AND RELATIONS WITH THE COURTS

Secretary of State for Justice

General Secretariat for Innovation and Quality in Public Justice Services

Other actors involved (Public)

Other stakeholders (civil society)

Background

The Ministry of the Presidency, Justice and Relations with the Courts continues to work to improve the accessibility of its websites and electronic headquarters. Among other actions, a specific section on plain language has been included. It includes a guide to clear judicial writing and templates for drafting judicial decisions in plain language.

Likewise, as part of the Artificial Intelligence Strategy developed by this Ministry, clear language initiatives are being addressed with functionalities within the Ministry's own solutions, such as Carpeta Justicia, and with Artificial Intelligence (AI) tools made available to professional groups and administrative staff. In this way, these solutions can reach the entire population.

What is the problem/need that the initiative aims to solve?

The Artificial Intelligence tools developed by this Ministry, as well as the resources published on the Portal, enable the conversion of legal language into plain language. These actions ensure that judicial decisions and documents are easily understandable by the general public.

Furthermore, thanks to these services, gaps based on age, social status, education or ability are eliminated, allowing access to and understanding of judicial documents for all.

Brief description

In the area of citizen services, AI is playing a key role in improving access to legal information and judicial services. Through the development of AI-based tools, citizens can obtain summaries in plain language, easy-to-read versions and other features that facilitate access to legal information.

The launch of these services also reduces digital divides, placing citizens at the centre of the priorities of the Administration of Justice.

Objectives

- Respect citizens' right to understand.
- To improve accessibility to the public justice service.
- Strengthen the relationship between the administration of justice and citizens.
- Promote transparency and trust in the judicial system.

How does the initiative contribute to solving the problem or meeting the need?

The implementation of plain language initiatives ensures access to judicial information for all groups, especially the most vulnerable.

Relevance to Open Government values

Transparency and access to public information, participation and collaboration.

Link to the 2030



Agenda

Initiative					
Selection of datasets based on reference thresholds in the selected parameters. Generation of an optimised model optimised model, which, based on the reference dataset, allows for the automated construction of documents.					
Initiative activities			Start date	End date	
Introduction of improvements to the Simple Language Document Summary tool in the Justice Folder.			01/11/2024	31/12/2028	
Improvement of accessibility to the Ministry's portals.			01/01/2025	31/12/2028	
Inclusion of functionalities in AI tools for justice administration staff which, among other features, allow brief summaries of documents to be produced in plain language without using legal terms, designed for non-legal professionals who need to understand the content of a document.			01/10/2023	31/12/2028	
Estimated timeline	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
To provide citizens with a better understanding of the documents sent to them by the Justice Administration.					
Initiative indicators					
Indicators Implementation (Ie) Outcome (Ir)	Implementation	- Continue with the introduction of AI functionalities for the production of documents in Plain Language. - Reviews of web accessibility of the portals.			
	Outcome	- Use of the service by civil servants (requests made). - Web accessibility status report.			
Cross-cutting impact	Gender	X			
	Social inclusion	X			
	Ecological Transition	X			
	Territorial Diversity and Administrative Cooperation	X			

4.2.4 IMPROVEMENT OF INFORMATION RELATING TO THE MINIMUM LIVING WAGE THROUGH THE USE OF PLAIN LANGUAGE

Responsible Ministry

MINISTRY OF INCLUSION, SOCIAL SECURITY AND MIGRATION

General Secretariat for Inclusion

Technical Office of the General Secretariat

Other stakeholders (public)

Other stakeholders (civil society)

- Third sector organisations that promote accessibility

Background

On 26 February, the Minister for Inclusion, Social Security and Migration announced the development of a Minimum Living Income (IMV) Accessibility Plan, a roadmap that establishes priority areas for intervention to improve benefits, streamline processes, and ensure accessibility, clarity and transparency in access to information.

What is the problem/need that the initiative aims to solve?

To eliminate difficulties in accessing information available on the IMV.

Brief description

Adapt information relating to the Minimum Living Income (IMV) to plain language as a means of reaching citizens, given its importance as a key measure in the fight against poverty and exclusion.

Objectives

Provide clarity and accessibility in the information so that it is more accessible to everyone.

How does the initiative contribute to solving the problem or meeting the need?

The dissemination of information using "easy language" will facilitate access to information about the IMV, reducing the barriers imposed by the use of administrative terminology for people interested in the IMV and potential beneficiaries.

Relevance to Open Government values

It is relevant because it is in line with Open Government principles such as transparency, integrity, accountability and stakeholder participation in support of democracy and inclusive growth. Especially with the principle of transparency and access to information.

Link to the 2030 Agenda



Initiative		
Development of a plan to improve accessibility to the Minimum Living Income.		
Initiative activities	Start date	End date
Promote the interoperability of documents held by the administration.	01/01/2025	31/12/2028

Simplification of administrative language and IMV forms.				01/01/2025	31/12/2028
Estimated timeline	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
Citizens and potential beneficiaries of the IMV will see greater clarity in the information provided and greater accessibility for all.					
Initiative indicators					
Indicators of implementation (le) of results (lr)	Implementation	- Redesign of the Ministry's website and the IMV website. - Include an easy-to-read option in the texts and infographics on the SGI website SGI website.			
	Result	Development of a telephone helpline for IMV processing via the 020 number (a national, free, confidential and replaceable service that complements the existing in-person, telephone and online service channels) to centralise telephone services for IMV applicants and beneficiaries.			
Cross-cutting impact	Gender	N/A			
	Social inclusion	X			
	Ecological Transition	N/A			
	Territorial Diversity and Administrative Cooperation	N/A			

4.2.5 DEVELOPMENT OF A GUIDE TO CLEAR ADMINISTRATIVE LANGUAGE FOR CHILDREN AND ADOLESCENTS

Responsible Ministry

MINISTRY OF YOUTH AND CHILDREN

Youth and Children

Technical General Secretariat

Other actors involved (Public)

- Ministry for Digital Transformation and the Civil Service

Other actors involved (Civil Society)

Background

There are numerous precedents in Spain and the European Union for measures to improve administrative language and the way in which the public administration communicates with citizens, framed both within the approach of regulatory improvement or "Better regulation" and within Open Government.

Back in 2005, the Council of Ministers approved the Regulatory Technical Guidelines in order to improve the drafting of regulatory projects in the State Administration. Subsequently, Law 40/2015 of 1 October on the Legal Regime of the Public Sector established simplicity, clarity and proximity to citizens as principles of action for public administrations, in line with the principles and measures set out in Law 19/2013 of 9 December on transparency, access to public information and good governance.

There are several initiatives to clarify and simplify legal and administrative language. In the case of the administration of justice, the Ministry of Justice published a Guide to Clear Judicial Writing in 2023. The Royal Spanish Academy plans to publish guidelines on clear legal language. Several autonomous communities and local councils have published similar documents, which were included as commitments in the 4th Open Government Plan.

What is the problem/need that the initiative aims to address?

The public administration issues numerous administrative acts and resolutions, many of which are technical in nature. Despite containing a great deal of information, they do not always fulfil their purpose of providing clear and simple information. They are based on a regulatory view of transparency, aimed at complying with the active publicity requirements of the law, and on a communication culture that is sometimes dense and confusing. This technical content, which may be easy for a specialist reader to understand, is not always clear and easy to understand for the general public. This problem extends to some announcements, publications and other information, as a result of overly legalistic and unclear language.

Brief description

Preparation of a Guide to Clear Administrative Language aimed at the general public, especially children and adolescents.

Objectives

- To improve citizens' access to public information and administrative decisions that affect them.
- Promote clear and simple language and wording in the drafting of administrative acts and resolutions.
- Avoid the use of convoluted and confusing language that could negatively affect the rights and interests of the staff
- Improve citizens' confidence in administrative action.

How does the initiative contribute to solving the problem or meeting the need?

Accessibility to information is one of the pillars of good governance. If we are able to make the vast amount of documentation provided by the public administration clear and easy to understand, we will increase citizens' trust in their institutions, enhance our credibility and reputation, and thereby encourage citizens to participate and collaborate in public affairs that are of interest to them.

Relevance to Open Government values

Clear communication consists of conveying information that is relevant to citizens in an easy, direct, transparent, simple and effective manner through all types of channels and media. It involves raising awareness among public employees about the values of transparency and open government, which entails a cultural shift in the administration towards the idea that the administration exists for the public, to whom it owes the design and articulation of its policies, plans and public services and, equally importantly, the provision of facilities to facilitate understanding and participation in them. Unambiguous wording of public information results in improved access to information and public services.

**Link to the 2030
AGENDA**



Initiative activities	Start date	End date
Identification of the need: carry out an assessment to identify communication problems and the need for a plain language guide.	01/01/2025	30/04/2025
Formation of the Working Team: create a multidisciplinary team that includes experts in communication, law, and public administration.	01/05/2025	30/06/2025
Review of Existing Documentation: analyse current administrative documents to identify areas for improvement in terms of clarity and accessibility.	1 July 2025	30/11/2025
Definition of Objectives and Scope: establish the specific objectives of the guide and define its scope, including what types of documents and communications will be addressed.	1 September 2025	31/12/2025
Research and Benchmarking: research good practices and examples of clear language guides in other public administrations, both nationally and internationally.	01/01/2025	31/03/2025
Content Development: draft the contents of the guide, including principles of clear writing, practical examples, and specific recommendations.	01/04/2026	31/07/2026
Review and Validation: submit the draft guide for review by experts and relevant stakeholders to ensure its quality and relevance.	01/09/2026	30/11/2026
Pilot testing: implement the guide on a pilot basis in some areas of the administration to assess its effectiveness and gather feedback.	01/12/2026	30/04/2027
Adjustments and Final Review: make adjustments based on feedback received during the pilot tests and prepare the final version of the guide.	01/05/2027	31/07/2027
Formal Approval: obtain formal approval of the guide from the competent authorities within the public administration.	01/09/2027	30/09/2027

Publication and Dissemination: publish the guide in accessible formats and disseminate it through the administration's internal and external communication channels.	01/10/2027	31/10/2027
Training and Education: organise training sessions for public employees on the use of the guide and the importance of clear language.	01/11/2028	30/04/2028
Monitoring and Evaluation: establish mechanisms to monitor the use of the guide and assess its impact on administrative communication.	01/05/2028	31/10/2028

Estimated timeline	2025	2026	2027	2028
	X	X	X	X

Tract	PUNCTUAL	X	SUCCESSIVE	

Expected results

Publication of a Guide to Clear Administrative Language for Children and Adolescents.

Initiative indicators

Indicators Implementation (le) Outcome (lr)	Implementation	- Diagnosis of the current situation. - Consultation with the various stakeholders involved.
	Outcome	- Preparation of various support materials for the creation of administrative language adapted to children and adolescents. - Preparation of an administrative language guide.

Cross-cutting impact	Gender	X	
	Social inclusion	X	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	

4.2.6 CREATION OF GUIDES AND RESOURCES ACCESSIBLE TO ALL PEOPLE, WITH SPECIAL ATTENTION TO DIVERSITY

Responsible Ministry

MINISTRY OF SOCIAL RIGHTS, CONSUMER AFFAIRS AND AGENDA

2030

Secretariat of State for Social Rights

Directorate General for the Rights of Persons with Disabilities

Other stakeholders (public)

Other stakeholders (civil society)

Background

Public administrations continuously generate a large amount of information and documentation that must be accessible to everyone. This means adapting it to the needs and limitations of those who receive this information, from sensory to comprehension limitations. This measure is already included in the Second National Accessibility Plan.

What is the problem/need that the initiative aims to solve?

Inaccessibility of some of the resources generated by the public administration.

Brief description

The resources generated by the public administration must be accessible so that they do not pose a barrier to the relationship between people with functional limitations and public administrations. Among other things, it must be ensured that the information is sensory (subtitles, audio description, screen readers, sign language, magnetic loops, etc.) and cognitively accessible (simple language, easy reading, etc.).

Objectives

- To produce guidelines that enable departments to improve accessibility.
- Implement universal accessibility measures to overcome the barriers faced by people with functional limitations.

How does the initiative contribute to solving the problem or meeting the need?

An administration that calls itself open must be fully accessible so as not to discriminate against people who require adaptations in order to interact with it.

Relevance to Open Government values

Citizen participation, accessibility, inclusion, non-discrimination.

Link to the 2030



Agenda

Initiative activities	Start date	End date
Creation of working groups to develop general guidelines and guidance on accessibility that departments can adapt to their specific circumstances.	1 December 2024	31/01/2025
Publication and dissemination of guidelines.	01/05/2025	31/12/2025

Dissemination of best practices for replication in other departments.				01/06/2025	31/12/2025
Estimated timeline	2025	2026	2027	2028	
	X	X			
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
- General guidelines and guidance. - Ministerial protocols for action on accessibility. - Document of good practices to be replicated.					
Initiative indicators					
Indicators Implementation (Ie) Results (Ir)	Implementation	- Publication of at least two documents/guides prepared by the working group. - Carrying out at least one outreach activity in each department.			
	Result	Carry out at least two accessibility interventions in each department.			
Cross-cutting impact	Gender	N/A			
	Social inclusion	X	It will have a positive impact on people with functional limitations (people with disabilities, older people migrants, etc.).		
	Ecological Transition	N/A			
	Territorial Diversity and Administrative Cooperation	N/A			

4.2.7 TRAINING IN CLEAR ADMINISTRATIVE LANGUAGE IN STATE RAILWAY AND AIR SAFETY AGENCIES

Responsible Ministry

MINISTRY OF TRANSPORT AND SUSTAINABLE MOBILITY

Secretariat of State for Transport and Sustainable Mobility

General Secretariat for Land Transport and General Secretariat for Air and Maritime Transport

Other stakeholders (public)

Other stakeholders (civil society)

Background

In the field of training in clear administrative language, the State Aviation Safety Agency (AESA) has not carried out any official initiatives/activities in the field of training in clear administrative language.

The State Railway Safety Agency (AESF) has held continuing education sessions to disseminate its code of ethics among its employees.

What is the problem/need that the initiative aims to address?

There is currently significant demand for the language used by public administration staff to be clearer, more understandable and simplified. However, achieving this goal requires not only raising awareness among public employees in this area, but also teaching them the techniques and tools to do so.

This generalisation also applies to AESA and AESF, as there are no teaching resources available to train staff in this area, as well as in open government and transparency, in their training plans.

Brief description

Carry out training on communication techniques and simplification of administrative language for AESA public employees, which will be included in the Agency's Annual Training Plan. Include in the AESF's training plans for 2025 and 2026 the holding of continuing education sessions on open government, transparency and the AESF's code of ethics.

Objectives

- Train AESA staff in communication techniques and simplification of administrative language.
- Encourage AESA public employees to participate in training activities that raise awareness of the use of simplified administrative language and learning techniques for its application.
- 70% of AESF staff to have completed the training by 2026.

How does the initiative contribute to solving the problem or meeting the need?

The implementation of these courses and training activities would enable AESA staff to acquire the necessary skills and abilities to use clearer and more simplified administrative language, as well as raising awareness of Open Government values and promoting their use within the two Agencies.

Relevance to Open Government values

- Clear language and communication.
- Promotion of Open Government.

Link to the 2030 Agenda



Initiative					
• Include training programmes. • Encourage participation in training activities.					
Initiative activities			Start date	End date	
State Aviation Safety Agency, AESA:					
Training in clear administrative language and communication techniques.			01/01/2025	31/12/2025	
Training in clear administrative language and communication techniques.			01/01/2026	31/12/2026	
Training in clear administrative language and communication techniques.			01/01/2027	31/12/2027	
Training in clear administrative language and communication techniques.			01/01/2028	31/12/2028	
State Railway Safety Agency, AESF:					
Training programme update in 2025.			01/01/2025	31/03/2025	
Awareness-raising activities, encouraging participation.			01/03/2025	31/12/2025	
Evaluation of attendance at the 2025 training programme.			01/12/2025	31/01/2026	
Update of the training programme in 2026.			01/01/2026	31/03/2026	
Awareness-raising activities, encouraging participation.			01/03/2026	31/12/2026	
Evaluation of attendance at the 2026 training programme.			1 December 2026	31/01/2027	
2027 training programme.			01/01/2027	31/03/2027	
Estimated timeline	2025	2026	2027	2028	
	X	X	X		
Tract	PUNCTUAL		SUCCESSIV E		X
Expected results					
Completing these courses would enable participants to acquire the necessary skills to raise awareness of the need to simplify administrative language and the techniques to do so successfully, as well as the values of Open Government.					
Indicators of the initiative					
Indicators of implementation (le) of results (lr)	Implementation	AESF: • Number of training activities included in the training plan each year. • Number of training courses held each year. • Number of awareness-raising activities carried out each year.			

		AESA: • Number of applications received for this training course per edition/call for applications. • Percentage of people who pass the training for each edition/call for applications.
	Result	AESF: • Percentage of employees who have attended the training each year AESA: • Average rating (on a numerical scale) given by students for each edition/call for applications, indicating whether the content received in the training has enabled them to achieve the objectives set out in the training. • Average rating (on a numerical scale) given by students for each edition/session on whether the content covered in the training is applicable to their job.

4.3 BETTER SERVICE TO CITIZENS

4.3.1 INTERCONNECTION SYSTEM FOR CITIZEN SERVICES

Responsible ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance

Other actors involved (Public)

- General State Administration bodies affiliated with the interconnection system or HUB
- Other administrations wishing to join the

Other stakeholders (civil society)

- Citizens

Background

In the administration, there is a distribution of competences and a complexity of these that has led to a large number of citizen service offices specialising in the competences of the body to which they belong.

The more generalist model of citizen service, in which all public employees have specialised knowledge of any action, is difficult to implement due to the complexity and diversity of the administration itself.

Based on the concept of specialisation, it seems more logical to move towards a model in which issues requiring greater specialisation are handled by the most expert employees in the specific sector.

This should be combined with a 360-degree citizen orientation and avoid citizens having to go where they find this specialised staff, if not bring this staff closer to the channel chosen by citizens.

To this end, this commitment is proposed as part of a comprehensive citizen service model that allows citizens to be put in contact with the personnel best able to assist them, through the channel chosen by the citizen themselves.

What is the problem/need that the initiative aims to solve?

To guarantee that citizens are served through their chosen channel, avoiding unnecessary travel and improving efficiency and citizen satisfaction by providing a higher quality service.

Brief description

In the current configuration of the Public Administration, there is significant dispersion in the channels for serving citizens, largely due to the sectoral framework of competences. Historically, this fragmentation has meant that citizens have had to go directly to the specialised channels depending on the procedure or process they wish to carry out.

The aim of this system is to reverse this approach, preventing people from having to adapt to the internal structure of the Administration. Instead, it proposes establishing a comprehensive service model, in which any office can act as a single point of access, connecting citizens with the staff or specialised service they need, thanks to the creation of a HUB or interconnection node between offices and service systems.

This system will offer a service that will shield citizens from administrative complexity and ensure that, regardless of the office they visit, they receive appropriate and personalised service until the requested procedure is completed. The service will be provided through the channel of choice of the person requesting assistance from the administration.

To complete this omnichannel service model, the potential of emerging technologies, such as artificial intelligence and virtual assistants, will be harnessed with the aim of improving the efficiency and responsiveness of the Administration, without transferring the technological complexity to citizens, always ensuring a simple, accessible and inclusive user experience.

Objectives

- To facilitate citizens' access to the public administration through the channel of their choice, regardless of the level of competence or geographical location of the office, thus ensuring equitable service without territorial barriers.
- To improve administrative efficiency and citizen satisfaction, avoiding unnecessary travel and reducing the need for multiple in-person visits to complete the same procedure.
- Promote a more open and accessible administration, allowing citizens to contact public officials specialised in the relevant area directly, through mechanisms for interconnection between offices and competent units.
- Gradually incorporate total quality strategies into citizen service units, promoting an organisational culture based on continuous improvement, user orientation and systematic performance evaluation. This approach will be gradually extended to all administrative units, contributing to more effective, transparent and results-oriented management.

How does the initiative contribute to solving the problem or meeting the need?

The commitment could resolve the problem entirely as the various services of more agencies and administrations are incorporated or interconnected.

Relevance to Open Government values

Cooperation, innovation, equality, interoperability, co-governance.

Link to the 2030



Agenda

Initiative activities	Start date	End date
Identification of the network of candidate offices for membership and the most requested services.	01/11/2024	30/11/2025
Enhance assistance in customer service offices to maximise the functions performed by each office.	01/10/2024	31/12/2025
Proposal for the interconnection (HUB) care model and governance model.	01/12/2024	31/12/2025
Creation and training of a specialised unit to provide direct support to the HUB.	01/09/2025	31/05/2026
Definition and implementation of a support model between the specialised unit providing support to the HUB and the General Information Office.	1 September 2025	30/09/2026
Implementation of pilot projects.	01/03/2026	31/10/2026
Inclusion of the AI support tool for public employees and citizens in the model.	01/03/2026	31/10/2026

Estimated timeline	2025	2026	2027	2028
	X	X		
Tract	PUNCTUAL		X	SUCCESSIVE
Expected results				
- Establishment of the care model or HUB. - Creation and training of the specialised care unit. - Assisting citizens through their chosen channel, mediating care where necessary through the specialised support unit: pilot in operation. - AI support tool for customer service employees and offices.				
Initiative indicators				
Indicators of execution (le) of result (lr)	Execution	No. of implementation milestones achieved: - Office inventory - HUB tool implemented in a pre-production environment. - HUB tool implemented in production environment - Definition of governance model		
	Result	- Specialised care unit created. - Detailed intermediary care model. - Detailed governance model. - Number of participating offices. - AI tool available to public employees and citizens.		
Cross-cutting impact	Gender	N/A		
	Social inclusion	X	The HUB will improve services for citizens, especially those who are most vulnerable because they are at risk of exclusion due to the digital divide or because they are unable to travel to areas with specialised offices.	
	Ecological Transition	X	The development of the Hub will avoid unnecessary travel, which will help reduce the carbon footprint.	
	Territorial Diversity and Administrative Cooperation	X	The Hub will bring the entire administration closer to any location in the territory that has affiliated offices, including the possibility of affiliation by regional and local government offices. The optional affiliation model creates a scenario of administrative cooperation that is fundamental to the success of the commitment.	

4.3.2 PILOT PROJECT FOR A COMPREHENSIVE CITIZEN SERVICE AT THE MINISTRY OF FINANCE

Responsible ministry

MINISTRY OF FINANCE

Secretary of State for Finance

General Tax Inspectorate

Other actors involved (Public)

- Ministry for Digital Transformation and the Civil Service. Secretary of State for the Civil Service. Directorate-General for Public Governance

Other stakeholders (civil society)

Background

2023: Project developed by the General Tax Inspectorate for the Directorate-General for Public Governance. 2024: Initiative to interconnect citizen assistance services within the framework of the Public Innovation Laboratories launched by INAP.

What is the problem/need that the initiative aims to solve?

To guarantee citizens immediate access to all the information and assistance services provided by the Public Administrations (AAPP), given that this is an activity with a high impact on citizens and the Administration:

- For citizens: it facilitates the exercise of rights and reduces compliance costs.
- For the Administration: it facilitates the exercise of duties and reduces management costs.

The current situation is characterised by particular dissatisfaction in some areas and social sectors due to difficulties in access, the barriers occasionally posed by the need for prior appointments, and the lack of capillarity in many services.

Brief description

Nature

- The aim is to establish a network of inter-administrative links structured around a central hub and managed by a joint governance body, which channels the services of any service office so that they can be provided by another (without requiring resources, processes or rules for incorporation into the model) accessed from a georeferenced office app that must be physically identified as adhering to the model.
- The aim is to take advantage of the fact that serving citizens is a function performed by all public administrations and, therefore, an area of general interconnection; so that, when all their offices are taken into account, they offer a network with high capillarity and service capacity. It also aims to take advantage of all existing technology and regulations, which are capable of providing a good service.
- The aim is to move beyond the model of creating comprehensive assistance offices that deal with everything (one-stop shops), given that the best service is provided by specialised and competent offices (which have all the knowledge, management skills and access to all the resources related to the matter at hand); in other words, the aim is to have "all the windows" available at the same time.
- In short, the aim is to extend the provision of common functions (registration, notification, etc.) that are increasingly standardised to specialised functions, through the opportunities offered by communication technologies and artificial intelligence.

Principles

- Scope: any public office, all its functions (common and specialised), scalable incorporation at any time.

- Institutional:
 - Autonomy of each entity (each with the means it establishes).
 - Shared governance.
 - Voluntary, gradual and co-responsible incorporation (reciprocity).
- Organisational: priority in creating a HUB and establishing links in response to the increase in physical resources.
- Operational: in each channelling office, three levels of successive assistance and gradual, voluntary provision of channelled services (information, appointments, videoconferencing).

Objectives

- To enable citizens to find a solution on their first contact at any office adhering to the model.
- Extend the service to all citizens regardless of their geographical location, age, abilities or circumstances.
- Enable a solution that allows for the gradual and progressive adherence of any administration with respect to their functional, organisational and jurisdictional autonomy.
- Balance supply and demand to move towards a network of increasing efficiency (communicating vessels).
- Implement short-term solutions with low investment levels.

How does the initiative contribute to solving the problem or meeting the need?

Ideally and progressively, as new public services are added, it could resolve it almost entirely through a capillary network that progressively adjusts supply to demand as a whole.

Relevance to Open Government values

- Access to public information.
- Collaboration.
- Innovation.
- Transparency.
- Equality.

**Link to the 2030
AGENDA**



Initiative		
• Establishment of strategic planning and an implementation and monitoring model that takes into account the first four activities listed in the following section. • Progressive roll-out of implementation according to the previously defined planning and monitoring model (fifth activity in the following section).		
Initiative activities	Start date	End date
Organisational and functional scope (offices and services).	01/01/2025	30/06/2025
Technological development.	01/07/2025	31/07/2026
Institutional development of governance.	01/07/2025	31/07/2026
Pilot test within the Ministry of Finance: extensive network of regional offices, concurrent jurisdiction of all public administrations, previous experience, high impact due to the nature of the duties involved (2).	01/03/2025	31/12/2025

Implementation and monitoring of the model.				01/07/2026	31/12/2028
Estimated timeline	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
Formal: • Identification of offices and services considered. • Creation of a hub for the interconnection of care services. • Establishment of a co-participatory governance model. • Conducting a pilot test within the Ministry of Finance. Materials: • These correspond to the objectives set out above.					
Indicators of the initiative					
Indicators of implementation (le) of results (lr)	Implementation	• Date of development of the strategic planning and implementation model implementation model: JUNE 2025. • Date of full development of technical (HUB) and institutional (GOVERNANCE) requirements: JULY 2026.			
	Outcome	• Number of offices adhering to the model in December 2026: 500. • Number of offices adhering to the model in December 2028: 5,000.			
Cross-cutting impact	Gender	X	Reducing the gap by overcoming asymmetries especially in rural areas.		
	Social Inclusion	X	Overcoming the advantages offered by education, place of residence or income level / Facilities for people with reduced mobility.		
	Ecological transition	X	Reducing travel avoids the impact of fossil fuels on the environment.		
	Territorial Diversity and Administrative Cooperation	X	This is a measure to be implemented throughout the country, including in diplomatic missions, which maintains the nature of the services provided by each public administration and links them together, respecting their respective areas of competence, in an exercise of inter-administrative cooperation through which all agree to meet the needs of a citizenry with multiple and growing needs.		

Observations

(1) The plan is to define the strategic planning and implementation model in the first half of 2025 and then develop the technical and institutional tools between 2025 and 2026 (July-July) in order to commission the model in the second half of 2026 and gradually extend it to its ideal scope during 2027 and 2028.

(2) The pilot experience is expected to take place during the final part of the strategic planning activity and the first part of the instrumental development activity to contribute to a better definition of both.

4.3.3 NEW 360º SOCIAL SECURITY SERVICE MODEL FOR CITIZENS AND BUSINESSES

Responsible ministry

MINISTRY OF INCLUSION, SOCIAL SECURITY AND MIGRATION

Secretariat of State for Social Security

Social Security IT Management

Other stakeholders (public)

- General Treasury of the Social Security (TGSS)
- National Social Security Institute (INSS)
- Social Marine Institute (ISM)

Other stakeholders (civil society)

- Citizens, companies and groups in their relationship with the services provided by the entities and common Social Security services (TGSS, INSS, ISM)

Background

Initiative included in the framework of the action "Definition and implementation of the 360 citizen service model for Social Security" of the Social Security Digitalisation Plan.

Currently, citizen services are provided through different channels, which are independent of each other, without a single vision and information system for the service.

In addition, service agents and supervisors require a large number of applications, which are also independent of each other, making the service process complex and therefore increasing service time.

What is the problem/need that the initiative aims to solve?

To improve the service provided to citizens and businesses by the common entities and services of the Social Security (TGSS, INSS, ISM), from the point of view of the quality provided, the speed of resolution and the efficient use of public resources.

Brief description

Transform the current Social Security service model to focus on citizens and businesses and offer them a 360º view of their experience, regardless of the communication channel used (in person, by telephone or digitally).

Objectives

From an organisational point of view, the aim is to make more efficient use of the knowledge and experience of Social Security workers, using it at the most appropriate time and place to provide the best possible service.

From the point of view of citizens and businesses, the objective is to improve the quality and speed of the service they receive, minimising the number of interactions needed to meet their needs and offering them relevant services and information through different channels, whether in person, by telephone or digitally (digital services, video assistance, WhatsApp, etc.).

How does the initiative contribute to solving the problem or meeting the need?

The implementation of the technical measures set out in the objectives will enable the Social Security to update its service model and, using the most modern paradigms and technologies developed for the customer/user service process, offer citizens and businesses omnichannel services with a 360º view of their interactions and procedures, while also enabling the Social Security system to improve the efficiency of its human and material resources.

Relevance to Open Government values

Transparency: one of the objectives of implementing a new citizen service model is to offer relevant services and information through different channels, facilitating the identification of procedures and interactions carried out by citizens and businesses with the Social Security system.

Link to the 2030 AGENDA



Initiative				
Implementation of a new Citizen Service Support Infrastructure, enabling the various Social Security services to improve in the following areas:				
- From the point of view of citizens/businesses, expanding the channels of interaction and the perceived quality of the service, both in terms of responsiveness and its suitability to citizens' needs. - From the point of view of the information provider, simplifying their role by unifying tools, providing access to all relevant citizen data and making AI-based support utilities available. - From an administrative perspective, facilitating service monitoring and control by providing access to service indicators and metrics, as well as service supervision and operational management features; and offering mass communication tools that enable proactive service actions to be implemented.				
Initiative activities			Start date	End date
Implementation Base solution.			01/01/2024	31/12/2024
Implementation of advanced solution. It will incorporate the most powerful features to make the citizen services provided through the Platform more efficient.			01/01/2025	31/12/2025
Advanced solution maintenance.			01/01/2026	31/12/2026
Estimated timing	2025	2026	2027	2028
	X	X		
Tract	PUNCTUAL		X	SUCCESSIVE
Expected results				
Make the following available to Social Security citizen services:				
- Tools that enable citizen services to be accessible through any channel: in person, by telephone or by digital means (i.e. video, telephone, live chat, WhatsApp and social media, web, email, SMS), providing civil servants, citizens and businesses with a comprehensive overview of the service process. - Capabilities for accessing citizen information and knowledge databases. Interactive tools for use during customer service, such as single-use identification codes, sending notifications, sharing documentation, managing appointments, and providing information via video, among others. - Artificial intelligence tools that improve the speed and quality of service, such as image management, spoken and written language generation and recognition, among others. - Functionality that allows secure administrative procedures to be carried out via video assistance. - Tool that allows for the management of proactive mass communications of interest to citizens.				

Initiative indicators			
Indicators of execution (Ie) of result (Ir)	Implementation	- Implementation of Base Solution (31/12/2024). - Implementation of Solution with Advanced Features (31/12/2025).	
	Result	- Number of active agents in customer service tools. At least 80% of the number of agents registered in each tool, after the first quarter since the implementation of each solution: basic (31/03/2025) and advanced (31/03/2026). - Number of interactions on new channels (video customer service, WhatsApp, etc.). Video customer service. More than 200,000 appointments completed (31/12/2025). WhatsApp. More than 10,000 sessions completed (31/12/2025).	
Cross-cutting impact	Gender	N/A	
	Social inclusion	X	Personalised telephone assistance is essential for groups with low adoption of digital media (digital divide), due to economic reasons, age or place of residence.
	Ecological Transition	X	The new channels and means of assistance offered avoid travel and therefore the consumption of resources.
	Territorial Diversity and Administrative Cooperation	X	The project's video assistance solutions enable administrative procedures to be carried out remotely, avoiding travel for people in depopulated areas or on islands.

4.3.4 NEW MODEL OF IN-PERSON SERVICE FOCUSED ON CITIZENS

Responsible Ministry

MINISTRY OF INCLUSION, SOCIAL SECURITY AND MIGRATION

Secretariat of State for Social Security and Pensions

General Treasury of Social Security

Other actors involved (Public)

Other stakeholders (civil society)

Background

The constant improvement of the service provided to citizens has been the hallmark of the activity of the General Treasury of the Social Security (TGSS), channelling citizen participation and integrating their needs and expectations into their relationship with this Common Service. Citizen services represent this first point of contact; they are the gateway to the fulfilment of all the duties of the Administration and the rights of citizens. It is here that this entity's interest and commitment to guaranteeing quality access to our services originates.

What is the problem/need that the initiative aims to solve?

We want to help strengthen citizens' trust in public institutions, starting from the very first step: their direct interaction with us in a face-to-face service model, subject to a protocol of action, based on face-to-face assistance to citizens in the office, which is also educational. A uniform face-to-face service model in all provincial offices that unifies the management of all our centres.

Brief description

This Protocol represents this Common Service's approach to a new model of interaction with citizens, based on improving the most basic point of contact with citizens: in-person service. This service is provided by the staff of this Common Service and is based on two predefined levels:

The first level, open to all our users, provides personalised assistance and training in the knowledge and use of the new procedures that have been developed as part of the modernisation of our interaction with citizens, in order to guarantee the existence of future alternatives. This is accompanied by the management of digital identifiers and the handling of the specific needs of certain individuals according to their vulnerability, socio-personal situation and digital skills.

A second level, with a more specific focus and intended for direct interaction with professionals in specific management areas, a specialisation that allows for the provision of more comprehensive, intrinsic and useful procedures and information tailored to their needs, with the two levels of service complementing each other.

Objectives

The main objective of this protocol is to provide citizens with quality service, guaranteeing and facilitating access to services, personalising them as much as possible and responding to the needs and specific characteristics of certain groups. All this is achieved by providing uniform service throughout the country, based on identical criteria.

This assistance will be training-oriented, bringing digital processing closer to those who visit our offices in person, always assisted in this regard by the organisation's staff. In all cases, we will endeavour to provide facilities for citizens to access their preferred channel, promoting self-management and training for those who receive assistance at our offices.

How does the initiative contribute to solving the problem or meeting the need?

The behaviour of citizen demand is evident, seeing how the management of a multi-level assistance and training system seeks alternatives for citizens. This guarantees a demand that adequately combines customer service with the maintenance of management tasks, and in which it can be seen how proper training and education seeks alternatives and value for citizens, while assistance in terms of the protocol optimises technological opportunities for improving service quality.

Relevance to Open Government values

The general quality objective is fulfilled in that public administrations must respond to the expectations of citizens and different social agents, who demand accessible, high-quality services. It is necessary to enforce the rights recognised in Law 11/2007, which regulates citizens' electronic access to public services, making complete and up-to-date information on administrative services and procedures available to citizens, allowing for multi-channel processing.

Link to the 2030 AGENDA



Initiative					
This involves implementing an office action protocol that specifically addresses citizen services from a dynamic, multi-level and educational perspective. It facilitates communication and ensures that citizens' relations with the administration are more agile, functional and fluid.					
Initiative activities			Start date	End date	
Linking service to the characteristics of different groups and specific procedures.			28/12/2022	Permanent	
Maintain the opening of the first general level in all offices and be able to specialise offices in the same locality in more specific second-level procedures.			28/12/2022	Permanent	
Establish systems to quantify the number of citizens who attend primary care and, where appropriate, catalogue the reason for attendance and solutions provided.			28/12/2022	Ongoing	
Conduct campaigns to raise awareness of how to access the TGSS at national and provincial level.			28/12/2022	Ongoing	
Implement training programmes in digital skills and communication skills.			28/12/2022	Ongoing	
Estimated timeline	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
The expected result is to guarantee an efficient model of customer service that does not negatively affect the TGSS's own management tasks, balancing the allocation of resources, training, and assistance to citizens with satisfactory average response and processing times, seeking a project that is sensitive to bringing the new channels to all groups.					

Indicators of the initiative			
Indicators Implementation (Ie) Outcome (Ir)	Implementation	Maintenance of a face-to-face service system in which a first level of service is configured and a second level is provided by civil servants who combine service tasks with management tasks.	
	Outcome	Maintain a service that meets all needs that arise in the office, an action that is accompanied by monitoring citizens' requests and reasons for assistance, as well as satisfaction with the care received, analysed in terms of quality.	
Cross-cutting impact	Gender	N/A	
	Social inclusion	X	This TGSS has made progress in addressing the unique circumstances that many groups may face, not only those associated with age, with regard to the aforementioned in-person service. The aim is to ensure that citizen service management guarantees the efficiency of the service, managing a dynamic internal model that is appropriate for the digitisation of processes and sensitive to groups with special needs due to various aspects of the citizen, such as age, level of digital knowledge, the technological means at their disposal, specific socio-personal situations or possible linguistic difficulties.
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	N/A	

4.3.5 PROGRAMMES FOR IMPROVING ACCESSIBILITY IN FACE-TO-FACE CARE

Responsible Ministry

MINISTRY OF TERRITORIAL POLICY AND DEMOCRATIC MEMORY

Secretariat of State for Territorial Policy

Directorate-General for General State Administration in the Territory

Other actors involved (Public)

- Ministry for Digital Transformation and the Civil Service
- Ministry of Inclusion, Social Security and Migration
- Government Delegations and Sub-delegations and Island Directorates
- Local authorities
- Ministerial departments and agencies of the General State Administration with citizen services

Other stakeholders (civil society)

Background

The Strategic Plan of the General State Administration in the Territory 2024-2027 has a strategic objective of "Accessibility in face-to-face service", which is structured around five programmes that seek to offer better face-to-face service to citizens. Three of these focus on ensuring service for groups with greater difficulty in accessing services (1.2) and facilitating and simplifying access to any GSA service in the territory through formulas integrated into a single centre (1.4 and 1.5).

What is the problem/need that the initiative aims to solve?

Although the digitisation of services has led to improvements in accessibility and streamlined procedures, face-to-face communication between citizens and public employees is still necessary, as certain groups of the population still have difficulty using digital media to interact with the Administration. This access is even more difficult for people over 65, people with disabilities, and immigrants without residence permits.

At the same time, the dispersion of services across different locations and agencies also hinders easy access to public services as a whole.

Brief description

To facilitate citizens' face-to-face access to public services provided in the territory.

Objectives

- To improve and standardise customer service in the Information, Assistance and Registration Offices and in the Offices. Immigration Offices throughout the territory.
- Facilitate and prioritise in-person assistance for groups identified as vulnerable.
- Facilitate citizens' access to the services of the Government Delegations and Sub-delegations and Island Directorates, promoting the concentration of in-person service in a single centre for all services provided.
- To facilitate access to AGE services for citizens throughout the territory by implementing partnerships with other AGE agencies that enable progress in the creation of comprehensive service centres where citizens can receive information and carry out procedures involving different AGE agencies, beyond those specific to the Government Delegations and their integrated services.

How does the initiative contribute to solving the problem or meeting the need?

This commitment will help to ensure access to face-to-face services for all citizens, regardless of their characteristics and/or location, and will simplify access by grouping services together in integrated centres.

regardless of their characteristics and/or location, and will simplify access by grouping services together in integrated centres.

Relevance to Open Government values

This commitment promotes the values of an open administration that serves citizens.

**Link to the 2030
AGENDA**



Initiative				
Programme 1.2: Improving access to in-person services at Information, Assistance and Registration Offices and Immigration Offices, especially for vulnerable groups. Programme 1.4: Comprehensive in-person customer service centre for full accessibility. Programme 1.5: Partnerships with other AGE agencies to create a comprehensive AGE centre in the territory.				
Initiative activities	Start date	End date		
Programme 1.2: Drafting of a manual for customer service that facilitates understanding by citizens, with special emphasis on vulnerable groups; adoption of measures to enable other civil servants to carry out procedures on behalf of citizens; training courses for civil servants who deal with the public; implementation in pilot offices and assessment of its impact; preparation of a satisfaction survey for service users; preparation of a final impact assessment report.	01/01/2025	31/01/2025		
Programme 1.4: Analysis of those work centres with face-to-face service that are likely to be integrated into a single centre; planning for the gradual implementation of comprehensive in-person service centres, according to priority and viability; proposal for the creation of RPT structures for comprehensive public service centres; training of public service staff; management of the necessary spaces and material resources; pilot project for the implementation of comprehensive in-person service centres in the Island Directorates; extension of the implementation to other territories, according to the established plan; annual monitoring of the implementation.	1 January 2025	31/12/2028		
Programme 1.5: Presentation of the initiative at the CICAPE plenary session to all ministerial departments; design of the framework document for alliances; design of a schedule of meetings with ministries and AGE bodies; meetings with ministries and AGE agencies to encourage and finalise membership; formalisation of the corresponding alliances; monitoring of alliances; implementation of Comprehensive Care Centres on the smaller islands.	01/01/2025	31/12/2028		
Estimated timeline	2025	2026	2027	2028
	X	X	X	X
Tract	PUNCTUAL		SUCCESSIVE	
			X	

Expected results			
The parallel development of programmes 1.2, 1.4 and 1.5 of the PEAGET 2024-2027 is expected to improve the services provided by the AGE in terms of face-to-face assistance to citizens, both in specific areas managed by the Government Delegations and in high demand by citizens (such as immigration, general information and registration) and as a whole, with the gradual implementation of comprehensive service centres where citizens can carry out procedures involving different AGE agencies. All of this will be done with a focus on prioritising services for vulnerable groups and adapting spaces.			
Initiative indicators			
Indicators Implementation (le) Outcome (lr)	Implementation	- Programme 1.2: Manual for providing assistance that facilitates understanding by citizens, prepared; number of meetings, gatherings and documents signed with the responsible bodies aimed at achieving the training of civil servants; number of attendees at training courses for civil servants who deal with the public; report on the impact of implementation in pilot offices, prepared; final impact assessment report, prepared. - Programme 1.4: Analysis report on work centres providing face-to-face service that could be integrated into a single centre, completed; planning for the gradual implementation of comprehensive face-to-face service centres, completed; proposal for the RPT structures of comprehensive public service centres, completed; Percentage of staff assigned to comprehensive public service centres trained in the training programme established for these positions; Percentage of implementation of measures for managing the necessary spaces and material resources, compared to what was planned; percentage of execution of the pilot project for the implementation of comprehensive in-person service centres in the Island Directorates; percentage of execution of the implementation of comprehensive centres in other territories, according to the established plan; annual monitoring of implementation carried out. - Programme 1.5: Presentation of the initiative at the CICAPE plenary session, reflected in the minutes of the meeting; framework document for alliances, finalised; schedule of meetings with ministries and AGE agencies, designed; number of meetings held compared to number of meetings planned in the schedule; endorsement of the framework document for partnerships by at least three ministries/agencies of the General State Administration; annual monitoring reports prepared; smaller islands with operational Comprehensive Care Centres.	
	Outcome	- Programme 1.2: Degree of standardisation achieved in face-to-face service (according to final report, compared to initial situation); increase in number of vulnerable people served. - Programme 1.4: % of Government Delegations and Sub-delegations and Island Directorates with comprehensive in-person care centres; number of management areas with in-person care incorporated into comprehensive centres. - Programme 1.5: Number of formalised alliances.	
Cross-cutting impact	Gender	N/A	
	Social Inclusion	X	The programmes outlined will enable easier access to government services for people living in rural areas, those over 65, people with disabilities and immigrants without residence permits.

	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	This commitment has an impact on cooperation between administrations, both within the General State Administration, through cooperation between ministries and agencies to facilitate face-to-face service in the territory, and with local authorities, promoting their participation in La Administración de ti and the training of their civil servants.

4.3.6 JUSTICE OFFICES IN THE MUNICIPALITY TO ELIMINATE GAPS

Responsible ministry

MINISTRY OF THE PRESIDENCY, JUSTICE AND RELATIONS WITH THE COURTS

Secretary of State for Justice

General Secretariat for Innovation and Quality in Public Justice Services

Other stakeholders (public)

Other stakeholders (civil society)

Background

This is a project that will provide all local councils in Spain with Municipal Justice Offices, which will transform the current magistrates' courts by expanding their services and assistance to citizens.

In January 2025, Organic Law 1/2025 of 2 January on measures to improve the efficiency of the Public Justice Service was approved, amending Organic Law 6/1985 of 1 July on the Judiciary. The first title of the new law undertakes the organisational reform of the Administration of Justice in all its areas, through the creation and establishment of the Courts of First Instance and the evolution of the Magistrates' Courts into modern Justice Offices in the municipalities.

What is the problem/need that the initiative aims to address?

The Municipal Justice Offices (OJM) project aims to address territorial, digital and age gaps.

Brief description

The Municipal Justice Offices offer the population a range of services without having to travel to the municipal capital of the judicial district to which they belong or even to the provincial capital, in order to carry out legal proceedings or simply to access or request documentation relating to the proceedings in which they are involved.

Likewise, the resources currently available in these municipalities are being put to good use. This reinforces accessibility to services throughout the territory, especially in areas at risk of depopulation, and provides intermediation for people who have difficulty accessing digitalisation, especially the elderly.

Furthermore, equality among all populations is promoted by offering them the same services and facilitating access to more vulnerable groups such as the elderly.

Furthermore, there are plans to gradually expand services, such as access to certificates, information on the status of procedures in other administrations, and the option of using the offices as collaborative workspaces for Administration staff, taking advantage of the Public Justice Service's infrastructure.

It is a tool that promotes territorial and social cohesion, as well as efficiency in collaboration between different administrations.

Objectives

The main objectives of these offices are efficiency, proximity and territorial cohesion.

The aim is to provide services to citizens not only in relation to legal proceedings in which they are involved, but also in other areas of the Administration. To this end, they will be provided with the necessary computer systems in accordance with current regulations.

How does the initiative contribute to solving the problem or meeting the need?

Thanks to the implementation of the OJM and the necessary systems and technological equipment, the same services are guaranteed in any region of depopulated Spain as in provincial capitals.

This guarantees equal access to justice for all citizens, regardless of their place of residence. This progress is reflected not only in terms of geographical location but also in relation to the availability of resources, waiting times for access to services and the quality of those services.

Relevance to Open Government values

Transparency and access to public information, participation and collaboration.

Link to the 2030 AGENDA







Initiative activities	Start date	End date
Progress in the implementation of the OJM.	01/01/2025	31/12/2028

Estimated timeline	2025	2026	2027	2028
	X	X	X	

Tract	PUNCTUAL		SUCCESSIVE	X

Expected results
Establishment of Justice Offices in the municipality within the territory of the Ministry, equipped with the necessary computer systems in accordance with current regulations.

Indicators of the initiative		
Indicators execution (le) result (lr)	Implementation	- Provision of the technological resources necessary for its implementation. - Computer equipment and electronic supplies to be used. - Technological means for remote appearances.
	Outcome	- Increase in the issuance of certificates (birth, marriage and death). - Number of videoconferences. - Implementations carried out.

Cross-cutting impact	Gender	X	The OJM enable victims of gender-based violence to make statements in a safe environment, without the possibility of encountering their aggressor, thus preventing their revictimisation.
	Social inclusion	X	The OJM allows anyone, regardless of their status, to interact with the Justice Administration in a simple manner without having to travel.

	Ecological Transition	X	Thanks to the OJM, savings are made in travel, which contributes to a reduction in CO ₂ emissions into the atmosphere.
	Territorial Diversity and Administrative Cooperation	X	This project requires coordination with other institutions such as ministries, autonomous communities and the Spanish Federation of Municipalities and Provinces (FEMP).

4.3.7 SIMPLIFICATION AND OMNICHANNEL SERVICE FOR CITIZENS IN CADASTRE ACTIVITIES

Responsible Ministry

MINISTRY OF FINANCE

Secretary of State for Finance

Directorate-General for Cadastre

Other actors involved (Public)

- Local authorities and professional associations

Other stakeholders (civil society)

Background

Serving citizens is a critical activity for the cadastral organisation. In order to meet the growing demand for cadastral information, the Directorate-General for Cadastre offers a multi-channel service through its website, a dedicated telephone line, customer service units at cadastral offices throughout its area of jurisdiction, and new services that have been launched thanks to technological advances.

What is the problem/need that the initiative aims to solve?

The omnichannel offering of the Directorate General of Cadastre constitutes a highly significant public service network that universalises access to cadastral information and enables the provision of face-to-face information services to those places that have greater difficulty, while also helping to avoid unnecessary travel.

Brief description

As part of the Citizen Service Plan, new services will be launched to provide citizens with better cadastral service through various channels made available to them.

Objectives

Bringing the Land Registry closer to the general public

Provide a wide range of omnichannel services so that citizens can access them in person, by telephone and online:

- In person: at the Land Registry offices and Land Registry Information Points
- By telephone: via the Land Registry Hotline
- Online: through the Land Registry's website, video conferencing (also available at Land Registry Information Points), the new Land Registry mobile app, Catia, or the virtual assistant (chatbot).

How does the initiative contribute to solving the problem or meeting the need?

Citizens have various ways of accessing cadastral information and communicating with the Real Estate Cadastre.

Relevance to Open Government values

Through this multi-channel offering, transparency is achieved in government, allowing citizens to access information through different channels and participate in the provision of public services.

**Link to the 2030
AGENDA**



Initiative					
• Video conference assistance at Land Registry Information Points. • Catastro APP mobile application. • Agreement with the Professional Association of Technical Architects.					
Initiative activities			Start date	End date	
Deployment of video conferencing services at some of the Cadastral Information Points located throughout the country (except the Basque Country and Navarre), in regional administrations, mainly town halls.			01/01/2025	31/12/2026	
New features in the Catastro APP mobile application.			01/01/2025	30/06/2026	
Advances in automatic communication by the Professional Association of Technical Architects, with technical documentation associated with alterations.			01/01/2025	31/12/2026	
Estimated timeline	2025	2026	2027	2028	
	X	X			
Tract	PUNCTUAL			SUCCESSIV E	
Expected results					
• Expansion of citizen service channels. • Transparency and greater availability of data to citizens through the app. • Reduction of burdens on citizens and improvements in cadastral maintenance.					
Initiative indicators					
Indicators of implementation (Ie) of results (Ir)	Implementation	• New features of Catastro_app and publication in stores.			
	Result	• An increase of at least 50% in new Cadastral Information Points providing videoconferencing services (based on a forecast of 16). • Signing of at least 30% of agreements with associations of technical architects.			
Cross-cutting impact	Gender	N/A			
	Social inclusion	N/A			
	Ecological Transition	X	It will help to improve the dissemination of and access to cadastral information.		
	Territorial Diversity and Administrative Cooperation	X	Greater presence in the territory and collaboration with other administrations.		

4.3.8 COMPREHENSIVE TELEPHONE MANAGEMENT OF THE NATIONAL SOCIAL SECURITY INSTITUTE

Responsible Ministry

MINISTRY OF INCLUSION, SOCIAL SECURITY AND MIGRATION

Secretary of State for Social Security and Pensions

National Social Security Institute

Other stakeholders (public)

Other stakeholders (civil society)

Background

Telephone management has been carried out with different levels of security and services for more than a decade, although since the health crisis began, IT projects and developments have intensified in order to take advantage of available technology and thus be able to offer fast, easy and secure services without the need for travel. Since 2021, various pilot projects have been carried out with very favourable results and great public acceptance.

What is the problem/need that the initiative aims to solve?

Traditionally, telephone services have been unable to offer the same level of service as in-person or electronic systems with identification, as the technology did not provide agile and secure systems that facilitated remote identification. Thanks to improvements in available technology and advances in society's everyday use of it, it is now possible to bring the telephone channel into line with other channels, allowing citizens to carry out their business remotely without having to forego the help of qualified experts who can assist and advise them while they do so.

Brief description

The project consists of laying the foundations for carrying out any procedure or process, without the need to travel and with the assistance of qualified personnel, through comprehensive telephone management using available technology to perform reliable identification with systems such as video identification, secure single-use codes, biometrics and other identification systems that allow this.

Objectives

To provide citizens with a quick, simple and easy-to-use alternative for carrying out any administrative procedure, query or formality they may need, without having to travel and without having to forego the assistance and advice of qualified expert staff.

How does the initiative contribute to solving the problem or meeting the need?

This commitment lays the foundations for enabling any administrative procedure to be carried out over the telephone, without the need to travel, with the assistance of expert professionals and maintaining the same levels of security as other channels.

Relevance to Open Government values

The project removes barriers to citizens' access to public services and to information relating to each of them held by the Social Security administration.

**Link to the 2030
AGENDA**



Initiative activities	Start date	End date
Carry out the necessary IT developments to enable management to be carried out. Comprehensive, easy, fast and secure telephone service.	Work has already begun	31/03/2026
Establish the necessary protocols and procedures, guidelines and instructions to ensure the consistency and quality of the service regardless of the location and unit providing it.	01/04/2026	31/12/2026

Estimated timeline	2025	2026	2027	2028
		X		

Tract	SPECIFIC		SUCCESSIV E	X

Expected results
- Achieve full standardisation of the telephone channel with the other channels, allowing free choice of customer service channel. - Improve the level of service quality perceived by citizens. - Facilitate access to our public services on equal terms regardless of place of residence and available means.

Indicators of the initiative		
Indicators of implementation (Ie) of results (Ir)	Implementation	• Acquisition of the necessary support tools. • Carrying out the necessary IT developments.
	Outcome	• Implementation of the new tools. • Training of personnel who will use the new tools.

Cross-cutting impact	Gender	N/A	
	Social inclusion	X	Facilitate the social inclusion of all groups.
	Ecological Transition	X	Reducing the carbon footprint associated with our activity.
	Territorial Diversity and Administrative Cooperation	N/A	

4.3.9 PROVISION OF TELEPHONE AND CHATBOX SUPPORT FOR INTEGRATED SERVICES (FIRST LEVEL)

Responsible Ministry

MINISTRY OF TERRITORIAL POLICY AND DEMOCRATIC MEMORY

Secretariat of State for Territorial Policy

Directorate-General of the General State Administration in the Territory

Other actors involved (Public)

- Ministry for Digital Transformation and the Civil Service
- Government Delegations and Sub-delegations and Island Directorates

Other stakeholders (civil society)

Background

Government Delegations and Sub-delegations and Island Directorates have Information, Assistance and Registration Offices, as well as other centres and offices that provide customer service to inform and provide services based on the tasks assigned in each area of activity (immigration, health, agriculture, industry, etc.). These centres process applications and files digitally and also provide a high percentage of personalised service to citizens.

It has been found that many of the queries, procedures and requests for information made by users at these offices, which are being resolved through direct assistance, whether in person, by telephone or by email, could be avoided if there were a clear, intuitive and accurate information channel. This programme aims to make it easier for citizens to resolve queries and carry out procedures from anywhere and at any time, and as a side effect, it will reduce the number of enquiries received by the various offices of the Government Delegations and Sub-delegations and Island Directorates, allowing public employees more time to process files and provide face-to-face assistance for cases that require it.

What is the problem/need that the initiative aims to solve?

The advent of digitalisation has brought about a major change for citizens in the way they communicate with the Administration, whether to process various procedures and applications or to obtain information.

Most of the procedures and processes that citizens must carry out with the Administration can be completed digitally. However, the large number of procedures and the disparity in terms of how they are carried out (necessary documents to provide, where to submit the application, steps to take, etc.) makes completing a procedure or obtaining information digitally a tedious or unintuitive task for citizens.

Brief description

It is considered necessary to implement a first-level information system with the creation of two information channels: firstly, the opening of a call operator system and, secondly, a chatbox on the MTMD website.

Objectives

- To provide citizens with a single telephone channel and chatbox for obtaining consistent information from the Services provided by Government Delegations and Sub-delegations and Island Directorates.
- To reduce the workload of management units by reducing the number of enquiries from citizens to these units.

How does the initiative contribute to solving the problem or meeting the need?

The creation of a telephone and chatbox service using artificial intelligence will help to resolve citizens' queries on immigration matters, which are currently being dealt with through other channels such as telephone calls, emails and even face-to-face assistance. This system requires a significant investment in human resources.

Resolving queries through virtual assistants would reduce the number of enquiries, and civil servants specialising in immigration matters could devote more time to processing and resolving cases, thus shortening processing times.

Relevance to Open Government values

This commitment is aligned with the value of transparency.

Link to the 2030 AGENDA



Initiative activities	Start date	End date
Preparation of a report on the initial situation of the telephone helpline service.	01/08/2024	31/12/2025
Meetings with the relevant ministries and the AEAD.	01/01/2025	31/12/2025
Formalisation of the instrument for the provision of the service by an external operator (telephony and chatbot).	01/03/2025	31/12/2026
Design of the decision tree structure for the operator and chatbot.	01/03/2025	31/12/2026
Design and technological development of the chatbot.	01/03/2025	31/12/2026
Implementation of the service.	01/03/2026	31/12/2027
Development and implementation of a programme monitoring and evaluation model.	01/03/2026	Hereafter

Estimated timeline	2025	2026	2027	2028
	X	X	X	

Tract	PUNCTUAL	X	SUCCESSIVE

Expected results

It is expected that the creation of a first-level user assistant Chatbox will reduce queries and achieve accessible, immediate and consistent dissemination of information for all citizens.

Indicators of the initiative

Indicators	Implementation	
Implementation (Ie) Result (Ir)		1. Number of meetings held with functional ministries and the AEAD. 2. % of development of the design of the operator's decision tree structure and the chatbot. 5. % technological development of the chatbot. 6. % of service implementation.

	Results	2. Increase in the number of first-level queries handled (by telephone) after implementation. 3. Increase in the number of first-level queries handled (chatbot) after implementation.

Cross-cutting impact	Gender	N/A	
	Social inclusion	N/A	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	

4.3.10 PROJECT FOR PROACTIVE COMMUNICATION WITH CITIZENS

Responsible ministry

MINISTRY OF INCLUSION, SOCIAL SECURITY AND MIGRATION

Secretariat of State for Social Security and Pensions

National Social Security Institute

Other stakeholders (public)

Other stakeholders (civil society)

Background

The National Social Security Institute, in exercising its powers as the managing body for Social Security benefits, maintains continuous two-way communication with citizens: assistance to citizens who contact the INSS requesting our attention and communication of information to citizens within the framework of the administrative procedures of which they are a part.

What is the problem/need that the initiative aims to resolve?

Historically, a model of care has been developed in which it is the citizen who approaches the INSS when they need some kind of help or assistance. Similarly, the burden has been placed on citizens to know what rights they are entitled to and, in that case, to take the initiative to request them. This means that citizens are sometimes unaware of the rights to which they are entitled and therefore do not enjoy them because they do not request them.

Brief description

It is proposed to initiate a new line of proactive communication with citizens, through the gradual incorporation of communications to citizens via different channels (postal mail, SMS, e-mail, etc.) through which the INSS will send them information of interest.

Objectives

The main objective is to anticipate citizens' information needs by providing them with information ex officio. Depending on the type of information, this pursues a threefold objective:

- To convey relevant information regarding the benefits that each citizen receives or that may be useful for decision-making in the field of Social Security benefits.
- Providing information for administrative procedures, thereby avoiding the need for citizens to search for or request such information.
- Informing citizens about possible benefits to which they may be entitled or about possible improvements to the benefits they already receive.

How does the initiative contribute to solving the problem or meeting the need?

The project will bring the Administration closer to citizens by anticipating their needs, sparing them the administrative burden of having to search for information of interest to them or request direct assistance from INSS officials, and above all, preventing them from missing out on benefits or benefit amounts to which they may be entitled due to lack of knowledge.

Relevance to Open Government values

The project removes barriers to citizens' access to information of interest to them in the field of Social Security administration and, in this sense, contributes to greater transparency and better access to information.

Link to the 2030 AGENDA



Initiative activities			Start date	End date
Identify the cases that may be covered by this project.			01/09/2024	31/12/2024
Decide on the most appropriate communication channel for each case.			01/09/2024	31/12/2024
Develop communications and automate their delivery, where appropriate.			01/10/2024	31/12/2025
Gradually incorporate new cases of proactive communication.			01/01/2025	31/12/2025

Estimated timeline	2025	2026	2027	2028
	X			

Tract	SPECIFIC		SUCCESSIV E	X

Expected results		
Improve the information provided to citizens in the area of Social Security benefits, thereby increasing their levels of satisfaction and facilitating access to their rights.		
Indicators of the initiative		
Indicators execution (le) result (lr)	Execution	IT developments necessary to isolate each group and automate the sending of communications.
	Results	Effective sending of communications.

4.3.11 SOCIAL SECURITY BENEFITS MANAGEMENT PORTAL

Responsible ministry

MINISTRY OF INCLUSION, SOCIAL SECURITY AND MIGRATION

Secretariat of State for Social Security and Pensions

National Social Security Institute

Other actors involved (Public)

Other stakeholders (civil society)

Background

Since 2010, the National Social Security Institute has developed a range of electronic services that now cover virtually all the procedures and formalities that citizens may require, but which have usability shortcomings that hinder their use.

What is the problem/need that the initiative aims to solve?

The development of the electronic channel for interacting with Social Security has been the result of successive efforts, based on heterogeneous technologies and non-integrated developments, which have led to a range of services that are insufficiently comprehensible and usable by citizens, limiting its potential to become a real, effective and comprehensive alternative to the in-person channel.

Brief description

A comprehensive reorganisation of the range of electronic services is proposed, based on a unified portal that replaces menu navigation with a guided question/answer system that allows users to locate the electronic service best suited to their profile and the means of identification and signature available to them, including biometric identification.

Objectives

To provide all citizens with an effective electronic alternative for carrying out any procedure or transaction relating to Social Security benefits, making it unnecessary to visit the offices whenever possible.

How does the initiative contribute to solving the problem or meeting the need?

The project must enable citizens to identify and locate the electronic service that best suits their needs, ensure that this service is accessible using means of identification available to users, and enable it to be carried out entirely electronically.

Relevance to Open Government values

The project removes barriers to citizens' access to public services and to information relating to each of them held by the Social Security administration.

Link to the 2030



Agenda

Initiative activities	Start date	End date
Create a new unified portal for electronic services related to benefits of Social Security.	Already completed been working on this	31/10/2024

Establish guided systems for locating the appropriate service.				Work has already been done on this.	31/10/2024
Implement biometric identification systems for access and, where applicable, signing in electronic services.				01/06/2024	30/03/2026
Estimated timing	2025	2026	2027	2028	
	X	X			
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
• Increase the use of electronic services for Social Security benefits. • Improve the quality of electronic interaction with citizens. • Increase citizens' satisfaction with the INSS electronic channel.					
Initiative indicators					
Indicators execution (le) result (lr)	Execution	• Carry out the necessary IT developments for the production launch of the new portal design. • Formalise the contracting of the biometric data tool, carry out the necessary developments and perform the validation tests prior to the implementation of this new identification system.			
	Result	• Put the new portal into production for display on the web with the new design. • Implementation of the new identification system using biometric data.			

4.3.12 ADMINISTRATIVE SIMPLIFICATION FOR PROCEDURES IN THE FIELD OF SUBSIDIES

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance / State Agency for Digital Administration

Other stakeholders (public)

Other stakeholders (civil society)

- Private entities, associations, individuals or legal entities that, within the framework of subsidies offered by the General State Administration, submit a request for access to said financial support

Background

The Royal Decrees (direct award) and Orders (competitive bidding) of Regulatory Bases promoted by the ministerial departments of the General State Administration and which, in their processing, are subject to a Prior Approval report by the Secretary of State for the Civil Service, frequently show a disparity in terms of the justification of compliance with the requirements, the procedural processing and the execution of the aid, in terms of the requirement to submit physical documentation, affidavits or consent for the ex officio consultation of data.

The standardisation and simplification of subsidy procedures in all material areas, regardless of the department or initiative, to be carried out in the drafting and proposal phase of the regulation, provides legal certainty and reduces administrative burdens for citizens, businesses and organised civil society entities, which frequently resort to these procedures to co-finance their activities and projects or to alleviate economically unfavourable circumstances.

What is the problem/need that the initiative aims to resolve?

An administrative burden is any administrative activity that a company or citizen must carry out in order to comply with regulatory obligations. When such a burden becomes unnecessary or overly burdensome, it could be replaced by a simpler and more practical requirement, etc. The burden should be eliminated or reduced, simplifying the regulatory and procedural framework if necessary, so that citizens can access quality public services as quickly, efficiently and fairly as possible.

Brief description

By applying uniform standards and criteria defined on the basis of reports prepared by the Secretary of State as part of the legal analysis of the regulatory bases for subsidies within the scope of the General State Administration (AGE), the aim is to improve the subsidy system, focusing on the effective reduction of administrative burdens both in the procedures for granting subsidies and in the subsequent management of aid.

These burdens — which often include the repeated submission of documentation, affidavits, supporting reports, audits or accounting data already available to the Administration — generate inefficiencies that must be corrected through intelligent regulatory simplification.

This line of work is in line with the recommendations made by the European Commission on administrative simplification, as well as with the conclusions of the Draghi (2024) and Letta (2024) reports, which highlight the need for lighter, more predictable and efficient regulatory frameworks, especially in areas that mobilise public investment and European funds.

The action is structured around two aspects:

- On the one hand, ongoing technical review and improvement of draft legislation (Royal Decrees and Regulatory Framework Orders) that are submitted for review, to ensure their legal and functional consistency.
- On the other hand, educational and technical support work, focused on the development of a practical guide for civil servants, which facilitates the correct drafting of regulatory bases and their smooth processing, thus helping to avoid unnecessary administrative burdens at source.

Objectives

Simplify the regulatory framework governing the subsidised activities of the General State Administration by implementing support tools and improving existing instruments, with a view to reducing unnecessary administrative burdens on applicants and entities without compromising legal certainty or the public policy objectives associated with promotional activities.

This simplification strategy is based on three key pillars:

Regulatory improvement assisted by artificial intelligence, incorporating AI systems capable of automatically analysing regulatory content (such as regulatory base orders and calls for applications) to identify redundancies, unnecessary documentary requirements, obsolete regulatory references or technical inconsistencies, proposing improvements in line with the principles of proportionality, clarity and simplification.

Optimisation of procedures based on existing management systems, such as the Functional Information System, using process mining techniques and digital modelling, which enable the mapping of actual workflows, the detection of bottlenecks and the elimination of unnecessary tasks or steps, in accordance with the principles of the Lean methodology aimed at reducing waste and increasing public value.

Deployment of practical support tools, such as automated guides, simplified regulatory templates, digital assistants for management staff, and self-checking mechanisms for applicants, to facilitate processing and reduce errors or subsequent requirements.

This action is part of Spain's efforts to align its subsidy system with the European Commission's recommendations on simplification, as well as with the conclusions of the Draghi and Letta reports (2024), which advocate for more agile and efficient regulatory frameworks to boost investment, innovation and social cohesion.

How does the initiative contribute to solving the problem or meeting the need?

Adjusting the requirements set out in grants to the reality of their applicants and the Administration itself, avoiding elements that do not generate value for either private or public activity.

Relevance to Open Government values

Simplicity and efficiency are undeniable values in relations with citizens.

Link to the 2030
AGENDA

8

TRABAJO DECENTE
Y CRECIMIENTO
ECONÓMICO

9

INDUSTRIA,
INNOVACIÓN E
INFRAESTRUCTURA

17

ALIANZAS PARA
LOGRAR
LOS OBJETIVOS

Initiative
• Establish internal standards and uniform criteria for reviewing draft Royal Decrees and Orders on Regulatory Bases for subsidies that must be applied in the study leading to the preparation of the Prior Approval report pursuant to Article 26.5, paragraph five, of Law 50/1997, of the Government. • Prepare a guide to assist officials responsible for drafting the regulatory bases for subsidies in their management centre, with practical advice, proposals for drafting the articles that make up this type of regulations and relevant guidelines.

Initiative activities	Start date	End date
Internal working standards (direct award and competitive bidding).	01/01/2025	01/10/2025
Help guide for drafting Royal Decrees and Orders on Regulatory Bases for Subsidies.	01/01/2025	01/10/2025
Implementation of AI systems for modelling and simplifying processes and for comparing regulations.	01/01/2025	01/10/2027

Estimated timeline	2025	2026	2027	2028
	X	X	X	X

Tract	PUNCTUAL		SUCCESSIVE	X

Expected results		
Preparation.		
Initiative indicators		
Indicators of implementation (le) of results (lr)	Implementation	- Development of internal study and reporting standards. - Development and dissemination of practical guidelines among ministries.
	Outcome	N/A.

Cross-cutting impact	Gender		
	Social inclusion		
	Ecological Transition		
	Territorial Diversity and Administrative Cooperation	X	

4.3.13 IMPROVEMENTS TO THE HUMANITARIAN ASSISTANCE PROGRAMME AND THE INTERNATIONAL PROTECTION RECEPTION SYSTEM

Responsible Ministry

MINISTRY OF INCLUSION, SOCIAL SECURITY AND MIGRATION

Secretariat of State for Migration

Directorate-General for Humanitarian Assistance and the International Protection Reception System (DGAHSAPI)

Other actors involved (Public)

- Approved entities within the reception system

Other actors involved (civil society)

Background

This management model was developed in 2022 and implemented in 2023. Previously, the reception system was managed through a model of public subsidy funding, which was more unstable and bureaucratic.

What is the problem/need that the initiative aims to solve?

The aim is to reduce the administrative burden of managing the international protection reception system and the humanitarian assistance programme, as well as to provide greater stability by authorising social organisations specialising in assisting applicants and beneficiaries of international protection, as well as immigrants in vulnerable situations who have arrived on Spanish shores. It also aims to make the system more flexible so that social entities can adapt their actions to the reception needs arising from fluctuations in migration flows.

Management through concerted action introduces interoperable information mechanisms, which allow for greater transparency and improvements in the flow of information on the needs and situation of the system.

Brief description

Through the concerted action model, entities wishing to collaborate in the management of the international and temporary protection reception system and in the humanitarian assistance programme may be authorised to provide services and actions at each stage of the reception system. In this way, they become part of the state reception network.

It is also a multi-year management tool, unlike the previous management and subsidy-based financing model, which has shorter implementation periods.

Objectives

Regulate a management system that guarantees its stability over time and better forecasting of needs and resources.

Provide the system with the necessary flexibility so that authorised entities can adapt their services in line with fluctuations in migration flows.

How does the initiative contribute to solving the problem or meeting the need?

It reduces the administrative burden, facilitates the evaluation of the system's functioning, guarantees that the beneficiaries of the reception system have access to the same services regardless of the entity that manages it, and provides stability to the social entities that are authorised as collaborators.

Relevance to Open Government values

Participation and collaboration in the management of public policies for the reception system through approved organisations.

Link to the 2030 AGENDA



Initiative					
Procedure for concerted action.					
Initiative activities			Start date	End date	
Obtaining authorisation for concerted action from the entities. (ongoing process).			01/01/2025	31/12/2028	
Planning of the benefits, actions and/or services required. (This is carried out during the second half of each year).			01/06/2025	31/12/2025	
			01/06/2026	31/12/2026	
			01/06/2027	31/12/2027	
			01/06/2028	31/12/2028	
Notification of allocation to authorised entities. (This takes place in June each year).			01/06/2025	30/06/2025	
			01/06/2026	30/06/2026	
			1 June 2027	30/06/2027	
			1 June 2028	30/06/2028	
Monitoring of actions taken by authorised entities. (open-ended process).			01/01/2025	31/12/2028	
Exchange of information between entities and the Administration.			Quarterly		
Estimated timing	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
A system of service standards and indicators will be established to guarantee minimum common quality standards for these services among all authorised entities. 100% of authorised entities will ensure compliance with these standards. The Administration will monitor and control the services provided by 100% of the entities through a plan of visits and the review of the supporting documentation submitted by them according to the established frequency. 100% of authorised entities will provide information derived from their actions to the Administration, specifically on available and occupied places, as well as specific data on the beneficiaries of the reception system.					

Indicators of the initiative			
Indicators of implementation (le) of results (lr)	Implementation	% of implementation compared to plan (I).	
	Outcome	Number of people assisted in the Humanitarian Assistance programme and the International Protection Reception System.	
Cross-cutting impact	Gender	X	The interoperability of information allows for specific data on the recipients in relation to gender identity, which translates into services that include recognition of the discrimination and violence that specifically affects women and the prevention and care of human rights violations against LGBTBI+ people.
	Social Inclusion	X	The model of concerted action in the international protection reception system and the humanitarian care programme has a direct impact on the social inclusion of the system's target population, as this is the main objective in absolute terms of the reception network.
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	The reception network is present throughout the national territory thanks to the numerous social entities that are authorised to provide services within the framework of concerted action. Likewise, cooperation with regional and local administrations is essential for the provision of services.

4.3.14 SMART SIMPLIFICATION: THE EMPOWERING ROLE OF TECHNOLOGY AND PUBLIC-PRIVATE COLLABORATION IN REDUCING ADMINISTRATIVE BURDENS

Responsible ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance

Other stakeholders (Public)

Other stakeholders (civil society)

- Civil society organisations: representatives of business organisations, self-employed workers and the social economy, and representatives of third sector organisations (committees for the defence of the interests of persons with disabilities and their families, platforms for the defence of the interests of older persons)

Background

It is believed that through direct, close and empathetic dialogue with society, the public administration can work more effectively and appropriately to reduce unnecessary administrative burdens. This reduction of burdens and simplification of procedures is an ongoing task that is constantly being reviewed and improved. Through dialogue with the end users of administrative rules and procedures, sectoral and horizontal barriers can be identified and addressed through a specific schedule of actions.

The project aims to tackle the issue of administrative simplification and burden reduction from a more systematic perspective, leveraging technology and maintaining the human dimension of these encounters and direct dialogue with citizens and businesses, to undertake a re-engineering process that will improve public services and have a direct positive impact on all recipients of such services.

What is the problem/need that the initiative aims to solve?

An administrative burden is any activity of an administrative nature that a business or citizen must carry out in order to comply with regulatory obligations.

When such a burden becomes unnecessary or too onerous, it could be replaced by a simpler and more practical requirement to comply with, etc. The burden should be eliminated or reduced, simplifying the regulatory and procedural framework if necessary, so that citizens can access quality public services more quickly, inclusively, efficiently and fairly, and businesses can devote more resources to their core business, exploring new markets, growing, or generating greater added value and employment.

Brief description

- **WHAT:** An administrative burden is any administrative activity that a company or citizen must carry out in order to comply with regulatory obligations.
- **HOW:** By eliminating unnecessary obligations. To do this, input from civil society and businesses is needed. These contributions can be obtained through meetings, round tables, focus groups, events, etc. that facilitate direct dialogue between public administrations and citizens and businesses.
- Notes or reports will be drawn up compiling the topics discussed and lines of action to be followed, with prior knowledge of the specific demands of organised society.

- Through a process of meetings with civil society and business, as well as internal meetings and the systematic analysis of procedures using technological tools to track data from the Administrative Information System (SIA) and other valuable public data sets, undertake various annual projects to re-engineer and model procedures subject to simplification.

Objectives

- Contribute to dialogue between the administration, businesses and citizens, ensuring access to public services for those who may have special needs or who may benefit from certain adaptations.
- Unlock economic potential and stimulate competitiveness.
- Make the administration more empathetic, accessible and approachable.
- Put public service users at the centre of the action.
- Create clusters of procedures and processes that impact different groups in society, and then simplify the formalities associated with those procedures and processes.
- Harnessing the potential of technology to simplify work, achieving a more systematic and efficient way of working.

How does the initiative contribute to solving the problem or meeting the need?

Hold meetings, either in person or online, attended by the General State Administration on the one hand and, on the other, a range of entities, associations, professional bodies, public law corporations and foundations which, through their work to promote and defend the general interest, clearly contribute to bringing the administration closer to the productive and associative fabric of the third sector.

This initiative is in line with the so-called reality checks being carried out by the European Commission in its drive to simplify administration and reduce burdens, and therefore advocates a model that has been endorsed by the European authorities and already tested.

Likewise, the creation of procedure clusters and the application of technological tools (such as AI) to simplify them is in line with projects being developed by other countries in our region, enabling synergies to be achieved, projects to be shared with other EU Member States, and comparisons, areas of learning, etc. to be established.

Relevance to Open Government values

Proximity is an undeniable value in relations with citizens. Accountability for this public-private partnership policy for simplification and reduction of burdens contributes to a more informed civic debate and transparency as a principle that permeates the actions of all public administrations.

The efficient provision of public services, focused on a logic of vital events and using user feedback in the improvement process, will ultimately contribute to improving citizens' trust in institutions and in the public employees who represent those institutions.

**Link to the 2030
AGENDA**



Initiative					
Hold annual meetings with representatives of the business sector and organisations belonging to the third sector, in all their variety and diversity, to identify and reduce administrative burdens. These meetings or reality checks may include simplification proposals that can be passed on to autonomous communities and local authorities, and may also feed into the task of internal procedural re-engineering through evidence and perceptions. Likewise, all administrative levels involved will be invited, with the aim of ensuring dialogue and a tone of cooperation between territorial administrations. These dialogues will serve both to identify problems with administrative procedures and to communicate, a posteriori, the progress being made in re-engineering and simplifying processes through the application of technology.					
Initiative activities			Start date	End date	
Holding meetings or reality checks to reduce administrative burdens in 2025			01/02/2025	15/11/2025	
Consolidation of the SimplexESP online platform, adding, with a pilot, a sub-space that encourages civic participation in debates or reality checks and reports on these meetings. This space will be within the General Electronic Access Point, following the project scaling logic intrinsic to project 13 "SimplexESP" of the "Consensus for Open Administration" (SimplexESP 2.0). Integration into the SimplexESP platform of an entry point for proposals to simplify procedures.			01/01/2026	31/12/2027	
Holding meetings or reality checks to reduce administrative burdens in 2026			01/02/2026	15/11/2026	
Analysis of the Administrative Information System (SIA) to identify high-impact procedures where a systematic simplification campaign is feasible (part I)			01/01/2016	31/12/2026	
Pilot application of AI for the detection and reduction of burdens in the current stock of rules and procedures of the General State Administration (and other public administrations, subject to prior collaboration)			01/01/2026	31/12/2026	
Holding meetings or reality checks to reduce administrative burdens in 2027			01/02/2026	15/11/2027	
Analysis of the Administrative Information System (SIA) to identify high-impact procedures where a systematic simplification campaign is feasible (part II), based on the conclusions drawn in part I of the analysis. Deployment in collaboration with other interested management centres.			01/01/2027	31/12/2027	
Holding of meetings or reality checks for the reduction of administrative burdens in 2028.			01/02/2028	15/11/2028	
Estimated timeline	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIVE	X

Expected results			
Maintaining a sincere, practical, friendly and operational dialogue that allows, in a process of continuous improvement, the most relevant administrative procedures for the productive sectors and third sector entities to be refined, removing those administrative burdens that they have to bear and that can be lightened, following the working dynamics outlined by the Secretary of State for Public Administration, which shows a line of progress and positive changes. All of this contributes to establishing a more business- and investment-friendly ecosystem, as well as greater legal certainty and a more positive public narrative among the main recipients of public services, subsidies, tax policies, employment, social security, etc. It also creates a level playing field where all citizens, regardless of their age, socio-economic status, health, etc., can access public services on a truly equal basis. Finally, it is an activity that contributes to the collective drafting of a more positive narrative of the public sector among the main recipients of public services and the public managers who provide them.			
Indicators of the initiative			
Indicators of implementation (Ie) of results (Ir)	Implementation	Hold at least five meetings per year to identify administrative burdens and reduce them, where appropriate, in sectoral areas or areas of particular social relevance.	
	Outcome	- Document containing conclusions following an analysis of the SIA for the eventual systematic simplification of formalities and procedures. - Procedures and processes cluster document. - Evidence of SimplexESP 2.0 going live based on SimplexESP 1.0 now available. - Evidence of the use of AI for simplification and reduction of workloads, development of a prompt capable of systematically and automatically identifying administrative workloads.	
Cross-cutting impact	Gender		
	Social inclusion	X	
	Ecological transition		
	Territorial Diversity and Administrative Cooperation	X	Participation in specific sectoral conferences. Promote inter-administrative cooperation in the area of administrative simplification.

Commitment 5

DIGITAL GOVERNANCE AND ARTIFICIAL INTELLIGENCE

Initiatives related to:

5.1. Digital transformation and AI for promoting open government

- 5.1.1. New General Access Point Portal
- 5.1.2. Improvement of "My Citizen Folder" and progress towards a unified and accessible solution for consulting data exchanges
- 5.1.3. Interoperability between the Justice Folder and the Citizen Folder and inclusion of new services
- 5.1.4. European Digital Identity Wallet
- 5.1.5. Incubator for Generative Artificial Intelligence Use Cases for the Public Sector

5.2. Inclusive digital rights and code of good practice in AI in the administration

- 5.2.1. Awareness and Trust Plan for Artificial Intelligence
- 5.2.2. Policy on the use of AI in the administration of justice. Publication of FAT (Fairness, Accuracy and Transparency) records
- 5.2.3. Forum on Digital Transformation in Public Administration
- 5.2.4. Dataforum Justice
- 5.2.5. Implementation of a tool for document processing and management
- 5.2.6. Robotic processes for a more efficient public justice service
- 5.2.7. Process automation to reduce processing times for immigration procedures

5.1 DIGITAL TRANSFORMATION AND AI TO PROMOTE OPEN GOVERNMENT

5.1.1 NEW GENERAL ELECTRONIC ACCESS POINT PORTAL

Responsible ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance

Other stakeholders involved (Public)

Other stakeholders (civil society)

Background

The General Electronic Access Point Portal (PAGe), as a single point that facilitates citizens' access to services, procedures and information of interest from public administrations, requires a new organisation of information, based on vital facts, in order to improve usability and user experience.

What is the problem/need that the initiative aims to solve?

Citizens find it difficult to access information of interest quickly, intuitively and comprehensively. It is therefore necessary to provide easier, more convenient and faster access to information grouped by life event.

This project seeks to ensure a more accessible, efficient and transparent relationship between citizens and public administrations ; the aim is to design a new portal that organises information by life events.

Brief description

The initiative focuses on the development of the General Electronic Access Point (PAGe) as a centralised and integrated platform that allows citizens to interact with multiple administrative services and procedures from a single digital environment in an accessible, secure and personalised manner.

The aim is to move towards a truly people-centred administration, focusing on life events, which will enable services to be grouped according to specific life situations (such as the birth of a child, retirement, the death of a family member or the start of a business activity), thus providing a simpler, more understandable and consistent experience for the user.

Its main features include:

- The integration of the Carpeta Ciudadana governance model as a key tool for personalised access to procedures, documents and notifications, providing a unified and proactive view of each person's relationship with the Administration. The possibility of administrative representation through the sharing of documents or data will be studied. The portal will act as a single point of web interaction, which not only centralises information and administrative procedures, but also anticipates and proactively recommends relevant services based on the profile, context and needs of the citizen, while respecting the privacy and data protection of those who interact with the portal.
- This project is part of the document "Consensus for Open Administration", which promotes a transformative vision based on the principles of innovation, participation, efficiency and alignment with national and international strategies on digitisation, public governance and open government.

Objectives

- Facilitate digital access: Guarantee the full exercise of citizens' right to interact electronically with public administrations, ensuring universal, inclusive and barrier-free access to the portal and all available digital services.
- Interconnecting services: Advance the effective integration of electronic services to offer a more intuitive, consistent user experience focused on the real needs of citizens, especially by grouping procedures around life events (such as birth, change of address, start of economic activity, death of a family member, or retirement).
- Promoting transparency: Strengthen access to clear and up-to-date administrative information, facilitating accountability and empowering citizens to monitor and understand the actions of public administrations.
- Optimise usability: Design and deploy digital services that are easy to use, accessible to all, and adapted to different profiles and life situations, through user-friendly interfaces, clear language, and personalised features.

How does the initiative contribute to solving the problem or meeting the need?

By presenting information grouped by life events, it is easier for citizens to access it, allowing them to see more clearly the procedures they need to complete and saving them time in locating them.

Relevance to Open Government values

This commitment aligns with the commitment to innovation.

Link to the 2030



Agenda

Initiative				
Improvement of the comprehension and grouping of information on procedures on the Portal into vital events.				
Initiative activities	Start date	End date		
Redesign of the home page.	01/05/2025	31/12/2025		
Definition and categorisation of life events.	01/01/2025	30/09/2025		
Selection of vital events and identification of associated procedures.	01/01/2025	31/01/2026		
Analysis of technical requirements for the new portal.	01/05/2025	28/02/2026		
Design of the architecture for the selected vital events.	01/03/2026	31/01/2027		
Design of the governance model.	01/05/2025	31/12/2026		
Implementation of the approved solution and organisation of information based on vital facts.	01/02/2027	31/01/2028		
Publication of an inventory of automated administrative activities and AI systems based on the Administrative Information System.	01/02/2026	31/01/2027		
Timeline Estimated	2025	2026	2027	2028
	X	X	X	X
Tract	PUNCTUAL		SUCCESSIV E	

Expected results			
New portal administracion.gob.es , which includes a new Home page and a new organisation of information based on vital events.			
Indicators of the initiative			
Indicators of implementation (Ie) of results (Ir)	Implementation	• Number of vital events selected. • No. of vital events categorised. • Number of procedures associated with a vital event.	
	Outcome	• Have a new Home page. • Launch of the new portal. • Availability of information grouped by vital events.	
Cross-cutting impact	Gender	N/A	
	Social inclusion	N/A	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	

5.1.2 IMPROVEMENT OF "MY CITIZEN FOLDER" AND PROGRESS TOWARDS A UNIFIED AND ACCESSIBLE SOLUTION FOR CONSULTING DATA EXCHANGES

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

State Agency for Digital Administration (AEAD)

Other actors involved (Public)

- Other Ministries
- Autonomous Communities
- Local authorities
- Universities
- Administration of Justice

Other stakeholders (civil society)

Background

Since Mi Carpeta Ciudadana was made available to citizens in 2022, with the aim of serving as a hub for citizens' relations with the various public administrations, different versions of the application have been launched, including new services and data queries, reaching the milestone of including a new profile for company representatives at the end of 2024.

On the other hand, and more specifically, Article 28.2 of Law 39/2015 on Common Administrative Procedure establishes that all citizens have the right not to provide any data or documents that are already in the possession of the Public Administration.

The exchange of data between public administrations is therefore a fundamental task when it comes to providing advanced digital administration services to citizens, improving the efficiency and effectiveness of organisations and reducing difficulties, time and travel for citizens and businesses. These data queries are mainly carried out through the Data Intermediation Platform of the State Agency for Digital Administration.

Currently, as a first step towards transparency, citizens and businesses can use my citizen folder to find information on queries made with the consent or "no objection" of the citizen. In this way, citizens can reactively access this information, but it means repeatedly logging into the interface to find out if new queries have been made, and improper queries may go unnoticed.

What is the problem/need that the initiative aims to solve?

The issue that the Mejora de mi Carpeta Ciudadana (Improve my Citizen File) initiative seeks to resolve is to prevent citizens, both individuals and legal entities, from having to navigate between different electronic platforms in order to find out the status of their administrative files or the data held by the various administrations.

Likewise, with the development of a unified and accessible solution for consulting data exchanges (through My Citizen Portal), the aim is to enable citizens to be more proactive in finding out about access to and consultation of their personal data by public administrations (through the Data Intermediation Platform). -peta Ciudadana) is intended to enable citizens to be more proactive in finding out about access to and consultation of their personal data by public administrations (through the Data Intermediation Platform), minimising the time between when this consultation takes place and when the citizen is informed of it, and maximising the citizen's own control over the administration that consults their data.

When it is necessary to submit an application to an administration, not having to provide additional data, and allowing the administration to consult this data itself, greatly simplifies the process and makes it easier for many more people to carry out the procedure. Therefore, increasing the number of services available, or updating and improving those already available, will also have great advantages for citizens.

Finally, the aim is to offer an additional audit mechanism that allows potential security breaches that may occur in all the services involved and thus resolve them as quickly as possible.

Brief description

My Citizen Folder will continue to be the main gateway for citizens to find out what queries are made about their data between public administrations. The available queries will be improved, especially the notification mechanisms. Of particular relevance is the participatory mechanism used by the citizen folder to develop new functionality and the gradual incorporation of new services.

With regard to the development of a unified and accessible solution for consulting a citizen's data exchanges by the authorities, the following is proposed:

- Expanding the circumstances in which information from these consultations is made available to the public allows citizens to also learn about exchanges of information that occur within the framework of law enforcement. In this way, only ex officio consultations linked to inspection and sanctioning tasks (always regulated by law) whose prior knowledge could hinder the performance of these functions will be restricted from public knowledge. To this end, it will be necessary to work with all public administrations to review the cataloguing of data consultation authorisations on the Intermediation Platform and to expand as much as possible the number of procedures whose data consultations are reflected in My Citizen Folder.
- On the other hand, as part of its overall development strategy and with the aim of improving interaction and communication between citizens and the public administration, Mi Carpeta Ciudadana is developing a new feature, the Message Centre. This feature seeks, through a new, more direct and simplified communication mechanism, to send personal messages and push notifications to citizens on different matters and from different public bodies, in a single space. These notifications will provide information on personal matters, such as changes in the status of files, reminders of expiries or deadlines, changes in data associated with or related to the citizen, etc.

Specifically, within the Message Centre, citizens will be notified when their personal data is accessed by an administration. This will allow them to quickly find out that their data has been accessed and, if they consider this to be invalid, take action with the relevant authorities.

Finally, work will be done to incorporate new services into the Data Intermediation Platform, making this information available to other administrations and to citizens themselves through My Citizen Folder.

Objectives

- To enable citizens to receive notifications about administrative actions such as document expiry dates, appointments, etc. previous ones, etc.
- Allow consultation of your personal or business data.
- Allow consultation of your pending notifications and communications.
- Allow consultation on open files managed by different public administrations.
- Provide a unified and accessible solution for consulting a citizen's data exchanges by the Administrations.
- Increase the information on the procedures and authorisations affected, which will be shown to citizens, limiting them to the minimum required by law, inspection procedures and sanctions.
- Reduce the time window between when data is accessed and when citizens become aware of such access.
- Ensure security, privacy and citizen control over their personal data.

How does the initiative contribute to solving the problem or meeting the need?

The commitment to Mi Carpeta Ciudadana helps simplify citizens' relationship with different public administrations—through a technological solution—by bringing together all relevant information for citizens in one place. Furthermore, its availability, both as a website and a mobile application, facilitates and simplifies its use by citizens.

On the other hand, the possibility of customising notifications according to interest and desired granularity contributes to a "Citizen Experience - CX" that is more tailored to each person's needs.

Furthermore, constantly updating information allows interested parties to act quickly when their intervention is required, which improves efficiency and reduces uncertainty associated with waiting for responses, cybersecurity issues, or any other relevant situation involving access to their personal data.

Finally, it strengthens public confidence through data protection measures and control over personal information.

Relevance to Open Government values

- Innovation and ambition:
 1. Introduces a unified system for citizens to access government services.
 2. Introduces a system that allows citizens to be notified when their personal data is accessed in a single application, in a centralised and convenient manner.
- Transparency:
 1. Enabling citizens to quickly access and understand their data managed by public administrations, i.e. to know at all times what the administration knows about them.
 2. It ensures that data is accessible only to the user, remaining under their exclusive control.
 3. It guarantees that the data is only accessible to the administrations that actually need it, reducing the time and window of exposure to possible attacks.
 4. It also ensures that the system is efficiently and effectively protected against potential fraudulent use by unauthorised personnel who should not have access to citizens' personal data.
- Equality:
 1. Promotes the digital inclusion of citizens by expanding the services available from a simpler and more intuitive access environment such as mobile devices. Promotes digital inclusion by offering a free and universal system for all citizens.
 2. It promotes the digital inclusion of citizens by expanding the services available from an environment with easier and more intuitive access simple and intuitive environment such as a mobile device.

**Link to the 2030
AGENDA**



Initiative

Improvement of My Citizen Folder:

- Phase 1: Collection of suggestions and improvements from citizens through different options to contribute to the growth of My Citizen Folder.
- Phase 2: Development of My Citizen Folder through various service and data updates. The aim is to publish updates approximately every three months.

Unified and accessible solution for consulting citizens' data exchanges by administrations (through My Citizen Folder):

- Approval and definition of functionality specifications.
- Phase 1: Analysis and specification
 1. Technical development of the solution (Minimum Viable Product).
 2. Consultations on PID for extended purposes.
- Phase 2: Design and implementation of the solution and incorporation of use cases
 1. Integration with the Message Centre in the Citizen Folder.
 2. Subscription management and data consolidation.
- Phase 3: Evolution of functionalities and detection of new use cases
- Phase 4: Incorporation of new services into the Data Intermediation Platform.

Initiative activities	Start date	End date
Improvement and development of My Citizen Folder:		
Collection of suggestions and improvements.	01/09/2022	31/12/2028

Development of My Citizen Folder.	01/12/2025	31/12/2028
Technological solution to improve the data consultation process by administrations:		
Analysis and specification of the scope of functionality.	01/01/2025	01/06/2025
Design and implementation of functionality Incorporation of initial use cases.	01/06/2025	01/12/2025
Evolution and improvement of the service with the progressive incorporation of new use cases.	01/12/2026	31/12/2026
Incorporation of new services into the Data Intermediation Platform.	01/01/2025	31/12/2028

Estimated timing	2025	2026	2027	2028
Estimated	X	X	X	X

Tract	PUNCTUAL	SUCCESSIVE	X

Expected results
- Continuous improvement of My Citizen Folder through the different versions of the application in which incorporating new services. - Increase in users of the Mi Carpeta Ciudadana application. - Early detection of unauthorised access to information. - Increased confidence in the functioning of the administration. - Simplification of processes. Specifically, the deployment of a new technological solution to improve the data consultation process by public administrations offers significant advantages for both public bodies and citizens. For organisations, both transferors and transferees, it provides an additional level of audit for the use of available data. For citizens and businesses, it provides immediate transparency in terms of knowing when their data is being consulted by the authorities.

Initiative indicators		
Indicators Implementation (le) Outcome (lr)	Implementation	- Degree of progress in incorporating services into My Citizen Folder. - Percentage of progress in the different phases of implementation of the new consultation solution. - Date of implementation and launch of each use case or service.
	Outcome	- Number of users using My Citizen Folder. - Number of downloads of the My Citizen Folder mobile application. - Number of users using the subscription service. - Number of PUSH notifications generated. - Number of advanced use cases. - Number of services available on the Data Intermediation Platform.

Cross-cutting impact	Gender		
	Social inclusion	X	My Citizen Folder facilitates access to data for citizens.
	Ecological Transition		
	Territorial Diversity and Administrative Cooperation	X	The evolution of My Citizen Folder is linked to inter-administrative cooperation to achieve results.

5.1.3 INTEROPERABILITY BETWEEN THE JUSTICE PORTFOLIO AND THE CITIZEN PORTFOLIO AND INCLUSION OF NEW SERVICES

Responsible Ministry

MINISTRY OF THE PRESIDENCY, JUSTICE AND RELATIONS WITH THE COURTS

Secretary of State for Justice

General Secretariat for Innovation and Quality in Public Justice Services

Other actors involved (Public)

- State Agency for Digital Administration (AEAD)

Other stakeholders (civil society)

- Citizens, businesses and professional groups

Background

The following justice services are currently included in the Citizen Folder:

- Certificate of no criminal record.
- Certificate of absence of sexual offences.
- Full birth certificate.
- Appointment booking.
- TeAutorizo.

What is the problem/need that the initiative aims to solve?

With the inclusion of electronic procedures specific to the Administration of Justice and interoperability between Carpeta Justicia and Carpeta Ciudadana, the population will have quick and secure access to a multitude of procedures. This promotes transparency in government and streamlines procedures. In addition, it eliminates travel, resulting in cost savings and environmental benefits.

Brief description

Work is underway to include more electronic services from the Justice Administration in the Carpeta Ciudadana application, which is managed by the State Agency for Digital Administration (AEAD). Work is also underway to ensure the interoperability of the Carpeta Justicia solution with Carpeta Ciudadana.

Objectives

- To facilitate access for individuals, companies and professionals to all the digital procedures and services offered by the Public Justice Service from Carpeta Ciudadana.
- Interoperability between the Justice Folder and the Citizen Folder.

How does the initiative contribute to solving the problem or meeting the need?

Citizens will have easy and secure access to all services related to the administration of justice, saving travel and speeding up the procedures they need to carry out.

Relevance to Open Government values

Transparency and access to public information, participation and collaboration.

**Link to the 2030
AGENDA**



Initiative				
Inclusion of Justice Portfolio services in the Citizen Portfolio.				
Initiative activities			Start date	End date
Inclusion of new procedures in Justice Folder.			01/01/2025	31/12/2028
Interoperability with Citizen Folder.			01/01/2025	31/12/2028
Estimated timeline Estimated	2025	2026	2027	2028
	X	X	X	X
Tract	PUNCTUAL		X	SUCCESSIVE
Expected results				
Thanks to the launch of this initiative, citizens, professionals and companies will have quick and secure access to digital procedures and services offered by the Public Justice Service through Carpeta Ciudadana, which will interoperate with Carpeta Justicia. Likewise, both folders will share information and facilitate access to procedures.				
Indicators of the initiative				
Indicators of implementation (le) of results (lr)	Implementation	- Justice Folder app. - Interoperability of the new Justice Folder services in the Citizen Folder.		
	Result	- Inclusion of new services in Carpeta Justicia, such as: appointment scheduling service for management, judicial bodies, civil registry and notifications to professionals. - Inclusion of the TeAutorizo tool, which allows entities whose activity involves regular contact with minors to streamline the process of obtaining certificates of absence of sexual offences from their employees.		
Cross-cutting impact	Gender	X	Ensures equal participation.	
	Social inclusion	X	Offers solutions to groups at risk of exclusion by facilitating access to procedures for all people, eliminating gaps such as territorial ones.	
	Ecological Transition	X	Eliminates travel and promotes paper savings.	
	Territorial Diversity and Administrative Cooperation	X	Provides a consistent service to all territories and groups.	

5.1.4 EUROPEAN DIGITAL IDENTITY PORTFOLIO

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

State Agency for Digital Administration (AEAD)

Other stakeholders (public)

Other stakeholders (civil society)

Background

In the context of the European Digital Identity Project, the background highlights the need to improve the interoperability and accessibility of electronic identification and signature systems in the European Union. Currently, regulatory and technical fragmentation among Member States limits the availability of universal and free solutions for all citizens, hindering both access to public and private services and cross-border mobility. For all these reasons, a new European Digital Identity framework is being developed that will allow for the inclusion of all citizens and go far beyond identification by incorporating any identity attribute.

What is the problem/need that the initiative aims to solve?

The problem that the European Digital Identity Wallet initiative seeks to solve is the lack of a harmonised, interoperable, secure, universal, accessible and simple digital identification solution in the European Union, where citizens have control over their information (rather than it being in the hands of large corporations, for example). It also seeks to bridge the gap between public and private information systems by creating a solution that connects both worlds.

Brief description

The main objective of the Open Government Consensus Project on the European Digital Identity Wallet is to facilitate secure and efficient access to public and private services throughout the European Union through a mobile application that allows users to manage digital credentials and identify themselves electronically.

The European Digital Identity Wallet is a central tool of the eIDAS 2 regulation, designed as a mobile application that allows users to:

- Store and manage digital credentials such as driving licences, academic qualifications or professional credentials.
- Authenticate yourself electronically to access public and private services throughout the EU without the need for additional registrations
- Facilitate cross-border transactions, boosting the digital economy and ensuring interoperability between Member States.

Each Member State must implement at least one version of this wallet by the end of 2026, ensuring a consistent experience for European citizens. This project seeks to transform the digital relationship between citizens and administrations, promoting innovation, accessibility and the protection of fundamental rights.

Objectives

- Unification of identification systems: Create an interoperable system that allows European citizens to use their digital identity in any Member State, removing barriers between national systems.
- Citizen empowerment: Ensuring that users have control over their personal data, sharing only the information that is strictly necessary.

- Administrative simplification: Reduce bureaucratic procedures and streamline processes such as payments, university enrolment, or opening bank accounts.
- Security and privacy: Provide a reliable digital environment that complies with European cybersecurity and personal data protection standards (in line with the GDPR).

How does the initiative contribute to solving the problem or meeting the need?

The commitment to the European Digital Identity Wallet helps solve the problem by providing a harmonised technological tool that simplifies and unifies digital identity across the European Union. By ensuring that all citizens have access to free and secure systems, it overcomes current barriers to accessing public and private services and their dependence on third parties, both nationally and across borders. Furthermore, it promotes interoperability by aligning with the European regulatory framework, reducing regulatory and technical fragmentation. Finally, it strengthens citizen trust through data protection measures and control over personal information, thus driving digital transformation and mobility in the European space.

Relevance to Open Government values

- Innovation and ambition: Introduces a pioneering system at European level that allows multiple personal credentials to be managed in a single digital application with legal validity.
- Transparency: Ensures that data is accessible only to the user, remaining encrypted and under their exclusive control.
- Equality: Promotes digital inclusion by offering a free and universal system for all citizens of the European Union, regardless of their country of residence.

Link to AGENDA



2030

Initiative		
• Approval and publication of the eIDAS Regulation. • Phase 1: Development of the National Digital Wallet. 1. Technical development of the solution (Minimum Viable Product). 2. Development of a mobile application. 3. Development of issuance and reception services. 4. Development of a Trust Framework. • Phase 2: Solution Evolution and Use Case Incorporation. 1. Study and prioritisation of use cases. 2. Development and technical integration of use cases. 3. Legislative Updates for Use Cases. • Phase 3: Completion of the National Digital Portfolio and consolidation of various Electronic Certificates of Attributes in collaboration with other administrations or private entities.		
Initiative activities	Start date	End date
Development of the National Digital Portfolio Beta.	01/07/2023	01/05/2025
Evolution of the solution and incorporation of first use cases.	01/01/2025	01/12/2026
Evolutionary development and maintenance of National Digital Wallet Services.	01/01/2025	01/12/2026
Progressive incorporation of new use cases.	01/12/2026	

Estimated Estimated	2025	2026	2027	2028	
	X	X			
Tract	PUNCTUAL		X	SUCCESSIV E	
Expected results					
Creation of a Spanish digital identity portfolio compatible with the European standard established in the eIDAS Regulation and its subsequent implementing acts.					
Initiative indicators					
Indicators Implementation (Ie) Result (Ir)	Implementation	• Creation of an interministerial technical working group. • Percentage of progress in consolidating the digital portfolio in relation to European standards. • Completion date for the development of the national digital portfolio (December 2026).			
	Outcome	• Number of users using the digital wallet. • Number of use cases deployed in the Digital Wallet.			
Cross-cutting impact	Gender				
	Social inclusion		X	The digital wallet allows Spanish citizens to be identified through a mobile application, enabling everyone to be included in the same digital identity system.	
	Ecological transition		X	The digital wallet will reduce the proliferation of different identity systems, having a positive impact on environmental sustainability.	
	Territorial Diversity and Administrative Cooperation		X	The digital wallet promotes a single technical standard at European level to which the different administrative strata of Spanish society can be subject in order to unify their digital identification and signature mechanisms, thus including a wide range of services for citizens in a single application.	

5.1.5 INCUBATOR OF GENERATIVE ARTIFICIAL INTELLIGENCE USE CASES FOR THE PUBLIC SECTOR

Responsible ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for Digitalisation and Artificial Intelligence

Directorate-General for Artificial Intelligence

Other stakeholders (Public)

Other stakeholders (civil society)

Background

Promotion of the development and expansion of AI in our country through the Artificial Intelligence Strategy 2024 and, Specifically, by promoting AI in the public sector (Leverage 5).

What is the problem/need that the initiative aims to solve?

Design and development of solutions geared towards the use of artificial intelligence and other advanced digital technologies in the field of public administration.

Brief description

The Public Sector Use Case Incubator, or GovTechLab project, seeks to create a space for innovation where the General State Administration (AGE) can experiment with new technologies and develop personalised and innovative public services.

It is an innovation laboratory that centralises artificial intelligence pilot cases and the development of innovative solutions for state public sector entities, in collaboration with the State Agency for Digital Administration (AEAD) and the Sub-Directorates and Information Technology Units of the various Ministries.

Objectives

- Create a solid space for experimentation and development of artificial intelligence solutions for incorporation into the public sector.
- Identify synergies between the different solutions developed and their reuse in other organisations.
- Promote the experimentation space as a centre of reference for the development of artificial intelligence solutions in the General State Administration.
- Ensure the involvement of all relevant ministerial departments and administrative units.
- Ensure compliance with European Union artificial intelligence regulations in the solutions developed.

How does the initiative contribute to solving the problem or meeting the need?

Through the robustness and security of the space created, which enables innovation and the generation of synergies, ensuring the involvement of the units concerned and guaranteeing compliance with European Union AI regulations.

Relevance to Open Government values

Contribution to innovation and collaboration, for the reasons indicated in the previous point.

[Link to the 2030](#)



Agenda

Initiative activities	Start date	End date
Request for use cases	01/08/2024	30/09/2024
Use case selection	01/12/2024	31/03/2025
Start of use case development	01/09/2025	30/06/2026

Estimated timeline	2025	2026	2027	2028
Estimated	X	X		

Tract	PUNCTUAL	X	SUCCESSIVE	

Expected results

Use cases developed for different public administrations that allow for reuse or adaptation.

Initiative indicators

Indicators of implementation (Ie) of results (Ir)	Implementation	- Number of proposing ministries or agencies. - Number of requests for use cases to be developed.
	Outcome	- Number of development companies. - Number of use cases developed. - Number of different solutions developed. - Rate of increase in the use of AI in administration. - Rate of reduction in management time/administrative burden. (after incorporating AI solutions) - Reduction in response time to citizens (after incorporating AI solutions)

Cross-cutting impact	Gender		
	Social inclusion		
	Ecological transition		
	Territorial Diversity and Administrative Cooperation	X	

5.2 INCLUSIVE DIGITAL RIGHTS AND CODE OF GOOD PRACTICE IN AI IN THE ADMINISTRATION

5.2.1 AWARENESS AND TRUST PLAN FOR ARTIFICIAL INTELLIGENCE

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for Artificial Intelligence

Directorate-General for Artificial Intelligence

Other stakeholders (Public)

- Regional and local administrations, entities dialogue forums companies

Other stakeholders (Civil society)

- Companies and entities wishing to participate in dialogue forums and sectoral events with companies

Background

The development of artificial intelligence is a technological innovation with great potential for social and economic impact, including its application in public administration and services. While it offers an opportunity to improve the efficiency and quality of public services, the application of AI in the context of so-called "algorithmic governance" raises significant challenges in terms of transparency and accountability, which have been addressed by the European AI Regulation of 2024. The AI Awareness and Trust Plan is part of the 2024 Artificial Intelligence Strategy, through which the Spanish Government seeks to promote innovation and the responsible development of AI in both the private sector and the General State Administration itself.

What is the problem/need that the initiative aims to solve?

Low level of knowledge and mistrust among citizens and the business community regarding artificial intelligence, its uses and applications, as well as its benefits and risks.

Brief description

Development of an AI awareness and trust plan, based on a baseline study on citizens' current knowledge, perceptions, use and trust in AI, which will include a set of awareness-raising measures, including, among others, a communication plan, the holding of participatory dialogue forums with society and the organisation of a series of events with companies to raise awareness within different business sectors.

Objectives

- Improve public and business awareness and confidence in artificial intelligence.
- Promote the responsible adoption, development and use of artificial intelligence.
- Improve knowledge of the European Artificial Intelligence Regulation and what companies must do to comply with its requirements.
- Promote transparency in public and private AI applications, in accordance with the provisions of the European Regulation on Artificial Intelligence.

How does the initiative contribute to solving the problem or meeting the need?

The combined development of greater knowledge of AI among citizens and businesses, together with the development and adoption of transparent AI in accordance with the provisions of the European AI Regulation, will promote the responsible development and use of AI in Spain, both in the private sector and in public administrations.

Relevance to Open Government values

- Increases transparency and accountability regarding AI development in Spain.
- Promotes citizen participation in relation to AI development.
- Raise awareness and educate the population about this highly relevant technological innovation, including its use in public administration and services.

Link to the 2030 AGENDA



Initiative					
Plan to raise awareness and build trust in artificial intelligence.					
Initiative activities				Start date	End date
Conducting a study on public trust in AI.				2023	2025
Developing measures for the AI Awareness and Trust Plan.				2023	2025
Dialogue forums.				2023	2025
Sector-specific events to raise awareness among companies.				2023	2025
Communication plan.				2023	2025
Timeline Estimated	2025	2026	2027	2028	
	X				
Tract	SPECIFIC			SUCCESSIV E	X
Expected results					
- Increased public awareness of AI. - Increased awareness of AI and the European AI Regulation among businesses. - Increased transparency of AI applications, in accordance with the provisions of the European AI Regulation and citizen input.					
Initiative indicators					
Indicators Implementation (Ie) Result (Ir)	Implementation	- Baseline study document. - Awareness-raising and confidence-building plan document. - Report on the dialogue forums. - Report on sector events with companies. - Communication plan document.			
	Results	- Increased public awareness of AI (survey). - Increased awareness of AI and the European AI Regulation among companies (survey).			

Cross-cutting impact	Gender		
	Social inclusion	X	
	Ecological transition		
	Territorial Diversity and Administrative Cooperation		

5.2.2 POLICY ON THE USE OF AI IN THE ADMINISTRATION OF JUSTICE. PUBLICATION OF FAT RECORDS (EQUITY, ACCURACY AND TRANSPARENCY)

Responsible Ministry

MINISTRY OF THE PRESIDENCY, JUSTICE AND RELATIONS WITH THE COURTS

Secretary of State for Justice

General Secretariat for Innovation and Quality in Public Justice Services

Other stakeholders (public)

Other stakeholders (civil society)

- Justice professionals
- General public

Background

In recent years, various artificial intelligence tools have been developed and implemented in both the private and public sectors, including the administration of justice itself. In line with this reality, Royal Decree-Law 6/2023 of 19 December has introduced automated, proactive and assisted actions in Chapter VII, Articles 56, 57 and 58, which provide for the possible use of artificial intelligence to support judicial proceedings.

At the Standing Committee of the State Technical Committee on Electronic Judicial Administration (CTEAJE) meeting on 7 March, a commitment was made that the Ministry of the Presidency, Justice and Relations with the Courts and the General Council of the Judiciary would work together to develop a policy on the use of artificial intelligence that will improve the efficiency of the justice system through the use of AI-based solutions.

This document was presented and approved by the CTEAJE Plenary on 21 June 2024.

<https://www.administraciondejusticia.gob.es/cteaje/normativa-complementaria>

What is the problem/need that the initiative aims to solve?

Given the development of projects based on emerging technologies, there is a need to establish a set of minimum criteria to ensure the responsible, legal and ethical use of Artificial Intelligence in the field of the administration of justice, including definitions and a breakdown of accepted and prohibited uses.

Brief description

Within the framework of collaboration established with the State Technical Committee of the Judicial Administration (CTEAJE), the Policy on the Use of Artificial Intelligence in the Administration of Justice has been approved. Its objective is to ensure the responsible, legal and ethical use of Generative AI, seeking to define acceptable and prohibited uses, as well as the obligations of users and the organisation itself in relation to the use of this technology.

Likewise, emphasis is being placed on the provisions of the Charter of Digital Rights and on the more social aspect of supporting the most vulnerable citizens in order to contribute to greater social justice, with total transparency, through the monthly publication of FAT (Fairness, Accuracy and Transparency) records, which is already being carried out. These records provide publicity and transparency about the data used, members of the AI teams, services, algorithms, possible biases and applications that make use of Artificial Intelligence techniques, etc.

Objectives

- Implementation of the Policy on the Use of AI in the Administration of Justice for the responsible, legal and ethical use of Artificial Intelligence in the field of the Administration of Justice.
- Continue with the publication of FAT records.

How does the initiative contribute to solving the problem or meeting the need?

The policy on the use of AI in the administration of justice allows for the establishment of minimum criteria for projects that use artificial intelligence, thereby ensuring its responsible, ethical and lawful use.

Relevance to Open Government values

The policy on the use of AI in the administration of justice allows for the establishment of minimum criteria for projects that use artificial intelligence, thereby ensuring its responsible, ethical and lawful use.

Transparency and access to public information, participation and collaboration.

Link to the 2030 AGENDA







Initiative					
Start date: 23/11/2021. Each software delivery will entail a review of the publication of the FAT records. Indicating new versions, improvements, and newly integrated applications.					
Initiative activities			Start date	End date	
Consolidation of the policy on the use of AI in the administration of justice within the CTEAJE.			01/01/2025	31/12/2028	
Publication of FAT records.			01/11/2021	31/12/2028	
Estimated Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
- Transparently disseminate the mechanisms and means used in the construction of Artificial Intelligence systems. Artificial Intelligence systems. - To publicise the solutions and purposes that have been equipped through Artificial Intelligence mechanisms.					
Initiative indicators					
Indicators Implementation (le) Outcome (lr)	Implementation	Updating FAT records with the data used, AI team members, services, algorithms, possible biases and applications that use Artificial Intelligence techniques, etc.			
	Outcome	Publication of the updated FAT records.			
Cross-cutting impact	Gender	X	The bias register proposed in the FAT registers does not seek to exclude bias from processing, but rather to identify whether it is taken into account when constructing algorithms, in order to ensure that appropriate tools are developed for processing information.		

	Social inclusion	X	On the other hand, AI systems and FAT records contain data related to people's lives, even if it is sensitive data that is specially protected. This data is necessary to adapt systems in favour of inclusion, especially for vulnerable groups.
	Ecological Transition	X	The systems being implemented under the AI policy, among other advantages, eliminate travel to headquarters and avoid the generation of paper documentation.
	Territorial Diversity and Administrative Cooperation	X	Both the approval of the AI Policy and the publication of the FAT records are the result of joint work and necessary cooperation between different administrations, autonomous communities, organisations, etc.

5.2.3. FORUM FOR THE DIGITAL TRANSFORMATION OF THE ADMINISTRATION

Responsible ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

State Agency for Digital Administration (AEAD)

Other stakeholders (public)

- Other ministries wishing to participate in the forum
- Public administrations wishing to participate in the forum

Other stakeholders (civil society)

- Technology companies, associations civil society organisations (disability, elderly, etc.) wishing to participate in the forum

Background

At the end of the 1980s, the first Conference on Information Technologies for the Modernisation of Public Administrations, known as TECNIMAP, was launched and continued to be held until 2010, with growing participation from public and private actors.

Furthermore, in the current environment, both citizens and businesses are demanding greater and more active participation in the design and implementation of public policies, and governments around the world are opening up new channels to ensure this participation in various areas.

In 2022, the Ministry of the Presidency, Justice and Relations with the Courts launched the Digital Transformation of Justice Forum, a pioneering initiative in the field of jointly creating improvements and valuable solutions for the administration of justice.

What is the problem/need that the initiative aims to solve?

There is perceived to be room for improvement in terms of collaboration with the private sector, primarily relevant players in the technology sector, as well as with CITIZEN groups, to generate improvements in the Administration's digital transformation process, helping, for example, to resolve problems of the digital divide and accessibility, or to accelerate innovation processes by drawing on the knowledge and experience of leading companies in the sector.

Brief description

The proposal is to create a Forum for the Digital Transformation of the Administration in which other administrations, the private sector and civil society associations participate, providing a space for the exchange of experiences and joint innovation that will help guide the digital transformation of the administration in order to respond to challenges in a context characterised by the speed at which technological and social challenges arise.

Objectives

- To promote innovation through the sharing of knowledge, experiences and vision for the future with different private and public actors.
- Anticipate a better response to the needs of different groups by involving them in the digital transformation process, thus helping to reduce gaps.
- Improve the dissemination of the solutions developed and the strategies implemented, while involving communities and businesses and gathering their proposals and initiatives for improvement.

How does the initiative contribute to solving the problem or meeting the need?

By creating a space for exchange and participation, it promotes the inclusion of different perspectives in the innovation process, while enriching it with the experience and knowledge of companies that possess the technology on which the new solutions will be developed and knowledge about upcoming innovations.

At the same time, it provides an opportunity to improve the dissemination of what is being done in particularly relevant groups.

Relevance to Open Government values

- Participation of companies, civil society associations and other administrations in the process of designing services and transformation projects.
- Transparency of projects and solutions, which are shared with other stakeholders from the earliest stages.
- Accessibility and usability of the solutions developed, thanks to the participation of the groups affected.
- Innovation thanks to the contribution of experiences, visions, knowledge and ideas, which enrich the process and drive the development of innovative solutions.

**Link to the 2030
AGENDA**



Initiative					
- Dissemination of the creation of the Forum, identification of relevant actors, registration of participants - Launch of the Forum, definition of the annual work plan and formation of working groups. - Holding of at least two in-person events and four online events per year. It could begin with a Citizen Folder and Digital identity wallet.					
Initiative activities			Start date	End date	
Dissemination of the creation of the Forum, identification of relevant actors, registration of participants.			01/04/2025	31/05/2025	
Launch of the Forum, definition of the annual work plan and formation of working groups. .			01/06/2025	31/08/2025	
Holding of the first in-person event.			15/09/2025	31/10/2025	
First online event held.			31/10/2025	31/12/2025	
Estimated Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
Generate exchanges of knowledge and experience between public and private actors in the field of digital transformation of the public sector that guide digitisation projects and result in innovative initiatives of value for the delivery of better public services that respond to the social and economic challenges ahead.					
Improve the dissemination of the Administration's digital transformation strategy and the services and products developed thereby promoting their adoption by all target groups.					
. thereby promoting their adoption by all target groups.					

Initiative indicators			
Indicators of implementation (Ie) of results (Ir)	Implementation	• Launch of the forum and working groups. • Preparation of the annual work plan. • Holding of in-person and online events.	
	Results	• Number of participating companies and associations. • Attendance at forum meetings and events. • Improvement proposals and initiatives received. • Communication impact (visits, followers, etc.).	
Cross-cutting impact	Gender		
	Social inclusion	X	The participation of civil society associations will enable their contributions to be gathered and thus better respond to the needs of different segments of the population.
	Ecological transition	X	This will enable more efficient progress in the digitisation of administrations, with a consequent positive impact on the environment.
	Territorial Diversity and Administrative Cooperation	X	The participation of other administrations will allow the forum's results to incorporate the needs of different territorial realities and promote inter-administrative cooperation.

5.2.4 JUSTICE DATA FORUM

Responsible ministry

MINISTRY OF THE PRESIDENCY, JUSTICE AND RELATIONS WITH THE COURTS

Secretary of State for Justice

General Secretariat for Innovation and Quality in Public Justice Services

Other actors involved (Public)

- Universities

Other stakeholders (civil society)

- Economic agents
- Colleges and professionals in the justice sector
- General public

Background

DATAforum Justicia held a previous edition in 2023. This edition was a great success and featured leading figures in the field of data who shed light on uncertainties surrounding data management, introduced some novel concepts to the public and showed the results of the ethical use of data for a more efficient and inclusive society.

What is the problem/need that the initiative aims to solve?

Improve the perception that both citizens and legal professionals have of data-oriented policies, bringing them closer to the digital transformation process and the many advantages it offers, and analysing the challenges that this process represents for the judiciary, the legal profession and solicitors, and how they can collaborate in this drive for digital transformation.

Brief description

DATAforum is an event dedicated to innovation in the field of justice, constituting a major annual forum where different experts from government, institutions and private companies share their experiences on the importance of data as a public good and its influence on innovation in justice.

Objectives

To establish data as a means of achieving a more efficient and inclusive society, using all the possibilities offered by proper data management and processing to try to bridge the various gaps that exist and generate great inequality and inequity.

The main objective of using data in the public justice service is to improve the efficiency of the justice system through data processing and to design public policies in this area based on the collection of data on judicial decisions.

Holding this type of forum raises awareness of all these initiatives in a collaborative framework between the different actors involved (the judiciary, justice professionals, the private sector, academia, etc.), bringing these new concepts closer to the general public.

How does the initiative contribute to solving the problem or meeting the need?

The annual celebration of these forums constitutes a unique setting in which leading experts in the field of data share their knowledge, bringing citizens closer to the new data orientation, improving their perception and reducing doubts that exist in a collaborative and participatory environment.

Public-private collaboration and citizen participation in the digital transformation of justice are also promoted with the aim of offering a quality public service, placing citizens at the centre of the strategy designed for this transformation process so that it meets their needs, facilitates their participation and improves their quality of life.

Relevance to Open Government values

DATAfórum and similar forums are an effective tool for informing citizens and key players in the justice sector about new data-oriented policies, which are a crucial tool for promoting transparency. Analysing, exploiting and sharing data improves the efficiency of the administration as a whole, facilitating collaboration. It also promotes collaboration between the public and private sectors and key legal actors. It also provides the perfect framework for learning about and promoting the most innovative initiatives in the digital transformation process and the new data-driven approach.

Link to the 2030 AGENDA



Initiative					
Annual celebration of the DATAfórum Justicia or similar content forums.					
Initiative activities				Start date	End date
Annual celebration of DATAfórum Justicia or similar forums.				01/01/2025	31/12/2028
Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
Create a collaborative space where the most relevant experts in the world of data come together, bringing citizens and the different agents involved in the justice sector closer to new data-oriented policies and the multiple benefits they bring to the digital transformation of justice, helping to dispel some of the uncertainties that the use of data still generates.					
Indicators of the initiative					
Indicators of implementation (le) of results (lr)	Implementation	- Organise various DATAfórum events to raise awareness of new data-oriented policies, which are a crucial tool for advancing the digitisation of justice. - Dissemination through communication channels, social media and news outlets to citizens with the content of the forum.			
	Results	Holding of four editions of DATAfórum or similar forums.			
Cross-cutting impact	Gender	N/A			
	Social inclusion	X	The ultimate goal is to improve the public justice service so that it is a high-quality public service, accessible to all citizens, and helps to eliminate the various digital divides that exist and generate significant inequality.		
	Ecological Transition	X	The digital transformation process aimed at improving DATAfórum Justicia has proven to be a great ally in the ecological transition process, saving millions of euros in paper production and eliminating tonnes of CO ₂ by avoiding unnecessary travel.		
	Territorial Diversity and Administrative Cooperation	X	All sectors are represented at the events.		

5.2.5 IMPLEMENTATION OF A TOOL FOR DOCUMENT PROCESSING AND MANAGEMENT

Responsible Ministry

MINISTRY OF FINANCE

Undersecretary

Technical General Secretariat

Other actors involved (Public)

- State Agency for Digital Administration (AEAD)

Other stakeholders (civil society)

Background

Currently, many units do not have file processing tools (at the Central Electronic Headquarters there are around 60 procedures without electronic processing), and when these tools do exist, they are not integrated with the single electronic filing application.

Through the Ministry of Finance's e-Document Management Working Group, the need to use document managers and processors, and a specific application guide has been developed.

What is the problem/need that the initiative aims to resolve?

The aim is to prevent the enormous loss of electronic documentary heritage that has been occurring since the inception of e-government. It also aims to ensure the permanent preservation of electronic documentation.

The aim is to provide an electronic processor for administrative procedures that do not currently have one.

Brief description

The implementation of a processor would enable files to be processed electronically, at least in the initial phase, and would also streamline the management of files connected to electronic headquarters applications, registration, signing, notification, etc., by compiling files, facilitating administrative management and automatically entering these files into the single electronic archive.

Objectives

- Implementation of the processor in all units that do not have an electronic processing system or tools. document management.
- Integration of the processor with the Archive application.

How does the initiative contribute to solving the problem or meeting the need?

The aim is to solve problems that currently plague public administrations: the electronic processing of procedures, the complete formation of electronic files in accordance with the ENI, and their permanent preservation in the Single Electronic Archive.

Relevance to Open Government values

- Transparency and access to information.
- Digital governance.
- Open Administration.

**Link to the 2030
AGENDA**



Initiative Activities	Start date	End date
Update of the MHAC's list of functions and conservation schedule.	01/02/2025	31/07/2025
Implementation of a tool for document processing and management.	01/02/2025	31/12/2028
Research and inventory of AI applications for document management.	01/02/2025	31/12/2028
Implementation of an artificial intelligence application for document description that is capable of reading the content of documents and extracting basic information from them in the form of metadata.	01/11/2027	31/12/2028

Estimated	2025	2026	2027	2028
Estimated	X	X	X	X

Tract	PUNCTUAL	SUCCESSIVE	X

Expected results
The aim is to ensure that all Ministry procedures are processed electronically and that there is a tool available for creating electronic files for entry into the Single Electronic Archive, as well as access to basic information contained in those files.

Initiative indicators		
Indicators of implementation (Ie) of results (Ir)	Implementation	• Integration of the first procedures (10%) into the document management application. • Full operation of the document manager, integrated with artificial intelligence applications.
	Results	• Consolidation of file entry into the Ministry's Single Electronic Archive. • Provision to the processor of at least 5% of the procedures in their initial phase.

5.2.6 ROBOTISATION PROCESSES FOR A MORE EFFICIENT PUBLIC JUSTICE SERVICE

Responsible Ministry

MINISTRY OF THE PRESIDENCY, JUSTICE AND RELATIONS WITH THE COURTS

Secretary of State for Justice

General Secretariat for Innovation and Quality in Public Justice Services

Other stakeholders (public)

Other stakeholders (civil society)

Background

Initiatives based on robotic process automation (RPA) arose due to the excessive workload accumulated in the processing of procedures, such as delays in granting nationality and late cancellations of criminal records. Given the delays in this type of case, there was a need to implement tools to streamline processes and counteract the negative effects on society.

The automation initiatives launched by the Ministry of the Presidency, Justice and Relations with the Courts are eliminating repetitive manual tasks without making mistakes.

The robots put into operation are not intended to influence judicial or administrative decisions, but rather to assist managers and administrators so that they can focus their efforts on tasks with greater added value, increasing the productivity of the justice system and guaranteeing the right to effective judicial protection. All of this has a positive impact on citizens.

What is the problem/need that the initiative aims to solve?

RPA has proven to be the perfect solution to delays in processing files and excessive repetitive, low-value tasks in government, as it allows these tasks to be performed quickly and automatically, speeding up the processing of matters. The robots designed do not make mistakes and do not get tired, making them an efficient solution.

Brief description

The Ministry of the Presidency, Justice and Relations with the Courts is applying robotisation and automation technology in different areas of administrative and judicial management so that the cases involved can be resolved much more quickly and citizens receive better service. This technology is applied to those mechanical tasks in the processes that can be programmed with predefined rules to be performed by a robot quickly and automatically, without making mistakes. This speeds up the procedure and allows staff to devote themselves to more important and complex tasks.

Like all software, the robotisation technologies mentioned here require maintenance processes, and it is therefore essential to have monitoring and maintenance plans led by competent professionals from the AGE or the public administrations that deploy these technologies.

The maintenance processes for these robotisation processes are particularly relevant when there are regulatory changes that affect these processes. In this regard, it would be advisable to create traceability maps between the robots used by the administrations and the regulations, enabling early detection of when a regulatory change affects the processes deployed and, therefore, requires a review of said process.

More than 26 process automation lines have been implemented, covering various areas of the administration of justice: expungement of criminal records, management of nationality files, management of judicial proceedings to review measures to support persons with disabilities, processing of pardons, automated management of State Attorney's Office files, automated management of notifications from the Spanish Agency for Tax Administration, automated management of notifications from the Spanish Agency for Tax Administration, automated management of notifications from the Spanish Agency for Tax Administration, -miento judicial de revisión de medidas de apoyo a personas con discapacidad, tramitación de indultos, gestión auto-matizada de expedientes de la Abogacía del Estado, gestión automatizada de notificaciones de la Agencia Española de Protección de Datos, gestión automatizada en las Cuentas de Consignaciones y Depósitos Judiciales (CDCJ), automati-zación de los procedimientos monitorios, reclamaciones de vuelos, etc.

Objectives

- Consolidate the governance of robotic processes through the work carried out by the Automation Centre of Excellence.
- Increase the number of use cases in which robotisation can be applied.

How does the initiative contribute to solving the problem or meeting the need?

The continued implementation of this type of technology in the field of justice administration will enable a significant improvement in public service. It will increase efficiency while also saving costs in the provision of new services or the improvement of current services, significantly streamlining procedures.

Relevance to Open Government values

Transparency and access to public information, participation and collaboration.

Link to the 2030 AGENDA







Initiative					
Robotisation projects that affect citizens by streamlining the administrative and judicial processes that affect them.					
Initiative activities				Start date	End date
Advance the incorporation of new lines of automation in different areas of the Administration of Justice. Such as the processing of payment procedures.				01/01/2025	31/12/2028
Timeline Estimated	2025	2026		2027	2028
	X	X		X	X
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
Streamlining procedures, with the resulting benefits for citizens. Elimination of repetitive tasks for administrative staff, allowing them to focus on tasks with greater added value.					
Indicators of the initiative					
Indicators of implementation (le) of results (lr)	Implementation	• Improvement of existing robots and development of new ones, such as RPA for monitoring procedures.			
	Outcome	• Event or media coverage of the results obtained in terms of efficiency in public service to citizens produced by the robots.			
Cross-cutting impact	Gender	X			
	Social inclusion	X			
	Ecological Transition	X			
	Territorial Diversity and Administrative Cooperation	X			

5.2.7 AUTOMATION OF PROCESSES TO REDUCE PROCESSING TIMES FOR IMMIGRATION PROCEDURES

Responsible ministry

MINISTRY OF TERRITORIAL POLICY AND DEMOCRATIC MEMORY

Secretariat of State for Territorial Policy

Directorate-General for General State Administration in the Territory

Other actors involved (Public)

- Ministry for Digital Transformation and the Civil Service
- Ministry of Inclusion, Social Security and Migration
- Government Delegations and Sub-delegations and Island Directorates

Other stakeholders (civil society)

Background

The process for processing renewals of foreigner authorisations presents the following starting situation

In each of the lines of action:

1. With regard to the submission of applications, Mercurio Renovaciones has pre-recorded files in the Central Immigration Application (ACEX), as well as all the previous personal and address details of citizens, making it feasible to automate all this data in the electronic forms so that citizens only have to confirm or modify it. The greatest effort in this section would be to incorporate the mandatory documents that citizens must submit in each form.
2. With regard to the integration of mandatory reports, most of the necessary reports and queries are already integrated into the ACEX application, so only the remaining ones would need to be identified and integrated with the collaboration of the relevant body and the Data Intermediation Platform.
3. As for implementing automatic requirement verification processes, although these have not yet been implemented in ACEX, this possibility was raised with the heads of the State Agency for Digital Administration (AEAD) in the last half of 2023, so it would be feasible to implement the necessary technological development once the requirements for each type of authorisation have been defined.
4. Finally, since 2023, work has been underway with the AEAD, seven Immigration Offices and the Directorate-General for Migration to automate the issuance, signing and notification of documents. The first automatically issued document has already been implemented, meaning that progress has been made on this issue.

What is the problem/need that the initiative aims to resolve?

The aim of this programme is to take advantage of technological possibilities to reduce processing times in those procedures where electronic management is more established, especially those initiated at the request of the interested party, such as immigration procedures, by automating all processes that do not require human intervention and facilitating those that do, both on the part of the citizen and on the part of the processing staff.

Brief description

The process automation programme would consist of four major interrelated but not interdependent lines of action interdependent, so that it is possible to advance at different rates in each of them:

1. Simplify the electronic submission of applications by citizens through a guided system on the electronic headquarters that makes it easier and more accessible for citizens to submit applications and documentation without prior knowledge, without resorting to third parties and without having to travel to administrative offices.

2. Integrate, in the corresponding electronic management application, the receipt of reports and data queries from any public administration that are necessary for the processing of the procedure, replacing manual processes by processing staff, which delay the resolution of applications, with automatic processes.
3. Facilitate, in the corresponding electronic management application, the resolution of applications by processing staff, through automatic processes to verify compliance with the necessary requirements.
4. Implement automatic processes for issuing, signing and notifying documents and resolutions.

Objectives

- Reduce the time taken to process renewals of foreigner authorisations submitted electronically (Mercurio) by automating procedures.
- Facilitate and increase the submission of applications for the renewal of foreigner authorisations electronically by simplifying the process.
- Improve the efficiency of the process by reducing the workload per file.

How does the initiative contribute to solving the problem or meeting the need?

Fulfilling this commitment will contribute to making the processing of immigration files more agile, dynamic and rapid, thereby improving the efficiency of the service provided by the immigration offices of the Government Delegations and Sub-delegations, as well as the Island Directorates.

Relevance to Open Government values

Transparency, innovation

**Link to the 2030
AGENDA**



Activities of the initiative		Start date	End date
Planning of actions with the ministries involved.		01/01/2023	Activity Ongoing
Simplification of the electronic submission of applications by citizens through Mercurio Renovations.		01/01/2023	Activity permanent
Integration of the receipt of reports and data from a public administration in each renewal, in the ACEX application.		01/01/2024	31/10/2027
Introduction into the ACEX application of processes for verifying compliance with requirements for each authorisation requested through Mercurio Renovations.		01/01/2024	31/12/2027
Automation of the processes for issuing, signing and notifying requirements and granting resolutions for each application submitted through Mercurio Renovations.		01/01/2024	31/12/2027
Estimated Estimated	2025	2026	2027
			X
Tract	PUNTUAL	X	SUCCESSIVE
			X

Expected results			
The expected results are aligned with the objectives: reducing case resolution times, streamlining procedures for citizens, and reducing the administrative burden on public employees.			
Initiative indicators			
Indicators of implementation (Ie) of results (Ir)	Implementation	- Percentage of Mercury authorisations Renewals in which the electronic submission of applications by citizens has been simplified. % of Mercurio Renovaciones authorisations in which the receipt of reports and data from a public administration has been integrated into the ACEX application. - Percentage of Mercurio Renovaciones authorisations in which a process for verifying compliance with the requirements for each authorisation requested has been introduced into the ACEX application. - Percentage of requirements and granting resolutions in which the processes of issuance, signature and notification have been automated for each application submitted through Mercurio Renovations.	
	Result	- Percentage of simplified Mercurio Renovations forms, incorporating automatic data from ACEX. - Percentage of Mercurio Renovations forms in which the mandatory documents have been defined and incorporated. - Percentage of Mercurio Renovations authorisations in which the necessary reports and queries have been defined and automatically integrated into ACEX. % of Mercurio Renovations authorisations in which the necessary requirements have been defined and the corresponding fields incorporated into ACEX. - Percentage of Mercurio Renovations authorisations in which automatic verification processes have been incorporated that list in ACEX the fulfilment of the requirements for their granting. - Percentage of Mercury authorisation requests Renewals in which the issuance, signing and notification process has been automated in ACEX. - Percentage of Mercurio Renovations authorisation decisions for which the issuance, signing and notification process has been automated.	
Cross-cutting impact	Gender	N/A	
	Social inclusion	x	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	N/A	

Commitment 6

CLEAR AND OPEN ACCOUNTS

Initiatives related to:

6.1. Clear accounts: detailed budget execution

- 6.1.1. Clarity in the Administration's advertising investment
- 6.2.2. Single location for information on budget execution by government subsectors

6.2. Reuse of data and open applications in the field of public procurement

- 6.2.1. BIM observatory for public tenders
- 6.2.2. Common Data Environment (CDE) for collaboration in tendering, construction and maintenance procedures for public works carried out by the Ministry of Transport and Sustainable Mobility
- 6.2.3. Information on Enisa's participatory loans to SMEs and start-ups

6.1 CLEAR ACCOUNTS: DETAILED BUDGET EXECUTION

6.1.1 CLARITY IN THE ADMINISTRATION'S ADVERTISING INVESTMENT

Responsible ministry

MINISTRY OF THE PRESIDENCY, JUSTICE AND RELATIONS WITH THE COURTS

Secretary of State for Communication

Other actors involved (Public)

- CNMC with regard to access to and control of investment in advertising, institutional and state advertising by administrative area

Other stakeholders (civil society)

- Media

Background

In the sphere of the General State Administration, this obligation is set out in Law 29/2005 of 29 December on Advertising and Communication, although the information currently published is limited to the investment made and not to the specific amount received by each media outlet, as the current contracting system does not allow this.

The European Media Freedom Regulation (EMFA) requires that the breakdown of expenditure allocated to each media outlet be made public, that a greater degree of detail be provided in public information, and that its scope be extended to commercial and industrial advertising. The EMFA also extends this publication requirement to all public administrations.

What is the problem/need that the initiative aims to address?

Increased transparency regarding funds allocated to the media for institutional advertising and compliance with the new obligations imposed by the EMFA Regulation in this area.

Brief description

Identify how much money each media outlet receives each year in institutional/state advertising from the Administration. In this case, from the General State Administration (AGE).
in this case from the General State Administration.

Objectives

- To ascertain the amount of money each media outlet receives in institutional/state advertising.
- Update the publication of the Annual Plan and Report on Institutional Advertising and Communication.

How does the initiative contribute to solving the problem or meeting the need?

Greater transparency and information will be achieved in the use of public funds for institutional advertising.

Relevance to Open Government values

- Transparency.
- Accountability.

**Link to the 2030
Agenda**



Initiative					
Amendment of Law 29/2005, of 29 December, on Advertising and Communication.					
Initiative activities				Start date	End date
Updating and adaptation of the Annual Institutional Advertising and Communication Plan.				01/2025	01/2026
Updating and adapting the Annual Institutional Advertising and Communication Report .				06/2025	06/2026
Estimated timing Estimated	2025	2026	2027	2028	
	X	X			
Tract	PUNCTUAL		X	SUCCESSIV E	
Expected results					
- Have the amendment to the law approved. - Be able to publish updated documents from the Plan and Annual Institutional Advertising Report and know how much money each media outlet receives for institutional/state advertising.					
Indicators of the initiative					
Indicators of implementation (le) of results (lr)	Implementation				
	Outcome	- Publication of the 2026 Annual Institutional Advertising and Communication Plan, updated with the new requirements. - Publication of the 2026 Annual Institutional Advertising and Communication Report, updated with the new requirements.			

6.1.2 SINGLE LOCATION FOR INFORMATION ON BUDGET EXECUTION BY ADMINISTRATIVE SUBSECTORS

Responsible ministry

MINISTRY OF FINANCE

Undersecretary of Finance

Technical General Secretariat

Other actors involved (Public)

Other stakeholders (civil society)

Background

Currently, information on budget execution for the subsectors of public administrations, central government, regional government, local government and social security funds is shown separately in different tables within the Economic and Financial Information Centre's database, meaning that users have to consult these tables separately to obtain information on each of the subsectors.

What is the problem/need that the initiative aims to solve?

The creation of a dashboard aims to solve the problem of users having to access different web pages to obtain information on different subsectors, by creating a single location where all the information is displayed together.

Brief description

In order to make it easier for users to obtain information on budget execution in the different subsectors of the public administrations, so that they can access it through a single location where all the information is displayed together, the budget execution data associated with the Central Administration, Regional Administration, Local Administration and Social Security Funds will be displayed with the same level of detail as the information provided by the data sources that is already published (IGAE, SGFAL and Social Security Funds).

This visualisation does not entail an increase in the information provision obligations of the producers of the information (ministries) or in the detail of the information already published, as they will continue to submit the information they are already required to provide, with the same frequency and through the same channels as established by current regulations.

Objectives

- Provide information on budget execution for the subsectors of public administrations, central government, regional government, local government and social security funds, with the level of detail permitted by public sources, through a dashboard showing information for the different subsectors together.
- Keep the data on budget execution for the subsectors of the public administrations included in the dashboard up to date, with the frequency and content established by the data sources.

How does the initiative contribute to solving the problem or meeting the need?

Grouping information on budget execution for the different subsectors into a single view will make it easier for users to access this information, as they will be able to see it in a single location where all the information from the different subsectors is displayed together. and will provide them with a user-friendly, simple and quick overview of the data, which will be kept up to date over time.

Relevance to Open Government values

Fiscal openness. Transparency. Clear accounts.

Link to the 2030 AGENDA	

Initiative					
Development and implementation of a new module, "dashboard on budget execution in public administration sub-sectors," in the Economic and Financial Information Centre's database.					
Initiative activities				Start date	End date
Definition and design of the dashboard.				01/02/2025	31/12/2025
Development and construction of the visualisation.				01/01/2026	30/11/2026
Implementation in the Economic and Financial Information Centre's database.				1 December 2026	31/12/2026
Estimated Estimated	2025	2026	2027	2028	
	X	X			
Tract	PUNCTUAL		X	SUCCESSIV E	
Expected results					
- Provide users with information on the budgetary execution of the subsectors of the public administrations through a dashboard, so that they can access it through a single location where all the information on the different subsectors is displayed together and updated periodically. - Publish this visualisation in the Economic and Financial Information Centre's database.					
Initiative indicators					
Indicators execution (Ie) result (Ir)	Execution	- Definition and design completed: Yes/No. - Development and construction completed: Yes / No.			
	Outcome	Scorecard published: Yes / No.			

6.2 REUSE OF DATA AND OPEN APPLICATIONS IN THE FIELD OF PUBLIC PROCUREMENT

6.2.1 BIM OBSERVATORY FOR PUBLIC TENDERS

Responsible ministry

MINISTRY OF TRANSPORT AND SUSTAINABLE MOBILITY

Undersecretariat for Transport and Sustainable Mobility (Chair of the Interministerial BIM Commission)

Technical Office (Secretariat of the Interministerial BIM Commission)

Other stakeholders (Public)

- All ministries, except the Ministry of Equality, are part of the BIM Interministerial Commission

Other stakeholders (civil society)

Background

BIM (Building Information Modelling) has been considered one of the main digitisation technologies in the construction sector by the European Commission.

Public procurement in Spain in 2022 accounted for 11.52% of GDP and 24.11% of total public spending (OIReScon Annual Report 2023), making the strategic use of procurement an essential tool for economic policy and the political agenda for digitalisation, sustainability and digitisation in our country, among other things.

In line with the above, the Council of Ministers approved the BIM Plan on 27 June 2023 (BOE no. 172, <https://boe.es/boe/dias/2023/07/20/pdfs/BOE-A-2023-16784.pdf>).

The BIM Plan requires the implementation of BIM methodology by contracting bodies that design, build or maintain assets, in a progressive implementation schedule between 2024 and 2030, according to increasing levels of BIM complexity.

It is estimated that 25% of public procurement at the state level is related to the design, construction, or maintenance of heritage assets, and may employ BIM information requirements.

What is the problem/need that the initiative aims to solve?

To inform citizens about the monitoring of public policy on the implementation of BIM in public procurement.

Brief description

Operation of a BIM Observatory for public tenders (<https://cibim.transportes.gob.es/observatorio-cibim>)

This observatory exploits data from public contracts that have made use of BIM information requirements (published on the Public Sector Procurement Platform and equivalent platforms of the Autonomous Communities), and develops a quantitative and qualitative analysis of these tenders (types of contracts, use of BIM in the technical specifications and administrative clauses, geographical distribution, actual use, potential use, etc.).

This information is used for internal purposes by the Interministerial BIM Commission and is made available to the general public, with daily updates.

Objectives

Promote awareness of the current use of BIM in public procurement by administrative bodies and companies in the construction sector in the broadest sense, to facilitate the gradual transition to its implementation in

all potential use of BIM estimated in public procurement (25% of public procurement at the state level), in compliance with the mandate of the BIM Plan.

How does the initiative contribute to solving the problem or meeting the need?

The BIM Observatory for public tenders is one of the tools provided for in the BIM Plan, as an internal tool for the Interministerial BIM Commission and as a tool for use by citizens and contracting bodies in their understanding of BIM methodology in public procurement.

The Plan is accompanied by other commitments, such as the preparation of technical documentation on the use of BIM in public contracts for contracting authorities, various actions to support pilot contracts with BIM, training and promotion of the BIM methodology, and the provision of a common data environment for public contracts using BIM.

Relevance to Open Government values

Access to information on public procurement using BIM, processed, analysed and interpreted by the Administration, is facilitated, contributing to transparency and the sharing of information between actors in public tendering processes and contractors.

**Link to the 2030
AGENDA**



Initiative activities	Start date	End date
a) Continuous updating of the BIM Observatory of public tenders.	01/01/2025	31/12/2028
b) Updating of the Observatory with new qualitative information related to the technical documentation currently being prepared.	01/07/2025	31/12/2025

Estimated Estimated	2025	2026	2027	2028
	a) x b) x	a) x	a) x	a) x
Tract	PUNCTUAL		b	SUCCESSIVE E

Expected results
Greater knowledge and transparency regarding the use of BIM in public procurement and the effectiveness of public policy aimed at its implementation.

Initiative indicators		
Indicators Implementation (le) Outcome (lr)	Implementation	a) Access to daily tenders on the Public Sector Procurement Platform. b) Website review.
	Outcome	a) Number of annual visits to the Observatory's website. b) Number of annual visits to the Observatory's website.

Cross-cutting impact	Gender	N/A
	Social inclusion	N/A

	Ecological Transition	X	
	Territorial Diversity and Administrative Cooperation	N/A	

6.2.2 COMMON DATA ENVIRONMENT (CDE) FOR COLLABORATION IN THE PROCEDURES OF TENDERING, CONSTRUCTION AND MAINTENANCE OF PUBLIC WORKS OF THE MTRM

Responsible Ministry

MINISTRY OF TRANSPORT AND SUSTAINABLE MOBILITY

Undersecretary of Transport and Sustainable Mobility

Directorate-General for Organisation and Inspection

Other stakeholders (public)

Other stakeholders (civil society)

Background

In July 2023, the Council of Ministers approved the Plan for the Incorporation of BIM Methodology in Public Procurement by the General State Administration. The plan requires the implementation of BIM methodology by contracting bodies that carry out civil works. This applies to the Ministry of Transport and Sustainable Mobility.

What is the problem/need that the initiative aims to solve?

Use of standards, increase in private actors in the tendering process, and efficiency of public spending.

Brief description

Development of a computer system (Common Data Environment in terms of BIM methodology) for collaboration and document sharing (between bidders and contractors) for construction and maintenance projects for linear public works by the Ministry of Transport and Sustainable Mobility.

This system involves the digitisation of the tendering and execution processes for public works carried out by the Ministry of Transport and Sustainable Mobility.

Objectives

Improve the efficiency of public spending.

Facilitate the digital transformation of the construction sector in our country. (BIM has been considered one of the main digitisation technologies in the construction sector by the European Commission.)

How does the initiative contribute to solving the problem or meeting the need?

The implementation of the CDE will mean the implementation of standards defined in the BIM methodology and is considered to be in compliance with the Plan for the Incorporation of the BIM Methodology in public procurement by the General State Administration.

Relevance to Open Government values

Transparency and information sharing between stakeholders in public tendering processes and contractors is encouraged. The use of open standards included in the BIM methodology and implemented in the CDE system of the Ministry of Transport and Sustainable Mobility encourages the participation of many more stakeholders in the tendering process.

**Link to the 2030
AGENDA**



Initiative					
Analysis, development, implementation and support for the use of the CDE at the Ministry of Transport and Sustainable Mobility.					
Initiative activities			Start date	End date	
Analysis of tendering procedures for the contracting of projects and works.			01/01/2025	30/11/2025	
Determination of requirements, standards, formats and architecture of the CDE platform.			01/01/2025	30/11/2025	
Implementation and adoption of the CDE by management centres of the Ministry of Transport and Sustainable Mobility.			01/01/2025	30/11/2026	
Support for the operation and use of the CDE.			01/01/2025	31/12/2028	

Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIVE	X

Expected results					
Development and implementation of the CDE system as the basis for BIM methodology in the Ministry's construction projects.					
Initiative indicators					
Indicators of execution (Ie) of result (Ir)	Execution	- Compliance with the schedule for each activity (0 not complied with; 1 complied with). - Values (4 full compliance; 0 non-compliance). - Percentage of new DGC projects using the platform out of the total number of projects. - Percentage of the budget managed with CDE in construction projects (total budget in construction projects using CDE compared to total investment in construction projects).			
	Result	- Satisfaction of CDE users. - Cost savings. - Improved data quality. - Impact on decision-making. - Through surveys.			

6.2.3 INFORMATION ON ENISA PARTICIPATORY LOANS TO SMES AND START-UPS

Responsible ministry

MINISTRY OF INDUSTRY AND TOURISM

Secretary of State for Industry

National Innovation Company, SME, SA (Enisa)

Other actors involved (Public)

Other stakeholders (civil society)

- Target audience: SMEs, start-ups, investors, consultants, media, business schools, accelerators, incubators and the general public

Background

Following the launch of Enisa's new corporate website in 2017 and with a commitment to providing more dynamic information on the management of funds allocated to financing SMEs and start-ups, a search tool was developed for loans granted, using different criteria: company name, year, amount, line, autonomous community and province.

What is the problem/need that the initiative aims to address?

To provide up-to-date, comprehensive and easily accessible information on participatory loans granted by Enisa.

Brief description

Based on the search tool developed in 2017, the aim is now to evolve towards a system for mass data downloads to facilitate the reuse of data of general interest by third parties.

Objectives

Transparency and accountability in the management of public funds and their contribution to strengthening an entrepreneurial and innovative ecosystem.

How does the initiative contribute to solving the problem or meeting the need?

Providing up-to-date, high-quality information.

Relevance to Open Government values

The Reuse of Public Sector Information (RISP) is the main objective of the Open Data initiative, which aims to make public sector information available in raw form and in standard open formats, facilitating access and allowing its reuse by both individuals and companies for commercial or non-commercial purposes.

**Link to the 2030
AGENDA**



Initiative

Evolution towards a system for mass downloading of data on financing granted by Enisa from the query search engine currently available on the Enisa website <https://www.enisa.es/es/financia-tu-empresa/prestamos>

Initiative activities				Start date	End date
Successive IT developments.				01/01/2026	31/12/2028
Upload to a new Enisa corporate portal.				01/03/2026	31/12/2028
Estimated timeline Estimated	2025	2026	2027	2028	
		X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
Provide up-to-date and easy-to-consult information.					
Initiative indicators					
Indicators Implementation (le) Outcome (lr)	Implementation	• Completed / Not completed.			
	Result	• Quality of information. • Number of downloads.			

Commitment 7

TRUTHFUL INFORMATION/ INFORMATION ECOSYSTEM

Initiatives related to:

7.1. Regulations for accurate information

- 7.1.1. Journalists' Professional Secrecy Law
- 7.1.2. Reform of the Law on Advertising and Institutional Communication
- 7.1.3. Anti-SLAPP regulations (strategic lawsuits against public participation)

7.2. Strategies for protecting accurate information

- 7.2.1. Collaboration with civil society against disinformation campaigns
- 7.2.2. Use of statistical information on youth and children to promote the right to accurate information

7.1 REGULATIONS FOR ACCURATE INFORMATION

7.1.1 LAW ON PROFESSIONAL SECRECY FOR JOURNALISTS

Responsible Ministry

MINISTRY OF THE PRESIDENCY, JUSTICE AND RELATIONS WITH THE COURTS

Undersecretary

Other actors involved (Public)

Other actors involved (Civil Society)

Background

European Regulation on Media Freedom

Directive (EU) 2024/1069 of the European Parliament and of the Council of 11 April 2024 on the protection of persons involved in public participation against manifestly unfounded claims or abusive legal proceedings ("strategic lawsuits against public participation").

What is the problem/need that the initiative aims to address?

To prevent political and business pressure on information professionals by adopting new measures that protect editorial independence and the rights of media professionals.

Brief description

Draft a Journalists' Professional Secrecy Act that guarantees the protection of editorial independence in a secure media environment, especially for those who provide news and content on current affairs.

Objectives

Establishment of greater guarantees of media independence by legally ensuring the exercise of the activity of media service providers and their professional integrity. Guarantee the protection of sources. Journalists, including those working in atypical forms of employment, such as freelancers, must be able to count on robust protection of journalistic sources and confidential communications, including protection from undue interference and the use of surveillance technologies. Establishment of greater guarantees of media independence.

How does the commitment contribute to solving the problem or meeting the need?

The law aims to give information professionals sufficient protection to safeguard their independence and professional rights.

Relevance to Open Government values

Guaranteeing editorial independence and the ability to carry out journalistic activities in a safe environment will result in greater transparency, which is one of the essential pillars of open government.

Link to the 2030



Agenda

Initiative		
Journalists' Professional Secrecy Act		
Initiative activities	Start date	End date
Finalise the drafting of the preliminary bill and impact analysis report and submit it to the Council of Ministers so that it can decide on the subsequent procedures and, in particular, on the consultations, opinions and reports that may be appropriate (Art. 26.4 Law 50/1997).	First quarter of 2025	First quarter of 2025
Public hearing and information process.	Second quarter of 2025	Second quarter of 2025
Reports from other departments and bodies.	Second and third quarter 2025	Second and third quarters of 2025
Approval by the Council of Ministers of the draft bill and referral to Parliament.	Fourth quarter 2025	Fourth quarter 2025

Estimated timeline	2025	2026	2027	2028
Estimated	X	X		
Tract	PUNCTUAL		SUCCESSIVE	
				X

Expected outcomes		
Draft Bill on Professional Secrecy for Journalists.		
Indicators of the initiative		
Indicators of implementation (Ie) of results (Ir)	Implementation	Degree of compliance with the activities described above.
	Outcome	Approval of the bill (approval by the Council of Ministers of the draft bill and referral to Parliament).

7.1.2 REFORM OF THE LAW ON INSTITUTIONAL ADVERTISING AND COMMUNICATION

Responsible Ministry

MINISTRY OF THE PRESIDENCY, JUSTICE AND RELATIONS WITH THE COURTS

Secretary of State for Communication

Other actors involved (Public)

- CNMC

Other stakeholders (civil society)

- Official meters, Association of Advertisers of Spain

Background

In the sphere of the General State Administration, Law 29/2005 of 29 December on Advertising and Communication is in force.

However, the European Media Freedom Act (EMFA) requires the inclusion of a series of new criteria that delve deeper into transparency and the right to information and must be implemented in national legislation. In addition, the recently approved National Action Plan for Democracy also seeks to further these same objectives.

What is the problem/need that the commitment seeks to address?

Establish criteria of transparency, proportionality and non-discrimination in the allocation of institutional advertising funds in order to ensure that audience measurement systems and the methodology they use comply with the principles of transparency, impartiality, inclusiveness, proportionality, non-discrimination, comparability and verifiability, and thus also comply with the new obligations imposed by the EMFA Regulation in this area.

Brief description

The initiative to reform Law 29/2005 on Advertising and Institutional Communication aims to update and strengthen the principles governing institutional advertising in Spain, ensuring its public utility, transparency, professionalism and institutional loyalty. This reform seeks to adapt to current challenges and correct discretionary practices that have affected the effectiveness and fairness of campaign distribution.

The reform proposes updating the criteria established in Law 29/2005 to ensure a more equitable and transparent distribution of advertising campaigns.

transparent distribution of advertising campaigns. This includes:

- The annual preparation of an Institutional Advertising and Communication Plan, approved by the Council of Ministers, detailing objectives, costs, tools and target audiences.
- The incorporation of specific measures to ensure universal accessibility in all campaigns from 2024 onwards.
- The establishment of prior control instruments to prevent opaque or discretionary practices in the contracting and advertising dissemination.
- This initiative responds to social demands to ensure that institutional advertising is an effective tool serving the public interest, strengthening democratic values and improving the relationship between citizens and the administration.

Objectives

Strengthen transparency:

- Ensure that institutional campaigns are accessible and clear to citizens.
- Implement mechanisms that allow for knowledge of all advertising activities planned and executed by public administrations.

Promote professionalisation:

- Ensure that the planning, execution, and evaluation of campaigns are carried out according to technical and non-partisan criteria.
- Avoid the discretionary use of public resources to favour specific political or media interests.

Promote plurality of information:

- Protect citizens' right to receive accurate and diverse information.
- Promote equitable access for independent media to institutional campaigns.

Guarantee institutional loyalty:

- Prevent campaigns from undermining or hindering the public policies of other administrations.
- Ensure that campaigns serve the interests of citizens and not the government promoting them.

How does the commitment contribute to solving the problem or meeting the need?

Greater transparency and information will be achieved in the use of public funds for institutional advertising.

Relevance to Open Government values

- Transparency.
- Accountability.

Link to the 2030
AGENDA



Initiative					
Amendment of Law 29/2005, of 29 December, on Advertising and Communication					
Initiative activities				Start date	End date
Amendment of Law 29/2005				10/2024	08/2025
Timeline Estimated	2025	2026	2027	2028	
	X				
Tract	PUNCTUAL		X	SUCCESSIV E	
Expected results					
Have the amendment to the law approved.					
Initiative indicators					
Indicators of implementation (Ie) of results (Ir)	Implementation				
	Outcome	• Approval of the reform of Law 29/2005			

7.1.3 ANTI-SLAPP REGULATIONS (STRATEGIC LAWSUITS AGAINST PUBLIC PARTICIPATION)

Responsible ministry

MINISTRY OF THE PRESIDENCY, JUSTICE AND RELATIONS WITH THE COURTS

Undersecretary

Other stakeholders (Public)

Other stakeholders (Civil Society)

Background

Directive (EU) 2024/1069 of the European Parliament and of the Council of 11 April 2024 on the protection of persons involved in public participation against manifestly unfounded claims or abusive legal proceedings ("strategic lawsuits against public participation"), known as the SLAPP Directive.

What is the problem/need that the initiative aims to address?

The aim is to provide tools to combat manifestly unfounded lawsuits against journalists and human rights defenders, requiring the transposition of the Directive, which entered into force in May 2024, before 7 May 2026.

Brief description

Transposition of the anti-SLAPP Directive for the protection of journalists from external harassment.

Objectives

Transpose the Anti-SLAPP Directive within the established deadline, adapting the Spanish legal system to the new European tool, which will result in greater guarantees of media independence, avoiding political and business pressure on information professionals.

How does the commitment contribute to solving the problem or meeting the need?

The transposition will meet the need by providing journalists and human rights defenders with the appropriate tools to deal with manifestly unfounded lawsuits.

Relevance to Open Government values

The transposition of the anti-SLAPP Directive will provide greater guarantees of media independence, promoting information and therefore transparency, one of the essential pillars of open government.

**Link to the 2030
AGENDA**



Initiative		
Transposition of the Anti-SLAPP Directive.		
Initiative activities	Start date	End date
Finalise the drafting of the transposition legislation.	Second quarter of 2025	Second quarter of 2025

Public hearing and information process.				Third quarter of 2025	Third quarter of 2025
Reports from other departments and bodies.				Third and fourth quarter 2025	Third and fourth quarter of 2025
Approval by the Council of Ministers of the draft bill and referral to Parliament.				Fourth quarter 2025	Fourth quarter 2025

Timeline Estimated	2025	2026	2027	2028
	X	X		

Tract	PUNCTUAL			SUCCESSIVE		X

Expected results						
Transposition of the anti-SLAPP Directive.						
Indicators of the initiative						
Indicators execution (le) result (lr)	Execution	• Degree of completion of the activities described above.				
	Outcome	• Notification of transposition to the European Commission.				

7.2 STRATEGIES FOR PROTECTING ACCURATE INFORMATION

7.2.1 COLLABORATION WITH CIVIL SOCIETY AGAINST DISINFORMATION CAMPAIGNS

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance

Other stakeholders (Public)

- Open Government Forum

Other stakeholders (civil society)

- Civil society organisations and entities

Background

As the OECD points out, "Democracies are under unprecedented levels of internal and external pressure. The polarisation of political discourse, geopolitical tensions, economic and public health crises, and growing foreign influence on democratic processes, all fuelled by misinformation and disinformation, have tested citizens' trust in public institutions and are prompting many governments to strengthen and protect democratic values and processes."

The promotion of measures to combat disinformation and fake news online in line with the OECD's "Building Trust and Strengthening Democracy" initiative is based on its Pillar 1: Combating Misinformation and Disinformation, which seeks to "Expand and create new partnerships with non-governmental and international organisations to increase resilience to the spread of false and misleading information".

For this reason, the right to accurate information was already an important guideline in the Framework Document for the preparation of the Fifth Plan.

Citizens' concern in this area was evident in the co-creation process for this Plan: up to nine civil society organisations participated either in the presentation of proposals with measures to combat misinformation or in their debate in the deliberative workshops, with established priorities to which the Fifth Plan should respond.

Furthermore, the context of the Second Axis of the National Action Plan for Democracy emphasises, among other things, the responsibility of our information ecosystem as key to enabling citizens to "exercise their important role of control and scrutiny".

What is the problem/need that the initiative aims to address?

For various reasons, disinformation, in any of its forms (hoaxes, campaigns, data alterations, falsehoods constructed with AI, etc.) and misinformation is having an impact

The impact on public perception of a false construction of reality deprives citizens of accurate information for decision-making and the exercise of their rights.

The speed and diversity of information channels and the saturation of data and information with now systematic fakes are forcing an almost instantaneous review of the 'truthfulness' of countless pieces of information.

False and/or misleading information has already been identified as one of the possible causes of mistrust in institutions and, therefore, of a weakening of democratic quality.

Brief description

Identify and analyse specific measures and experiences promoted by civil society in the fight against disinformation, with the aim of highlighting them, evaluating them and selecting those that can be integrated into the 5th Open Government Plan as viable initiatives aligned with its strategic objectives.

Objectives

- To collaboratively identify, between civil society and the General State Administration (GSA), specific measures and actions proposed by civil society organisations with the potential to contribute to the fight against disinformation.
- Highlight initiatives that are most viable, innovative, and aligned with the principles of the Government.
- Select and incorporate into the 5th Open Government Plan those feasible proposals that can be developed under the responsibility or co-responsibility of civil society, as part of the shared commitment to combating disinformation.

How does the initiative contribute to solving the problem or meeting the need?

The identification and systematisation of measures to combat disinformation, promoted by civil society, allow for:

- Identify any 'preventive' and 'corrective' measures that may be implemented (or proposed).
- Assess the scale of the problem and possible solutions
- Agility in implementing possible 'firewalls', in strategies / in the development of verification applications /...

In short, reduce uncertainty regarding data and information (especially when presented as official) to help meet SDG 16 by 2030, acting to restore trust and strengthen the competence of institutions.

Relevance to Open Government values

Throughout the process, through listening and co-creation, it involves decisive participation with the actors involved. Improving transparency based on the quality of information, enabling accountability.

Link to the 2030 Agenda



Initiative		
Incorporation of civil society measures in the fight against disinformation in the 5th Plan.		
Initiative activities	Start date	End date
Creation of a joint working group to design and promote the initiative.	September 2025	December 2025
Call for CSOs to submit measures to combat disinformation	January 2026	March 2026
Study and consideration of civil society measures (identification of measures that could be included in the 2027 review of this Plan)	April 2026	June 2026
Presentation panels	September 2026	October 2026
Presentation to the Forum for the incorporation of CSO measures	To be determined	To be determined
Integration into the 5th Plan and follow-up	June 2027	

Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL		SUCCESSIVE		X
Expected results					
- Civil society participation in the presentation of specific initiatives to combat disinformation. - Involvement of the General State Administration in supporting these initiatives. - Incorporation of CSO initiatives in the mid-term review of the Fifth Plan.					
Initiative indicators					
Indicators Implementation (le) Results (lr)	Implementation	- Reception of civil society measures. - Presentation of identified measures in panels. - Incorporation of measures into the Fifth Plan.			
	Outcome	- Response from at least 25% of CSOs and entities involved in the fight against disinformation. - Incorporation of at least 30% of the identified measures by the end of the second year of the Plan's implementation. - Satisfactory monitoring index for the integrated measures.			

7.2.2 EXPLOITATION OF STATISTICAL INFORMATION ON YOUTH AND CHILDREN TO PROMOTE THE RIGHT TO ACCURATE INFORMATION

Responsible ministry

MINISTRY OF YOUTH AND CHILDHOOD

Undersecretariat for Youth and Children

Technical General Secretariat

Other actors involved (Public)

- Ministry for Digital Transformation and the Civil Service
- Ministry of Economy, Trade and Business
- Ministry of the Interior
- National Institute of Statistics
- Centre for Sociological Research

Other stakeholders (civil society)

Background

In Spain, combating disinformation and promoting accurate information have been growing priorities in recent years. The National Action Plan against Disinformation (2018) was created at the request of the European Commission to tackle disinformation within the National Security Strategy. It includes the creation of a Rapid Alert System (RAS) to coordinate the response to disinformation campaigns.

The Iberian Digital Media Research and Fact-Checking Hub is an initiative funded by the European Commission that focuses on research and fact-checking in digital media in Spain and Portugal. This project seeks to understand and mitigate the impact of disinformation in the region.

For its part, the Action Against Disinformation Procedure (2020) establishes clear guidelines for tackling disinformation, including collaboration with digital platforms and the media.

The Government also collaborates with fact-checkers and technology companies: Spain works closely with fact-checkers and technology companies to detect and counter misinformation. This collaboration is essential for monitoring and responding quickly to disinformation campaigns.

These efforts reflect Spain's firm commitment to ensuring that truthful and accurate information prevails in the public sphere.

What is the problem/need that the initiative aims to address?

Disinformation poses several significant problems for public authorities. The spread of false information can undermine public confidence in government institutions and official media outlets.

During health crises, such as the COVID-19 pandemic, disinformation can lead to dangerous behaviour and mistrust of public health measures. Furthermore, disinformation can be used to influence election results, delegitimise democratic processes and foster political polarisation, amplify tensions in times of emergency or conflict, and weaken social cohesion.

Furthermore, the proliferation of false information complicates the ability of policymakers to make informed and effective decisions. These problems underscore the importance of effective strategies to combat disinformation and protect the integrity of public institutions.

Brief description

Publishing statistical data in an accessible and understandable manner on transparency portals helps citizens access verified and official information. This information could contribute to quickly refuting false or misleading news stories

and promote media and statistical literacy among the population so that citizens can correctly interpret data and distinguish between truthful information and misinformation.

Objectives

- Improve transparency: making official information accessible promotes transparency in government activities, which helps build and maintain public trust.
- Provide verifiable data: offering official statistics and data allows citizens and the media to cross-check and verify information, reducing the spread of fake news.
- Education and awareness: publishing accurate and accessible information helps educate the public on important issues, increasing media literacy and the ability of citizens to identify misinformation.
- Rapid response to misinformation: the availability of official information facilitates a rapid and effective response to rumours and fake news, refuting misinformation before it spreads widely.
- Strengthening democracy: ensuring that citizens have access to accurate and complete information strengthens the democratic process, enabling informed decisions and more robust civic participation.

How does the initiative contribute to solving the problem or meeting the need?

The publication of statistics promotes transparency and accountability, allowing citizens to evaluate institutional performance. It facilitates informed decisions, identifies problems and opportunities, and encourages citizen participation. It also strengthens trust in institutions by demonstrating a commitment to truth and transparency.

Relevance to Open Government values

The use of statistics provides verifiable data that can refute false or misleading information, helping to maintain the integrity of public information. Making data public promotes transparency in government operations, allowing citizens to see and understand how decisions are made. Citizens can participate more effectively in public debate and decision-making when they have access to accurate and up-to-date data. Statistics enable citizens and the media to hold governments and institutions accountable for their actions and policies, improving accountability.

**Link to the 2030
AGENDA**



Initiative activities	Start date	End date
Identification of needs: determining what data is necessary and relevant for citizens and public policies.	01/01/2025	30/04/2025
Data collection: collect data from reliable and verified sources, ensuring its accuracy and timeliness.	01/05/2025	30/09/2025
Data analysis: process and analyse data to extract meaningful information and identify trends, problems and opportunities.	1 October 2025	28/02/2026
Validation: verifying the accuracy and integrity of the data and analyses performed.	1 March 2026	30/04/2025
Reporting: create clear and comprehensible report templates that present data in a way that is accessible to all citizens.	01/05/2026	30/11/2026
Publication and dissemination: publish reports on accessible platforms, such as official websites, social media and the media.	01/12/2026	28/02/2027

Education and training: offer education and training programmes so that citizens to understand and use data effectively.	01/03/2027	31/07/2027
Feedback and continuous improvement: gather feedback from citizens and other stakeholders to continuously improve the quality and relevance of published data.	01/09/2027	29/02/2028
Monitoring and updating: continuously monitor data and update published information to maintain its relevance and accuracy.	01/03/2028	31/12/2028

Timeline Estimated	2025	2026	2027	2028
	X	X	X	X

Tract	PUNCTUAL	X	SUCCESSIVE	

Expected results				
- Accurate information: provides verified and up-to-date data on the situation of young people and children, countering rumours and myths. - Effective policies: helps to design evidence-based public policies focused on the real needs of young people and children. - Citizen empowerment: enables citizens and organisations to make informed and participatory decisions. Actively participate in defending the rights of adolescents and children. - Transparency and trust: strengthens transparency and trust in institutions by demonstrating a commitment to truth and accountability.				

Initiative indicators		
Indicators (le) of results (lr)	Implementation	- Determination of relevant data. - Data collection. - Analysis of data. - Training.
	Results	- Preparation of clear reports with information for citizens. - Publication.

Cross-cutting impact	Gender	X	
	Social inclusion	X	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	

Commitment 8

DISSEMINATION, TRAINING AND PROMOTION OF OPEN GOVERNMENT

Initiatives related to:

8.1. International Promotion of Open Government

- 8.1.1. Spanish Co-Chairmanship of the Open Government Partnership (OGP)
- 8.1.2. Promotion of Open Government at the international level

8.2. Dissemination, training and awareness-raising on open government

- 8.2.1. Dissemination, information and awareness-raising on the 5th Open Government Plan and Open Government tools among the general public, Ministry staff and young people
- 8.2.2. Open Government Communication Strategy
- 8.2.3. Training and raising awareness among public employees on open government skills
- 8.2.4. Strengthening trust in institutions by bringing them closer to citizens
- 8.2.5. Training in the fundamentals of open government
- 8.2.6. Training activities on cross-cutting values related to open government

8.1 INTERNATIONAL PROMOTION OF OPEN GOVERNMENT

8.1.1 SPANISH CO-CHAIR OF THE OPEN GOVERNMENT PARTNERSHIP (OGP)

Responsible ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance

Other actors involved (Public)

- Organisations represented on the Organising Committee of the 9th Open Government Summit identified in Royal Decree 1252/2024 of 10 December.

Other stakeholders (civil society)

- Cielo Magno (co-chair representing civil society), OGP Royal Decree 1252/2024, of 10 December.

Background

On 5 September 2023, Spain was unanimously elected to co-chair the Steering Committee of the Open Government Partnership (OGP) between 1 October 2023 and 30 September 2025.

The Open Government Partnership (OGP) was created in 2011 as a global initiative of government leaders and civil society advocates, promoted by President Obama with the aim of promoting transparent, participatory, inclusive and accountable governance.

It includes 75 countries and more than 100 local governments, representing more than 2 billion people, and thousands of civil society organisations.

Spain has been a member of OGP at the national level since its founding, but there are also local members: the Basque Country, Catalonia, Aragon, the Valencian Community, Asturias, Navarre, and the City Council of Madrid.

The OGP seeks collaboration between governments, civil society and citizens through the exchange of innovative methodologies at the global level in the implementation of specific and measurable Open Government commitments, initiatives and activities through National Action Plans (NAP).

What is the problem/need that the initiative aims to address?

In recent years, electoral and participatory processes have highlighted the need to strengthen citizens' trust in public institutions due to the significant challenges to democratic governance facing the international community.

Countering these challenges will require a concerted effort across all levels of government and civil society. The principles of open government—transparency, accountability, and inclusive participation—are paramount to ensuring that government actions are visible and understandable to the public and informed by it, thereby fostering an environment in which people feel truly represented and heard.

Brief description

Spain is part of the Open Government Partnership (OGP) Steering Committee for the period 2023-2026 and will co-chair it alongside Cielo Magno, representative of Philippine civil society through the organisation Bantay Kita, for the period from 1 October 2024 to 30 September 2025.

This leadership entails the adoption of a Co-Presidency Programme, which aims to prioritise strengthening collaboration with civil society in order to consolidate the roots and effective implementation of Open Government principles at the international level.

The main milestone of this co-presidency will be the 9th Global Open Government Summit, to be held in Vitoria-Gasteiz from 6 to 10 October 2025. The Summit is conceived as a unique opportunity to showcase the progress made during the leadership period and to project Spain as a benchmark in the global promotion of open, transparent, participatory and honest governance.

Objectives

- To publish and disseminate the Co-Presidency Programme, drawn up jointly with civil society, establishing the strategic priorities for the period of shared leadership.
- Promote the organisation of international activities and meetings that foster dialogue and cooperation between States and civil society organisations within the framework of the Open Government Partnership (OGP).
- Contribute to the expansion of the Open Government Partnership (OGP), promoting the incorporation of new members at both national and local levels.
- Lead the comprehensive organisation of the 9th Global Open Government Summit, to be held in Vitoria-Gasteiz in October 2025, as the main milestone of the co-presidency period.
- Actively participate in the decision-making of the OGP Leadership Committee, contributing to the development of its strategic agenda and the governance of the Alliance.
- Develop ongoing efforts to promote Open Government at the international level, strengthening Spain's image as a country committed to the values of transparency, participation and accountability.

How does the initiative contribute to solving the problem or meeting the need?

The commitment to strengthen international collaboration between states and civil society, which will be articulated through Spain's co-presidency of the Open Government Partnership (OGP) and its membership in the Steering Committee, will serve to further entrench the principles of Open Government, which will lead to the promotion of reforms in the areas of transparency, participation, accountability and public integrity.

Relevance to Open Government values

All: transparency, participation, accountability, integrity, collaboration, innovation...

**Link to the 2030
AGENDA**



Initiative activities		Start date	End date
Promotion of Open Government at the international level.		01/01/2025	31/12/2028
Attendance at international Open Government events and meetings.		01/01/2025	31/12/2028
Establishment of a co-presidency programme.		01/01/2025	31/10/2025
Organisation of the 9th Open Government Summit.		01/01/2025	31/10/2025
Participation in OGP leadership committee meetings.		01/01/2025	31/10/2025

Timeline Estimated	2025	2026	2027	2028
	X	X	X	X

Tract	PUNCTUAL		X	SUCCESSIV E		X

Expected results			
- Contribute to the expansion of Open Government at the international level. - Publication of the programme of the Spanish co-presidency of OGP together with Cielo Magno. - Promote Open Government reforms at the international level. - Holding of the 9th Open Government Partnership Global Summit.			
Initiative indicators			
Indicators Implementation (le) Outcome (lr)	Implementation	- Publication and dissemination of the Co-Chair Programme. - New members joining OGP promoted during the co-presidency.	
	Results	- Number of international meetings and events. - Number of OGP Leadership Committee meetings. Holding of the 9th Global Open Government Summit. Publication of the Co-Chair Programme.	
Cross-cutting impact	Gender	X	
	Social inclusion	X	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	

8.1.2 PROMOTION OF OPEN GOVERNMENT AT THE INTERNATIONAL LEVEL

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance

Other stakeholders (public)

- Open Government Partnership, OECD, AECID
Spanish Agency for International Development
Cooperation

Other stakeholders (civil society)

Background

In recent years, the Subdirectorate General for Open Government has been working intensively to promote open government beyond our borders, mainly through the following organisations: OECD, OGP, AECID.

What is the problem/need that the initiative aims to address?

Currently, knowledge and understanding of Open Government values remains limited in certain countries.

During the consultation phase of the Fifth Plan, proposals were received from citizens aimed at promoting and disseminating Open Government.

Brief description

Continue to promote, at the international level, the dissemination and recognition of the values of Open Government as a key tool for building more just, inclusive and peaceful societies beyond our borders.
a key tool for building more just, inclusive and peaceful societies beyond our borders.

Objectives

- Actively promote the values of Open Government at the international level, encouraging their incorporation into global democratic governance agendas.
- Raise awareness among civil servants and citizens of other countries about the importance of Open Government as a tool for strengthening transparency, citizen participation and accountability.
- Participate in international meetings, forums and events dedicated to the dissemination and exchange of good practices and the promotion of initiatives related to Open Government.

How does the initiative contribute to solving the problem or meeting the need?

Through the promotion and awareness-raising of Open Government at the international level, the aim is to raise awareness among the general public, and civil servants in other countries in particular, of the importance of the values of participation, transparency, integrity and accountability in strengthening democracy.

Relevance to Open Government values

All: transparency, participation, accountability, integrity, collaboration, innovation...

[Link to the 2030](#)



Agenda

Initiative activities	Start date	End date
Participation in the OECD Open Government Working Group.	01/01/2025	31/12/2028
Participation in OGP meetings, events, and projects.	01/01/2025	31/10/2025
Development of the Intercoconnecta programme in collaboration with AECID.	01/01/2025	31/12/2025
Attendance and participation in international Open Government meetings/events.	01/01/2025	31/12/2028
Publication and dissemination of other activities.	01/01/2025	31/12/2028

Estimated	2025	2026	2027	2028
Estimated	X	X	X	X

Tract	PUNCTUAL	SUCCESSIV E	X

Expected results

This commitment is expected to contribute to greater international visibility for Spain as a benchmark in Open Government, through active participation in multilateral forums and raising awareness among officials and citizens of other countries about the values of transparency, participation, integrity and accountability. It is also expected to promote strategic alliances, generate informative materials and strengthen the Open Government approach in foreign affairs and cooperation, especially in contexts where these principles are not yet consolidated.

Indicators of the initiative

Indicators execution (le) result (lr)	Implementation	Number of collaborations or knowledge transfer projects within the framework of the OECD, OGP or AECID.
	Outcome	- Number of Open Government promotion events. - Number of meetings of the OECD Open Government Working Group - Holding of the Open Government Working Party on the occasion of the 9th Global Open Government Summit. - Number of interconnected training activities. - Number of OGP meetings, events and projects in which we have participated.

8.2 DISSEMINATION, TRAINING AND AWARENESS-RAISING ON OPEN GOVERNMENT

8.2.1 DISSEMINATION, INFORMATION AND AWARENESS-RAISING OF THE 5TH OPEN GOVERNMENT PLAN AND OPEN GOVERNMENT TOOLS AMONG THE GENERAL PUBLIC, MINISTRY STAFF AND YOUNG PEOPLE

Ministry responsible

MINISTRY OF YOUTH AND CHILDHOOD

Undersecretary of the Ministry of Youth and Children

Other stakeholders (Public)

Other stakeholders (civil society)

Background

The Ministry of Youth and Children is newly created, so there is no direct background for this initiative.

What is the problem/need that the initiative aims to address?

Given the new concept of Open Government Administration based on transparency, accountability, access rights, participation and collaboration, the Ministry of Youth and Children intends to inform its own staff and the general public about the proposals or measures included in the 5th Open Government Plan in which they participate either because of their competences or because they are cross-cutting initiatives. Specifically, the aim is to help reduce the distance between young people and public administrations and to raise awareness of the Open Government tools that can benefit this segment of the population.

Brief description

On the one hand, the aim is to carry out dissemination and awareness-raising activities among the Department's employees so that they are aware of the Open Government measures of the Ministry of Youth and Children and, in this way, can familiarise themselves with them and participate in the development and improvement of the Open Government plans and the Open Administration Week. As this is a newly created Ministry, with the constant incorporation of new staff and new recruits to the administration, this proposal is particularly valuable in raising awareness among new employees of the values, principles and objectives of Open Government. In addition, it is hoped that these dissemination and awareness-raising activities will also serve to bring the Ministry closer to the general public.

On the other hand, a campaign aimed at young people will be promoted with the aim of reducing the distance between young people and public administrations and raising awareness of the Open Government tools that this segment of the population can benefit from.

Objectives

The objectives of the initiative are as follows:

- Disseminate the Fifth Open Government Plan and the basic principles, values, and objectives that underpin Open Government.
- Report on the cross-cutting and competence-based proposals and measures in which the Ministry of Youth and Children is involved.
- Raise awareness among staff and citizens of the importance of understanding public policies.
- Obtain proposals for improvements and new ideas to provide feedback on the Plan.
- Disseminate the Ministry's good practices in this area (integrity system, anti-fraud channel, etc.).
- Achieve greater participation by young people in the Administration, showing them the Open Government tools that allow them to access government data, obtain information and, ultimately, achieve a more collaborative relationship between the General State Administration and young people.

How does the initiative contribute to solving the problem or meeting the need?

As this is a newly created ministry, it is important that its staff, not only those who are already part of the administration but also new recruits and the general public, are aware of the department's commitment to the basic principles underpinning open government through the dissemination of information and awareness-raising about its measures. This dissemination, information and awareness-raising will make it possible to publicise the policies carried out by Open Government, as well as to ensure that public employees adopt the values, tools and strategies of Open Government, reinforcing and improving their attitude towards citizens based on transparency, accountability, participation and collaboration. The dissemination of concepts in awareness-raising workshops is key to raising awareness among government staff and citizens of the values of Open Government. On the other hand, with regard to the specific need to bring Open Government closer to young people, it should be noted that the government often does not use the communication channels or language used by young people. Therefore, conducting a mini-campaign in the digital environments where this population group is found, using language adapted to this target audience, will raise awareness of tools that a large part of this sector of the population is unaware of.

Relevance to Open Government values

This initiative is directly related to the principles of transparency, participation and accountability. The initiative aims to bring the administration closer to the general public and young people in particular; it encourages citizen participation in management and promotes transparency in the administration for these sectors of the population.

**Link to the 2030
AGENDA**



Initiative		
- Ministry initiative: plan to disseminate, inform and raise awareness of the 5th Open Government Plan and the benefits and values of an open and transparent administration, in particular the measures and actions of the Ministry of Youth and Children and the O.A. INJUVE. This initiative will include giving maximum publicity to the Open Administration Conference proposed by the Ministerial Department and its Autonomous Body. - Youth Institute Initiative: mini campaign on the social networks of the Spanish Youth Institute to discuss the different tools offered by Open Government to make the Administration more accessible and transparent. This campaign will be aimed especially at people between the ages of 15 and 30 and will include the creation and dissemination of informative materials adapted to the various social networks aimed at young people.		
Initiative activities	Start date	End date
By the Undersecretary.		
Creation and maintenance of a space on the Ministry's website and intranet.	01/03/2025	31/12/2028
Creation of an email address for dissemination and participation.	01/03/2025	31/12/2028
Publication and dissemination of activities carried out.	01/06/2025	31/12/2028
Introduction of Open Government topics into the Department's Training Plan.	01/03/2025	31/12/2025
Publication of an annual report and the results obtained.	01/01/2026	31/01/2026

By the Youth Institute.		
Creation of various vertical videos. These will showcase tools such as the transparency portal, the principles of open government, etc.	01/09/2025	31/12/2028
Preparation of materials for social media to publicise tools such as guides on exercising the right of access and processing requests for access to public information.	01/09/2025	31/12/2028

Timeline Estimated	2025	2026	2027	2028
	X	X	X	X

Tract	PUNCTUAL	SUCCESSIVE	X

Expected results

- Participation and involvement of citizens and public employees in the public policies of the Ministry of Youth and Children and the INJUVE Autonomous Organisation.
- Young people feel closer to the public administration and incorporate values such as transparency and the promotion of a culture of collaboration between young citizens and the administration into their perception of it.

Indicators of the initiative

Indicators of implementation (le) of results (lr)	Implementation	• Activities 1 and 2: Yes/No. • Activity 3: % of activities disseminated. • Activity 4: Yes/No. • Activity 5: Yes/No. • Activities 6 and 7: number of materials adapted to the different formats of each social network (videos in 1080x1920 format adapted to mobile screens in HD quality; still image posts in 1920x1920 to ensure the correct quality of the content).
	Results	• Number of total visits to the aforementioned intranet and the Ministry's website with information on Open Government. • Number of attendees at the conferences and Open Government Week. • Number of emails received with proposals and expressions of interest (separated by citizens/Ministry staff). • Number of courses on Open Government topics and number of hours scheduled for them. • Number of views/impressions/reach/likes in the Institute's social media campaign: more than 1,000 views per video; more than 1,000 impressions per post; more than 1,000 accounts reached per video and/or post; more than 100 likes per video and/or post.

Cross-cutting impact	Gender	X	
	Social inclusion	X	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	N/A	

8.2.2 OPEN GOVERNMENT COMMUNICATION STRATEGY

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance

Other stakeholders (Public)

Other stakeholders (civil society)

Background

The 4th Plan of Open Government included three commitments dedicated to raising awareness of open government within the Awareness and Training section:

- Commitment 7: education and training in Open Government.
- Commitment 8: Inclusive communication on open government.
- Commitment 9: Open Government Observatory.

All the activities of the initiatives corresponding to Commitments 7 and 8, directly related to the prioritised proposal of "Dissemination, information and awareness-raising on Open Government", were carried out and successfully completed.

Commitment 8 included the development of an Inclusive Communication Plan with three actions:

- Inclusive communication campaign on Open Government on TV, radio, outdoor advertising and social media.
- Preparation and editing of informative material.
- Collaboration agreement between the General State Administration and the Third Sector Platform for inclusive communication by the Open Government.

What is the problem/need that the initiative aims to address?

Despite the progress made with the 4th Open Government Plan, there is still a need to raise awareness and disseminate the values of Open Government among citizens.

The Open Government Partnership indicates that, in terms of public participation, governments seek to mobilise citizens to participate in public debate and provide input that leads to more responsive, innovative and effective governance.

In order to achieve greater citizen participation, it is essential to continue working on disseminating the values of open government relating to transparency, accountability, citizen participation, public integrity and collaboration, which is why it is necessary to develop a communication strategy.

Furthermore, in its November 2023 report [Open Government for Stronger Democracies](#), the OECD highlights the importance of actively communicating open government strategies and initiatives, as well as their activities, results and impacts, in order to encourage stakeholder participation.

Brief description

This commitment includes the development of an Open Government Communication Strategy, which includes a set of actions aimed at information, dissemination and awareness-raising, continuing and expanding the actions developed during the 4th Open Government Plan.

The aim is to raise awareness among society as a whole — including public employees — of the importance of the values that underpin Open Government, such as transparency, participation, integrity, accountability and

collaboration. This strategy seeks to strengthen democratic culture, promote active participation in public affairs, and improve the quality of the relationship between citizens and the Administration.

Objectives

- To increase citizens' knowledge of Open Government in order to improve their relationship with the Administration, facilitate the effective exercise of the right of access to public information, and encourage more active participation in public affairs, especially through the Transparency Portal.
- Continue the awareness-raising actions initiated in the 4th Plan of Open Government, promoting the values of transparency, participation, integrity, accountability and collaboration, and contributing to the fulfilment of the Sustainable Development Goals (SDGs) of the 2030 Agenda, particularly those aimed at building more inclusive, just and peaceful societies.
- Disseminate among citizens the various National Action Plans on Open Government, with special emphasis on Spain's 5th OGP Plan, as well as the work carried out by the Open Government Partnership (OGP), reinforcing their knowledge and ownership by society.

How does the initiative contribute to solving the problem or meeting the need?

The development of dissemination and awareness-raising actions on open government improves citizens' knowledge of the principles and values of open government, achieving greater participation by society in public affairs and improving its relations with the Administration.

Similarly, as citizens become increasingly aware of their rights and how to interact with the Administration, the feedback between citizens and the Administration allows for the detection of weaknesses and needs, which leads to the constant improvement of public services.

Relevance to open government values

The commitment is directly related to the values of open government, especially transparency and citizen participation.

**Link to the 2030
AGENDA**



Initiative activities	Start date	End date
Updating of content on the website dedicated to open government on the Transparency Portal.	01/01/2025	31/12/2028
Production of audiovisual material aimed at raising awareness of the values of open government.	01/01/2026	31/12/2027
Production of audiovisual material aimed at publicising open government National Action Plans (NAP), particularly the Fifth Open Government Plan.	01/01/2026	31/12/2027
Production of infographics, brochures and posters.	01/01/2025	30/06/2028
Targeted initiatives: Open Administration Week, courses, workshops, meetings, etc.	01/01/2025	31/12/2028
Dissemination of activities and informative materials on social media.	01/01/2025	31/12/2028

Estimated Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL		SUCCESSIV E		X

Expected results				
Raise public awareness of open government issues using the communication channels of the Ministry for Digital Transformation and the Civil Service, as well as the Transparency Portal, with the aim of improving relations with the Administration, exercising rights of access to information and becoming more active in public affairs.				
Initiative indicators				
Indicators Implementation (le) Result (lr)	Implementation	Contracts awarded.		
	Outcome	- Number of visits to the Transparency Portal. - Number of activities registered during Open Administration Week. - Number of infographics, videos, publications, tweets.		
Cross-cutting impact	Gender	X	Use of non-sexist language.	
	Social inclusion	X	Use of clear language.	
	Ecological Transition	N/A		
	Territorial Diversity and Administrative Cooperation	N/A		

8.2.3 TRAIN AND RAISE AWARENESS AMONG PUBLIC EMPLOYEES IN OPEN GOVERNMENT SKILLS

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

National Institute of Public Administration (INAP)

Other stakeholders (Public)

Other stakeholders (civil society)

Background

As it did with its First Open Government Training Plan (2018-2019) and previously with its transparency training programme, from 2021 to 2024 the INAP's Learning Sub-Directorate has developed the following actions within the framework of the Second Open Government Training Plan:

- 1. Design and delivery of training activities aimed at all public administrations: - General training activities that facilitate the acquisition of the conceptual foundations of open government and the development of basic skills. Specific training activities aimed at specific groups to promote the development of skills around the four pillars of the 4th Plan: Pillar I: Transparency and accountability. Pillar II: Participation. Pillar III: Integrity. Pillar IV: Facilitating measures.
- 2. Inclusion of open government skills in all selection courses for new civil servants in the General State Administration.

Furthermore, the GRECO 5th Evaluation Round report establishes the need for public servants (including senior executives) to participate in a specialised training programme on ethics, codes of conduct and anti-corruption regulations, in order to clarify and reinforce their responsibilities. It recommends the establishment of continuous and systematic training programmes to ensure that employees are kept up to date on best practices and relevant legislative changes. In addition, the training design should include elements aimed at identifying corrupt behaviour and appropriate strategies for intervening in risky situations, as well as promoting understanding of the importance of transparency and accountability, which are fundamental to strengthening public confidence in institutions. It also suggests the implementation of interactive workshops and simulations that enable employees to practise ethical decision-making, complemented by evaluation systems that allow for the assessment of the effectiveness of training programmes and the necessary adjustments to be made based on the results obtained.

What is the problem/need that the initiative aims to address?

- Increasing citizens' willingness to engage in public affairs.
- Strengthening public confidence in government institutions.
- More transparent, collaborative, ethical and accountable governance by public administrations.
- Greater citizen participation in public affairs that interest them.
- Guaranteeing the right of access to information.

Brief description

Expanding knowledge about open government among civil servants contributes to:

- Promote greater openness in government, which involves comprehensively addressing a strategy for cultural change in public administration.
- Developing the necessary skills in public administration staff for an effective transformation of their working environments and, ultimately, of the way in which the administration conceives of itself and interacts with the society it serves.

Objectives

- Train public administration staff in the conceptual foundations, values, tools, and strategies of open government so that they can bring about change in their areas of work.
- Reinforce attitudes based on integrity, transparency, accountability, participation and collaboration.
- Create networks that facilitate learning and knowledge management on open government and promote a multiplier effect.
- Incorporate the principles and practices of open government into training and learning processes.

How does the initiative contribute to solving the problem or meeting the need?

Expanding knowledge about open government among public employees contributes to:

- Promoting greater openness in government, which involves comprehensively addressing a strategy for cultural change in public administration.
- Developing the necessary skills in public administration staff for an effective transformation of their working environments and, ultimately, of the way in which the administration conceives of itself and interacts with the society it serves.

Relevance to Open Government values

Achieving the commitment of trained public employees is extremely important in aligning them with the values of Open Government and thus achieving openness in institutions, mutual trust among citizens, cooperation, inclusiveness, innovation, and integrity.

**Link to the 2030
AGENDA**



Initiative		
• Continue on the path of general and specific training activities aimed at all levels of the Public Administration. • Informative videos on open government.		
Initiative activities	Start date	End date
Drafting and approval of the INAP's Third Open Government Training Plan 2024-2028.	01/01/2025	30/06/2025
Implementation of the activities set out in the aforementioned III Plan and preparation of .	01/06/2025	31/12/2028
Preparation of the interim evaluation report on the aforementioned III Plan.	01/06/2027	31/07/2027
Preparation of the final evaluation report on the aforementioned III Plan.	1 December 2028	31/01/2029
Creation of learning sub-communities on open government within the INAP Professional Social Network for each of the pillars of the future Open Government National Action Plan (NAP).	01/01/2026	31/12/2028
Design of specific training activities for each of the pillars of the future Open Government National Action Plan in the form of self-paced and dynamic courses (massive with wide coverage).	01/06/2025	30/06/2027
Organisation of round tables, conferences, seminars, publications and workshops on open government with the participation of public administrations and civil society. Especially during Open Administration Week.	01/06/2025	30/06/2028

Inclusion of this content in the Building a Culture of Public Service modules in all A1 and A2 selective courses for general and interdepartmental bodies of the SEFP.				01/06/2025	30/06/2028
Knowledge bank with a section on open government.				01/06/2025	30/06/2028
Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X

Expected results		
Public employees sensitised and trained in open government skills.		
Initiative indicators		
Indicators Implementation (le) Results (lr)	Implementation	- Increase in the number of annual editions for each training activity. Those that have one edition per year will move to two editions per year, and those that have two per year will move to three editions per year. - Creation of four learning sub-communities on the Inap Social Network One for each specific area.
	Result	- A 50% increase in specific training activities in each one of the areas of the National Action Plan (NAP) - Mainstreaming of Open Government issues in 100% of training activities and selective courses in all Bodies of all Subgroups. 75% increase in the number of public employees trained in open government through mass training programmes. - Reduction of the digital divide and reaching 80% of public employees trained in open government skills.

Cross-cutting impact	Gender	N/A	
	Social inclusion	X	An open government facilitates access to public information for all citizens, regardless of their socioeconomic status, education or abilities, and promotes citizen participation by providing channels for everyone to express their opinions and needs. Transparency and accountability are fundamental to social inclusion. By making public information accessible and understandable, a space is created where people can hold public servants accountable and monitor the use of resources. This helps prevent discrimination and exclusion of vulnerable groups.
	Ecological Transition	N/A	

	Territorial Diversity and Administrative Cooperation	x	Improved coordination between different administrations (national, regional, local), promoting the exchange of information, best practices and resources, creating synergies for better public management. Training in open government can promote the development of joint projects between different levels of administration, fostering innovation and collaboration in the provision of public services. Inter-administrative cooperation is essential for the success of open government, particularly in areas such as public service delivery.

8.2.4 STRENGTHENING TRUST IN INSTITUTIONS BY BRINGING THEM CLOSER TO CITIZENS

Responsible ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

National Institute of Public Administration (INAP)

Other stakeholders (public)

Other stakeholders (civil society)

Background

In 2024, the INAP's Local Training Sub-Directorate held a seminar on open government in local administration: fundamentals, experiences and tools.

Dates: 5 February to 15 March 2024. Activity completed.

What is the problem/need that the initiative aims to address?

Citizen disengagement from public affairs and mistrust of government institutions.

Brief description

The rapid pace of social and political change and the interdisciplinary approach required to address complex issues lead to a lack of understanding of the technical aspects and dynamics of public management, affecting citizens' perception of institutions and their trust in them. New strategies must therefore be adopted to improve the quality of participation in the public sphere.

Objectives

Promote, strengthen and improve the quality of participation in public management to raise awareness among citizens and public employees about their important role in institutions and good administration.

Enhance the role of our local governments by increasing transparency, open data and accountability in public administrations, through the development of actions aimed at improving and evaluating the results of public plans and programmes.

Openness to new initiatives and practices through local government laboratories with a sense of public integrity, strengthening ethical values, raising awareness among society and public employees (particularly at the local level) about the values of open government, contributing to the fulfilment of the Sustainable Development Goals of the 2030 Agenda by improving the quality and strength (robustness) of institutions and trust in public servants and citizens. by improving the quality and strength (robustness) of institutions and trust in public servants and citizens.

How does the initiative contribute to solving the problem or meeting the need?

Bringing the values and principles of open government to citizens and public servants at the local level helps to improve trust in institutions.

Relevance to Open Government values

Transparency, accountability, citizen participation.

[Link to the 2030](#)



Agenda

Initiative activities				Start date	End date
Seminar on open government in local administration – fundamentals, experiences and tools (training activity aimed at local government employees).				03/02/2025	31/03/2028
Conference on Local Open Government (open to all citizens).				03/02/2025	30/11/2028
Internal control of the economic and financial management of local entities and accountability (training activity aimed at local public employees).				03/02/2025	31/07/2028
The demographic challenge. Measures from local government (training activity aimed at local government employees).				30/03/2025	30/11/2028
Estimated timing Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
- Trained local government employees. - People participating in outreach activities. - Knowledge product: informative video.					
Initiative indicators					
Indicators of implementation (Ie) of results (Ir)	Implementation	Training for 150 local employees and the general public each financial year activities per year in progress.			
	Outcome	Memorandum prepared by the teachers and coordinators of the activity, setting out the relationship between the objectives, their progress and the conclusions of each activity.			
Cross-cutting impact	Gender	N/A			
	Social inclusion	N/A			
	Ecological Transition	N/A			
	Territorial Diversity and Administrative Cooperation	X			

8.2.5 TRAINING IN THE FUNDAMENTALS OF OPEN GOVERNMENT

Responsible ministry

MINISTRY OF TRANSPORT AND SUSTAINABLE MOBILITY

State Secretariat for Transport and Sustainable Mobility

General Secretariat for Air and Maritime Transport

Other stakeholders (public)

Other stakeholders (civil society)

Background

Open Government is a culture of governance that promotes the principles of transparency, integrity, accountability and stakeholder participation in support of democracy and inclusive growth (OECD Council Recommendation on Open Government, 2017).

Currently, only a small percentage of the public staff employed by the State Aviation Safety Agency (AESA) has undergone training in Open Government by the National Institute of Public Administration (INAP). Internally and previously, no initiatives/activities have been carried out in this area.

What is the problem/need that the initiative aims to address?

Currently, most of AESA's public employees have no knowledge of the principles, values and applications of Open Government, as there are no easily accessible resources or activities for this purpose within the Agency.

Brief description

Implementation of training on the fundamentals and guiding principles of Open Government for AESA public employees throughout 2025, 2026, 2027 and 2028. This will be included in the Agency's Annual Training Plan.

Objectives

- To provide AESA public employees with a set of educational resources and/or activities that enable them to learn about the principles and values of Open Government.
- Promote access to information on Open Government.

How does the initiative contribute to solving the problem or meeting the need?

The implementation of this training initiative would enable AESA's public employees to acquire basic knowledge in this subject.

Relevance to Open Government values

Transparency.

Link to the 2030
AGENDA



Initiative activities	Start date	End date
Delivery of a training course on the Fundamentals of Open Government.	01/01/2025	31/12/2028

Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL		SUCCESSIV E		X
Expected outcomes					
It is hoped that this training programme will enable AESA public employees to learn about the principles, values and applications of Open Government.					
Initiative indicators					
Indicators of implementation (le) of results (lr)	Implementation	- Number of applications received for this training per edition/call. - Percentage of people who successfully complete the training for each edition/call.			
	Outcome	- Average rating (on a numerical scale) given by students for each edition/call for applications, indicating whether the content received in the training programme enabled them to achieve the objectives set out therein. - Average rating (on a numerical scale) given by students for each edition/session on whether the content received in the training is applicable to their job.			

8.2.6 TRAINING ACTIONS IN TRANSVERSAL VALUES RELATED TO OPEN GOVERNMENT

Responsible ministry

MINISTRY OF TRANSPORT AND SUSTAINABLE MOBILITY

Undersecretariat of Transport and Sustainable Mobility

Directorate-General for Organisation and Inspection

Other actors involved (Public)

Other stakeholders (civil society)

Background

The Ministry of Transport and Sustainable Mobility has included in its annual training plan a sub-programme on Cross-cutting Values that includes courses on Open Government and Public Ethics.

What is the problem/need that the initiative aims to address?

Foster a culture conducive to citizen participation through awareness-raising and training activities that promote values and behaviours of active listening among public employees towards the opinions of users and recipients of public policies.

Brief description

The Cross-cutting Values sub-programme consists of courses on Public Ethics and Open Government.

In order to emphasise the importance of the content of this subprogramme and encourage training in cross-cutting values, these training activities do not count towards the maximum number of courses that can be requested and taken, which makes it easier for everyone to access them without reducing their training opportunities in other subjects.

Commitment to expand the cross-cutting values sub-programme, including training in quality and transparency in addition to the above subjects. The aim is to make it more attractive to employees in the department.

Objectives

To strengthen the attitudes of public administration staff in their relations with citizens, basing them on integrity, transparency, participation and collaboration, and to generate networks that facilitate learning and knowledge management on open government and promote a multiplier effect.

How does the initiative contribute to solving the problem or meeting the need?

Training public employees in the values and tools of Open Government so that they can bring about change in their work environments.

Relevance to Open Government values

Axis 4. Awareness and Training: Education and training in Open Government.

Link to the 2030



Agenda

Initiative activities	Start date	End date
1. Public Ethics Course, 20 hours in duration.		

2. Course on Transparency Law and Open Government Policy in Public Administrations , lasting 18 hours.			
3. Course on programmes for improving quality in the General State Administration, lasting 16 hours.			
All these courses are included in the ministerial training plan without a specific date for their delivery. However, as the plan is divided into two semesters, it can be expected that course 1 will be held between March and May, and courses 2 and 3 between October and November of each year.			
Timeline Estimated	2025	2026	2027
	X	X	X
Tract	PUNCTUAL		SUCCESSIV E
			X
Expected results			
Increase the number of civil servants who receive training in the cross-cutting values that govern the actions of public administrations.			
Indicators for the initiative			
Indicators Implementation (Ie) Result (Ir)	Implementation	Number of applicants for the aforementioned courses.	
	Outcome	- Number of applicants selected. - Number of applicants who pass the continuing education course.	

Commitment 9

OPEN GOVERNMENT OBSERVATORY

Initiatives related to:

9.1. Open Government Observatory

9.1.1. Observatory of good practices on the Transparency Portal

9.1 OPEN GOVERNMENT OBSERVATORY

9.1.1 OBSERVATORY OF GOOD PRACTICES ON THE TRANSPARENCY PORTAL

Responsible Ministry

MINISTRY FOR DIGITAL TRANSFORMATION AND THE CIVIL SERVICE

Secretariat of State for the Civil Service

Directorate-General for Public Governance

Other actors involved (Public)

- Autonomous Communities
- FEMP

Other stakeholders (civil society)

- Civil society organisations

Background

Spain's 4th Open Government Plan (2020-2024) included an 'Observatory', included in Axis IV on Awareness-raising and Training, which brought together 28 initiatives from eight ministerial departments and the General State Administration (AGE) and was open to including other good practices from other public administrations. These initiatives, which had a high degree of compliance, were presented as ongoing experiences and initiatives that had an impact on any of the pillars (transparency, accountability, participation, etc.).

On the other hand, in the process of co-creating the Fifth Plan, the workshop responsible for line 9 of the Framework Document (Promotion of Open Government) chose as a key priority for this Fifth Plan the creation of an Open Government Observatory for the dissemination and learning of good practices.

It has been noted that there are initiatives from different administrations, civil society and other actors, both ongoing and already completed, and good practices which, although not yet part of Open Government plans as such, may be useful either as inspiration for solving similar problems or, in the best case scenario, for transfer to similar situations.

What is the problem/need that the initiative aims to solve?

Knowledge of good practices in open government values tends to be highly 'specialised' in each of its areas (participation, integrity, accountability, transparency, etc.), with a certain degree of fragmentation, and sometimes limited to specific environments, despite the efforts of its actors to disseminate it more widely.

On the other hand, new areas of focus in open government (digital governance and AI, fiscal openness, accurate information, etc.) are sometimes generating practices that are more modest than commitments to an Open Government Plan, but with potential usefulness as possible benchmarks.

Consequently, and based on the experience already accumulated, it is necessary to identify good practices of any administration and civil society organisations in the area of open government and make them available with high visibility, in an accessible manner and with continuous momentum.

Brief description

The Observatory will have its own space within the Transparency Portal, where good practices in open government developed by different public administrations, civil society organisations and other relevant actors will be incorporated in a structured manner and in accordance with the criteria established.

The aim is to create a dynamic and accessible repository which, without being exclusive, will establish itself as a national benchmark for identifying, compiling and disseminating good practices in the various pillars of Open Government: transparency, participation, accountability, integrity and collaboration.

Objectives

- To design and integrate into the Transparency Portal an accessible, intuitive and visually appealing environment that houses the Open Government best practices database, facilitating its consultation and dissemination.
- Continuously incorporate new good practices, selected for their scope, impact, innovative nature and potential for replication in other institutional contexts.
- To establish itself as a national benchmark for visibility, exchange and inspiration around successful experiences in transparency, participation, accountability, integrity and collaboration.

How does the initiative contribute to solving the problem or meeting the need?

It continues to delve deeper into the promotion of open government, presenting evidence based on specific practices by administrations and civil society in both traditional areas and new areas of focus.

The existence of a public platform with a wide reach promotes the dissemination of good practices in a way that is not incompatible with other spaces. It also minimises existing fragmentation and is structured by area.

The fact that it is not constrained by initiatives from an Open Government Plan allows for the consideration of actions of different types and scope that can contribute ideas, models and practices for transfer to other contexts.

Civil society is expected to collaborate not only in the design, development and evaluation phases of the space (through the Forum), but also in the contribution of experiences of good practices located with their own identification.

Relevance to Open Government values

It promotes transparency by identifying and disseminating experiences in each of the areas: participation, accountability, integrity, transparency, etc.

It creates an ecosystem of participation in the design and development of the Observatory.

It raises the profile of Open Government values by specifying the initiatives, actions and activities of various actors.

**Link to the 2030
AGENDA**



Initiative		
• Determination of criteria and construction of the environment in the Transparency Portal. • Progressive incorporation of best practices.		
Initiative activities	Start date	End date
Creation of an internal working group and the 'dynamics' of the Observatory	01/04/2025	01/06/2025
Configuration of the environment on the Transparency Portal	01/05/2025	01/07/2025
Incorporation of first BB.PP. in the Open Government Observatory on the Transparency Portal	01/09/2025	01/10/2025
Review and adjustment of the observatory's space and dynamics	01/11/2025	15/11/2025
Interim balance sheet	01/02/2026	28/02/2026
Progressive incorporation of good Open Government practices	16/11/2025	15/12/2028

Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL		SUCCESSIV E		X
Expected results					
The creation of the Observatory of Good Practices in Open Government will consolidate a public, structured and dynamic repository that highlights relevant experiences of administrations and civil society in transparency, participation, accountability and integrity. This is expected to reduce existing fragmentation, promote inter-administrative learning, facilitate the transfer of innovative initiatives—including in emerging areas such as artificial intelligence and fiscal openness—and reinforce institutional exemplarity through concrete evidence. The Observatory will also foster a participatory ecosystem with the active involvement of the Open Government Forum, becoming a useful and sustainable benchmark for the ongoing promotion of Open Government values both within and outside the formal framework of the National Action Plans (NAP).					
Initiative indicators					
Indicators Implementation (le) Outcome (lr)	Implementation	- Establishment of the Observatory Group and/or Committee on the date specified. - Environment created on the Transparency Portal. - Good practices available in each of the areas determined by the Observatory.			
	Results	- Increase of at least 25% per year after incorporating the first good practices. - Annual increase in the 3rd and 4th year of good practices in the Observatory. - Existence of good practices by CSOs in at least 40% of the spaces established. - Annual increase in the number of visits to the Observatory.			
Cross-cutting impact	Gender	X	Based on the experiences hosted.		
	Social Inclusion	X	Depending on the experiences hosted.		
	Ecological Transition	X	Based on the experiences hosted.		
	Territorial Diversity and Administrative Cooperation	X	Based on the experiences hosted.		



COMMITMENTS OF THE COMMITMENTS

COMMITMENT 10: OPEN STATE

Regional and local level

1

PARTICIPATION AND CIVIC SPACE



Improvements in public consultations



Participation of children and young people

"

Conventions Citizens



Training in participation



Participation of the third sector



Regulatory reinforcement of participation

"

Promotion of laboratories citizen innovation citizen



Participation in advisory bodies

Inclusive practices

* " " " " in participation

2

TRANSPARENCY AND ACCESS TO INFORMATION



Mejora del Consejo de Transparencia



Necessary **improvements** to transparency portals



Access to information by right



Strengthening of the legal and strategic framework

* ^

Opening up and reusing data in public information

3

INTEGRITY AND ACCOUNTABILITY

Map of commitments of integrity



Mechanisms for accountability

Prevention of Corruption



Regulation of interest groups



Prevention of conflicts of interest

4

OPEN ADMINISTRATION



Electronic document management system compatible with transparency regulations



Clear language and communication



Better service for citizens

Electronic document management



5

DIGITAL GOVERNANCE AND ARTIFICIAL INTELLIGENCE



Artificial intelligence to promote open government



Inclusive digital rights and code of good practice in AI in government



Multimodal assistant in digital governance



Algorithmic and AI system transparency

6

CLEAR AND OPEN ACCOUNTS



Clear accounts: detailed budget execution

Reuse of data and open applications in the field of public procurement



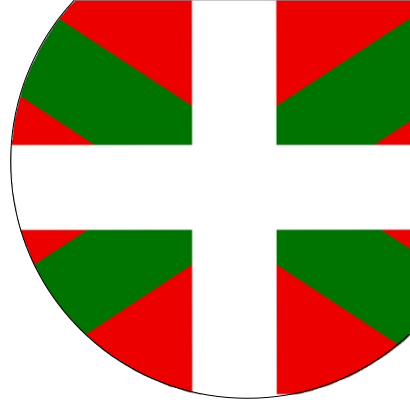
8

DISSEMINATION, TRAINING AND PROMOTION OF OPEN GOVERNMENT



Dissemination, training and awareness-raising on open government





BASQUE COUNTRY

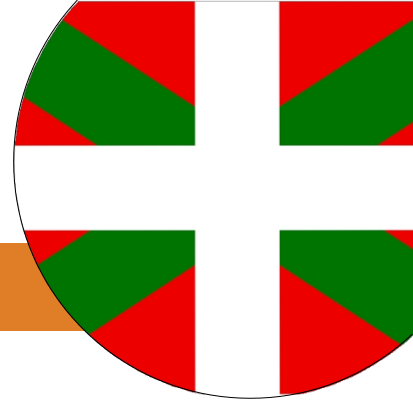
Initiatives related to commitments to:

Open administration

- 10.1.1. Comprehensible content on open government and transparency portals



BASQUE COUNTRY



OPEN ADMINISTRATION

10.1.1 UNDERSTANDABLE CONTENT ON OPEN GOVERNMENT AND TRANSPARENCY PORTALS

Department

GOVERNANCE, DIGITAL ADMINISTRATION AND SELF-GOVERNMENT

Directorate-General for Open Government

Other stakeholders (Public)

Other stakeholders (civil society)



Background

Currently, accessibility, easy-to-read and plain language tools do exist on the open government platform Irekia, but they need to be reviewed and analysed for possible improvements. The transparency portal Gardena also needs to be analysed.

What is the problem/need that the initiative aims to solve?

Difficulty in understanding and/or accessing content on open government and transparency portals by citizens.

Brief description

The starting point for both portals is different, but it is understood that both portals require analysis in order to be improved. This commitment can enable clearer communication with citizens, better accountability, and a boost to collaboration and awareness for other daily tasks carried out by staff.

Objectives

Improve the use and accessibility of the portals.

How does the initiative contribute to solving the problem or meeting the need?

Training the people who contribute to the writing and content published is essential in order to resolve any comprehension issues that may arise for those accessing the information.

Relevance to Open Government values

Transparency, accountability, collaboration.

Link to the 2030
AGENDA



Initiative

- Analysis of the initial situation.
- Areas for improvement for each portal.
- Analysis of personnel to be trained (and in what subject area).
- Tool improvements.
- Training and awareness.
- Comparison.

Initiative activities	Start date	End date
Analysis of the initial situation.	01/01/2025	30/06/2025
Areas for improvement for each portal.	01/07/2025	31/12/2025
Analysis of personnel to be trained (and in what subject area).	01/01/2026	30/06/2026
Tool improvements.	1 January 2026	31/08/2028
Training and awareness.	01/01/2027	31/12/2027
Contrast.	01/01/2028	31/12/2028

Estimated timing	2025	2026	2027	2028
	X	X	X	X

Tract	PUNCTUAL		SUCCESSIVE	X

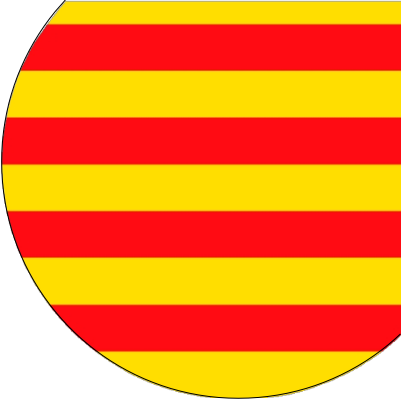
Expected results

Make the open government portal (Irekia) and transparency portal (Gardena) more understandable for citizens.

Initiative indicators

Indicators of implementation (Ie) of result (Ir)	Implementation	- Compliance with the schedule (percentage of tasks completed and tasks scheduled for each activity). - Addressing areas for improvement on each portal in each period (yes/no; percentage of compliance). - Number of people undergoing training (percentage of the total number of staff identified for training). - Level of satisfaction with training (surveys among attending staff).
	Results	- Degree of compliance with the comprehensive project (tasks completed and tasks scheduled). - Improvement of the Irekia and Gardena portals (areas for improvement identified and areas for improvement addressed and updated). - Success of the training (staff identified for training and staff attending the training). - Level of awareness among staff who attended training on the use of the portals (random analysis of texts published on the portals from a Plain Language and Easy Reading perspective). - Level of awareness among staff who did NOT attend training on the use of the portals (random analysis of texts published on the portals from a Clear Language and Easy Reading perspective). - Level of citizen satisfaction (surveys on satisfaction with improvements addressed).

Cross-cutting impact	Gender	N/A	
	Social inclusion	X	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	N/A	



CATALONIA

Initiatives related to commitments on:

Participation and civic space

- 10.2.1. New law on citizen participation
- 10.2.2. Catalogue of citizen participation resources and services
- 10.2.3. Professional development plan for citizen participation

Transparency and access to information

- 10.2.4. Improving the completeness of information published on the Transparency Portal
- 10.2.5. Optimising the resources available for managing requests for access to public information

Integrity and accountability

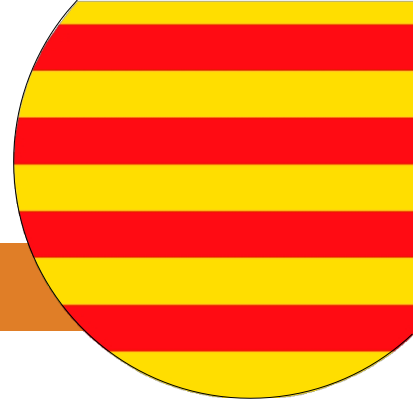
- 10.2.6. Simplification of the registration of interest groups in the Register of Interest Groups of Catalonia

Clear and open accounts

- 10.2.7. System of indicators for strategic public procurement
- 10.2.8. Transparency in public procurement data
- 10.2.9. Open data on the budgets of the Government of Catalonia



CATALONIA



PARTICIPATION AND CIVIC SPACE

10.2.1 NEW LAW ON CITIZEN PARTICIPATION

Department

PRESIDENCY

Open Government



Other stakeholders (Public)

- Preliminary draft applicable to all regional ministries Local administrations Open
- Government Network
- Ombudsman
- Open Administration Consortium of Catalonia
- Economic and Social Council
- Council of Local Governments

Other stakeholders (civil society)

- Association of Counties and Municipalities
- Association of Political Science and Sociology Professionals
- Academic sector
- Sector of companies promoting participation
- Citizenship in general

Background

The preliminary draft is currently awaiting approval by the Government, following a public consultation and a participatory process that included meetings prior to the drafting of the preliminary draft and once the first draft had been drawn up.

These can be consulted at: <https://participa.gencat.cat/processes/novalleiparticipacio>
<https://participa.gencat.cat/processes/avantprojecteparticipacio>

What is the problem/need that the initiative aims to address?

The legal framework for citizen participation in Catalonia is scattered across various general and sectoral regulations. It also focuses on procedural elements, treating participation as a mere formality.

Furthermore, there is no framework law that addresses the real challenges of citizen participation, such as the lack of political commitment to participation, the lack of planning in its implementation, or the lack of resources to develop it effectively.

The current framework also fails to provide a system of guarantees for the rights of participants, both in terms of the right to effective participation and the right to accountability.

All of this results in low levels of participation, poor-quality instruments and the inability of groups with greater difficulties in accessing decision-making channels to participate.

Brief description

In this context, the new law faces the challenge of establishing a framework for quality participation, i.e. planned participation on issues relevant to citizens, which makes available the time, human, budgetary and technological resources necessary for its proper organisation and development and provides for measures to ensure diversity and guarantees for participants.

All this through legal provisions that do not add further procedures to the already complex task of promoting quality participation instruments, especially for smaller municipalities, which tackle participation with limited resources.



Objectives

- To improve public policies through quality participation.
- Improve the democratic quality of decision-making by including a diversity of actors.
- Improve trust in institutions.

How does the initiative contribute to solving the problem or meeting the need?

The new law lays the foundations for developing quality participation, with demanding requirements for policymakers in terms of the quality of participation instruments, but flexible in terms of methods and modalities to promote the necessary innovation and flexibility.

Relevance to Open Government values

- Transparency and accountability: Through the publication of participation planning, the participation portal, clear communication and feedback to participants.
- Participation: Strengthening the right to participation and influencing institutional commitment.
- Collaboration: Through support for local authorities.
- Open data: Establishing systems for monitoring data on participation and opening up data on the policies around which participation takes place.

**Link to the 2030
AGENDA**



Initiative					
Processing of the preliminary draft.					
Initiative activities			Start date	End date	
Favourable legal report.			01/10/2024	31/12/2024	
Hearing and public information procedure.			01/01/2025	31/03/2025	
Reports from the Local Government Council and the Economic and Social Council.			01/04/2025	30/06/2025	
Approval of the bill by the Government.			01/07/2025	30/09/2025	
Parliamentary proceedings.			1 October 2025	31/10/2026	
Estimated timeline Estimated	2025	2026	2027	2028	
	X	X	X		
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
• Move towards a model of quality participation with common standards for all Catalan administrations. • Increase in the quality of participation and the quantity and variety of participants. • Improvement of monitoring systems. • Improve participation rights. • Improve public policies. • Improved trust in institutions.					

Initiative indicators			
Indicators of implementation (le) outcome (ou)	Implementation		- Compliance with the law. - Number of participation plans approved by administrations. - Opening up participation to policies of particular relevance. - Creation of driving forces linked to participatory processes. - Provision of data for the evaluation of participation.
	Results		- Impact of the law. - Increase in the number and diversity of participants (women, young people, migrants). - Increased guarantees of participation rights. - Improvement of public policies open to participation.
Impact Cross-cutting	Gender	X	The draft bill provides for a series of positive measures to promote women's participation, such as lottery systems with financial compensation and care services, digital participation and work-life balance measures for participation. Systems for evaluating the effective participation of women are also envisaged.
	Social Inclusion	X	The draft bill provides for a series of positive measures to promote inclusive participation, such as lottery systems that include all socio-demographic profiles, with financial compensation and care services, the incorporation of clear communication at all stages of participation, as well as digital and linguistic support systems to overcome different access gaps.
	Ecological Transition	X	Promotion of digital participation and impact on emissions reduction.
	Territorial Diversity and Administrative Cooperation	X	Measures to support local administrations through coordinated resources and infrastructure in supra-municipal inter-administrative collaboration networks. Flexible forecasts to move towards participation based on cultural change and commitment rather than perception.

Observations

The implementation and timetable for this action are subject to the incorporation of the draft bill on citizen participation into the regulatory plan of the new Government of Catalonia.



10.2.2 CATALOGUE OF CITIZEN PARTICIPATION RESOURCES AND SERVICES

Department

PRESIDENCY

Open Government

Other actors involved (Public)

Cross-cutting action



Other stakeholders (civil society)

Background

For 20 years, the Subdirectorate General for Citizen Participation has been supporting the various departments of the Government of Catalonia and its public sector in promoting participation instruments in accordance with quality criteria.

What is the problem/need that the initiative aims to address?

The commitment of departments to participation is uneven, and despite the existence of spaces for interdepartmental coordination, the resources, services and possibilities for participation are unknown to most units.

Likewise, resources and services have been generated gradually and on demand over the years, requiring a more systematic approach to making them available to departments and disseminating them, facilitating access, evaluation and monitoring.

Brief description

The service catalogue has two aspects:

- On the one hand, it aims to continue generating support resources and improving existing ones. Some examples of support services are the participa.gencat.cat portal, specific or strategic advice, the hiring of companies to promote participation, training programmes, support documents and methodological guides, care, communication or digital support services for participants, and standard evaluation systems.
- On the other hand, it seeks to communicate and systematise these resources and services to improve their dissemination and to promote citizen participation as a rigorous strategy that yields results in improving policies and the quality of institutions.

Objectives

- Improve existing resources and services that support participation.
- Identify new services and resources and generate them.
- Standardise monitoring systems.
- Improve dissemination and access to these resources and services for departments promoting participation.

How does the initiative contribute to solving the problem or meeting the need?

Improving these resources and services, as well as ensuring their proper dissemination, will result in the widespread promotion of high-quality participation tools among departments and the public sector.

Relevance to Open Government values

- Transparency and accountability: presenting the services in catalogue form makes it easier to understand the activities of the Subdirectorate, as well as the systems for accountability and evaluation of resources and services.
- Participation: the ultimate aim of this catalogue is precisely to improve the possibilities offered by participation instruments.
- Collaboration: the catalogue facilitates interdepartmental collaboration.

Link to the 2030 AGENDA



Initiative					
Publication of the catalogue.					
Initiative activities			Start date	End date	
Design of the catalogue with existing services.			01/11/2024	31/05/2025	
Publication and dissemination strategy.			01/06/2025	31/12/2025	
Definition of access and monitoring systems.			1 June 2025	31/12/2025	
Improvement of existing services and resources.			01/01/2026	31/12/2026	
Identification of new resources and services.			1 January 2027	31/12/2028	
Estimated timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
• Systematisation and improvement of access and its evaluation. • Generalisation of the use of resources and services. • Improvement of resources and services.					
Initiative indicators					
Indicators of implementation (le) outcome (ao)	Implementation	• Publication of the catalogue of resources and services. • Activation of new resources and services. • Corrective measures for existing resources and services.			
	Outcome	• Number of user departments. • Number of uses. • Number of resources and services. • Assessment of resources and services.			
Impact across the board	Gender	X	The catalogue includes care services and methodologies for mainstreaming gender in participation instruments.		
	Social Inclusion	X	The catalogue includes services and resources to promote inclusive participation, such as lottery systems that include all socio-demographic profiles, with financial compensation and care services, the incorporation of clear communication in all phases of participation, as well as digital and linguistic support systems to overcome different access gaps or boost participation.		



CATALONIA

	Ecological Transition	X	The catalogue includes the participa.gencat.cat portal, which enables digital participation, reducing emissions.
	Territorial Diversity and Administrative Cooperation	N/A	

10.2.3 PROFESSIONAL DEVELOPMENT PLAN FOR CITIZEN PARTICIPATION

Department

PRESIDENCY

Open Government

Other stakeholders (Public)

- Cross-cutting action
- Catalonia School of Public Administration
- Open Government Partnership

Other stakeholders (civil society)



Background

For 20 years, the Subdirectorate General for Citizen Participation has been organising courses and training programmes on citizen participation, aimed at both Generalitat and local government staff, in collaboration with the School of Public Administration of Catalonia and in coordination with the Open Government Network.

What is the problem/need that the initiative aims to address?

Although course evaluations are always positive, the current system is found to be ineffective in that it fails to reach recipients in positions of responsibility.

Nor is there any evidence that they are having the desired impact on cultural change and administrative transformation, beyond providing guidance and methodological resources to promote participation tools with certain guarantees.

Likewise, the training courses have traditional formats that are not very sustainable and do not meet the needs of those promoting participation in terms of when they are delivered.

The design of the training courses is not based on the acquisition of skills, as recommended by training experts, but rather tends to disseminate participation methodologies and techniques.

Brief description

In this context, work is being done with the School of Public Administration on a competency profile for citizen participation that will serve as the basis for designing a development plan for participation professionals that is more in line with the acquisition of skills and with more effective and sustainable formats, such as asynchronous training, learning communities or mentors, without giving up more traditional formats whenever necessary.

Objectives

- To define a competency profile for citizen participation that will improve the selection, professional development and evaluation systems for participation professionals.
- Strategically incorporate citizen participation skills into the civil service.
- Design more effective and sustainable training formats for citizen participation.

How does the initiative contribute to solving the problem or meeting the need?

This competency-based professional development plan and more effective formats are expected to reach groups with management responsibilities and provide different profiles with the best training resources according to their needs.

Relevance to Open Government values

All Open Government values are cross-cutting competencies of the profile, and the development plan will provide for the best formats for acquiring them.



Link to the 2030 AGENDA



Initiative					
Publication of the citizen participation competency profile. Implementation of the professional development plan.					
Initiative activities				Start date	End date
Closure of competency profile.				01/10/2024	31/12/2024
Design of the professional development plan.				01/01/2025	30/06/2025
Generation of materials, training and resources.				1 June 2025	30/06/2026
Implementation of the professional development plan.				01/01/2026	31/12/2028
Continuous assessment.					
Estimated timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
• Increase in the number of users of the development plan among profiles with responsibility. • Improved response to the training needs of participation professionals. • Consolidation of participation skills in the civil service.					
Initiative indicators					
Indicators of implementation (Ie) outcome (Ir)	Implementation	• Publication of the profile. • Number of training courses conducted (in a broad sense, including all types of formats).			
	Outcome	• Number of students. • Number of students with positions of responsibility. • Student assessment.			
Impact across the board	Gender	X	The profile includes competencies in gender mainstreaming in participation instruments.		
	Social Inclusion	X	The profile includes skills in inclusive participation.		
	Ecological Transition	X	The profile includes skills in managing and promoting digital participation, reducing emissions.		
	Territorial Diversity and Administrative Cooperation	N/A			

TRANSPARENCY AND ACCESS TO INFORMATION

10.2.4 IMPROVING THE COMPLETENESS OF INFORMATION PUBLISHED ON THE TRANSPARENCY PORTAL

Department

PRESIDENCY

Open Government

Other stakeholders (Public)

- Network of Local Governments of Catalonia



Other stakeholders (civil society)

Background

A regulation (Decree 8/2021) has been approved to specify the content and requirements to be published. To date, the criteria for publishing information in a collegiate body have been drawn up.

A sub-website has been created to host the Transparency Portal of the Government of Catalonia. A new catalogue has been approved to structure the information to be published in a more comprehensible manner.

We have improved the model and methodology for the internal evaluation of compliance with active publicity duties in the Administration of the Generalitat.

What is the problem/need that the initiative aims to resolve?

To ensure maximum compliance with active disclosure obligations, while providing information that is understandable and easily accessible to the public.

Brief description

We propose to make the content to be published more comprehensive and to improve the formats and methods of publication.

Objectives

- Update the criteria agreed upon to date for this purpose from a legal and technological/format perspective.
- Agree on new content to be published that is of public interest.
- Transform the Transparency Portal into a single, standardised, accessible and inclusive space.
- Improve internal evaluation systems, especially in local administrations, as well as the recognition of results, as an incentive for compliance.

How does the initiative contribute to solving the problem or meeting the need?

An increase in the amount of information of public interest available is expected, as well as greater access, understanding and, therefore, a reduction in requests for access and citizen enquiries, transforming the Transparency Portal into a single, standardised, accessible and inclusive space.

Relevance to Open Government values

- Compliance and completeness.
- Accessibility.
- Clarity.
- Reuse.
- Effectiveness and efficiency.



- Compliance with applicable legal limits.
- Accountability and monitoring.

Link to the 2030



AGENDA

Initiative					
Facilitate full and accessible compliance with active disclosure obligations for information units. In turn, improve citizens' understanding of such information.					
Initiative activities			Start date	End date	
Review and update corporate criteria approved by the board.			01/01/2025	31/12/2028	
Ensure easy, agile, open and accessible access.			01/01/2025	31/12/2028	
Unify and centralise publication on the Transparency Portal.			01/01/2025	31/12/2028	
Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL		SUCCESSIVE		X
Expected results					
• Corporate criteria approved collectively. • Easy, agile, open, understandable and accessible access to content. • A single, centrally managed Transparency Portal. • Evaluation system for local authorities.					
Initiative indicators					
Indicators of implementation (Ie) of results (Ir)	Implementation	• Criteria developed. • Meetings with local stakeholders.			
	Outcome	• Criteria approved. • Single, centralised portal. • Evaluation model for local authorities.			
Impact Cross-cutting	Gender	X	Non-sexist language.		
	Social inclusion	X	Accessibility, clarity, reuse.		
	Ecological transition	N/A			
	Territorial Diversity and Administrative Cooperation	X	Collaboration with local entities Network of Local Governments of Catalonia.		

10.2.5 OPTIMISE THE RESOURCES AVAILABLE FOR MANAGING REQUESTS FOR ACCESS TO PUBLIC INFORMATION

Advisory

PRESIDENCY

Open Government

Other stakeholders (Public)

Other stakeholders (civil society)



Background

To date, the templates available for processing have been partially revised with a view to ensuring clear communication.

The most frequently requested information resolutions have been published.

What is the problem/need that the initiative aims to address?

Ensure clear language is used in the processing and resolution of requests for access to public information (SAIPs), so that it is understandable to any interested party.

Improve the publication of all resolutions. Publish information

that is most accessible to individuals.

Brief description

Improve the management, monitoring and publication of information relating to access requests.

Objectives

- Incorporate clear communication and a citizen-centred approach into the resolution of SAIPs.
- Greater efficiency in internal management and resolution of SAIPs.
- More and better information for citizens on what is resolved and how in matters of access to public information.
- Guarantee of personal data protection in the publication of resolutions.

How does the initiative contribute to solving the problem or meeting the need?

- Promoting testing spaces with citizens.
- Strengthen the community of practice in public information management and collaborative work.

Relevance to Open Government values

- Accessibility.
- Clarity.
- Reuse.
- Effectiveness and efficiency.
- Personal data protection.

Link to AGENDA

2030





Initiative					
Facilitate the management of information units with clear and agile documentation, as well as the publication of SAIP resolutions. In turn, improve citizens' understanding of this information.					
Initiative activities				Start date	End date
Review of templates.				01/01/2025	31/12/2025
Establishment of collaborative management criteria.				01/01/2025	31/12/2025
Publication of anonymised resolutions.				01/01/2025	31/12/2025
Timeline Estimated	2025	2026	2027	2028	
	X				
Tract	PUNTUAL		X	SUCCESSIV E	
Expected results					
Facilitate management for information units with clear and agile documentation, as well as the publication of SAIP resolutions. In turn, improve citizens' understanding of this information.					
Initiative indicators					
Indicators of implementation (Ie) of result (Ir)	Implementation	- Revised templates. - Criteria and communications to managers.			
	Outcome	- Number of SAIPs processed. - Number of resolutions published without the need for anonymisation. - Most requested information actively published.			
Impact Cross-cutting	Gender	X	Non-sexist language.		
	Social inclusion	X	Accessibility.		
	Ecological transition	N/A			
	Territorial Diversity and Administrative Cooperation	N/A			

INTEGRITY AND ACCOUNTABILITY

10.2.6 SIMPLIFICATION OF THE REGISTRATION OF INTEREST GROUPS THE REGISTRY OF INTEREST GROUPS OF CATALONIA

Department

PRESIDENCY

Open Government

Other stakeholders (Public)



Other stakeholders (Civil Society)

Background

There are legal and regulatory provisions in place (Law 19/2014 and Decree 171/2015).

There is a Government Agreement approving a protocol on the relations of senior officials with interest groups. Decree 8/2021 on transparency requires the publication of lobbying activities.

There is an application (ERGO) for reporting lobbying activities within the scope of the Generalitat administration.

What is the problem/need that the initiative aims to solve?

- To simplify the registration process.
- To clarify concepts of the applicable regime.
- Improve internal management of information relating to influential activities to be published.

Brief description

We propose simplifying as much as possible both the registration of interest groups and the internal management of publishing their lobbying activities.

Objectives

- Approve a regulatory amendment that simplifies the registration process and clarifies ambiguous concepts.
- Ensure continuity in the current registration application.
- Implement improvements to the internal instrument for reporting lobbying activities.

How does the initiative contribute to solving the problem or meeting the need?

An increase in registrations is expected, as well as publicity for the contacts and meetings held with stakeholders.

Relevance to Open Government values

- Compliance with the obligation of stakeholders to register
- Simplification and accessibility.
- Publicity and transparency of lobbying activities.
- Accountability and monitoring.

Link to the 2030 Agenda





Initiative		
Facilitate compliance with the registration requirements for interest groups, as well as the requirements to disclose their activities and public agendas.		
Initiative activities	Start date	End date
Draft, propose and approve improved regulations in terms of simplifying procedures and clarifying concepts.	01/01/2025	31/12/2026
Ensure effective and efficient publicity of contacts and meetings held.	01/01/2025	31/12/2025

Timeline	2025	2026	2027	2028
Estimated	X	X		

Tract	PUNCTUAL	X	SUCCESSIVE	

Expected results		
- New decree approved on interest groups and registration. - Implementation of a new registry management application. - Implementation of improvements to the public agenda management tool.		
Initiative indicators		
Indicators of execution (Ie) outcome (Ir)	Implementation	- Proposed regulations. - Collaboration with internal TEC partners.
	Outcome	- New decree approved. - New registration processor (Multifamily Processor). - Improvements to the ERGO tool implemented.

Impact Cross-cutting	Gender	X	Non-sexist language.
	Social inclusion	X	Accessibility, clarity, reuse.
	Ecological transition	N/A	
	Territorial Diversity and Administrative Cooperation	N/A	

CLEAR AND OPEN ACCOUNTS

10.2.7 STRATEGIC PUBLIC PROCUREMENT INDICATOR SYSTEM

Department

ECONOMY AND FINANCE

Directorate-General for Public Procurement

Other stakeholders (public)

Other stakeholders (civil society)



Background

The current legal framework establishes that public procurement is not merely a system for the acquisition of goods and services, but rather a tool for promoting certain public policies. In this sense, it should be understood that the current framework defines a model of strategic public procurement that seeks to promote measures related to social issues, the environment, innovation, and SME participation, among others.

What is the problem/need that the initiative aims to address?

To be able to measure the strategic nature of public procurement. This involves being able to parameterise its impact on social and environmental measures and measures to promote SMEs, among others.

Brief description

In order to address the above need, it is necessary to have a system of indicators that is updated periodically so that the evolution of these parameters can be monitored.

Objectives

- To develop a system of strategic indicators in public procurement that can be updated periodically.
- Promote the dissemination of these indicators in reusable and citizen-friendly formats.

How does the initiative contribute to solving the problem or meeting the need?

Having a system of strategic indicators on public procurement allows for:

- Monitor the annual progress in implementing these measures.
- Raise public awareness of the strategic impact of public procurement beyond the mere acquisition of goods and services.
- Identify, using data, the most strategic areas in which to take action.

Relevance to Open Government values

- Transparency.
- Accountability.
- Promotion of social and environmental objectives.

**Link to the 2030
AGENDA**





Initiative					
Development of a system of strategic public procurement indicators, which will be updated at least annually. The indicators will be disseminated through the transparency portal of the Government of Catalonia and the corporate public procurement portal of the Government of Catalonia. The dissemination formats will be: • Open format, reusable databases. • Thematic reports with explanations of the specific indicator. • Interactive data viewers and maps, in order to facilitate understanding of the results by the general public citizens.					
Initiative activities			Start date	End date	
The main strategic indicators are:			01/01/2025	31/12/2025	
Incorporation of social clauses in public procurement.			01/01/2025	31/12/2028	
Incorporation of environmental clauses in public procurement.			01/01/2025	31/12/2028	
Analysis of public contract awards based on the type of company awarded the contract (with special reference to SMEs).			01/01/2025	31/12/2028	
Public contracts awarded to social and solidarity economy entities.			01/01/2025	31/12/2028	
Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL		SUCCESSIVE		X
Expected results					
The expected results will enable us to obtain: • Reports on the evolution of strategic indicators. • Databases in open and reusable formats. • Viewers and interactive maps for the general public.					
Initiative indicators					
Indicators of implementation (le) outcome (ao)	Implementation	• Publication of data (Yes/No).			
	Outcome	• Web downloads.			
Impact Cross-cutting	Gender	X	Among the social clauses provided for, measures to promote gender equality stand out.		
	Social Inclusion	X	Contracts awarded to social and solidarity economy entities, including Special Social Initiative Centres and Integration Companies, are measured.		
	Ecological Transition	X	Through the analysis of the incorporation of environmental clauses in public procurement.		
	Territorial Diversity and Administrative Cooperation	N/A			

10.2.8 TRANSPARENCY IN PUBLIC PROCUREMENT DATA

Department

ECONOMY AND FINANCE

Directorate-General for Public Procurement

Other stakeholders (public)

Other stakeholders (Civil Society)



Background

In 2023, public procurement by the Government of Catalonia and its public sector represented €4.352 billion distributed through 15,597 awards and 207,587 minor contracts. To these figures must be added the impact of budget extensions, annual payments and contract modifications. These data show that public procurement is clearly a strategic sector.

What is the problem/need that the initiative aims to address?

Public procurement is a sector with a significant budgetary impact and a high volume of public resources involved. This scenario in itself necessitates the promotion of transparency in data relating to this activity. This idea is further reinforced by the current legislative framework, which establishes formal obligations regarding the dissemination of public procurement data.

Brief description

This commitment consists of the systematic dissemination of public procurement data in open formats that are accessible and reusable by citizens.

Objectives

To systematically and periodically disseminate data relating to the main activities linked to public procurement by the Government of Catalonia and its public sector.

How does the initiative contribute to solving the problem or meeting the need?

The dissemination of public procurement data enables:

- Comply with current legal obligations regarding transparency.
- Promote accountability to citizens.

Relevance to Open Government values

- Transparency.
- Accountability.

[Link to the 2030](#)



Agenda

Initiative

Dissemination of public procurement data through the transparency portal of the Government of Catalonia and the corporate public procurement portal of the Government of Catalonia.

The data will be disseminated at least once a year.



Initiative activities			Start date	End date
Main data to be disseminated: selection of the most relevant data.			01/01/2025	31/12/2025
Annual awards (number and amount).			01/01/2025	31/12/2028
Annual extensions (number and amount).			01/01/2025	31/12/2028
Annual modifications (number and amount).			01/01/2025	31/12/2028
Annuities (number and amount).			01/01/2025	31/12/2028

Timing Estimated	2025	2026	2027	2028
	X	X	X	X

Tract	PUNCTUAL	SUCCESSIV E	X

Expected results	
The data will be obtained from the Public Register of Contracts or from the Public Procurement Services Platform. Once analysed and validated, the data will be published on the transparency portal and on the procurement portal of the Government of Catalonia. The dissemination formats will be open-format databases that can be reused by citizens and analysis reports on the main results obtained.	

Indicators of the initiative	
Indicators of implementation (Ie) of result (Ir)	Implementation Publication of data (Yes/No).
	Outcome Downloads/website visits.

10.2.9 OPEN DATA ON THE BUDGETS OF THE GOVERNMENT OF CATALONIA

Department

ECONOMY AND FINANCE

Directorate-General for Budgets

Other stakeholders (public)

Other stakeholders (Civil Society)



Background

Since 2016, the initial budgets of the Government of Catalonia and its public sector entities have been available in open data format. All budgets approved since 2010 are currently available.

What is the problem/need that the initiative aims to solve?

To expand the budget information published in open data format to facilitate its reuse, especially in cases such as the calculation of spending on children or green spending.

Brief description

Publication of disaggregated data on the calculation of childhood budgets and the calculation of the climate impact of public budgets.

Objectives

Publish information on climate perspective and childhood perspective in open format.

How does the initiative contribute to solving the problem or meeting the need?

It will facilitate consultation and reuse of information.

Relevance to Open Government values

High.

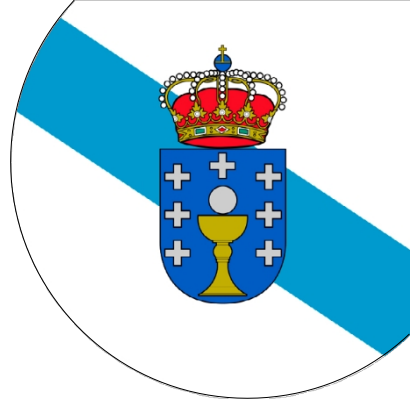
Link to the 2030 Agenda



Initiative					
Publication of data.					
Initiative activities			Start date	End date	
Publication of budget data relating to children.			01/06/2025	30/06/2025	
Publication of budget data according to climate impact.			01/06/2025	30/06/2025	
Timeline Estimated	2025	2026	2027	2028	
	X				
Tract	PUNTUAL		X	SUCCESSIVE	



Expected results			
Facilitate access to information for organisations, entities and citizens on the different perspectives of the budget.			
Indicators of the initiative			
Indicators of implementation (Ie) of results (Ir)	Implementation	• Publication of data (Yes/No).	
	Outcome	• Website visits.	
Impact Cross-cutting	Gender	N/A	
	Social inclusion	N/A	
	Ecological Transition	X	
	Territorial Diversity and Administrative Cooperation	N/A	



GALICIA

Initiatives related to commitments on:

Participation and civic space

- 10.3.1. Promoting and strengthening citizen participation

Open administration

- 10.3.2. Simplification of information available on administrative procedures
- 10.3.3. Promoting the proactive provision of public services to citizens
- 10.3.4. Simplification of administrative procedures



GALICIA



PARTICIPATION AND CIVIC SPACE

10.3.1 PROMOTE AND STRENGTHEN CITIZEN PARTICIPATION

Department

FINANCE AND PUBLIC ADMINISTRATION

Directorate-General for Administrative Simplification and Heritage



Other stakeholders (public)

- All departments of the Regional Government of Galicia

Other stakeholders (civil society)

Background

In 2021, the Regional Government of Galicia created a citizen participation portal with the aim of promoting citizen participation in public initiatives. More recently, in 2024, an easy-to-read guide was published on the mechanisms and channels for participation in the Regional Government of Galicia, seeking more inclusive participation.

At the same time, a new section has been created on the participation portal to bring together those participatory processes that are more open, not required by law, and presented in clear, direct language to facilitate interaction with citizens.

What is the problem/need that the initiative aims to solve?

To encourage citizen participation, which can be affected by issues such as a lack of knowledge about the channels for participation or open participatory processes.

Brief description

Increase citizen participation by promoting an increase in the number and types of participatory processes, as well as the dissemination of these processes, in order to achieve greater awareness among citizens of their opportunities for participation.

Objectives

The primary objective is to increase citizen participation in public decision-making.

How does the initiative contribute to solving the problem or meeting the need?

By implementing a greater number and variety of participatory processes, as well as by increasing their dissemination.

Relevance to Open Government values

Citizen participation.

[Link to the 2030](#)



AGENDA



Initiative activities	Start date	End date
Implementation of measures to promote citizen participation.	01/02/2025	31/12/2028
Launch of new participatory processes.	01/02/2025	31/12/2028

Estimated	2025	2026	2027	2028
Estimated	X	X	X	X

Tract	PUNCTUAL	SUCCESSIVE	X

Expected results

Increased citizen participation.

Initiative indicators

Indicators	Implementation	Result
Implementation (le) Outcome (lr)	- Number of promotion measures implemented (10 throughout the 5th Plan. However, the commitment will be considered fulfilled or completed for each of the years in which it is applied if the annual indicator indicated below is met: 2 in 2025, 2 in 2026, 3 in 2027 and 3 in 2028). - Number of new participatory processes not required by law that have been implemented (7 throughout the Fifth Plan). However, the commitment will be considered fulfilled or completed for each of the years in which it applies if the annual indicator indicated below is met: 1 in 2025, 2 in 2026, 2 in 2027 and 2 in 2028).	At least a 25% increase in participatory processes published throughout the Fifth Plan (However, the commitment will be considered fulfilled or completed for each of the years in which it applies if the annual indicator indicated below is met: 10% in 2025, 15% in 2026, 20% in 2027 and 25% in 2028).

OPEN ADMINISTRATION

10.3.2 SIMPLIFICATION OF THE INFORMATION AVAILABLE ON ADMINISTRATIVE PROCEDURES

Ministry

TREASURY AND PUBLIC ADMINISTRATION

Directorate-General for Administrative Simplification and Heritage



Other stakeholders (public)

- All departments of the Regional Government of Galicia

Other stakeholders (civil society)

Background

In recent years, actions have been taken to improve understanding of the content of various websites of the Regional Government of Galicia or specific procedures, such as the Transparency and Open Government Portal.

What is the problem/need that the initiative aims to address?

The need for information on the various procedures to be clear and understandable to all citizens.

Brief description

The information made available to citizens regarding each of the administrative procedures will be simplified so that it is easier to understand their purpose and requirements, as well as the documentation to be submitted.

In particularly complex procedures, the information may be supplemented with videos or information leaflets.

Objectives

To ensure that the information available on administrative procedures is easily understood by all citizens.

How does the initiative contribute to solving the problem or meeting the need?

By simplifying the language used in the information provided to citizens about each of the procedures or services. Likewise, in particularly complex procedures, the information may be supplemented with videos or informative brochures.

Relevance to Open Government values

Open administration, clarity of information.

**Link to the 2030
AGENDA**





Initiative activities				Start date	End date
Review of the information published on administrative procedures and services on the Xunta de Galicia's electronic headquarters.				01/02/2025	31/12/2028
Estimated Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
Clarify the available information so that citizens can easily understand the requirements and purposes of each of the administrative procedures.					
Indicators of the initiative					
Indicators of implementation (le) of results (lr)	Implementation	- Percentage of administrative procedures with simplified information on the electronic platform (90% throughout the 5th Plan). However, the commitment will be considered fulfilled or completed for each of the years in which it applies if the annual indicator indicated below is met: a) With regard to the procedures or services subject to publication in each annual instalment: 90% of them each year. b) With regard to procedures and services already available online but which remain open throughout the years: 30% in 2025, 30% in 2026 and 30% in 2027).			
	Result	It has not been possible to incorporate a result indicator, as these are actions in which it is very difficult to quantify the result we want to achieve in a measurable way, although it is clear to what extent public service is improving.			

10.3.3 PROMOTE THE PROACTIVE PROVISION AND DELIVERY OF PUBLIC SERVICES TO CITIZENS

Regional Ministry

TREASURY AND PUBLIC ADMINISTRATION

Directorate-General for Administrative Simplification and Heritage



Other stakeholders (public)

- Agency for Technological Modernisation of Galicia
- All departments of the Regional Government of Galicia

Other stakeholders (civil society)

Background

In 2023, improving the quality of public services was approached from a new perspective, seeking a simpler and more proactive design that anticipates citizens' needs, proactively offering them services of interest, and simplifying the administrative procedures associated with those services.

What is the problem/need that the initiative aims to solve?

The need to continue and extend a new model of public service design that makes it easier for citizens to access to them.

Brief description

The process will continue with an increase in new services offered proactively to citizens, with the aim of achieving a more personalised, agile and citizen-friendly administration.

Objectives

To achieve a more personalised, agile and citizen-friendly administration that anticipates their needs by directly offering citizens public services that it considers to be of interest to them.

How does the initiative contribute to solving the problem or meeting the need?

By offering various public services directly to citizens, the administration facilitates citizens' access to these services.

Relevance to Open Government values

Open administration, innovation, simplification, clarity.

**Link to the 2030
AGENDA**



Initiative activities	Start date	End date
Enabling new procedures or services as proactive measures.	01/02/2025	31/12/2028
Conducting satisfaction surveys on these services.	1 June 2025	31/12/2028



Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
Increase the number of procedures and services offered to citizens proactively in order to simplify and facilitate access to public services.					
Initiative indicators					
Indicators of implementation (Ie) of results (Ir)	Implementation	Percentage increase in public services enabled as proactive with respect to the number of services enabled in 2023 (25% throughout the Plan: However, the commitment will be considered fulfilled or completed for each of the years in which it applies if the annual indicator indicated below is met: 10% in 2025, 15% in 2026, 20% in 2027 and 25% in 2028. % in 2028).			
	Result	Degree of satisfaction among users of public services offered proactively (>55% each year).			

10.3.4 SIMPLIFICATION OF ADMINISTRATIVE PROCEDURES

Department

FINANCE AND PUBLIC ADMINISTRATION

Directorate-General for Administrative Simplification and Heritage



Other stakeholders (public)

- Agency for Technological Modernisation of Galicia
- All departments of the Regional Government of Galicia

Other stakeholders (civil society)

Background

In recent years, measures and actions have been adopted to simplify administrative procedures with the aim of eliminating administrative and bureaucratic burdens for citizens.

Several lines of action have also been implemented to streamline and simplify procedures, including the digitisation of procedures and the promotion of electronic means.

Thus, on 13 December 2023, the XuntaEU application was made available to citizens. This is a mobile application that provides access to the main digital administration services of the Regional Government of Galicia.

What is the problem/need that the initiative aims to solve?

The need to continue advancing towards a simpler design of public services so that access to them is faster, more agile and easier for citizens.

Brief description

An analysis will be carried out of the administrative procedures and services available to citizens with the aim of designing them in a simpler and more citizen-friendly way, making them more accessible and eliminating bureaucratic burdens and administrative procedures that can be removed without affecting the quality of the service, so as to reduce response times and burdens on citizens.

Objectives

To reduce administrative or bureaucratic burdens on citizens.

How does the initiative contribute to solving the problem or meeting the need?

Reducing burdens and simplifying procedures contributes to creating a more open, accessible and clear for citizens.

Relevance to Open Government values

Open administration, transparency and proximity to citizens

ns. [Link to the 2030](#)

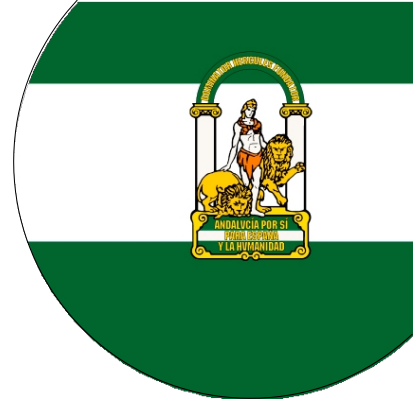


AGENDA

Initiative activities	Start date	End date
Analysis and simplification of administrative procedures and services available to citizens, including making any necessary regulatory changes.	01/02/2025	31/12/2026



Reduction of administrative or bureaucratic burdens on citizens.				01/02/2025	31/12/2027
Timeline Estimated	2025	2026	2027	2028	
	X	X	X		
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
Simplification of procedures for citizens.					
Indicators of the initiative					
Indicators Performance (le) Results (lr)	Performance	- Administrative procedures analysed: (180 throughout the 5th Plan. However, the commitment shall be deemed to have been fulfilled or completed for each of the years in which it applies if the annual indicator indicated below is met: 60 in each year. - Simplified administrative procedures: 120 throughout the Fifth Plan. However, the commitment shall be deemed to have been fulfilled or completed for each of the annual instalments to which it applies if the annual indicator indicated below is met: 40 in each annual instalment).			
	Result	Number of bureaucratic burdens eliminated (120 throughout the Plan: However, the commitment will be considered fulfilled or completed for each of the years in which it applies if the annual indicator indicated below is met: 40 in 2025, 40 in 2026 and 40 in 2027).			
Cross-cutting impact	Gender	N/A			
	Social inclusion	X	Through a simpler design of public services.		
	Ecological Transition	N/A			
	Territorial Diversity and Administrative Cooperation	N/A			



ANDALUSIA

Initiatives related to commitments on:

Participation and civic space

- 10.4.1. Programme for participatory and active families in public and subsidised Early Intervention and Care Centres in Andalusia
- 10.4.2. Draft decree regulating the organisation and functioning of the collegiate bodies for coordination and participation in Early Intervention in the Autonomous Community of Andalusia
- 10.4.3. Ecosystems that promote the development and knowledge of the Institute
- 10.4.4. Conference on Good Practices in Educational Development Programmes and Activities in the field of Educational Participation and Inclusion in centres in Social Transformation Areas

Transparency and access to information

- 10.4.5. Promoting access to information on the Institute's scientific personnel and scientific, technological, training and innovation output
- 10.4.6. Improving access to information on procedures initiated at the request of the interested party
- 10.4.7. Improve the public information that the Andalusian Regional Government makes available to citizens, promoting equal access
- 10.4.8. Opening up data and promoting reuse in the Andalusian Administration
- 10.4.9. Data observatory for Andalusian public universities

Integrity and accountability

- 10.4.10. Development of the advisory programme on Public Policy Evaluation in the Regional Government of Andalusia
- 10.4.11. Seals of integrity for public administration bodies

Open administration

- 10.4.12. @rchivA - the Regional Government of Andalusia's single electronic archive open data source: Interoperability with open data management platforms and citizen services
- 10.4.13. Management of non-native (hybrid) electronic administrative files for entry into @rchivA, the Andalusian Regional Government's single electronic archive



- 10.4.14. Implementation of the new comprehensive management model for the Andalusian Employment Service
- 10.4.15. Promotion and encouragement of the implementation of the Information and Assistance Service in all regional ministries to remove barriers to the completion of administrative procedures by citizens
- 10.4.16. Preparation and approval of a strategic plan to improve the provincial territorial organisation model of the Regional Government of Andalusia
- 10.4.17. Improvement of the information published on subsidies in the Transparency Section of the Regional Government of Andalusia's website
- 10.4.18. Andalusia Territorial and Urban Planning Information System - SITUA
- 10.4.19. Improvements to Citizen Services
- 10.4.20. Tu Turno – Appointment and Queue Management

Digital Governance and Artificial Intelligence

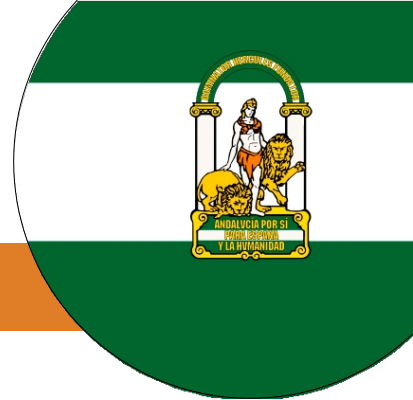
- 10.4.21. Virtual Administrative Assistance Assistant of the Regional Government of Andalusia
- 10.4.22. Digital Training and Entrepreneurship Plan

Transparent and Open Accounts

- 10.4.23. Improving information and access to the budget of the Autonomous Community of Andalusia

Dissemination, training and promotion of Open Government

- 10.4.24. Awareness-raising and compulsory training for public employees on the principles and obligations regarding transparency and access to information
- 10.4.25. Continuing training on public integrity for public employees. Public integrity in the syllabus for access to public employment



PARTICIPATION AND CIVIC SPACE

10.4.1 PROGRAMME FOR PARTICIPATIVE AND ACTIVE FAMILIES IN PUBLIC AND SUBSIDISED EARLY INTERVENTION AND CARE CENTRES IN ANDALUSIA

Ministry

HEALTH AND CONSUMER AFFAIRS

General Secretariat for Healthcare Planning and Consumer Affairs



Other stakeholders (Public)

- Early Intervention and Care Centres, CAIT (Public and Subsidised)

Other stakeholders (civil society)

Background

The First Comprehensive Early Intervention Plan for Andalusia, PIAT-A (2024-2028), has established as a priority "Providing an appropriate response to family needs and promoting shared decision-making in the intervention process".

What is the problem/need that the initiative aims to address?

Following the analysis and diagnosis carried out for the PIAT-A, a high level of involvement by families in the treatment of their children has been detected. However, they are calling for greater presence and participation in the intervention sessions, as well as the inclusion of emotional support, training and guidance activities in the protocol.

Brief description

The projects included in this programme are:

- Analysis of family participation models.
- Search for good practices and tools to stimulate and encourage family participation in the processes. care and attention.
- Tools based on new communication and information technologies to support care and therapeutic support in early intervention. therapeutic care in Early Intervention.
- Therapeutic reinforcement at home – proposals for action.
- Validation of programmes and tools where necessary.
- Family schools and mutual support.
- Implementation of best practices developed in Early Intervention Centres.

Objectives

Ensure that 100% of families in the early intervention system receive specialised care that is tailored to each specific case. specific and tailored to each case.

How does the initiative contribute to solving the problem or meeting the need?

It involves the active participation of families in the early care intervention process.

Relevance to Open Government values

- Citizen participation
- Collaboration



- Transparency and access to information.
- Open administration.
- Innovation: creation and use of information and communication technology tools.

Link to the 2030



AGENDA

Initiative					
• Analysis of family participation models. • Search for good practices and tools to stimulate and promote family participation in care processes. • Tools based on new communication and information technologies to support care and therapeutic care in early intervention. • Therapeutic reinforcement at home – proposed actions. • Validation of programmes and tools where necessary. • Family schools and mutual support. • Implementation of best practices developed in Early Intervention and Care Centres.					
Initiative activities			Start date	End date	
Analysis of models and search for good practices and tools to promote family participation.			01/04/2025	31/12/2025	
Creation and/or implementation of support tools and programmes and validation thereof.			01/09/2025	31/12/2028	
Creation and reinforcement of family schools in CAIT.			01/09/2025	31/12/2028	
Estimated Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
• Increase family participation in the early intervention process to 100%. • Improve the training of families so that they can be key agents of intervention in different natural contexts outside the CAIT. • Empower families to seek the resources and support necessary to contribute to the development of their children's full potential.					
Initiative indicators					
Indicators Implementation (le) Outcome (lr)	Implementation	Tools and programmes for family participation have been analysed, created and validated. YES/NO. • Number of family participation tools implemented/year/province/centre. • Number of family schools created/year/province/centre. • Percentage of early care units (intervention sessions) intervention) dedicated to family care/year/province.			

	Outcome	- Degree of family satisfaction. Standardised survey. - Percentage increase in family participation in intervention: Comparison of UMAT/year/province/centre.	
Cross-cutting impact	Gender	X	
	Social inclusion	X	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	N/A	

Observations

The various projects (or initiatives) and activities of this Programme, included in the 1st Early Intervention Plan for Andalusia 2024-2028, are currently under development and will be finalised in the coming months, along with their specific timelines in each case.



10.4.2 DRAFT DECREE REGULATING THE ORGANISATION AND FUNCTIONING OF THE COLLEGIATE BODIES FOR THE COORDINATION AND PARTICIPATION OF EARLY INTERVENTION IN THE AUTONOMOUS COMMUNITY OF ANDALUSIA

Ministry

HEALTH AND CONSUMER AFFAIRS

General Secretariat for Healthcare Planning and Consumer Affairs



Other stakeholders (Public)

- Early Intervention and Care Centres, CAIT (Public and Subsidised)

Other stakeholders (civil society)

Background

Law 1/2023, of 16 February, regulating early intervention in the Autonomous Community of Andalusia, establishes in Article 27 that the collegiate bodies for coordination and participation shall be the Early Intervention Council and the Early Intervention Technical Commission. Article 28 defines the Early Intervention Council as the collegiate body that advises and supports the Regional Government of Andalusia on early intervention matters, ensuring the necessary interdepartmental coordination between the various structures and bodies involved, and establishes that its organisation, composition and functioning shall be determined by regulation.

For its part, Article 29 specifies that the Technical Commission for Early Intervention is the collegiate body of a technical nature that supports the Council. The organisation, composition and functioning of the Technical Commission for Early Intervention shall also be determined by regulation.

What is the problem/need that the initiative seeks to address?

It responds to the mandate established in Law 1/2023 of 16 February on the need to regulate the organisation, composition and functioning of these two coordination and participation bodies through the appropriate regulatory development.

Brief description

The Early Intervention Council, as provided for in Article 28.1 of Law 1/2023 of 16 February, is the collegiate body that advises and supports the Regional Government of Andalusia in matters of early intervention and ensures the necessary interdepartmental coordination between the various structures and bodies involved. It is an interdepartmental collegiate body with decision-making and control powers, although its decisions shall not have legal effect vis-à-vis third parties.

Objectives

Establish specific measures for coordination and cooperation between the health, education and social systems involved in early intervention to ensure consistency of action, effective use of resources, and progress in early detection, within the framework of the Andalusia Comprehensive Early Intervention Plan and the Andalusia Strategy for Social and Health Care Coordination.

How does the initiative contribute to solving the problem or meeting the need?

The creation of this body enables the participation of different groups, such as the most representative entities in the field of early intervention, members of professional associations directly involved in early intervention, as well as the most representative social and economic agents chosen from among the members of these organisations.

Relevance to Open Government values

- Transparency.
- Citizen participation.
- Collaboration.

Link to the 2030



AGENDA

Initiative				
1. Drafting of the decree. 2. Approval of the decree. 3. Creation of the Early Intervention Council. 4. Creation of the Technical Commission for Early Intervention.				
Initiative activities			Start date	End date
1. Drafting of decree.			01/04/2023	31/12/2024
2. Approval of decree.			01/01/2025	31/03/2025
3. and 4. Creation and implementation of the Council and Technical Commission for Early Intervention.			1 April 2025	30/09/2025
Estimated Estimated	2025	2026	2027	2028
	X			
Tract	SPECIFIC			SUCCESSIV E
Expected results				
The creation and implementation of the Early Intervention Council.				
Indicators of the initiative				
Indicators of implementation (le) of results (lr)	Implementation	- Publication in BOJA: Yes/No. - Establishment of collegiate bodies. Yes/No.		
	Outcome	Commencement of operations of the bodies. Yes/No. - Number of meetings held. - Number of reports issued. - No. of resolutions agreed upon.		



10.4.3 ECOSYSTEMS THAT PROMOTE THE DEVELOPMENT AND KNOWLEDGE OF THE INSTITUTE

Department

AGRICULTURE, FISHERIES, WATER AND RURAL DEVELOPMENT

Andalusian Institute for Agricultural, Fisheries, Food and Organic Production



Other stakeholders involved (Public)

- None

Other stakeholders (civil society)

- Agricultural associations, cooperatives, associations related to the rural or marine world, other associations related to the rural or marine world

Background

To date, various specific actions have been carried out to raise awareness of certain activities carried out by the Institute, such as visits to IFAPA centres or forums in which the sector participates. However, more actions are needed to promote awareness and the future of the Institute.

What is the problem/need that the initiative aims to address?

Civil society's lack of interest, ignorance and distant view of research and innovation activities.

Brief description

Carrying out activities that bring scientific activity closer to civil society.

Objectives

- Improve awareness of the Institute's activities.
- Bringing scientific activity closer to society.
- Increasing the pool of professionals working in the sector.
- Promoting and developing the Institute's activities.
- Create opportunities for improving the Institute's activities.

How does the initiative contribute to solving the problem or meeting the need?

Bringing society closer to scientific work and knowledge.

Relevance to Open Government values

Increased transparency and citizen participation by strengthening relations between administrations and civil society.

Link to the 2030



Agenda

Initiative activities	Start date	End date
Open days.	01/03/2026	31/12/2029
Awareness-raising and educational activities.	01/03/2025	31/12/2029

Participation in trade fairs and conferences.	01/01/2025	31/12/2029
Citizen participation workshops.	01/01/2026	31/12/2026
Debate and improvement forums.	01/01/2027	31/12/2027

Estimated timeline	2025	2026	2027	2028
Estimated	X	X	X	X

Tract	PUNCTUAL		SUCCESSIVE	X

Expected results

- Bringing scientific activity closer to society.
- Development and improvement of the institute's activity.
- Raising the profile of the institute's activities.
- Talent pool of professionals.

Indicators of the initiative

Indicators of implementation (le) of results (lr)	Implementation	• Number of actions taken by the Institute to raise its profile.
	Results	• Degree of satisfaction among participants.

Cross-cutting impact	Gender	X	Activities aimed at specific groups such as women's associations.
	Social inclusion	X	Activities aimed at specific groups that have an impact on their social inclusion.
	Ecological Transition	X	Activities to raise awareness of actions carried out by the Institute in the field of Ecological Transition.
	Territorial Diversity and Administrative Cooperation	N/A	



10.4.4 CONFERENCE ON BEST PRACTICES IN EDUCATIONAL DEVELOPMENT PROGRAMMES AND ACTIVITIES RELATED TO PARTICIPATION AND EDUCATIONAL INCLUSION IN SCHOOLS IN AREAS OF SOCIAL TRANSFORMATION

Department

EDUCATIONAL DEVELOPMENT AND VOCATIONAL TRAINING

Directorate-General for Educational Participation and Inclusion



Other stakeholders (Public)

- Educational centres recognised as Learning Communities, educational centres with Service Learning Projects, educational centres with inclusive practices that are benchmarks in the Andalusian community, local councils with good educational practices, etc.

Other stakeholders (civil society)

- Educational community, families, non-profit organisations collaborating in education.

Background

In the context of Spain's 4th Open Government Plan 2020-2024, there has been a push to bring institutions closer to citizens, strengthening the principles of transparency, participation and integrity. The Regional Ministry seeks to align itself with these principles by organising Good Practice Conferences that promote the participation of the educational community in Andalusian centres and direct knowledge of their management and activities. These conferences aim to create a space for dialogue and collaboration between the actors involved and key sectors of the educational community.

What is the problem/need that the initiative aims to solve?

Educational centres need training in educational community participation and, increasingly, there is a need to involve and train students in the values of citizenship and solidarity in the face of the real needs of the environment.

These Good Practice Conferences should serve as a reference for centres involved in these actions, involving teachers and educational communities in real transformations of the environment, especially in Areas in Need of Social Transformation (ZTS).

Brief description

The Conference on Good Practices in Educational Development Programmes highlights the need to initiate a reflective process that guides educational practice with a view to understanding and systematically harnessing the transformative potential of educational programmes in developing the skills required by the current education system.

They should serve to take a critical look at those aspects that significantly affect this fundamental strategy in lifelong learning.

Educational Development Programmes must go beyond being a catalogue of actions to become an offer of opportunities for coexistence, inclusion, participation and, ultimately, for improving the chances of educational success for all students, regardless of their socio-economic and cultural circumstances of origin, a factor of particular importance in areas in need of social transformation.

In this regard, it will be guided by the following guidelines:

- Attention to Diversity: Educational success from all perspectives.
- Coexistence: Diverse educational success.
- Participation: Involvement, the key to educational success.

Objectives

- Teacher training in Learning Communities and Service Learning Projects, particularly in ZTS.
- Encourage participation by sectors of the educational community in Andalusian schools.
- Create a space for open dialogue between the administration and citizens.
- Promote awareness of the Sustainable Development Goals (SDGs) and their application in education.

How does the initiative contribute to solving the problem or meeting the need?

By creating a space for equal dialogue at the conference, with opportunities for debate on the challenges and difficulties faced in education when opening schools to the wider community.

The conference should demonstrate that educational institutions are 21st-century learning spaces that are leaders in inclusion and participation, and enable citizens and families to learn more about the work of educational institutions, their projects, and how they can get involved in participatory processes, in line with the principles of citizen participation in open government.

Relevance to Open Government values

This commitment is aligned with the values of transparency, citizen participation, collaboration, and public integrity. promoting greater access to information and encouraging direct citizen involvement in education.

**Link to the 2030
AGENDA**



Initiative		
Organisation of Good Practice Conferences with the participation of all key players in the education sector.		
Initiative activities	Start date	End date
Meetings to organise the conferences	June 2025	October 2025
Distribution of material and promotion of the conference	September 2025	October
Holding of the conference	October 2025	October 2025

Timeline Estimated	2025	2026	2027	2028
	X	X	X	X
Tract	PUNCTUAL			SUCCESSIVE

Expected results		
• Increase in centres with good inclusive practices. • Establishment of networks for collaboration and ongoing dialogue between centres and with citizens. • Increase in projects to improve the local environment with solidarity actions serving the community.		
Indicators of the initiative		
Indicators of implementation (le) of results (lr)	Implementation	• Number of attendees at the conference.
	Outcome	• Increase in inclusive and solidarity projects at anda-luces centres.



Cross-cutting impact	Gender	X	Gender equality will be promoted through the equal inclusion of men and women in presentations and debates.
	Social inclusion	X	Good practices that are inclusive of vulnerable groups, ethnicities and students will be guaranteed.
	Ecological Transition	X	Good practices will be presented for projects related to environmental improvement.
	Territorial Diversity and Administrative Cooperation	X	Collaboration with local councils and territorial delegations on best practices for educational citizen initiatives in municipalities.

Observations

Although it has been completed as a Prioritised Proposal to which Participation Training is assigned, it could also be assigned to child and youth participation or citizen conventions, as these are good practices in centres with high levels of participation in their governance, both by students and by families and the community.

TRANSPARENCY AND ACCESS TO INFORMATION

10.4.5 ENHANCE ACCESS TO INFORMATION ON SCIENTIFIC STAFF AND THE INSTITUTE'S SCIENTIFIC, TECHNOLOGICAL, TRAINING AND INNOVATION OUTPUT

Department

AGRICULTURE, FISHERIES, WATER AND RURAL DEVELOPMENT

Andalusian Institute for Agricultural, Fisheries, Food and Organic Production Research and Training Other and Organic Production

stakeholders involved (Public) •

None



Other stakeholders (civil society)

- Agricultural associations, cooperatives, entities in the sector

Background

There are currently various mechanisms that convey information about the Institute's production to the agri-food sector, such as Servifapa, a distance learning platform, news, etc. It is necessary to promote these mechanisms or create new ones so that all of the Institute's production reaches the sector.

What is the problem/need that the initiative aims to address?

The Institute produces a large number of scientific publications and carries out numerous activities in the fields of research, transfer of results and training, but these do not reach all potential consumers.

Brief description

Actions to promote awareness of the Institute's activities, publicity, communication, transfer.

Objectives

- Increase the visibility of the Institute's activities.
- Transparency in activities.
- Improvement in public service delivery.

How does the initiative contribute to solving the problem or meeting the need?

Improved visibility of the Institute and its work, encouraging collaboration and cooperation with the sector, promoting the transfer of results and improving activity.

Relevance to Open Government values

Improving the transparency and integrity of public institutions by promoting their public service.

Link to the 2030



AGENDA

Initiative activities	Start date	End date
Working groups with the sector.	01/01/2026	31/12/2027



Improvements in advertising and communication of activities.				01/01/2025	31/12/2027
New applications that enable access to information.				01/06/2025	31/12/2029
Estimated timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
- Improved access to data on the Institute's researchers and activities. - Improved transfer of results.					
Initiative indicators					
Indicators Implementation (Ie) Results (Ir)	Implementation	Number of actions carried out.			
	Outcome	- Number of applications put into operation. - Number of working groups.			
Cross-cutting impact	Gender	X	Working groups with rural women's associations to identify weaknesses and work on improving them. Increase in information channels.		
	Social inclusion	N/A			
	Ecological Transition	X	Increase communication of the actions carried out by the Institute that have an impact on the Ecological Transition, increasing the target audience.		
	Territorial Diversity and Administrative Cooperation	N/A			

10.4.6 IMPROVING ACCESS TO INFORMATION ON PROCEDURES INITIATED AT THE REQUEST OF THE INTERESTED PARTY

Department

ECONOMY, FINANCE AND EUROPEAN FUNDS

Andalusia Tax Agency



Other stakeholders (public)

- Andalusia Digital Agency

Other stakeholders (civil society)

- Taxpayers who initiate tax proceedings (general public, professionals who act as social partners in the application of taxes, and companies)

Background

The Andalusian Tax Agency has a project called "PE08. Generation of public information of social utility", which aims to improve the qualitative and quantitative transparency of the information generated and managed by the Agency's bodies. For 2024, it has scheduled an activity called "PE08.02 Updating the data catalogue", which aims to review, update and, where appropriate, expand the data catalogue, including the provision of information related to procedures initiated at the request of the interested party.

What is the problem/need that the initiative aims to resolve?

To enable citizens to know the average processing and resolution time (in days) for administrative procedures that are processed at the request of the interested party.

Brief description

The Andalusian Tax Agency's website provides quarterly information on procedures of particular interest to citizens:

- Refunds
- Deferrals
- Appeals

Objectives

Citizens can monitor the average processing time for their requests, evaluating the Administration's response time to their requests, which, by extension, allows them to evaluate public management in a key area of action.

How does the initiative contribute to solving the problem or meeting the need?

The publication of this public data using interactive visualisation allows citizens to analyse and discover information of interest and facilitates the evaluation of the entity's management.

Relevance to Open Government values

Improves transparency and accountability by facilitating access to information of public interest, as it allows for the evaluation of the Agency's activity in relation to specific requests of interest to citizens.

**Link to the 2030
AGENDA**





Initiative					
The activity described is part of the project "PE08. Generation of public information of social utility" project, which seeks to improve the qualitative and quantitative transparency of the information generated and managed by the Agency's bodies, which in turn is part of the entity's strategic objective of "Improving Fiscal Governance" and the Performance and Results area of "Good governance, transparency and accountability".					
Initiative activities				Start date	End date
PE08.02. Updating the data catalogue. Review, update and, where appropriate, expansion of the data catalogue.				01/01/2024	31/12/2026
Timeline Estimated	2025	2026	2027	2028	
	x	X			
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
- Improvement of public information of social utility in various key areas. - Evaluation of the Agency's response to requests from citizens. - Understanding the Agency's activities. - Availability of gender-specific statistical information.					
Initiative indicators					
Indicators Implementation (Ie) Result (Ir)	Implementation	- Indicator: number. - Compliance reference: 4 (one update per quarter).			
	Result	Percentage of procedures initiated at the request of the interested party resolved within the deadline.			
Cross-cutting impact	Gender	X	"Provide statistical information on gender issues", with the operational objective being "To improve the dissemination of tax statistics with a gender perspective". Specifically, through the dissemination of statistical information taking into account the cross-cutting issue of gender.		
	Social inclusion	N/A			
	Ecological Transition	N/A			
	Territorial Diversity and Administrative Cooperation	N/A			

10.4.7 IMPROVE THE PUBLIC INFORMATION THAT THE ANDALUSIAN REGIONAL GOVERNMENT MAKES AVAILABLE TO CITIZENS BY PROMOTING EQUAL ACCESS

Department

PRESIDENCY, INTERIOR, SOCIAL DIALOGUE AND ADMINISTRATIVE SIMPLIFICATION

Deputy Ministry

Other stakeholders (Public)

- Andalusia Digital Agency



Other stakeholders (civil society)

Background

There is no related initiative or activity currently underway or included in the 4th Plan.

What is the problem/need that the initiative aims to address?

Specifically, in terms of access to public information, citizens are taking the initiative by requesting information held by public authorities. However, in order to do so, it is necessary to promote and make available tools that facilitate not only awareness of their rights in this regard, but also how they can exercise them, so as to guarantee equal access to them.

Brief description

To guarantee access by right, measures must be promoted that encourage citizens to become aware of this right and how to exercise it, taking into account all those who may be applicants and providing clear and comprehensible information as an essential requirement.

In this regard, easy-to-read text and clear language facilitate communication with citizens, promoting participation and integration into society, especially for those with greater comprehension difficulties. These include older people, people who are not fluent in the language, people with intellectual disabilities and, in general, people at risk of social exclusion.

In line with the above, and within the framework of the operational planning on public transparency of the Regional Government of Andalusia and the actions to be carried out in the area of transparency, it is essential to promote measures that contribute to fostering and improving citizens' awareness of their right of access to public information, as well as to carry out specific actions to disseminate the tools already available, thereby improving the content published on the Regional Government of Andalusia's website.

Objectives

Empowering citizens to access information held by public administrations.

How does the initiative contribute to solving the problem or meeting the need?

By including specific measures that contribute to making tools available to citizens that improve and enhance their knowledge of public information.

Relevance to Open Government values

It deepens transparency by developing actions aimed at improving it and promoting equal access to it.



It promotes, strengthens and improves the quality of participation in public management, allowing citizens to access information that enables them to participate in public decision-making, with the aim of achieving better results and improving democratic quality.

Link to the 2030



AGENDA

Initiative activities			Start date	End date
Approval of measures aimed at improving information on the right of access in operational planning in the area of public transparency.			01/01/2025	31/05/2025
Adapt texts published in clear and understandable language for the general public.			01/01/2025	31/12/2025
Actions to disseminate the easy-to-read guide on the right of access published on the Portal.			01/05/2025	31/12/2026
Actions to disseminate information on the right of access and on the content published in the Transparency Section of the Portal of the Regional Government of Andalusia.			01/01/2025	31/12/2026

Timeline Estimated	2025	2026	2027	2028
	X	X		

Tract	PUNCTUAL		SUCCESSIV E	X

Expected results		
Improve access to public information.		
Initiative indicators		
Indicators execution (le) result (lr)	Execution	- Number of contents adapted to plain language. - Number of actions to disseminate the easy-to-read guide. - Number of tweets/posts on social media about public information.
	Outcome	- Percentage increase in content views compared to the previous year. - Number of new users. - Number of impressions on social media.

10.4.8 OPEN DATA AND PROMOTION OF REUSE IN THE ANDALUSIAN ADMINISTRATION

Department

PRESIDENCY, INTERIOR, SOCIAL DIALOGUE AND ADMINISTRATIVE SIMPLIFICATION

Deputy Ministry

Other stakeholders (public)

- Andalusia Digital Agency

Other stakeholders (civil society)



Background

It was included as commitment 10.4 Andalusia of the 4th Open Government Plan, Initiative 10.11 Plan for the opening of data and promotion of big data technology.

What is the problem/need that the initiative aims to solve?

The Regional Government of Andalusia manages a large volume of public data and information within its sphere of competence. Opening up this data is a slow process that requires the identification, definition, preparation and publication of public data in open, machine-readable formats. More than 700 data sets have now been opened up, but further work is needed to increase and improve the quality of the data offered in the Open Data Portal catalogue. In addition to opening up the data, actions must be taken to promote its reuse, either through the development of use cases, active listening to the community of reusers, or training and dissemination of the benefits of reuse.

Brief description

Promoting the opening up and reuse of public data in Andalusia.

This proposal outlines the work needed to develop, review and implement iterative openness plans with the aim of increasing the quality and quantity of data published in open formats, as well as promoting its reuse and exploitation in order to generate economic and social value, promote transparency and facilitate accountability.

Objectives

- Increase the quality and quantity of data published in open format.
- Disseminate and provide training on reuse to promote the use of data and encourage it to generate public value for the administration itself, the business sector and civil society.
- Facilitate active listening through the use of information technology, involving the administration, the business sector and civil society, in order to generate an environment of collaboration and contact that meets the needs that arise for each of them.

How does the initiative contribute to solving the problem or meeting the need?

Open data contributes substantially to economic growth and job creation, helps improve decision-making and drives innovation. It also contributes to greater transparency in government and public administration, as well as increasing the efficiency of public services provided to society.

Relevance to Open Government values

The publication of open data allows for greater transparency and accountability, generates higher levels of public trust, better public services and more effective policy-making. Open data is an enabler of transparency, participation and collaboration, which are the pillars of open government.



Link to the 2030 AGENDA



Initiative

The open data initiative consists of a series of activities aimed at selecting data to be opened up within all departments of the regional ministries and affiliated bodies, through openness plans and reviews of these plans, which include an implementation plan and culminate in the publication of the data in the open data catalogue. It also includes actions aimed at disseminating the data and examples of reuse with the support of the community of reusers.

Initiative activities	Start date	End date
Definition, approval and periodic review of openness plans in all regional ministries.	01/01/2025	31/12/2028
Implementation of opening plans.	01/01/2025	31/12/2028
Establish active listening processes with the community of publishers and re-users.	01/01/2025	31/12/2028
Maintain and improve the open data portal infrastructure, facilitating automated access to data.	01/01/2025	31/12/2028

Estimated Estimated	2025	2026	2027	2028
	X	X	X	X
Tract	PUNCTUAL			SUCCESSIV E
				X

Expected results

- Increase the number of datasets currently published on the Open Data Portal.
- Improve the quality of the data and its updating.
- Identify the community of reusers and maintain an open dialogue to address their needs and evaluate the benefits obtained.
- Maintain a set of indicators that facilitate the analysis of data use and exploitation.

Initiative indicators

Indicators Implementation (le) Results (lr)	Implementation	• No. of open projects implemented. • No. of data requests received. • Number of training activities and events designed and held to promote reuse.
	Results	• Number of open data sets added. • Percentage increase in data offered through APIs. • % increase in high-value data. • Percentage of requests resolved favourably. • Assessment of training activities.

10.4.9 DATA OBSERVATORY OF ANDALUSIAN PUBLIC UNIVERSITIES

Ministry

UNIVERSITY, RESEARCH AND INNOVATION

Directorate-General for Universities



Other stakeholders (Public)

- Andalusia Digital Agency

Other stakeholders (Civil Society)

- Public universities in Andalusia

Background

There is no comprehensive university data information system in Andalusia that enables decision-making and the dissemination of data on the Andalusian university system.

What is the problem/need that the initiative aims to address?

There is a need for a comprehensive university data information system that will be responsible for processing and systematisation for use and exploitation by the Andalusian university system.

Brief description

The comprehensive university data information system will be responsible for processing, analysing and systematising data for use and exploitation by the Andalusian university system.

Objectives

This system will provide the data necessary for the development of policies in the public university system with objective, auditable and verifiable data.

This system will promote the dissemination of data from the Andalusian university system, offering a comprehensive overview of universities and the results of their work, analysing long-term trends in higher education.

How does the initiative contribute to solving the problem or meeting the need?

This system allows for the collection of objective, auditable, and verifiable data for decision-making at the university level.

Relevance to Open Government values

It will enable the provision of data on the Andalusian public university system to citizens on a global basis.

Link to the 2030



AGENDA

Initiative

- Approval of the University Law for Andalusia, which includes the data observatory for Andalusian public universities.
- Tender by the Andalusian Digital Agency for the contract to develop the comprehensive university data information system.



Activities of the initiative				Start date	End date
Administrative processing of the University Law for Andalusia, which includes the data observatory for Andalusian public universities.				September 2024	July 2025
Development of the computer system and implementation.				July 2025	March 2026
Estimated timeline Estimated	2025	2026	2027	2028	
	X	X			
Tract	PUNCTUAL			SUCCESSIV E	
Expected results					
- Obtain objective, auditable and verifiable data for decision-making in the university environment. - Systematisation and simplification of data collection from Andalusian public universities.					
Indicators of the initiative					
Indicators of implementation (le) of results (lr)	Implementation	Project phase: data collection/data exploitation.			
	Outcome	Number of data items included in the system.			
Cross-cutting impact	Gender	N/A			
	Social inclusion	N/A			
	Ecological Transition	X	The exchange of information through different systems is avoided, systematising everything in one way. different systems, systematising everything through a single channel.		
	Territorial Diversity and Administrative Cooperation	X	The exchange of information between the Autonomous Community and the public universities of Andalusia is facilitated.		

INTEGRITY AND ACCOUNTABILITY

10.4.10 DEVELOPMENT OF THE ADVISORY PROGRAMME ON PUBLIC POLICY EVALUATION IN THE REGIONAL GOVERNMENT OF ANDALUSIA

Department

JUSTICE, LOCAL ADMINISTRATION AND PUBLIC SERVICE

Andalusian Institute of Public Administration



Other stakeholders (public)

- Department of Inclusion, Youth, Families and Equality
- Andalusian Digital Agency

Other stakeholders (civil society)

Background

Since 2017, the Andalusian Institute of Public Administration (IAAP) has been working with the Regional Government of Andalusia to implement Public Policy Evaluation as a commitment to accountability in the implementation of public policies.

We have developed a public policy planning methodology that allows for the evaluation of these policies.

We are drafting a law on public policy evaluation and developing a computer application where all this information will be stored, which will enable accountability for public policy plans and strategies throughout the Regional Government of Andalusia.

What is the problem/need that the initiative aims to solve?

To evaluate the public policies of the Regional Government of Andalusia and ensure accountability for the commitments made in them.

To report on the strategic plans and programmes that the Regional Government of Andalusia is implementing, explaining what is being done, with what resources and with what results.

Brief description

A computer application is being developed, the Andalusia Plan and Programme Monitoring and Evaluation System (SEPA), which will provide information on the plans being implemented (once the information has been entered) and monitor compliance with the performance and results indicators.

Objectives

- To ascertain the interim and final results of the strategic plans of the Regional Government of Andalusia.
- To monitor the implementation of plans and programmes.
- To explain to citizens what the Regional Government of Andalusia is doing in general, and by sector.
- Give visibility to the groups involved in monitoring achievements.
- Develop all types of evaluation within the Regional Government of Andalusia.

How does the initiative contribute to solving the problem or meeting the need?

SEPA will enable:

- Help plan public policies and compare them.
- Monitor public policies.
- Conduct comprehensive and partial analyses to enable improvement.
- Identify programmes that are efficient.
- Identify programmes that need improvement in order to be more efficient.



Relevance to Open Government values

The SEPA is a comprehensive, uniform and cross-cutting tool for all departments of the Regional Government of Andalusia that will enable accountability for government action.

Systematising all the information on plans and programmes will not only make it possible to explain what is being done in each plan and programme, but also to compare them according to various criteria.

It has been designed not only as an exercise in transparency but also as a tool for analysing and drawing conclusions that can be used to improve public action.

Link to the 2030



AGENDA

Initiative		
Have the SEPA system operational for the entire Regional Government of Andalusia.		
Initiative activities	Start date	End date
Preliminary SEPA.	01/11/2023	30/11/2024
Test the preliminary SEPA.	01/11/2024	31/01/2025
Improve preliminary SEPA.	01/01/2025	31/03/2025
Develop the rest of the planned functionalities.	01/11/2024	31/07/2025
Staff awareness.	01/11/2024	30/09/2025
Staff training.	1 December 2024	31/05/2025
Parallel support and advice.	01/11/2024	30/09/2025
From 2026 onwards, it should be fully operational and all information on plans and programmes should be entered.		

Timeline Estimated	2025	2026	2027	2028
	X			
Tract	PUNCTUAL		SUCCESSIVE	
			E	
			X	

Expected results		
A single source of information for political and technical staff and citizens where, depending on each profile, up-to-date information on the public actions of the Regional Government of Andalusia can be accessed.		
Indicators of the initiative		
Indicators of implementation (le) of results (lr)	Implementation	
		- Percentage of plans entered into SEPA. - Number of management centres and regional ministries involved in SEPA. - Number of management centres participating in testing. - Number of training activities and participants. - Percentage of departments that have 100% of their plans in SEPA. - Number of management centres and ministries that have introduced evaluations.

	Results		- Percentage of ministries and management units that have entered information on their plans and programmes. - Percentage that update implementation and results monthly/quarterly. - Percentage of evaluations carried out by the Regional Government of Andalusia that are registered. 75% of improvement commitments are achieved.
Cross-cutting impact	Gender	X	All data provided by SEPA relating to individuals is disaggregated by sex. The impact on gender can be measured. to individuals is disaggregated by sex. The gender impact can be measured.
	Social inclusion	X	SEPA will enable us to ascertain the actual scope of public action aimed at different disadvantaged groups, even if they belong to different management units.
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	It will enable analysis of where the greatest public action is being carried out. It is expected that all public administrations in the territory covered by Anda-luz will also be able to enter their information.

Observations

SEPA is completing its first phase of development and implementation, but it will require political leadership and internal regulations in order to truly collect ALL the information from the JdA.

10.4.11 INTEGRITY SEALS FOR PUBLIC ADMINISTRATION BODIES

Department

JUSTICE, LOCAL ADMINISTRATION AND PUBLIC SERVICE

General Secretariat for Public Administration

Other stakeholders (public)

- Andalusian Office against Fraud and Corruption

Other stakeholders (civil society)

Background

Spain is one of five OECD countries, along with Canada, Ireland, Iceland and Norway, that have not adopted a strategic plan to reduce the risks of corruption with a coherent and comprehensive integrity system, which is one of the organisation's key recommendations. The OECD recommends the development of a public integrity strategy based on three pillars:

- System: having a system in place to reduce opportunities for corrupt behaviour.
- Culture: Changing a culture to make corruption socially unacceptable.
- Accountability: Making people responsible for their actions.

All of the above makes it advisable to establish preventive and corrective tools to address breaches of integrity and possible acts of corruption.

It is therefore necessary to establish regulatory frameworks, such as integrity maps obtained from a detailed and specific risk assessment, and their effective implementation accompanied by the measurement of the results achieved. This risk assessment and the development of regulatory integrity frameworks must be carried out in conjunction with external anti-fraud control authorities to ensure the transparency of the process.

What is the problem/need that the initiative aims to address?

The absence of integrity frameworks in public administrations that anticipate and correct conduct contrary to the principles of public integrity. The absence of integrity seals that guarantee that the certified entity has its own integrity map, ensuring that a rigorous self-assessment of its potential risks has been carried out, that a relevant risk map has been drawn up, and that an integrity plan has been developed.

Brief description

Development of integrity frameworks in public administrations.

Accreditation of those administrative units that develop their respective integrity frameworks. Integrity frameworks

are developed in four basic phases:

- A self-assessment of the situation.
- A specific risk assessment by activity.
- An integrity plan covering the identified risks.
- An external assessment.

It is proposed that the monitoring, verification and final assessment be carried out by external anti-fraud authorities or similar bodies.

Objectives

- Development of integrity frameworks by public administrations.
- Conducting self-assessments by public administrations in the area of integrity.

- Detection and mapping of risks that public administrations may face based on their powers and their own management.
- Draw up the corresponding Integrity Plan.
- Certify that public administrations comply with the above steps, creating, where appropriate, a common distinction for all public administrations. Such accreditation may, where appropriate, be carried out by the independent authorities referred to in Law 2/2023 of 20 February, and, where appropriate, either by the Autonomous Community itself or by the one created by the General State Administration.

How does the initiative contribute to solving the problem or meeting the need?

This would comply with the OECD recommendation in this regard, addressing a need that has not yet been addressed in our country and that must be initiated gradually, all with the aim of creating a culture of public integrity, just as a culture of occupational risk prevention has been created with the approval of Prevention Plans, or a culture of equality with the approval of Equality Plans.

Relevance to Open Government values

We understand that it has MEDIUM relevance, insofar as integrity and accountability is one of the pillars of the Plan and probably one of the least developed in previous plans, especially in comparison with other pillars such as transparency.

[Link to the 2030 AGENDA](#)



Initiative activities	Start date	End date
In addition to drawing up the relevant Integrity Map, which will give rise to the respective Integrity Plan, the following complementary activities are also considered, which have also been included in a separate proposal:		
Training for public employees on public integrity.	01/01/2026	Indefinite
Inclusion of topics related to public integrity in the syllabus for competitive examinations.	01/01/2025	Indefinite

Timeline Estimated	2025	2026	2027	2028
	X	X	X	X
Tract	PUNCTUAL		SUCCESSIVE	
			E	
			X	

Expected results

That at least 5% of public bodies have developed integrity maps and are accredited by the end of the Fifth Plan.

Initiative indicators

Indicators of implementation (Ie) of results (Ir)	Implementation	Entities applying for/participating in the integrity monitoring pilot programme.
	Outcome	- Number of public bodies that develop integrity maps (5%). - Number of public bodies with accreditation in integrity matters (5%).



Cross-cutting impact	Gender	N/A	
	Social inclusion	N/A	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	

PRESENTATION OF THE OPEN GOVERNMENT CHALLENGE

Why does this commitment meet the ambition of the Challenge?

This initiative responds to the ambition of the challenge because it involves developing integrity systems at the local level in the agencies of the Autonomous Community of Andalusia.

Given that we are starting from a national context in which no strategic plan has been adopted to reduce the risks of corruption through a coherent and comprehensive integrity system (according to OECD studies), this initiative has an objective that will undoubtedly represent a major step forward in the fight against corruption and that can be replicated in other administrations to gradually consolidate integrity in our country.

These integrity systems will be established through all tools that reduce opportunities for corrupt behaviour: integrity frameworks, integrity self-assessments, risk maps, integrity plans, and integrity seals.

Thus, a key aspect of this commitment is the definition and consolidation of so-called "integrity seals" that will guarantee that an entity has not only preventive but also corrective tools in place to preserve integrity in the exercise of its powers. This certification will be a recognition that a growing number of organisations are expected to aspire to, thus demonstrating their interest in preserving integrity as a fundamental value of Open Government at the local level.

Why does this commitment respond to the ambition of the Challenge? <i>A single commitment can address several areas of action</i>	Select one of the following: - Access to information Integrity - Civic space - Climate and environment - Digital governance - Fiscal openness - Gender and inclusion - Justice - Freedom of the press - Public participation	What is the secondary area of the challenge? <i>(if any)</i>	Select one of the following (if applicable): - Access to information - Integrity - Civic space - Climate and environment - Digital governance - Fiscal openness - Gender and Inclusion - Justice - Freedom of the press - Public participation

OPEN GOVERNMENT

10.4.12 @RCHIVA-SINGLE ELECTRONIC ARCHIVE OF THE REGIONAL GOVERNMENT OF ANDALUSIA OPEN DATA SOURCE: INTEROPERABILITY WITH OPEN DATA MANAGEMENT PLATFORMS AND CITIZEN SERVICES

Department

CULTURE AND SPORT

General Secretariat for Historical and Documentary Heritage

Other stakeholders (Public)

- Andalusia Digital Agency

Other stakeholders (civil society)



Background

@rchivA is the Andalusian Regional Government's archive and document information system. The documentary production that evidences the actions of the documentary administration is managed in this system, making it the largest source of information on the administration's activity and impacting practically all the lines of action included in the Framework Document approved by the Open Government Forum and the Sectoral Commission in plenary session on 9 February 2024, on which the six pillars of the 5th Open Government Plan 2025-2029 are based.

What is the problem/need that the initiative aims to solve?

To facilitate the interoperability of @rchivA with open data and citizen service platforms in order to facilitate the exploitation of data and the response to requests for access to documents made through Carpeta Ciudadana.

Brief description

To meet this need, an evolutionary action plan will be developed for the @rchivA information system, which will serve as a data source for use by other systems and interoperate with Carpeta Ciudadana to facilitate access to documents.

Objectives

To enhance the capacity of @rchivA to meet the objectives of transparency, the right to information, digital governance and promotion of Open Government.

How does the initiative contribute to solving the problem or meeting the need?

By enabling interoperability with the various systems involved in these services.

Relevance to Open Government values

This action facilitates public administrations being governed by the values of open government, such as transparency, accountability, citizen participation, collaboration, the exercise of the right to information, innovation, etc.

[Link to the 2030](#)



AGENDA



Initiative					
Evolutionary development of the @rchivA Information System—the Andalusian Regional Government's single electronic archive—for interoperability with open data management platforms and citizen services.					
Initiative activities				Start date	End date
Definition of requirements.				01/09/2025	31/10/2025
Organisation and planning of developments.				01/11/2025	31/12/2025
Commission for the execution of evolutionary developments.				1 December 2025	31/05/2026
Production launch.				01/09/2026	
Estimated Estimated	2025	2026	2027	2028	
	X	X			
Tract	PUNCTUAL		X	SUCCESSIV E	
Expected results					
@rchivA will have the necessary components and functionalities to receive and supply integrated platform data requests, as well as to manage and resolve requests for access to documents made through Carpeta Ciudadana.					
Improvement in the transfer of results					
Indicators of execution (le) of result (lr)	Execution	- Delivery of tests for version 05/2026. - Delivery validated with first integration 07/2026.			
	Result	Number of integrated data consumer platforms 12/2026.			
Cross-cutting impact	Gender	N/A			
	Social inclusion	N/A			
	Ecological Transition	N/A			
	Territorial Diversity and Administrative Cooperation	X	Affects interoperability by facilitating the provision of data and citizen services.		

10.4.13 MANAGEMENT OF NON-NATIVE (HYBRID) ELECTRONIC ADMINISTRATIVE FILES FOR ENTRY INTO @RCHIVA-SINGLE ELECTRONIC ARCHIVE OF THE REGIONAL GOVERNMENT OF ANDALUSIA

Department

CULTURE AND SPORT

General Secretariat for Historical and Documentary Heritage

Other stakeholders (Public)

- Andalusia Digital Agency

Other stakeholders (civil society)



Background

There is a significant volume of documentary production that makes up files in which various formats and media converge, making it difficult to manage and archive them for use as evidence of administrative action.

What is the problem/need that the initiative aims to solve?

There is a significant volume of documentary production that makes up files in which various formats and media converge, making it difficult to manage and archive them for use as evidence of administrative action. The aim is to standardise and automate the conversion to electronic administrative files and their entry into @rchivA, the single electronic archive of the Regional Government of Andalusia, in order to make evidence of administrative actions available, which is a sine qua non requirement for acting with transparency.

Brief description

To meet this need, a coordinated action will be planned to implement and establish a roadmap in the bodies of the Regional Government of Andalusia to detect the administrative procedures on which to act and manage the files generated until their archiving, ensuring their integrity, preservation and implementation.

Objectives

Ensure the preservation and management of evidence of administrative actions to facilitate the availability of the documents necessary to act in accordance with the objectives of transparency and open government.

How does the initiative contribute to solving the problem or meeting the need?

By enabling the documents and files that document administrative actions to be managed and made available at the service of citizens and public administration bodies themselves.

Relevance to Open Government values

Ensuring the availability of and access to complete documents that provide evidence of administrative actions is a sine qua non condition for public administrations to be governed by the values of open government, such as transparency, accountability, citizen participation, collaboration, innovation, etc.

**Link to the 2030
AGENDA**



Initiative

Management of hybrid files to ensure their integrity and preservation in @rchivA-single electronic archive of the Regional Government of Andalusia.



Initiative activities			Start date	End date	
A roadmap will be implemented in each administrative body, which will involve the following activities:					
Identify the points of document production that respond to this case study.			01/01/2025	31/05/2025	
Promote the classification of documentary series to which they correspond in order to establish a prioritisation for processing.			01/03/2025	31/12/2026	
Establish instructions for the processing of the files subject to action.			01/03/2025	31/05/2025	
Implement the automation of the transformation of these files and their entry in @rchivA, the single electronic archive of the Regional Government of Andalusia.			01/06/2025	31/12/2026	
Estimated Estimated	2025	2026	2027	2028	
	X	X			
Tract	SPECIFIC			SUCCESSIV E	X
Expected results					
Ensure the integrity and preservation of hybrid files by controlling the risk of document gaps. Make evidence proving administrative action available to the public.					
Initiative indicators					
Indicators of implementation (Ie) of results (Ir)	Implementation	- Number of Andalusian Regional Government bodies in which integration and automation for the transfer of non-native (hybrid origin) electronic administrative files to @rchivA has been implemented. - Number of administrative procedures/document series in which the initiative has been implemented.			
	Outcome	Number of non-native electronic administrative files (hybrid origin) entered into @rchivA—the JA's single electronic archive—in the first six months after the first implementation went live.			
Cross-cutting impact	Gender	N/A			
	Social inclusion	N/A			
	Ecological Transition	N/A			
	Territorial Diversity and Administrative Cooperation	X	This affects interoperability by enabling the documents and files on which the action is based to be made available.		

10.4.14 IMPLEMENTATION OF THE NEW COMPREHENSIVE MANAGEMENT MODEL FOR THE ANDALUSIAN EMPLOYMENT SERVICE

Ministry

EMPLOYMENT, BUSINESS AND SELF-EMPLOYMENT

Andalusian Employment Service

Other stakeholders (public)

- Andalusia Digital Agency



Other stakeholders (civil society)

Background

Between 2020 and 2023, the Andalusian Employment Service has developed a statistical profiling system that assigns an employability indicator to each unemployed person, based on a wide range of personal and employment information. This system allows for an individualised diagnosis of each unemployed person's probability of finding a job and the employment and/or training programmes most suited to their situation.

The implementation of this statistical profiling system represents a radical change in the way available information is processed and used to make decisions about service provision and measures.

Optimal use of the new profiling systems will only be possible if progress is made, simultaneously and in parallel, in two different but complementary areas of action: the definition and implementation of a new Comprehensive Management Model and the definition of a new model for the organisation, implementation and management of employment services and policies developed within the Autonomous Community of Andalusia.

Between 2020 and 2023, the Andalusian Employment Service has designed, with the financial support of the European Social Fund, a new comprehensive management model aimed at improving the services it offers to citizens and businesses.

The actions carried out up to 2023 have made it possible to define the new model in theory and to tackle the first phase of implementation across the entire branch network.

What is the problem/need that the initiative aims to solve?

To achieve greater efficiency and effectiveness in the services offered to individuals and businesses through a new approach to intermediation that is more closely aligned with their needs.

Brief description

Design and implementation of services for individuals and companies and employment programmes within the framework of the integrated management model, through the implementation of organisational, methodological and technological tools that improve service delivery.

Objectives

To bring services and programmes closer to citizens and businesses and adapt them to their needs, with the aim of improving the employability of the

Andalusian population.

How does the initiative contribute to solving the problem or meeting the need?

Relevance to Open Government values

Providing tools and instruments that facilitate interaction between citizens and businesses with the Andalusian Employment Service.



Link to the 2030 AGENDA



Initiative activities	Start date	End date
Definition and redesign of processes linked to SAE lines of activity.	01/06/2025	31/05/2028
Assessment of the satisfaction of individuals and companies using the services.	01/06/2025	31/05/2028
Participatory panel for the planning and design of active employment policies.	01/06/2025	31/05/2028
Competency-based management of SAE resource planning and management processes. of the SAE.	01/06/2025	31/05/2028
Training of SAE human resources on the management model.	01/01/2025	31/05/2028
Plan to accompany and support the deployment of tools for effective Implementation of the MGI in the SAE.	1 June 2025	31/05/2028
Functional, technical and aesthetic redesign of employment offices.	01/06/2025	31/05/2028

Estimated timeline	2025	2026	2027	2028
Estimated	X	X	X	X

Tract	PUNCTUAL	X	SUCCESSIVE	

Expected results

- Improvement of processes for serving citizens and businesses.
- Effective deployment of methodological and IT tools associated with the Comprehensive Management Model in the SAE.
- Functional, technical and aesthetic redesign of employment offices.

Initiative indicators

Indicators of implementation (Ie) of results (Ir)	Implementation	• Degree of implementation of MGI tools in Employment Offices and Centres. • Percentage of staff trained in relation to MGI training/implementation in the network of Employment Offices and Centres. • Degree of implementation of the integration of the Satisfaction Assessment into the SAE management systems.
	Results	• Percentage of offices and employment centres that have implemented guidance processes and tools. • Percentage of offices and employment centres that have implemented business services processes and tools.

10.4.15 PROMOTION AND ENCOURAGEMENT OF THE IMPLEMENTATION OF THE INFORMATION AND ASSISTANCE SERVICE FOR ADMINISTRATIVE PROCEDURES IN ALL REGIONAL MINISTRIES TO ELIMINATE BARRIERS TO THE COMPLETION OF ADMINISTRATIVE PROCEDURES BY CITIZENS

Department

JUSTICE, LOCAL ADMINISTRATION AND PUBLIC SERVICE

General Secretariat for Public Administration



Other stakeholders (Public)

- All
- Administrative units and bodies responsible for processing administrative procedures

Other stakeholders (civil society)

- General public

Background

There was no single channel through which citizens could contact the administrative units processing their cases to find out the status of their files or obtain specialised information about a procedure within their jurisdiction. Traditionally, in some cases, local authorities had a telephone number or email address to channel any queries they might receive.

In March 2023, the Information and Assistance Service was launched as a pilot project, using an appointment system for consulting administrative files and obtaining assistance in completing procedures, facilitating orderly interaction between citizens exercising their rights as interested parties and administrative units.

What is the problem/need that the initiative aims to solve?

Remove barriers to completing administrative procedures by allowing direct, personal communication between the interested party and the administrative unit. On the one hand, it is necessary to extend the system to more units and, on the other, to promote the provision of support measures that facilitate citizens' autonomy in completing administrative procedures.

Brief description

Promotion and encouragement of the implementation of the information and assistance service for administrative procedures among administrative units.

Objectives

- To advance the transformation of citizen services so that the Administration is more accessible, closer and easier to understand.
- Extend personalised attention and assistance in processing procedures that require greater assistance to citizens.

How does the initiative contribute to solving the problem or meeting the need?

The implementation of the pilot project for the Information and Assistance Service has demonstrated the need for citizens to obtain specialised information or consult on the status of their file at the processing unit itself, as well as improving the self-organisation of these units.

Relevance to Open Government values

It is of HIGH relevance, as the continuous improvement of citizen services from the perspective of promoting citizens' rights is one of the commitments of the Plan.

[Link to the 2030](#)



AGENDA



Initiative activities				Start date	End date
Actions to disseminate the Information System and assist with the process.				01/01/2025	31/12/2028
Ongoing training for citizen service teams to improve their interpersonal and customer service skills, as well as their ability to interact with people with disabilities.				01/01/2025	31/12/2028
Establish mechanisms for evaluation and continuous improvement.				01/01/2025	31/12/2025
Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
• Increase in the number of units and processing bodies offering the Information and Assistance Service. • Increase in the number and type of administrative procedures included in the Service.					
Initiative indicators					
Indicators of implementation (le) of results (lr)	Implementation	• Number of ongoing training activities for citizen service teams citizen services per year. • Number of evaluation and monitoring reports from citizen service units citizen service units per year.			
	Results	• Number of units and processing bodies incorporated into the Information and Assistance Service Information and Assistance Service per year. • Number of administrative procedures and formalities incorporated into the Information and Assistance Service per year.			

10.4.16 PREPARATION AND APPROVAL OF A STRATEGIC PLAN TO IMPROVE THE PROVINCIAL TERRITORIAL ORGANISATION MODEL OF THE ANDALUSIAN REGIONAL GOVERNMENT

Department

PRESIDENCY, INTERIOR, SOCIAL DIALOGUE AND ADMINISTRATIVE SIMPLIFICATION

Directorate-General for Territorial Administration and Administrative Simplification



Other actors involved (Public)

- Justice, Local Administration and Civil Service Andalusian Digital Agency (Department of the Presidency, Interior, Social Dialogue and Territorial Administration)
- All departments of the Regional Government of Andalusia

Other stakeholders (civil society)

- Citizens and economic agents

Background

Achieving a sustainable and progressive future requires, now more than ever, a collective effort in which a global and strategic vision is essential to guide and orient, beyond the short term, the actions of modernisation and improvement of public administrations. In this regard, in order to contribute to economic recovery, it is considered essential to modernise and streamline the Regional Administration of the Andalusian Regional Government, which is the main channel for listening to, serving and providing assistance to citizens.

Consequently, a Strategic Plan is needed for the Provincial Territorial Organisation model in the Administration of the Regional Government of Andalusia, which will enable it to offer a local, agile and useful Territorial Administration, with the capacity to anticipate the needs of citizens, always guided by the principles of effectiveness, efficiency, transparency and legality.

On 21 February 2023, the Governing Council approved the formulation of the Strategic Plan on the Provincial Territorial Organisation model in the Administration of the Regional Government of Andalusia. <https://juntadeandalucia.es/boja/2023/38/2y>

Furthermore, as part of the work carried out to prepare a Diagnosis, a Study of users' perceptions of the procedures and services of the Regional Government of Andalusia has been carried out by the Centre for Regional Studies of Andalusia (CENTRA) in June 2024, commissioned by the General Secretariat of Public Administration within the framework of the joint Diagnosis for the Strategic Plans for People-Centred Digital Administration, Innovative Public Administration and the Provincial Territorial Organisation Model.

Andalusian Sustainable Development Strategy 2030: This is a strategic plan drawn up by the Regional Government of Andalusia to guide both public policies and private sector actions towards a socio-economic development approach that comprehensively encompasses economic prosperity, social inclusion, gender equality and environmental protection.

Law 9/2007, of 22 October, on the Administration of the Regional Government of Andalusia, establishes the general principles governing the organisation and functioning of the administration of the Regional Government of Andalusia, including functional and territorial decentralisation. This Law establishes the territorial organisation of the administration of the Regional Government of Andalusia, which currently consists of the Government Delegations of the Regional Government of Andalusia and the Territorial Delegations in each Andalusian province.

It also establishes that the services of the Regional Government of Andalusia will carry out continuous quality improvement through management and evaluation systems approved by the Governing Council, aimed in all cases at achieving excellence in management.

What is the problem/need that the initiative aims to resolve?

The **problem** identified that this initiative aims to solve is as follows:

Citizen services:

- Inadequate support and assistance for users of public services (difficulty in providing service, lack of consistency).



- Lack of feedback or follow-up information to interested parties on the status of their files.
- Lack of proactivity and foresight on the part of the administration in completing the various procedures.

Procedures and processes:

- Complex administrative procedures that require a great deal of effort on the part of those involved.
- Obsolete procedures that are poorly adapted to the current needs of citizens.
- Lack of common criteria and standardisation of processes and procedures.
- Dispersion of citizen data among different offices and agencies.

User experience:

- Use of language and terminology that is not well suited to the target audience.
- Insufficient or unhelpful information for people who interact with the Regional Government of Andalusia.
- Dispersion of information or procedures, forcing interested parties to familiarise themselves with the internal structure of the Regional Government of Andalusia.

Among the **needs** identified are:

Citizen services:

- Citizens require assistance when carrying out procedures.

Procedures and formalities:

- Tools for measuring and analysing the performance and results of different processes and procedures.

Staff and internal organisation:

- Appropriate support mechanisms for public employees in key areas for the performance of their duties.
- Improve and optimise coordination and communication between Central Services and Regional Administration.

Among the **challenges** identified are:

User experience:

- Intuitive, simple, agile, direct and effective experience of citizens' relationship with the administration.
- Providing real and effective mechanisms, spaces and tools for citizen participation, from the design of services.

Brief description

This plan seeks to adapt the Territorial Administration to the demands of society by anticipating its needs. This means an administration that is proactive, agile and close to citizens, one that stands out for its transparency, effectiveness and efficiency, and one that advances in modernisation and continuous improvement, hand in hand with digitalisation. An administration whose procedures are consistent across all provinces, with the same criteria in each one, providing a quality public service.

Objectives

- Adapt the Regional Administration to the demands of society and the challenges of sustainable administration.
- Promote a more rational Territorial Administration that anticipates citizens' needs, is proactive, agile and accessible, and stands out for its ethics, transparency and efficiency: a transparent, proactive, agile and accessible Administration.
- Consolidate a corporate culture of excellence and advance in the modernisation and continuous improvement of the quality of public services provided: a Quality Administration.

How does the initiative contribute to solving the problem or meeting the need?

- Through a comprehensive and strategic approach that positions and guides, beyond the short term, the actions for modernising and improving the Andalusian Public Administration.
- Including citizens' perceptions in the Plan Assessment.
- Including the perception of public employees of the Territorial Administration.
- Through measures that enable the optimisation of procedures and administrative simplification.

- Promoting effective and sustainable solutions that enable the rationalisation of territorial structures and adequate provision of resources and physical spaces.
- Improving the experience of people who use the territorial administration through specialised attention.
- Reducing the gap in access to public services for vulnerable groups.
- Creating spaces for cooperation and the exchange of experiences in territorial administration.
- Strengthening communication and coordination mechanisms in territorial administration.
- Leading the change management process in territorial administration.
- Providing support mechanisms for public employees in territorial administration.

Relevance to Open Government values

- Promote transparency by developing actions aimed at improving it and enhancing equal access to it.
- Promote, strengthen and improve the quality of participation in public management.

Link to the 2030 AGENDA



Initiative activities	Start date	End date
Prepare a diagnosis of the initial situation, from both an internal and external perspective, to generate a SWOT analysis (Strengths, Weaknesses, Opportunities, Threats), which will establish the point of reflection.	January 2024	June 2024
Definition of strategic objectives to be achieved during the Plan's period of validity.	June 2024	July 2024
Preparation of a programme establishing the measures to be implemented to achieve the defined objectives, including an estimate of the funds allocated to finance them and a timetable for their achievement.	September 2024	November
Definition of an organisation or system for managing the Plan, which determines or distributes responsibilities for its development and implementation.	October 2024	November 2024
Definition of a monitoring and evaluation system for the Plan and its corresponding compliance indicators.	November 2024	December 2024
Approval of the strategic plan by the governing council.	January 2025	February 2025
Adoption of measures.	March 2025	March 2028
Monitoring and evaluation.	To be determined	To be determined

Timeline Estimated	2025	2026	2027	2028
	X	X	X	X
Tract	PUNCTUAL		X	SUCCESSIVE

Expected results

- Approval of the Strategic Plan by the Governing Council.
- Implementation of measures/projects established in the Plan.
- Monitoring and control of the plan.



Initiative indicators			
Indicators Implementation (le) Outcome (lr)	Implementation	% of measures implemented.	
	Outcome	To be determined, based on the indicators established in the evaluation and monitoring system.	
Cross-cutting impact	Gender	N/A	
	Social inclusion	N/A	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	

10.4.17 IMPROVEMENT OF THE INFORMATION PUBLISHED ON SUBSIDIES IN THE TRANSPARENCY SECTION OF THE ANDALUSIAN REGIONAL GOVERNMENT'S WEBSITE

Ministry

PRESIDENCY, INTERIOR, SOCIAL DIALOGUE AND ADMINISTRATIVE SIMPLIFICATION

Deputy Ministry



Other actors involved (Public)

- Department of Economy, Finance and European Funds
- Department of Justice, Local Government and Civil Service
- Andalusia Digital Agency

Other stakeholders (civil society)

Background

There is no related initiative or activity currently underway or included in the 4th Plan.

What is the problem/need that the initiative aims to address?

The information must be published clearly so that it can be understood by citizens who wish to exercise their right to information in a way that promotes citizen participation and, in turn, serves as a fundamental tool for accountability.

With regard to subsidies, transparency obligations are clear and comprehensive. The Transparency Section of the Andalusian Regional Government's website publishes the mandatory information on public subsidies in different sections.

Given the breadth of information published and in order to improve public access to this information, it is necessary to review all the information published on this subject, restructuring the content so that it is more understandable and improves its accessibility.

Brief description

Analyse the information already published on subsidies in the Transparency Section of the Andalusian Regional Government's website. in order to improve access to it for citizens.

Objectives

To improve the information provided in the Transparency Section of the Regional Government of Andalusia's website on subsidies, adapting it to the needs of citizens.

How does the initiative contribute to solving the problem or meeting the need?

It will enable citizens to view the information published on subsidies in a clearer, more organised and understandable way.

Relevance to Open Government values

It allows citizens to learn about the management of public funds and gives them better access to information that affects them, encouraging them to form an opinion on the matter so that they can participate more effectively in decisions that concern them and demand accountability.

**Link to the 2030
AGENDA**





Initiative						
Improvement of the information published on subsidies in the Transparency Section of the Andalusian Regional Government's website.						
Initiative activities				Start date	End date	
Analysis of information published on subsidies in the Transparency Section of the Andalusian Regional Government Portal.				01/01/2025	31/05/2025	
Assessment of areas for improvement in the information.				01/06/2025	30/06/2025	
Study of proposals with the bodies involved.				1 October 2025	31/12/2025	
Development and implementation of the proposal in the Transparency Section.				01/01/2026	30/04/2026	
Estimated timeline	2025		2026		2027	2028
	X		X			
Tract	PUNCTUAL		X	SUCCESSIV E		
Expected results						
Improve access to information on public subsidies in the Transparency Section of the Andalusian Regional Government's website by publishing it in a clearer, more accessible and understandable way for citizens.						
Indicators for the initiative						
Indicators Implementation (Ie) Result (Ir)	Implementation	- Number of sections reviewed. - Number of improvements proposed. - Number of sections modified.				
	Outcome	- Percentage increase in content views compared to the previous year. - Percentage increase in page views of the section dedicated to contracts, agreements and subsidies. - Number of positive evaluations of the modified section or sections.				

10.4.18 ANDALUSIAN TERRITORIAL AND URBAN PLANNING INFORMATION SYSTEM - SITUA

Department

DEVELOPMENT, TERRITORIAL COORDINATION AND HOUSING

Directorate-General for Territorial Planning, Urban Planning and Urban Agenda



Other stakeholders (Public)

- Andalusia Digital Agency

Other stakeholders (Civil Society)

Background

Article 11 of Law 7/2021, of 1 December, on promoting sustainability in the territory of Andalusia (LISTA), establishes that the Regional Ministry responsible for land use planning and urban development shall have a Territorial and Urban Planning Information System for Andalusia (SITUA) as a tool to support coordination and decision-making in the Autonomous Community's territorial policy. This System shall include, in all cases, an inventory of land use plans and general urban planning instruments, as established in section 4 of the aforementioned article.

What is the problem/need that the initiative aims to solve?

This information system aims to strengthen legal certainty in urban planning and land use decisions, ensuring the dissemination, interoperability, reuse, transparency and comprehensibility of the content of technical planning documents. In addition, recent legislation on land use and urban planning (LISTA and its general regulations) establishes a new system of urban planning instruments, making it necessary to adapt to this legislation. Furthermore, it is considered essential that the new information system allows the exploitation of spatial databases from different sources and their visualisation in a cartographic viewer.

Brief description

The aim is to develop a technological platform that includes the following:

- Scope of the Inventory of Land Use Planning and Urban Development Instruments: this will include plans, projects and actions relating to land use planning and urban development instruments.
- Scope of Processing of Urban Planning Instruments: the system will establish a channel of interoperability between the different administrations involved in the processing of urban planning instruments.
- Scope of Registration of Urban Planning Instruments: the system will include the regional administrative registry of urban planning instruments, including the processing of registration through 100% electronic means.
- Scope of Dissemination of Territorial and Urban Planning Information: this will allow access to and consultation of territorial planning and management instruments and urban planning instruments, as well as the dissemination and reuse of the geospatial information contained in these instruments.
- Business Analytics: includes a set of dashboards for extracting aggregate data on the main territorial and urban indicators and for analysing and exploiting territorial and urban information.

Objectives

- To promote e-government in the field of urban planning and land use as a tool.
basic administrative simplification and knowledge generation.
- To unify the inventories of land use and urban planning instruments on a single platform, in a georeferenced format, allowing citizens, professionals and public administrations to consult information from different sources.



- Enable informed decision-making based on quantifiable basic data obtained from the exploitation of data from urban planning, territorial and other official sources (cadastre, conditions, etc.).
- Promote e-government by enabling administrative procedures in the field of urban planning through telematic means.

How does the initiative contribute to solving the problem or meeting the need?

Providing information to citizens and other interested parties on urban and territorial planning instruments, improving and centralising consultation on current regulations in Andalusia on a single platform. This system will also help to coordinate and simplify the actions of the administrations involved in the processing of urban planning instruments for which regional coordination is established in current legislation to promote their processing.

Relevance to Open Government values

Transparency and administrative simplification.

Link to the 2030



AGENDA

Initiative				
• Completion of the regulatory framework in relation to SITUA. • Development of the electronic platform with the support of the Andalusian Digital Agency. • Coordination with the administrations involved in issuing mandatory reports on urban planning instruments.				
Initiative activities			Start date	End date
Processing of the contract for the development of the SITUA technology platform.			01/01/2024	30/09/2024
Approval of the Order establishing the standardisation of urban planning instruments for registration in the Register of Urban Planning Instruments of Andalusia.			01/03/2025	31/12/2025
Establishment of the necessary electronic procedures in the Register of Procedures and Services (RPS).			01/01/2027	31/12/2028
Commissioning of the Andalusian Territorial and Urban Planning Information System through the Portal of the Regional Government of Andalusia.			01/10/2025	31/12/2028
Estimated Estimated	2025	2026	2027	2028
	X	X	X	X
Tract	PUNCTUAL		X	SUCCESSIVE
Expected results				
The system is expected to be operational in 2028, as the contract term is three years. This is without prejudice to certain functionalities, such as electronic procedures, being available before that date. The tool is expected to serve as a unifying information system and to enhance cooperation between different administrations, with functionalities that will benefit a large group of stakeholders and citizens in general.				

Indicators of the initiative		
Indicators Implementation (Ie) Result (Ir)	Implementation	- New procedures registered in the procedure and service register: 2. - Inventory and cartographic viewer of urban and territorial planning instruments in operation, within the framework of the LISTA law: 1. - Dashboard for extracting aggregate data: 1.
	Results	Increase in visits to the SITUA website.

Cross-cutting impact	Gender	N/A	
	Social inclusion	N/A	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	

10.4.19 IMPROVEMENTS TO CITIZEN PROCESSING SERVICES

Ministry

PRESIDENCY, INTERIOR, SOCIAL DIALOGUE AND ADMINISTRATIVE SIMPLIFICATION ADMINISTRATION (ANDALUSIAN DIGITAL AGENCY)



Directorate-General for Digital Strategy
Other stakeholders (Public)

Other stakeholders (Civil Society)

Background

The Andalusian administration has been working for years to improve services and facilitate procedures through electronic means for citizens.

It offers tools such as Carpeta Ciudadana (Citizen Folder), which in its mobile app version offers many integrated services that allow citizens to access personal information held by the Administration (degrees, certificates and other official documents), diary or appointment information, notifications, information on procedures (status, relevant dates) and other relevant utilities (ID cards, authorisations, etc.).

On the other hand, there is the electronic service platform where citizens can register applications, initiate procedures and interact with the Administration in various procedures.

What is the problem/need that the initiative aims to solve?

To provide better public services through electronic means.

Brief description

The Andalusian Regional Government's Citizen Folder mobile application will be gradually integrated with the Andalusian Regional Government's processing systems so that it can provide personalised status reports on the processing of files for all procedures. This project also includes gradual integration to enable access to personal data that can be accessed through the Data Intermediation Platform as a means of bringing together the personal information that public administrations hold on citizens.

The electronic window will be updated with a redesign and various user experience (UX) improvements, focusing on citizens, who will also be the decision-makers for the new design and management of the tool.

Objectives

To simplify and facilitate the use of IT tools in citizens' relations with the Administration, so that citizens become empowered in digital governance.

How does the initiative contribute to solving the problem or meeting the need?

By increasing the functionality and accessibility of the platform, it facilitates citizens' access to digital public services, optimising their use and utilisation.

Relevance to Open Government values

This commitment reinforces the values of transparency and access to information by improving citizens' access to digital public services. It also promotes participation by facilitating citizen interaction with the public administration through an optimised digital platform.

Link to the 2030 AGENDA



Initiative					
Expansion of the Andalusian Regional Government's Citizen Folder, through gradual integration with the Andalusian Regional Government's processing systems to provide personalised status reports on the processing of files for all procedures. This project also includes integration to enable gradual access to personal data that can be accessed through the Data Intermediation Platform as a means of bringing personal information from public administrations closer to citizens. Redefinition of the user experience of the Electronic Window, involving citizens, so that the submission of applications and documentation online is much simpler and more user-friendly, allowing for continuous support and assistance in completing procedures.					
Initiative activities			Start date	End date	
Integration of new procedures and services into the Citizen Folder			01/01/2025	31/12/2028	
Redesign and adaptation of the electronic service window			01/01/2025	30/06/2026	
Estimated timeline Estimated	2025	2026	2027	2028	
	X	X	X		
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
- An improvement in citizens' perception of the services and information provided by the Andalusian Administration. - Public satisfaction with the improvement in services. - Progress in the digital transformation of the Administration.					
Initiative indicators					
Indicators execution (Ie) result (Ir)	Execution	No. of electronic administrative procedures to be subsequently integrated into the Citizen Folder.			
	Result	No. of administrative procedures integrated into the Citizen Folder.			



10.4.20 YOUR TURN – APPOINTMENT AND TURN MANAGEMENT

Department

PRESIDENCY, INTERIOR, SOCIAL DIALOGUE AND ADMINISTRATIVE SIMPLIFICATION ADMINISTRATIVE (DIGITAL AGENCY OF ANDALUSIA)

Directorate-General for Digital Strategy

Other stakeholders (Public)

Other stakeholders (Civil Society)



Background

Providing good in-person service to citizens requires, among many other things, mechanisms to balance demand with the capacity of offices, preventing excessive crowds at certain times, which cause delays and waiting times.

For this reason, more and more public administration offices in general, and those of the Andalusian Regional Government in particular, are implementing appointment systems that allow them to organise the flow of visitors and spread them out over the office's opening hours. These systems are usually complemented by a queue management system, which organises the flow of visitors, preventing queues from forming and allowing those who have to wait to do so while seated.

What is the problem/need that the initiative aims to solve?

The Regional Government of Andalusia already had several appointment and/or shift management systems in place, built on different technologies, which responded to different functional needs. However, demand for this type of system is growing, and it is becoming necessary to implement them in more and more offices and of more types.

To help meet this need, as well as to avoid having to undertake multiple projects with similar characteristics, a corporate appointment and shift management system has been developed. This system is flexible, so it can serve the requirements of a wide range of office types, as well as providing distributed administration, both for the configuration of services, positions and opening hours, etc., and for obtaining reports and statistics.

Brief description

Tu Turno will be a corporate system, with unified, integrated and centralised development and evolution, designed with single-instance philosophy, which provides resource utilisation and simplicity of maintenance. It can be used by any Department or Agency of the Regional Government of Andalusia to provide appointment services in any public service office, and even to provide service by telephone or video call.

Tu Turno will make it easier to request appointments, as citizens can request appointments from their PC, mobile phone, tablet, etc., and even by telephone. In addition, it is a multi-channel system, so appointments made using this system can be attended in person or by telephone, or even by video call.

Its main technical features include:

- Flexible, supporting configurations with multiple types of services, centres and appointment and/or shift requirements. Adding a new type of office is easy.
- Compatible with multiple devices. Any large screen with a browser can be used as a queue panel . The kiosk can be set up on a standard PC, tablet, etc.
- Distributed administration. The functional managers of each office and/or type of office administer their own services, counters, schedules, users, etc.
- Native integration with citizen folder. Through the citizen folder, appointments can be requested and consulted for any service integrated into the corporate appointment and shift management system.

Objectives

Decree-Law 3/2024, of 6 February, adopting measures for administrative simplification and rationalisation to improve citizens' relations with the Administration of the Regional Government of Andalusia and to boost economic activity in Andalusia, introduced the obligation to have a corporate appointment system.

In order to meet this requirement, the Andalusian Digital Agency is preparing a Resolution that will establish and implement corporate solutions enabling the comprehensive digitisation of electronic relations with citizens and the electronic processing of procedures and services provided by the Regional Government of Andalusia.

In this context, the Resolution declares and establishes the Tu Turno system as a corporate system and mandatory use of prior appointment for multi-channel citizen services within the scope of paragraph a) of Article 6.2 of the Statutes of the Andalusian Digital Agency, approved by Decree 128/2021 of 30 March.

How does the initiative contribute to solving the problem or meeting the need?

- **System Fragmentation:** The existence of multiple appointment and queue management systems can lead to fragmentation and inconsistency in the user experience. A unified corporate system ensures a consistent and uniform experience for all citizens.
- **Administrative Inefficiency:** Managing multiple systems can be inefficient and costly. A single system reduces duplication of effort and optimises resources.
- **Accessibility and Usability:** A flexible and adaptable system can serve a wide variety of offices and needs, improving accessibility and usability for all citizens.

Relevance to Open Government Values

- **Transparency:** It facilitates access to information on appointment availability and waiting times, enabling citizens to make informed decisions.
- **Citizen participation:** By offering an accessible and easy-to-use platform, it encourages citizens to actively participate in the management of their administrative procedures.
- **Collaboration:** Improves interaction between the public administration and citizens, creating a more direct and efficient communication channel.
- **Efficiency and effectiveness:** Reduces waiting times and optimises resource management, resulting in more efficient administration.
- **Efficiency and effectiveness:** Reduces waiting times and optimises resource management, resulting in more efficient administration.

Link to the 2030



AGENDA

Initiative		
• Ongoing maintenance of the Cita Previa graphical interface, in collaboration with a UX team, to continuously improve citizen relations and accessibility. • Internal dashboard for strategic monitoring.		
Initiative activities	Start date	End date
Increase the use of the Tu Turno system as a corporate appointment booking system.	01/03/2025	30/11/2028
Incorporate remote assistance via video call.	01/03/2025	30/11/2028
Eliminate the use of paper at the kiosk and replace it with tools that allow it to be sent to citizens' mobile phones (QR code, app, etc.).	01/03/2025	30/11/2028



Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
- Reduction in waiting times. - Improved citizen satisfaction. - Optimisation of resources. More efficient use of human and material resources in public administration offices. - Increased administrative efficiency: more streamlined and less bureaucratic administrative processes.					
Initiative indicators					
Indicators of execution (Ie) of result (Ir)	Implementation	Number of organisations incorporated.			
	Results	- Number of annual appointments. - Number of appointments via video calls. - Number of QR codes/similar codes sent as references. - Appointment rating. - Video call appointment rating.			

DIGITAL GOVERNANCE AND ARTIFICIAL INTELLIGENCE

10.4.21 VIRTUAL ADMINISTRATIVE ASSISTANT OF THE REGIONAL GOVERNMENT OF ANDALUSIA

Department

**PRESIDENCY, INTERIOR, SOCIAL DIALOGUE AND ADMINISTRATIVE SIMPLIFICATION
ADMINISTRATIVE (DIGITAL AGENCY OF ANDALUSIA)**

Directorate-General for Digital Strategy

Other stakeholders involved (Public)

Other stakeholders (Civil Society)



Background

What is the problem/need that the initiative aims to address?

The Andalusian Regional Government's virtual assistant aims to facilitate and improve the Regional Government's relationship with citizens by offering a complementary and additional channel to the other existing channels for this relationship (mainly telephone and email).

Brief description

The Andalusian Regional Government's virtual assistant aims to facilitate and improve the relationship between the Regional Government and citizens, offering a complementary and additional channel to the other existing channels for this relationship (mainly telephone and email). In addition to providing service to citizens 24 hours a day, 365 days a year, it aims to help reduce response times for the telephone service and reduce overload during peak periods when the volume of calls received exceeds the service's capacity.

Within this framework, the Regional Government of Andalusia has implemented and continues to implement virtual assistants based on artificial intelligence for taxation, services and procedures, large families and public employment.

Virtual assistants with generative AI will be implemented. The new generative AI systems for natural language far surpass traditional ones in terms of the naturalness of communication and the ability to provide varied and diverse responses in a multitude of areas, even without having been specifically trained.

Objectives

To help reduce response times for the telephone service and reduce its overload during busy periods.

Peak times when the volume of calls received exceeds the service's capacity.

It offers a fast and effective service channel.

How does the initiative contribute to solving the problem or meeting the need?

It contributes to greater transparency in governments and administrations, as well as increasing the efficiency of public services provided to society.

Relevance to Open Government values

It enables greater transparency and accountability, generates higher levels of public trust, better public service and more effective policy-making.



It allows citizens to access quick and accurate answers through the AI-powered Assistant. It also promotes participation by facilitating interaction with the administration and access to public information.

Link to the 2030



AGENDA

Initiative					
Discovery and implementation of new virtual assistants.					
Initiative activities			Start date	End date	
Selection of areas in which to prioritise virtual assistants.			01/02/2025	31/12/2028	
Implementation of virtual assistants.			01/04/2025	31/12/2028	
Measurement and evaluation of the use of virtual assistants.			1 April 2025	31/12/2028	
Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
- Improve public perception of the services offered. - Improve administrative services.					
Indicators of the initiative					
Indicators Performance (Ie) Results (Ir)	Performance	No. of virtual assistants deployed.			
	Outcome	- Citizen assessment of assistants. - Conversations handled. - Procedures completed (appointments, presentations, etc.).			

10.4.22 TRAINING AND DIGITAL ENTREPRENEURSHIP PLAN

Ministry

PRESIDENCY, INTERIOR, SOCIAL DIALOGUE AND ADMINISTRATIVE SIMPLIFICATION ADMINISTRATION (DIGITAL AGENCY OF ANDALUSIA)

Directorate-General for Digital Strategy



Other stakeholders (Public)

Other stakeholders (Civil Society)

Background

Aware of the impact of digital transformation on citizens' lives, public administrations have been rolling out various public initiatives aimed at developing society's digital skills for years. The Regional Government of Andalusia, in line with global, European and national strategy, approved the Andalusia Digital Training Plan 2022-2025 with the aim of contributing to the improvement of the digital skills of citizens as a whole, as an indispensable tool for the economic and social development of the different territories.

What is the problem/need that the initiative aims to solve?

- To reduce the digital divide among citizens. To help Andalusian society acquire the digital knowledge, skills and competences necessary to function normally in the digital world and be prepared and equipped to face present and future technological challenges.
- To improve the digital training of SME staff and entrepreneurs in order to contribute to the development of the digital industry in Spain, based on professionals and specialists who boost the region's economy.
in Spain, based on professionals and specialists who will boost the region's economy.

Brief description

The Plan is structured around five pillars based on the strategic objectives that have been defined:

1. Digital skills for citizens.
2. Digital skills for employment.
3. Digital skills for ICT professionals.
4. Digital skills in education.
5. Digital skills in health.

This plan includes the training that is being provided and will be provided in collaboration with the School of Industrial Organisation:

- Young people under 30 (aged 16-29) with a certificate and beneficiaries of the National Youth Guarantee System. These are young people seeking to improve their skills in information technology, digital training, social, circular and green economy, and useful training for strategic sectors where the use of technology makes it necessary to acquire these types of qualifications.
- SMEs: the main objective is to provide participants with the necessary skills and knowledge in various areas (artificial intelligence, cybersecurity, etc.), giving them tools that will enable them to grow professionally in their current job and contribute to boosting their company's competitiveness.
- Entrepreneurs: their objective is to carry out training programmes in digital entrepreneurship: advice on drawing up business plans, support in processing, monitoring and accompaniment to achieve the creation of companies.

Objectives

- To improve the digital skills of citizens from a universal perspective.
- Facilitate access to and use of the digital world for those groups most at risk of digital exclusion.



- Train professional staff at Andalusian companies in the use and application of technology.
- Develop the advanced digital skills of ICT professionals and their application.
- Improve the digital skills of Andalusian public administration staff.
- Stimulate and promote interest in technology at an early age.

How does the initiative contribute to solving the problem or meeting the need?

Provides an assessment of training needs and the development of training plans to enable different sectors of the population and businesses to acquire skills and facilitate the adoption of technology, access to administration by electronic means, and the general use of technology to improve services and universal access to them.

Relevance to Open Government values

- Transparency: Enabling citizens to access information and public services through digital platforms.
- Participation: Encourage the use of tools that allow citizens, businesses, and entrepreneurs to participate more actively in decision-making.
- Technological innovation: Promote the use of ICT for more efficient and effective administration.

Link to the 2030 AGENDA



Initiative

- Implementation of the Training Plan in its various areas.
- Use of the Puntos Vuela network to continue promoting digital skills training for Andalusian society, catering to different groups and ensuring inclusion and equal opportunities. It will also promote the use of public services in a more digital administration for all citizens in order to foster a relationship of trust with them, advising them on how to carry out public administrative procedures.

The Vuela Network is a public network of more than 760 centres distributed throughout Andalusia, located in rural municipalities and certain neighbourhoods of larger cities where they serve groups at risk of social exclusion. These points serve as a guarantee of equal opportunities, equipped with free Wi-Fi, interactive equipment, learning areas, individual access points to electronic services, etc., allowing Andalusian citizens to make the most of digitalisation.

Initiative activities		Start date	End date
Training in digital skills for citizens, SME staff and entrepreneurs.		01/01/2025	31/12/2028
Activities carried out at the Vuela Points related to digital training for citizens and advice on completing public administrative procedures to improve digital relations with the Administration.		01/01/2025	31/12/2028

Timeline Estimated	2025	2026	2027	2028
	X	X	X	X

Tract	PUNCTUAL		SUCCESSIVE	X

Expected outcomes		
• Train the population in information technology. • Promote entrepreneurship through the use of technology. • Empower SMEs and entrepreneurs through technology.		
Initiative indicators		
Indicators of implementation (le) of results (lr)	Implementation	• No. of courses available for SME professionals and young people. • No. of centres equipped for entrepreneurship activities.
	Outcome	• Number of courses taught to SME professionals. • Number of courses taught to young people. • No. of entrepreneurs trained. • Number of courses taken by citizens.



CLEAR AND TRANSPARENT ACCOUNTS

10.4.23 IMPROVING INFORMATION AND ACCESS TO THE BUDGET OF THE AUTONOMOUS COMMUNITY OF ANDALUSIA

Department

ECONOMY, FINANCE AND EUROPEAN FUNDS

Directorate-General for Budgets

Other stakeholders (public)

- Andalusia Digital Agency

Other stakeholders (civil society)



Background

For several years, the Directorate-General for Budgets has been promoting the "Budget Viewer" project, which promotes transparency in public activity related to budgetary information. The information on the annual budget published is presented in three ways:

1. Budget Viewer. A web tool, adapted from another autonomous community, which offers a limited range of preconfigured graphical and tabular visualisations of the annual budget.
2. Open databases.
3. Documentary information.

What is the problem/need that the initiative aims to solve?

Budgetary information is not easily accessible to citizens due to its technical complexity. In addition, a significant portion of this information is published in PDF format, which makes it difficult to search and analyse. The aim is to enable citizens to access budget information in a user-friendly, comprehensive, simple and intuitive way.

Brief description

With regard to the Budget Viewer tool, the aim, in collaboration with the Andalusian Digital Agency, is to improve this tool so that it offers a wider range of budgetary information, covering practically all the information that has been published in the "Budget Books" to date, and also to expand the capabilities for citizens to interact with the tool.

With regard to open databases, the aim is to expand the information on the annual budget published in open formats so that citizens can carry out the analyses and studies they require or are interested in.

Objectives

To enable citizens to find out how public funds are distributed in our autonomous community, to know how their contribution to public revenue is used, and to analyse the information from any budgetary perspective they require.

How does the initiative contribute to solving the problem or meeting the need?

It contributes 100% to meeting citizens' needs for information, accessibility and analysis of the approved annual budget.

Relevance to Open Government values

It contributes to improving the transparency of information related to the budgetary area of the administration of the autonomous community of Andalusia.

Link to AGENDA 2025



Initiative					
The changes will foster a new scenario for relations with citizens, based on transparency and the use of open data, which will facilitate access, understanding and reuse of data. From an open data perspective, new information has already been incorporated in 2024 on investment projects, the budget template and the planning of programme files corresponding to objectives, actions and indicators. As for the Visualiser, new visualisations will be created to enable the examination, comparison and contextualisation of expenditure and revenue that define policies and their actions, both in aggregate and in detail (from highest to lowest level), allowing for analysis of the evolution of data over time.					
Initiative activities			Start date	End date	
Open Data:					
Complete the information published in open format			01/01/2024	31/01/2025	
Budget Viewer:					
Expand the information contained in the viewer, making it consistent with that offered in Open Data.			01/01/2024	31/01/2025	
Expand the number of preconfigured graphical displays of budget data.			01/01/2024	31/01/2026	
Improve the capabilities of providing tabular data (corresponding to graphical displays 01/01/2024			01/01/2024	31/01/2026	
Improve the interactivity of the tool with citizens, allowing them to modify the default selections through different input options or by allowing them to create their own visualisations (both in the selection of graphics and data).			01/01/2024	31/01/2026	
Timeline Estimated	2025	2026	2027	2028	
	X	X			
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
Increase the transparency of the Regional Government of Andalusia in the area of budgeting by fully disseminating information on the annual budget in open formats and providing access through web tools that allow citizens to interact with this information.					
Initiative indicators					
Indicators of implementation (le) of results (lr)	Implementation	• Degree of project development: 100% in 2025.			
	Result	• Level of adaptation of databases to the Transparency Portal. 50% in 2025 and 50% in 2026. Work carried out to define graphical representations of budgetary information. 50% in 2025 and 50% in 2026.			



Cross-cutting impact	Gender	X	Budget information is reported in a gender-specific manner.
	Social inclusion	N/A	
	Ecological Transition	X	Elimination of paper.
	Territorial Diversity and Administrative Cooperation	N/A	

DISSEMINATION, TRAINING AND PROMOTION OF OPEN GOVERNMENT

10.4.24 AWARENESS-RAISING AND MANDATORY TRAINING FOR PUBLIC EMPLOYEES ON THE PRINCIPLES AND OBLIGATIONS RELATING TO TRANSPARENCY AND ACCESS TO INFORMATION

Ministry

EMPLOYMENT, BUSINESS AND SELF-EMPLOYMENT

Andalusian Employment Service

Other stakeholders (public)

Other stakeholders (civil society)



Background

In the case of the Andalusian Employment Service, in 2023 and 2024, two training courses on the Transparency Law have been offered, with a very limited scope and participation in relation to the entire workforce (40 and 80 places for a workforce of almost 3,000 people).

What is the problem/need that the initiative aims to address?

Transparency and the right of access to information continue to be a low priority for public sector workers as a whole. It is no longer a question of the transparency units involved knowing the rules and obligations, but rather of raising awareness among all employees and managers.

Brief description

- Basic training on transparency for all employees (until 100% coverage is achieved).
- Awareness campaigns among employees.

Objectives

- Generate a change in the model of action of public administrations.
- Integrate transparency across all government actions and processes, from the design design to the evaluation of measures, programmes or services.

How does the initiative contribute to solving the problem or meeting the need?

It will facilitate knowledge on the part of employees and managers and help to promote actions more in line with the principles of transparency and good governance.

Relevance to Open Government values

Link to the 2030 Agenda



Initiative

- Annual planning of training activities by the competent bodies and for all staff.
- Annual planning of coordinated campaigns by the transparency unit and the communications team.
- Monitoring and evaluation by the services inspectorate.



Initiative activities				Start date	End date	
Training courses and seminars (4 courses per year – 1 per term).				January	December	
Internal campaigns (4 per year).				January	December	
Timing Estimated	2025	2026	2027	2028		
	X	X	X	X		
Tract	PUNCTUAL		X	SUCCESSIV E		X
Expected results						
Improvement in levels of transparency and access to information through more adequate integration of transparency into the SAE management model.						
Initiative indicators						
Indicators Implementation (le) Result (lr)	Implementation	- Number of training activities carried out. - Number of campaigns carried out.				
	Results	Number of employees trained.				

10.4.25 CONTINUING TRAINING IN PUBLIC INTEGRITY FOR PUBLIC EMPLOYEES. PUBLIC INTEGRITY IN THE SYLLABUS FOR ACCESS TO PUBLIC EMPLOYMENT

Department

JUSTICE, LOCAL ADMINISTRATION AND PUBLIC SERVICE

General Secretariat for Public Administration



Other stakeholders (public)

- Andalusian Office against Fraud and Corruption

Other stakeholders (civil society)

Background

Spain, following the recommendations of the OECD, is working to adopt a strategic plan to reduce the risks of corruption with a coherent and comprehensive integrity system. This is one of the organisation's key recommendations, which states that the development of a public integrity strategy is based on three pillars:

1. System: having a system in place to reduce opportunities for corrupt behaviour.
2. Culture: Changing a culture to make corruption socially unacceptable.
3. Accountability: Making people accountable for their actions.

All of the above makes it advisable to establish specific training in this area to enable public employees to detect breaches of integrity in public management in a preventive manner, as well as to learn about the mechanisms and tools available to them to act against cases of fraud, corruption or conflict of interest.

What is the problem/need that the initiative aims to address?

Public employees' lack of knowledge of the integrity framework in place in their organisation, as well as the mechanisms available to you to combat cases of fraud, corruption or conflict of interest.

Brief description

Inclusion in the training plan of the Andalusian Institute of Public Administration of courses related to public integrity in the form of open training aimed at:

- Public employees of the Regional Government of Andalusia.
- Newly recruited staff of the Regional Government of Andalusia.

Inclusion in the syllabuses for competitive examinations for the various bodies, specialities and categories of the JA of specific topics related to public integrity and existing tools to combat fraud, corruption and conflicts of interest.

Objectives

- Inclusion of courses in the form of open and/or face-to-face or blended learning, related to public integrity and the fight against fraud, corruption and conflicts of interest, as specific training to be provided every year.
- Inclusion of specific topics related to public integrity, as well as tools that can be used by public employees to combat lack of public integrity and, specifically, fraud, corruption, and conflicts of interest.

How does the initiative contribute to solving the problem or meeting the need?

It would comply with the OECD recommendation in this regard, meeting a need that is currently being addressed. and that it should be introduced gradually, all with the aim of creating a culture of public integrity, just as a culture of occupational risk prevention has been created with the approval of Prevention Plans, or a culture of equality with the approval of Equality Plans.

a culture of occupational risk prevention has been created with the approval of Prevention Plans, or equality, with the approval of Equality Plans.

Relevance to Open Government values

We understand that it has HIGH relevance, insofar as integrity and accountability is one of the pillars of the Plan and probably one of the least developed in previous plans, especially in comparison with other pillars such as transparency.

**Link to the 2030
AGENDA**



Initiative activities	Start date	End date
Training for public employees on public integrity.	01/01/2026	Indefinite
Inclusion of topics related to public integrity in the syllabus for competitive examinations.	01/01/2025	Indefinite

Timeline Estimated	2025	2026	2027	2028
	X	X	X	X

Tract	PUNCTUAL	SUCCESSIV E	X

Expected results
That at least 20% of public employees have received training in public integrity. That all civil service bodies directly related to the legal system, economic and budgetary management, public procurement or subsidy management include specific topics dedicated to public integrity and tools to combat fraud, corruption and conflicts of interest.

Initiative indicators		
Indicators Implementation (Ie) Outcome (Ir)	Implementation	- Training on integrity is included in the training plans of the Andalusian Institute of Public Administration. - Specific topics related to public integrity are included in the syllabuses for access to public employment in bodies related to the legal system, economic and budgetary management, public procurement or subsidy management.
	Outcome	- Number of public employees receiving training on public integrity. (At least 20%). - Inclusion of specific topics related to public employment in the syllabuses for access to public employment. (In bodies related to the legal system, economic and budgetary management, public procurement or subsidy management).

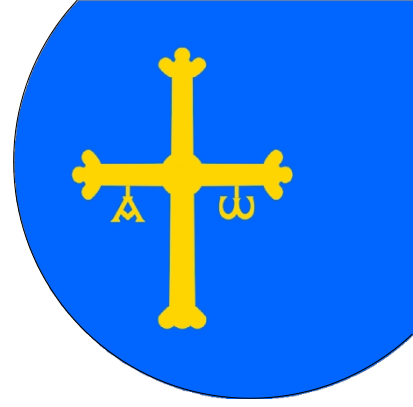
Cross-cutting impact	Gender	N/A	
	Social inclusion	N/A	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	

Observations

The Andalusian Office against Fraud and Corruption is included so that it can participate in training, and reference is made to it in the agendas, as a body specialising in the subject.



ANDALUSIA



PRINCIPALITY OF ASTURIAS

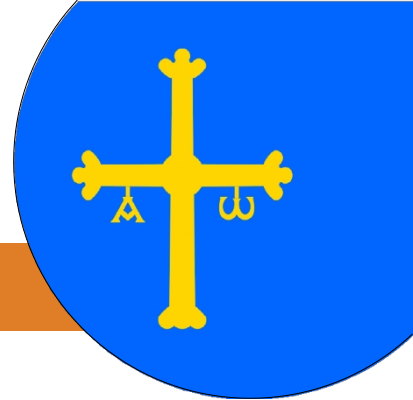
Initiatives related to commitments on:

Participation and civic space

10.5.1. Asturias Participation Law



PRINCIPALITY OF ASTURIAS



PRINCIPALITY OF ASTURIAS

PARTICIPATION AND CIVIC SPACE

10.5.1 ASTURIAN PARTICIPATION LAW



Department

LAND USE PLANNING, URBAN DEVELOPMENT, HOUSING AND CITIZENS' RIGHTS

Directorate-General for Participation, Transparency, Sexual Diversity and LGTBI

Other actors involved (Public)

Other stakeholders (Civil Society)

- Asturian associative network



Background

There is no background to this law, as Asturias does not have one.

What is the problem/need that the initiative aims to address?

Lack of a Participation Law that acts as a reference framework guaranteeing the right of Asturian entities to carry out their participatory activities.

Brief description

The aim is to draft a future Asturian Participation Law in collaboration with various Asturian associations.

Objectives

- To build consensus among Asturian associations and the public administration in order to establish a legislative framework that guarantees citizen participation.
- To implement participatory methodologies that promote collaboration between entities and with the public administration.
- To approve, with the greatest possible consensus, a law that guarantees, promotes and protects the right of association of organisations and citizens in general.

How does the initiative contribute to solving the problem or meeting the need?

A Participation Law, drafted collectively, establishes a legal framework that guarantees and expands rights, thereby improving the capacity of entities to act and promoting actions that encourage social participation.

Relevance to Open Government values

We understand that the legislative framework is of utmost relevance within the objectives, values and content of Open Government.

Link to the 2030 AGENDA





Initiative						
- Establish channels of communication with the various Asturian entities. - Organise a participatory and inclusive working system for everyone. - Establish a methodology for negotiating the draft with entities of all kinds. - Approval of the Asturian Participation Law.						
Initiative activities				Start date	End date	
Organisation of regional meetings with the various entities. Co-creation of the process.				01/10/2024	28/02/2025	
Training activities on the legislative framework.				01/01/2025	31/12/2026	
Development of activities that encourage the participation of different entities.				01/11/2025	31/05/2027	
Creation of a specific working group to draft the document.				01/01/2025	31/01/2026	
Creation of a negotiation and information committee to communicate the various milestones of the process to the appropriate parties.				01/02/2025	30/06/2026	
Estimated timeline	2025		2026		2027	2028
	Estimated		X			
Tract	PUNCTUAL		X	SUCCESSIV E		
Expected results						
Develop a draft of the future Asturian Participation Law during 2025, and submit it to the General Assembly in early 2026 for processing and debate.						
Initiative indicators						
Indicators of implementation (le) of results (lr)	Implementation	- Traceability document for the co-creation process (start October 2024 - completion January 2026). - Document recording the agreed working system (last quarter of 2024 - first quarter of 2025). - Report on activities carried out to promote participation, debate and agreement on the future Participation Law of Asturias (completion of the process January-March 2026).				
	Results	- Proposals from different entities for the draft of the future Asturian Participation Law. - Agreements with the public administration on the proposal. - Consensus text of the draft of the future Asturian Participation Law.				
Cross-cutting impact	Gender	X	The future Law of Asturias will only be valid if it comprehensively addresses equality between men and women, as well as sexual and gender diversity.			
	Social Inclusion	X	Entities working in areas of social inclusion will be present in all phases of the process as it is designed.			

	Ecological Transition	X	The future Asturian Participation Law will guarantee the constitutional right to a healthy environment and promote activities that foster its protection.
	Territorial Diversity and Administrative Cooperation	X	The draft law will include entities from eastern, western and central Asturias, with the text regulating the needs of each of these associations.

PRESENTATION OF THE OPEN GOVERNMENT CHALLENGE

Why does this commitment respond to the ambition of the Challenge?

This initiative responds to the ambition of the challenge because it involves approving and implementing a participation law with the aim of achieving a higher level of participation in the Principality of Asturias.

Thus, a participation law will be co-created together with civil society in order to arrive at a joint draft agreed upon with the main actors in this field, which guarantees, promotes and protects the right of association of entities and citizens in general.

The aim is not only to legally develop a fundamental right of citizens that is recognised in the constitution, but also to ensure that this regulation complies with the needs and standards of the actors involved in participatory processes, adapting the tools and procedures set out in the legal text to them.

This is a very important and far-reaching reform that will substantially improve public participation in Asturias, as there is currently no legislation in this Autonomous Community regulating this matter.

Why does this commitment respond to the ambition of the Challenge? <i>A single commitment can address several areas of action</i>	Select one of the following: - Access to information - Integrity - Civic space - Climate and environment - Digital governance - Fiscal openness - Gender and Inclusion - Justice - Freedom of the press Public participation	What is the area secondary area of the challenge? (if any)	Select one of the following (if applicable): - Access to information - Integrity Civic space - Climate and environment - Digital governance - Fiscal openness - Gender and Inclusion - Justice - Freedom of the press - Public participation



PRINCIPALITY OF ASTURIAS



CANTABRIA

Initiatives related to commitments on:

Participation and civic space

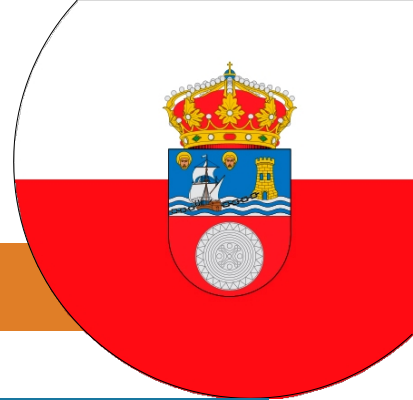
10.6.1. Creation of a Citizen Participation Portal

Transparency and access to information

10.6.2. Improvement of the Cantabria Transparency Portal



CANTABRIA



PARTICIPATION AND CIVIC SPACE

10.6.1 CREATION OF A CITIZEN PARTICIPATION PORTAL

Department

PRESIDENCY, JUSTICE, SECURITY AND ADMINISTRATIVE SIMPLIFICATION

Directorate-General for Administrative Simplification, Transparency and Citizen Participation

Other actors involved (Public)

Other stakeholders (civil society)



Background

A participation platform had been developed for another agency focused solely on environmental citizen participation. When this platform was brought in, it was primarily focused on complying with the requirements for prior public consultation, public hearings and public information in the rule-making process.

What is the problem/need that the initiative aims to solve?

In addition to the above, on the one hand, this platform has many limitations from a technological point of view, and we need a new, more advanced and up-to-date platform that can serve as a tool for citizen participation in all areas.

On the other hand, the heterogeneous presentation of citizen participation in the Administration of the Autonomous Community of Cantabria hinders both the exercise of the right to participation and the use of citizen contributions in public decision-making.

Likewise, citizens do not have clear information about the existing channels and procedures for participation that would allow them to exercise their right to participate.

Brief description

The new Citizen Participation Portal will not only be a platform adapted to current technological advances but, more importantly, it will serve to channel the demands and contributions of citizens and civil society organisations in a simple and effective manner. With their participation, it will facilitate dialogue and improve decision-making in public policy.

Objectives

A Citizen Participation Portal:

- User-centred: the interface design must adapt to people and not the other way around.
- Easy to use.
- Provide citizens with inclusive web tools that maintain the highest possible accessibility and guarantee universal access to information and participation in all areas.

How does the initiative contribute to solving the problem or meeting the need?

The new Participation Portal will provide a single point of information on participation in the administration of the Autonomous Community of Cantabria, as well as a single electronic means and channel for citizen participation in public affairs.



Relevance to Open Government values

Citizen participation.

Link to the 2030



Agenda

Initiative activities	Start date	End date
Needs analysis.	01/11/2025	28/02/2026
Technical design of the platform.	01/04/2026	31/12/2026
Testing phase.	01/02/2027	31/05/2027
Training phase.	1 June 2027	30/09/2027
Disclosure phase.	1 October 2027	30/11/2027
Implementation.	01/12/2027	

Estimated timeline	2025	2026	2027	2028
			X	

Tract	PUNTUAL	X	SUCCESSIV E

Expected results

Promotion, strengthening and improvement of the quality of citizen participation.

Initiative indicators

Indicators of implementation (Ie) of results (Ir)	Implementation	Selected implementation indicators:		
		- costs. - deadlines.		
		Activities	Indicators Cost	Term indicators
		Needs analysis needs.	0	Compliance 30% (completed before February 2026)
		Technical design of the platform.	50% Budget	Compliance 20% (completed before September 2026)
		Testing phase.	25% Budget	Compliance 20% (completed before February 2027)
		Training phase.	15 Budget	Compliance 40% (completed before April 2027)
		Dissemination phase dissemination phase.	10% budget	Compliance 30% (completed in June 2027)
	Outcome	- Number of visits to the portal in the first quarter of operation: exceed 200 visits. - Percentage of recommendations and suggestions for improvement received by the portal – no more than 20 in the first two quarters since the portal's launch.		

Observations

The time estimates are provisional, as the implementation of this compromise proposal is linked to the approval and entry into force of the Citizen Participation Act, which is once again undergoing the public hearing and information process following the change of government in the recent regional elections.



TRANSPARENCY AND ACCESS TO INFORMATION

10.6.2 IMPROVEMENT OF THE CANTABRIA TRANSPARENCY PORTAL

Ministry

PRESIDENCY, JUSTICE, SECURITY AND ADMINISTRATIVE SIMPLIFICATION

Directorate-General for Administrative Simplification, Transparency and Citizen Participation Directorate-General for Information Technology



Other stakeholders (public)

- Asubio (Transparency platform for neighbourhood councils and Open Councils of Cantabria)

Other stakeholders (civil society)

- Cantabria Participates

Background

The Cantabria Transparency Portal was launched to comply with the active disclosure obligations set out in Law 19/2013 of 9 December on transparency, access to public information and good governance, which has been applicable to the Autonomous Community of Cantabria since 10 December 2015.

What is the problem/need that the initiative aims to solve?

In November 2020, the then Directorate-General for Services and Citizen Participation, now the Directorate-General for Administrative Simplification, Transparency and Citizen Participation, presented a new version of the Cantabria Transparency Portal, following the publication of Decree 83/2020, of 19 November, approving the regulations implementing Cantabria Law 1/2018 of 21 March on Transparency in Public Activity (Official Gazette of Cantabria, 26 November 2020), adapting the Portal to the structure of these regulations.

Since then, the number of visits has increased significantly. However, the Portal's management tool needs to be adapted to new technological advances in order to present information in a more visual, graphic and attractive way to the public and to promote greater use of the Portal's content by public employees themselves in the performance of their duties.

Brief description

The main improvement sought is to enhance citizens' accessibility to matters of interest to them, facilitating the use of the aforementioned Portal so that it can be operated intuitively, without the need for specific knowledge of the subject matter.

Objectives

To improve the information already published on the Portal, making it easier to follow and view (in particular, economic and budgetary information and public procurement information), adapting it to technological developments.

How does the initiative contribute to solving the problem or meeting the need?

By improving access to and visualisation of the Portal for citizens.

Relevance to Open Government values

Transparency.

Link to the 2030



AGENDA

Initiative activities	Start date	End date
Needs analysis.	01/01/2025	31/03/2025
Technical design for improving the Portal.	01/06/2025	31/12/2025
Testing phase.	01/02/2026	01/04/2026
Dissemination phase.	1 April 2026	01/06/2026
Implementation.	01/09/2026	31/12/2026

Estimated timeline	2025	2026	2027	2028
		X		

Tract	PUNCTUAL	X	SUCCESSIVE	

Expected results

- Encourage an increase in visits to the Transparency Portal.
- Facilitate citizens' access to the Transparency Portal.

Initiative indicators

Indicators	Implementation	Results
Implementation (le)		• Implementation of improvements to the transparency portal.
Results (lr)		• Number of visits to the portal in the first quarter of operation of the improvements: exceed 300 visits. • Percentage of recommendations and proposals for improvement received for the portal improvement: no more than 20 in the first two quarters since the portal improvement.

Cross-cutting impact	Gender	X	It is expected that women will be encouraged to exercise their right of access to public information, as there have been more requests submitted by men.
	Social inclusion	X	Greater accessibility and ease of use for all individuals and groups to the Transparency Portal.
	Ecological Transition	X	Transparency plays a crucial role in the ecological transition, as it allows citizens to understand the actions and decisions of institutions, encouraging participation and social control in the fight against climate change and the promotion of sustainability. We hope that the improvement of the transparency portal will contribute to this.
	Territorial Diversity and Administrative Cooperation	X	Transparency also plays a fundamental role in territorial diversity and inter-administrative cooperation. We therefore believe that the improvement of the Transparency Portal will advance these aspects. As already indicated, we also have the Asubio Platform.

Observations

The time estimate is provisional, as the implementation of this compromise proposal involves the involvement and coordination of two Directorates-General, and the deadlines have not yet been specified.



CANTABRIA



LA RIOJA

Initiatives related to commitments on:

Transparency and access to information

- 10.7.1. Interactive active advertising catalogue for the continuous updating of information on the Transparency Portal
- 10.7.2. Regulatory footprint
- 10.7.3. Quick reference space for background information on autonomous community files relating to access to public information

Open administration

- 10.7.4. Clear language in the information on the Transparency Portal



LA RIOJA



TRANSPARENCY AND ACCESS TO INFORMATION

10.7.1 INTERACTIVE ACTIVE ADVERTISING CATALOGUE FOR THE CONTINUOUS UPDATING OF INFORMATION ON THE TRANSPARENCY PORTAL

Department

FINANCE, PUBLIC GOVERNANCE, DIGITAL SOCIETY AND GOVERNMENT SPOKESPERSON

Technical General Secretariat



Other stakeholders (Public)

- All Regional Ministries of the Autonomous Community
- Public sector entities whose data is published on the Transparency Portal of the Autonomous Community of La Rioja

Other stakeholders (civil society)

- Civil society will see an increase in the quality, accuracy, review and updating of information

Background

Currently, the information on the Autonomous Community's Transparency Portal that comes from the different bodies and units is updated by sending the information through different means, making it difficult for the body and units responsible for coordinating transparency to supervise and coordinate it.

What is the problem/need that the initiative aims to resolve?

Information has been contributed to the transparency portal in various ways throughout its existence, through various means, and it is difficult to identify the owners of the information, its update status, and the possibilities for improving the portal.

Brief description

An interactive tool will be developed, coordinated by the body responsible for coordinating the Transparency, allowing all parties involved to know the status of the information in real time.

Objectives

To keep the information on the Transparency Portal of the Autonomous Community of La Rioja permanently updated, organised and supervised, and to facilitate the coordination of its content.

How does the initiative contribute to solving the problem or meeting the need?

The tool will consist of a catalogue visible to all relevant administrative agents and will enable the identification of the content of the information published, the person responsible for providing the information, the format in which the information is available, the date of the last update, the frequency with which it should be updated, when the next update will be, the system to be followed and the place of publication of the information. In addition, it will be possible to extract from the tool a catalogue of public information that can be published on the website, allowing citizens to find out the status of all published information.

Relevance to Open Government values

Guarantee of the general principle of the obligation to publish, on a regular and updated basis, information that is relevant to ensuring transparency in activities related to the functioning and control of public action.



It enhances transparency and accountability, strengthening public confidence in public institutions and facilitating access to reliable data.

It raises awareness among public employees and the rest of the organisation, enabling them to understand which information they handle is relevant and necessary for citizens to know in order to improve the management of public services.

Link to the 2030 AGENDA



Initiative					
Establishment of a system that allows the control body to view, coordinate, update and verify all the information contained in the Transparency Portal.					
Initiative activities			Start date	End date	
Review of the structure and information contained in the Transparency Portal of the General Administration of the Autonomous Community of La Rioja.			01/01/2025	30/06/2025	
Design of a computer coordination tool.			01/01/2025	31/12/2025	
Presentation of the tool to all stakeholders through meetings with each of them.			01/01/2026	30/09/2026	
Identification of responsible parties, collection of proposals from each of them regarding both organisation and relevant information, and analysis and opportunity to increase active publicity.			01/01/2026	31/12/2027	
New review of the structure and information contained in the Transparency Portal.			01/01/2026	31/12/2027	
Drafting of instructions and guidelines or rules on the use and referral of information.			01/01/2026	31/12/2027	
Continuous review of the presentation of content and opportunities for improvement, clarity and accessibility.			01/01/2025	31/12/2028	
Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL		SUCCESSIVE		X
Expected results					
Knowledge by all actors involved in the process of actively presenting information about the state of affairs. Facilitate citizens' access to public information. Increase security in updating information. Facilitate the visualisation of opportunities for improving the portal and the information.					
Initiative indicators					
Indicators of implementation (le) of results (lr)	Implementation	- Progress in reviewing the structure and information. - Progress in the design of a coordination IT tool. - Progress in the analysis and opportunity to increase active publicity - Progress in relations with stakeholders. - Progress in the preparation of instructions and guidelines.			

	Results	- Updated content on the transparency portal. - Clear identification of periodicity. - Clear identification of bodies responsible for information. - Increase and improvement in active publicity.	
Cross-cutting impact	Gender	N/A	
	Social inclusion	X	Increased clarity of the information contained in the transparency portal.
	Ecological Transition	X	Increasing active publicity and access to information reduces travel and the use of other means to access information.
	Territorial Diversity and Administrative Cooperation	X	Promotes cooperation and collaboration between administrations and bodies.



10.7.2 REGULATORY FOOTPRINT

Department

FINANCE, PUBLIC GOVERNANCE, DIGITAL SOCIETY AND GOVERNMENT SPOKESPERSON

Technical General Secretariat



Other stakeholders (public)

- All Regional Ministries of the Autonomous Community

Other stakeholders (civil society)

- All civil society organisations involved in the procedures of prior consultation and public information

Background

Currently, there is no uniformity in the publication of regulatory files. The information is sent by the processing bodies in an uneven manner; not all of them include the same documents, they are sometimes published late, without an explanation of their content and in a way that is not very visual for the citizen.

What is the problem/need that the initiative aims to solve?

To facilitate citizens' access to knowledge about the regulatory development process, increasing control and their participation in the development of what will constitute the expression of the will of the people.

Brief description

Publish a section on the Transparency portal dedicated to legal regulations, facilitating access to all documents generated during the drafting process, from prior public consultation, reports, draft bills, reports, rulings, allegations, etc.

Objectives

Facilitate citizens' access to knowledge about the rule-making process, increasing awareness of decision-making and the interests involved, and encouraging their participation in the development of what will constitute the expression of the popular will.

How does the initiative contribute to solving the problem or meeting the need?

Easy access to the documents that make up the regulatory files allows citizens to learn about the different agents and circumstances that influence the decisions that will later be reflected in the regulations that will govern society. It also improves and encourages participation.

Relevance to Open Government values

- Strengthens the integrity mechanisms of public institutions and fosters public trust.
- It generates trust and strengthens democracy.
- Promotes the values of transparency, accountability, citizen participation and integrity in all public administrations and institutions.
- Promotes, strengthens and improves the quality of participation in public management by allowing all citizens to be involved in public decision-making.

**Link to the 2030
AGENDA**



Initiative					
• Incorporate into the transparency portal an updated list of approved regulations and those currently being drafted, indicating their purpose and status. • Publish the entire processing file for the regulation, including reports and documents, as well as the various drafts of the regulation that arise from the amendments introduced at different stages.					
Initiative activities			Start date	End date	
Identify the phases and documents that form part of the procedure and drafting of the regulations and design a way of structuring and presenting them.			01/01/2025	01/10/2025	
Presentation to all bodies and units involved in the processing of regulatory files, receipt of comments and consensus on the procedure for sending and publishing information. Drafting of guidelines for the sending of information by the various agents.			01/01/2025	31/12/2025	
Application of clear language in the naming and explanation of the different phases to citizens.			01/05/2025	01/05/2026	
Special improvement in the presentation of the participatory phases on the participation website: prior consultation and public information procedure, increasing accessibility to it and citizens' knowledge of all the data and results of participation.			01/05/2025	01/05/2027	
Creation of structured web spaces on the regulations portal for the incorporation of the regulatory footprint and location on the transparency portal.			01/01/2025	31/12/2025	
Drafting of instructions and guidelines for document management of the regulatory footprint.			01/05/2025	01/10/2026	
Implementation and periodic review of results.			01/01/2026	31/12/2028	
Estimated Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
Presentation of a web portal that facilitates citizens' access to information about the process of drafting regulations, increasing their knowledge of decision-making and the interests involved, and encouraging their participation in the drafting of what will constitute the expression of the will of the people.					
Initiative indicators					
Indicators Implementation (Ie) Outcome (Ir)	Implementation	• Progress in designing a way to structure and present information. • Progress in the procedure for sending and publishing information. • Increase in content in plain language. • Improvement in the presentation of the participatory phases on the participation website. • Progress in the creation of structured web spaces on the regulatory portal for the incorporation of the regulatory footprint.			



	Results	• Increase in the number of regulations with a complete regulatory footprint. • Increase in the number of documents in the regulatory file. • Increase in the number of queries and results.	
Cross-cutting impact	Gender	N/A	
	Social inclusion	X	Increased clarity of the information contained in the transparency portal.
	Ecological Transition	X	Increasing active publicity and access to information reduces travel and the use of other means to access information.
	Territorial Diversity and Administrative Cooperation	X	Promotes cooperation and collaboration activities between administrations and bodies.

10.7.3 SPACE FOR QUICK CONSULTATION OF THE AUTONOMOUS COMMUNITY'S RECORDS ON ACCESS TO PUBLIC INFORMATION

Department

FINANCE, PUBLIC GOVERNANCE, DIGITAL SOCIETY AND GOVERNMENT SPOKESPERSON

Technical General Secretariat



Other stakeholders (Public)

- All Regional Ministries Autonomous

Other stakeholders (civil society)

- Public sector entities of the Autonomous Community Consultants

Background

Requests for access to public information are processed by the various transparency units of the regional ministries. Likewise, all bodies of the Autonomous Community that hold public information must report on the various requests, but in many cases there is no staff specialised in the legal aspects of transparency, which makes it difficult to resolve the requests, correctly apply the limits to the right of access, etc.

What is the problem/need that the initiative aims to resolve?

Lack of coordination and knowledge among the staff responsible for resolving cases of access to public information regarding the background and rulings of the Council for Transparency and Good Governance.

Brief description

To reflect the decisions taken by the Transparency and Good Governance Council regarding requests for access to public information in the Autonomous Community of La Rioja in an easily accessible and consultable computer tool.

Objectives

Facilitate coordination and legal certainty in the resolution of cases concerning the right of access to public information by making it easier to find out about the resolutions issued by the Transparency and Good Governance Council relating to the Autonomous Community of La Rioja.

How does the initiative contribute to solving the problem or meeting the need?

By systematising information in a way that facilitates consultation.

Relevance to Open Government values

- It strengthens the integrity mechanisms of public institutions and fosters public confidence.
- Builds trust and strengthens democracy.
- Promotes the values of transparency, accountability, citizen participation and integrity in all public administrations and institutions.
- Promotes, strengthens and improves the quality of participation in public management, allowing all citizens to become involved in public decision-making.

Link to the 2030 AGENDA





Initiative					
Reflect the decisions made by the Transparency and Good Governance Council regarding requests for access to public information in the Autonomous Community of La Rioja in an easily accessible and searchable computer tool, so that all employees and competent bodies can resolve cases more quickly and reliably.					
Initiative activities				Start date	End date
Analysis of the relevant information to be included.				01/01/2025	31/12/2025
Development of an easily accessible electronic tool.				01/01/2025	31/03/2026
Presentation to the various stakeholders involved. Collection of comments and initiatives.				31/03/2026	31/12/2026
Design of the data dumping process and data entry.				31/03/2026	31/03/2027
Continuous improvement.				01/01/2027	31/12/2028
Timeline estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
Provision of an easily accessible and searchable IT tool on the decisions taken by the Transparency and Good Governance Council regarding requests for access to public information in the Autonomous Community of La Rioja, so as to ensure greater flexibility and certainty in the resolution of cases by all employees and competent bodies.					
Indicators of the initiative					
Indicators execution (le) result (lr)	Execution	- Progress in analysing the relevant information that must be included. - Progress in the development of an easily accessible electronic tool. - Progress in presenting the tool to the various stakeholders involved. of claims and initiatives. - Progress in the design of the dumping and introduction of the same.			
	Result	- Reduction in the time spent searching for background information for the resolution requests for access to information. - Development of application criteria for resolutions on access to information. - Increased levels of access to information and reduction of resolution times and administrative silence.			
Cross-cutting impact	Gender	N/A			
	Social inclusion	N/A			
	Ecological Transition	N/A			
	Territorial Diversity and Administrative Cooperation	X	Promotes cooperation and collaboration between administrations and bodies.		

OPEN ADMINISTRATION

10.7.4 CLEAR LANGUAGE IN THE INFORMATION ON THE TRANSPARENCY PORTAL

Department

FINANCE, PUBLIC GOVERNANCE, DIGITAL SOCIETY AND GOVERNMENT SPOKESPERSON

Technical General Secretariat



Other stakeholders (Public)

- All Regional Ministries of the Autonomous Community

Other stakeholders (Civil Society)

Background

The information contained in the transparency portal is sometimes too technical.

What is the problem/need that the initiative aims to address?

The aim is to provide information to citizens in a clearer and simpler way for the general public.

Brief description

To establish, together with detailed information, clearer wording for the contents of the transparency portal, with explanations of its content, so that the Autonomous Community can convey the information to citizens and improve access to and understanding of it.

Objectives

To make the enormous amount of information contained in the transparency portal clearer and easier to understand so that citizens can access it, thereby strengthening trust in institutions and access to accurate information.

How does the initiative contribute to solving the problem or meeting the need?

By facilitating access to and clarity of information.

Relevance to Open Government values

- Strengthens the integrity mechanisms of public institutions and fosters public confidence.
- Builds trust and strengthens democracy.
- Promotes the values of transparency, accountability, citizen participation and integrity in all public administrations and institutions.
- Promotes, strengthens and improves the quality of participation in public management, allowing all citizens to become involved in public decision-making.

Link to the 2030



AGENDA

Initiative

Structuring and clear expression of the information contained in the Transparency Portal of the Autonomous Community of La Rioja.



Initiative activities				Start date	End date
Analysis of the relevant information that must be included.				01/01/2026	31/12/2026
Drafting of the introductory sections of the information in clear language and introduction of explanations and interrelation of the information.				01/01/2026	31/12/2028
Training staff on how to present information in plain language.				12/01/2025	31/12/2028
Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
A more accessible, clear and structured transparency portal.					
Initiative indicators					
Indicators Implementation (Ie) Results (Ir)	Implementation	- Progress in identifying the relevant information that should be included. - Progress in drafting the sections of the transparency portal in plain language. - Training activities on clear language.			
	Outcome	- Improved comprehensibility of the material content of the transparency portal. - Increase in visits and access to information.			
Cross-cutting impact	Gender	N/A			
	Social inclusion	X	It facilitates understanding by a greater number of people.		
	Ecological Transition	N/A			
	Territorial Diversity and Administrative Cooperation	X	Promotes cooperation and collaboration between administrations and bodies.		



REGION OF MURCIA

Initiatives related to commitments to:

Transparency and access to information

10.8.1. Plan to promote document accessibility in the Region of Murcia 2024-2027



REGION OF MURCIA



REGION OF MURCIA

TRANSPARENCY AND ACCESS TO INFORMATION

10.8.1 PLAN TO PROMOTE DOCUMENT ACCESSIBILITY IN THE REGION OF MURCIA 2024-2027

Regional Ministry

PRESIDENCY, SPOKESPERSON, FOREIGN AFFAIRS AND EMERGENCIES

General Secretariat

Other stakeholders (Public)

Other stakeholders (civil society)



Background

Since 2020, the Transparency Office has been working to promote and implement transparency in an inclusive manner.

Law 12/2014, of 16 December, on Transparency and Citizen Participation in the Autonomous Community of the Region of Murcia, cites accessibility as a general principle in several provisions.

The Transparency Office has worked together with the Committee of Representatives of Persons with Disabilities (CERMI) to improve the Transparency Portal and create a working group on clear language.

In addition, awareness-raising activities have been developed in collaboration with the University of Murcia, such as an inclusive gymkhana where, through various tests, participants could experience the difficulties faced by people with intellectual, hearing and visual disabilities in accessing corporate websites and carrying out online procedures.

In turn, the documentation staff at the Transparency Office continues to receive various training courses on digital accessibility.

Finally, a Guide to Good Practices in the Creation of PDF Documents has been developed and is being disseminated in two training sessions given by staff from the Office and ONCE.

What is the problem/need that the initiative aims to solve?

Lack of accessibility of documents published on the Transparency Portal of the Region of Murcia.

Brief description

The Murcia Region Transparency Office, within its remit, is responsible for the technical management of the content of the Transparency Portal, as well as for assessing the quality, clarity and accessibility of the most frequently requested public information.

Therefore, this Office needs to develop a plan to achieve effective access to public information under equal conditions for all.

To achieve this, coordinated action is needed between all the agents involved in the process of creating documentation that is subject to active publicity in the Regional Administration.

Objectives

Improving the accessibility of administrative documents to ensure effective access to public information on an equal basis for all persons.



How does the initiative contribute to solving the problem or meeting the need?

1. By raising awareness among public employees of the problems faced by people with disabilities in accessing information published on the Internet.
2. By offering technical training on how to create accessible documents.
3. Disseminating good practices in document accessibility in the regional administration.

Relevance to Open Government values

The right of access to public information based on three pillars: the right to know, the right to understand, and the right to access.

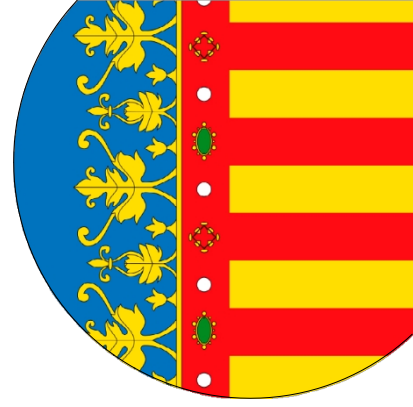
Link to the 2030



AGENDA

AGENDA

Initiative					
Development of the first plan to promote document accessibility in the Region of Murcia 2024-2027.					
Initiative activities			Start date	End date	
Creation and maintenance of a resource bank on accessibility in the Regional Administration.			01/01/2025	31/12/2025	
Develop instruments and mechanisms to facilitate the interpretation and proper application of regulations.			01/01/2025	31/12/2025	
Require accessible design and materials from external companies that produce content for the Regional Administration.			01/01/2026	31/12/2027	
Working group on accessibility and plain language for public employees.			01/01/2026	31/12/2026	
Training of public employees and professionals in document accessibility.			01/01/2025	31/12/2027	
Estimated timeline	2025	2026	2027	2028	
	X	X	X		
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
1. Achieve effective access to public information published on the transparency portal under conditions of equality for all persons.					
2. Ensure that documents generated and published by the Transparency Office are accessible.					
Initiative indicators					
Indicators of implementation (Ie) of results (Ir)	Implementation	• Creation of a resource bank on accessibility in the Regional Administration.			
		• Creation of a working group on accessibility and plain language for public employees.			
		• Number of training activities for public employees and professionals in document accessibility.			
	Results	• Number of instruments and mechanisms facilitating the interpretation and proper application of regulations.			
		• Number of materials accessible to external companies that produce content for the Regional Administration.			



VALENCIAN COMMUNITY

Initiatives related to commitments on:

Participation and civic space

10.9.1. "You make democracy"

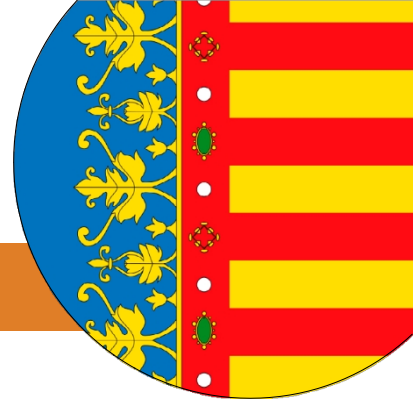
Digital governance and artificial intelligence

10.9.2. Strengthening transparency and oversight of algorithmic and artificial intelligence systems



VALENCIAN COMMUNITY

VALENCIAN COMMUNITY



PARTICIPATION AND CIVIC SPACE

10.9.1 "YOU MAKE DEMOCRACY"

Regional Ministry

PRESIDENCY

Directorate-General for Transparency and Participation



Other stakeholders (Public)

- Service for the Promotion of Self-Government and Valencian Regional Law
- Sub-Directorate for Democratic Quality, Social Responsibility and Promotion of Self-Government
- Department of Education, Culture, Universities and Employment
- Valencian Youth Council
- Valencian Institutions of Self-Government

Other stakeholders (civil society)

Background

The "You Make Democracy" project is currently being developed and will come to fruition on 5 November, when it will be officially presented.

What is the problem/need that the initiative aims to address?

In fulfilment of commitment 5 of the II Open Government National Action Plan (NAP) 2024-2027 for the Valencian Community, the aim is to foster a culture of participation among schoolchildren in the 3rd and 4th years of secondary education (ESO) regarding Valencian self-governing institutions as guarantors of democratic values, through the project "You make democracy".

To this end, it is necessary to develop content that is accessible online via the Generalitat Valenciana website, where students in the aforementioned grades can easily and dynamically access information about these institutions.

Brief description

The project consists of nine files (one for each self-governing institution in the Valencian Community). The files will include a short video with infographics, questions and educational elements, and will be made available on the Generalitat's website so that schools throughout the Valencian Community can download them and use them in the classroom.

Objectives

The "You make democracy" project aims to reinforce the knowledge of 3rd and 4th year ESO students about the Valencian self-governing institutions and how they work, as well as about the rights of Valencians derived from the Statute of Autonomy, all with the aim of bringing students closer to these institutions; and, on the other hand, to facilitate and enhance the participatory nature of students in the Valencian Community in a practical and fun way, establishing the 3rd and 4th years of secondary school as the appropriate time to develop these skills.



This project is designed so that, under the guidance of the school's teaching staff, students can acquire knowledge about these institutions easily and in an attractive way, with the training lasting approximately 3 teaching hours.

How does the initiative contribute to solving the problem or meeting the need?

The project creates and promotes the "You make democracy" Learning Community as a tool for networking among educational centres and disseminating the results of the initiative. It also generates a pilot experience of deliberative participation with the students participating in the Programme.

Relevance to Open Government values

The project promotes citizen participation and transparency. The educational community it targets learns about ways to participate in public affairs and how Valencian self-governing institutions work.

Link to the 2030



AGENDA

Initiative activities	Start date	End date
Three-hour virtual classes introducing self-governing institutions.	12/11/2024	18/06/2025
Development of the "YOU MAKE DEMOCRACY" competition and award for the best video on Valencian self-government institutions, to be given to one of the participating educational centres.	18/05/2025	18/06/2025

Timeline Estimated	2025	2026	2027	2028
	X	X	X	

Tract	PUNCTUAL	SUCCESSIVE	X

Expected results

Create and promote the "You make democracy" learning community to foster a culture of participation among secondary school students in Years 3 and 4 throughout the Valencian Community.

Indicators of the initiative

Indicators of implementation (le) of results (lr)	Implementation	70 visits to the programme's website.
	Outcome	20 schools participating in the Programme. 500 pupils participating in the Programme. 750 pupils participating in the programme of visits to institutions.

DIGITAL GOVERNANCE AND ARTIFICIAL INTELLIGENCE

10.9.2 STRENGTHENING THE TRANSPARENCY AND SUPERVISION OF ALGORITHMIC AND ARTIFICIAL INTELLIGENCE SYSTEMS

Ministry

PRESIDENCY

Directorate-General for Transparency and Participation



Other stakeholders (Public)

- Department of Finance, Economy and Public Service (Directorate-General for Information and Communication Technologies)
- Department of Health (Sub-Directorate General for Health Information Systems)
- Department of Education, Culture, Universities and Employment (Sub-Directorate General for Education)
- Department of Innovation, Industry, Trade and Tourism
- University of Valencia
- Polytechnic University of Valencia

Other stakeholders (civil society)

- N/A

Background

The Spanish Constitution of 1978 states in the first section of Article 103 that "The Public Administration serves the general interest objectively and acts in accordance with the principles of efficiency, hierarchy, decentralisation, deconcentration and coordination, with full submission to the law and justice." Similarly, Law 40/2015 of 1 October on the Legal Regime of the Public Sector introduces in the first section of Article 3 a list of general principles, which again includes effectiveness in the fulfilment of the objectives set and introduces efficiency in the allocation and use of public resources. As legal doctrine has been pointing out for years, it is undeniable that the use of technology is required to comply with the principle of effectiveness in administrative management.

Currently, in the era of the Fourth Industrial Revolution, the technology that has gained the most relevance is Artificial Intelligence (AI), despite the fact that its foundations are more than half a century old. This rise of AI can be explained by three main reasons: firstly, the increase in computing power; secondly, the ability to use and exploit available data on a massive scale; and finally, the increase in machines' ability to recognise patterns and the development of machine learning.

Furthermore, it is important to recognise that the future potential of these technologies is still uncertain. Current technology represents the ongoing effort of science and technology to respond to new forms of coexistence and the growing demand for social aspirations and needs. However, it must be acknowledged that this response is not always adequate. Various studies have shown that AI can introduce biases into its results, which can have particularly negative effects on vulnerable or disadvantaged groups.

Thus, it is relevant to refer once again to the constitutional text, which states in the second paragraph of Article 9 that "It is the responsibility of the public authorities to promote conditions that ensure that the freedom and equality of individuals and the groups to which they belong are real and effective" and to "remove any obstacles that prevent or hinder their full enjoyment". On the other hand, Article 18 of the Constitution refers to the guarantees that the State must offer with regard to honour, personal and family privacy and one's own image, and requires the regulatory framework to limit the use of information technology in order to guarantee these rights, as well as the full exercise of many others. In this regard, it should also be noted that the convergence of these provisions is crystallised in Article 23 of Law 15/2022 of 12 July, which is comprehensive in terms of equal treatment and non-discrimination, and is included in the National Strategy on Artificial Intelligence.



For decades, there has been an automated algorithmic procedure in large areas of administrative management, where the issuance of electronic administrative acts, without direct human intervention, has become an established practice. These automated administrative actions are well-founded and have a solid basis in our legal system. In other words, automation based on the use of algorithms exists without the need for AI systems. New concerns arise with the development of predictive and machine learning or deep learning AI, systems that raise specific legal issues that are not yet fully resolved.

In this regard, Spain's 4th Open Government Plan includes, within its third pillar, "Integrity," commitment number 5, "Public integrity systems," which in turn includes point 5.4, "Integrity and artificial intelligence," which aims to promote the use of reliable, open-source algorithms and project methodologies that take reliability into account.

From a more local perspective, since May 2022, the Valencian Community has had "The Valencian Community's Artificial Intelligence Strategy," which focuses on creating an ecosystem conducive to the implementation and establishment of AI in our autonomous community. In addition, the Valencian Regional Government has the Valencian Community Artificial Intelligence Observatory, created in June 2023.

Finally, at the international level, we find examples of good practices, such as the registration of algo-rhythms by Gemeente Amsterdam and Nantes Métropole.

What is the problem/need that the initiative aims to solve?

It is important to note that algorithms are no longer static (non-predictive) and have evolved into dynamic (predictive) systems. Within these advanced systems, we can distinguish between machine learning systems, which are capable of learning over time and with experience, providing solutions that may differ from those initially programmed and allowing for a certain degree of traceability; and deep learning systems, which form complex neural networks from massive amounts of data and whose traceability is almost non-existent. This lack of traceability allows them to be described as 'opaque', since even those who create them cannot know the logical process followed to make a particular decision, regardless of whether it is in accordance with the law or not, and whether it is fair or unfair.

Our administrations have already begun to use advanced algorithmic and AI systems in various sectors and at different speeds, in line with what is happening in many other states. Likewise, the legislative and judicial branches are also adopting these technologies.

The implementation of advanced algorithmic systems in public administration and its transition to so-called digital administration should be seen as the logical evolution of a process of dematerialisation and automation of administrative tasks that began decades ago. However, it is the responsibility of current administrations to implement systems of transparency and accountability regarding the use of these applications, non-discrimination, data protection and security, as well as to provide information and best practice guidelines to their staff to avoid the introduction of biases that could be detrimental to citizens.

Brief description

In accordance with the principles of transparency and "explainability", the aim is to provide information that includes a description, in clear and simple language, of the design, operation and logic of the algorithmic system, its purpose, its impact on public decisions, the level of risk it entails, its importance and expected consequences for citizens, the point of contact to which they can refer, and, where appropriate, the competent body or bodies for the purposes of appeal. It also aims to provide information on the general impact and risk criteria adopted to define the systems that must be made public.

Objectives

Comply with Article 16.1.I) of Valencian Law 1/2022 on transparency, regarding the publication of a list of algorithmic or artificial intelligence systems that have an impact on administrative procedures or the provision of public services.

cos with (i) a comprehensible description of their design and operation, (ii) the level of risk they entail, and (iii) the point of contact to be addressed in each case, in accordance with the principles of transparency and "explainability".

How does the commitment contribute to solving the problem or meeting the need?

This commitment provides for the creation of a guide to transparent algorithms that aims to be the cornerstone in the practice of developing and implementing algorithms in the administrative procedures and provision of public services of the Valencian Regional Government, bringing together in a single document the key points on the design of these systems so that bias is minimised and citizens are provided with better and more transparent public administration.

Secondly, this commitment provides for the study and implementation of a register of algorithmic systems of the Valencian Regional Government, in which these systems are listed and citizens' knowledge of these new digital administration tools is promoted, fostering a clearer and more transparent administration and generating greater trust in the institution. Similarly, the analysis of the algorithms and the implementation of the Register will encourage the study and review of these systems, verifying that there are no biases and that they offer a high degree of reliability.

Relevance to Open Government values

This commitment is relevant in four fundamental areas with regard to open government values:

- **Transparency.** Transparency has two sides to it. On the one hand, it enables public administrations to fulfil their obligations not only in terms of transparency and accountability, but also in a simple, clear and citizen-friendly manner, based on the principles of good faith and efficient management. On the other hand, it encourages citizens to exercise their rights in order to demand an open, objective, efficient and responsible administration that provides quality services without introducing unconscious biases into decision-making processes.
- **Public accountability.** Related to accountability, this commitment allows citizens to be aware of the algorithmic systems that influence decision-making in administrative procedures or service provision; both have a strong general impact, but also a significant personal impact on the affairs of those directly concerned.
- **Inclusion.** This is a fundamental value, as decisions that are made consciously and are inclusive in nature result in more equitable, more responsible policies with a greater impact on the target they are aimed at. Inclusion always generates better results.
- **Collective creation.** Collective creation (or co-creation), co-decision-making, and the action of weaving synergies translates into a more participatory, multifaceted, and robust policy, and usually results in more innovative projects.

**Link to the 2030
AGENDA**



Initiative		
To comply with Article 16.1.I) of Law 1/2022, of 13 April, on Transparency and Good Governance in the Valencian Community.		
Initiative activities	Start date	End date
Preparation and publication of a guide to transparent algorithms.	1 January 2025	31/03/2025
Design and implementation of the Valencian Regional Government's Algorithm Registry.	01/01/2025	31/03/2025
Carrying out a pilot project with two algorithms in use in the healthcare sector.	01/01/2025	30/06/2025



Initial analysis of the functioning of the Valencian Regional Government's Algorithm Registry.	01/07/2025	31/12/2025
Gradual expansion of the registration of other algorithms in the healthcare field.	01/01/2026	31/07/2026
Extension of algorithms registered in the registry to other areas of activity other than healthcare.	01/08/2026	31/07/2028
Evaluation of the Valencian Regional Government's Algorithm Register.	01/08/2028	31/12/2028

Estimated timing	2025	2026	2027	2028
Estimated	X	X	X	X

Tract	PUNCTUAL	X	SUCCESSIV E	

Expected results

- Publication of a guide to transparent algorithms.
- Creation of a multidisciplinary working group for the design and creation of the Generalitat's Algorithms Register.
- Creation of the Valencian Regional Government's Algorithm Registry and its publication on GVA Oberta (the Valencian Regional Government's transparency portal).
- Publication of the Register of Algorithms on the GVA Transparency Portal.

Indicators of the initiative

Indicators of implementation (le) of results (lr)	Implementation	• Creation of a multidisciplinary working group for the design and creation of the Valencian Regional Government's Algorithm Registry: Yes/No. • Publication of a section on the Valencian Government's transparency portal with information on progress in the design and creation of the Valencian Government's Algorithm Registry. • Presentation of the Valencian Regional Government's Algorithm Registry (pilot project). • Initial analysis of the functioning of the Register of Algorithms.
	Result	• Publication of the guide to transparent algorithms in GVA Oberta: Yes/No. • Registration in the pilot experience of the Register of Algorithms of 2 algorithms in the health field. • Expansion to more than two healthcare algorithms in the Registry of Algorithms. • Registration in the Register of Algorithms of algorithms from fields other than healthcare. • Issuance of an evaluation report on the Registry of Algorithms.



ARAGÓN

Initiatives related to the commitments of:

Participation and civic space

- 10.10.1. Public policy co-creation processes
- 10.10.2. Citizen laboratory for older people

Transparency and access to information

- 10.10.3. Improvement of transparency activities in the Autonomous Community of Aragon
- 10.10.4. Easy government



ARAGON



PARTICIPATION AND CIVIC SPACE

10.10.1 PUBLIC POLICY CO-CREATION PROCESSES

Presidency

PRESIDENCY, ECONOMY AND JUSTICE

Institutional Relations, External Action and Transparency

Other stakeholders (public)

- Other Departments of the Government of Aragon
- Local Entities of Aragon

Other stakeholders (civil society)

- Advisory and participatory bodies, social entities, economic and social agents, professional associations and bodies, and the general public



Background

Citizens' disaffection with public administrations and the decisions they make.

What is the problem/need that the initiative aims to resolve?

Perception of distance and remoteness in decision-making without taking citizens into account. Need for spaces that facilitate listening, reflection, deliberation and recognition of diverse views.

Brief description

Expand and improve the quality of citizen participation in public policy-making.

Objectives

- Facilitate spaces for public debate and citizen participation.
- Encourage listening, deliberation and recognition of 'the other'.
- Traceability and accountability: minutes, reasoned responses and resulting texts.
- Transparency: publication of all contributions made, including those from previous public consultations.
- Advancing impact perception: space for feedback during implementation and enforcement of public policy.

How does the initiative contribute to solving the problem or meeting the need?

It helps citizens feel heard and involved, and recognise other positions. It also promotes better public decision-making.

Relevance to Open Government values

- Promotes, strengthens and improves the quality of participation in public management, allowing citizens to participate in public decision-making, with the aim of achieving better results and greater democratic quality, providing a stable framework for participation processes within the autonomous community of Aragon, with a common methodology for all of them.
- It promotes transparency, as all documentation relating to the processes is publicly available on the Aragon Government website.
- It contributes to building a public integrity system, strengthening ethical values and mechanisms to reinforce the integrity of public institutions and bolster public confidence, as the administration is committed to



response to citizen contributions received, and an "inspector citizens" impact phase is created in which citizens can issue assessments once the public policy submitted for participation has been implemented.

- The traceability and transparency of all processes reinforces the values of Open Government.

Link to the 2030



AGENDA

Initiative					
• Bring public decision-making closer to the general public. • Transparency in participation processes.					
Initiative activities			Start date	End date	
Public consultations prior to drafting regulations.			01/01/2025	31/12/2026	
Number of contributions.			01/01/2025	31/12/2026	
Citizen participation processes in the Government of Aragon.			01/01/2025	31/12/2026	
Number of contributions.			01/01/2025	31/12/2026	
Citizen participation processes in local entities in Aragon.			01/01/2025	31/12/2026	
Number of contributions.			01/01/2025	31/12/2026	
Estimated timing		2025	2026	2027	2028
Estimated		X	X		
Tract		PUNCTUAL		SUCCESSIVE	
Expected results					
• Bring public decision-making closer to the general public. • Transparency in participation processes.					
Initiative indicators					
Indicators Implementation (le) Outcome (lr)	Implementation	• Number of public consultations held. • Number of regional participation processes carried out. • Number of local participation processes carried out.			
	Outcome	• Number of participants in public consultations. • Number of participants/contributions in regional participation processes. • Number of participants/contributions in local participation processes.			

10.10.2 CITIZEN LABORATORY FOR SENIOR CITIZENS

Department

PRESIDENCY, ECONOMY AND JUSTICE

Institutional Relations, External Action and Transparency



Other stakeholders (Public)

- Social Welfare and Family
- Directorate-General for the Elderly

Other stakeholders (civil society)

- Social entities, economic agents and professional associations and schools, and the general public

Background

In Spain, unwanted loneliness among older people and their limited access to adequate care services are growing problems that affect their emotional and physical well-being. However, in Aragon, these challenges are exacerbated by our territorial idiosyncrasies, as we are a large but sparsely populated region with a rapidly ageing population: 280,000 people are over 65 (22% of the population) and 78,000 of them live alone. This reality exacerbates their isolation and access to services and hinders the full exercise of their citizenship.

What is the problem/need that the initiative aims to solve?

- To make the administration more inclusive, bringing older people closer to the administration.
- Involving older people in the development of public policies that affect them.

Brief description

The laboratory seeks to provide innovative responses to the needs of older people by involving older people themselves, in contrast to conventional administrative initiatives, which tend to adopt a welfare-based approach rather than promoting the value of participants to society, thereby greatly improving their overall well-being and quality of life.

Objectives

The laboratory aims to involve older people both in identifying the problems that affect them and in finding solutions to resolve or minimise these problems.

How does the initiative contribute to solving the problem or meeting the need?

Actively include groups that are most distant from the administration in joint projects, contributing to their empowerment and the creation of common languages and spaces of trust.

Relevance to Open Government values

Achieve a more inclusive and participatory administration.

**Link to the 2030
AGENDA**



Initiative

Laboratory.



Initiative activities				Start date	End date
Design.				01/01/2025	28/02/2025
Call for applications.				01/02/2025	31/03/2025
Project prototyping.				1 April 2025	30/06/2025
Estimated timeline Estimated	2025	2026	2027	2028	
	X	X			
Tract	PUNCTUAL		X	SUCCESSIV E	
Expected results					
A more user-friendly and accessible Transparency Portal, better positioned, facilitating access to information for all citizens.					
Indicators of the initiative					
Indicators Implementation (le) Results (lr)	Implementation	• Number of collaborating entities. • Number of proposals received. • Number of promoters. • Number of administrations involved.			
	Results	• Number of registered participants. • Number of prototypes of ideas. • Number of projects launched.			

TRANSPARENCY AND ACCESS TO INFORMATION

10.10.3 IMPROVEMENT OF ACTIVITIES FOR TRANSPARENCY IN THE AUTONOMOUS COMMUNITY OF ARAGÓN

Regional Ministry

PRESIDENCY, ECONOMY AND JUSTICE

Institutional Relations, External Action and Transparency



Other stakeholders (Public)

- Each department of the Autonomous Community of Aragon, there is a Transparency Unit
- Aragon Transparency Council Aragon
- Parliament
- Justice of Aragon
- Aragon Advisory Council
- Chamber of Accounts Local
- Entities University of Zaragoza
- Social Agents
- Groups with greater representativeness
-
-

Other stakeholders (Civil Society)

- Organisations and Associations for the Defence of Consumers and Users
- Political Parties
- Private entities participating in the action publish
- Right of All People

Background

Following the creation and consolidation of regulatory bodies for transparency in the Autonomous Community of Aragon, the increase in activity, diversity and complexity of the subject matter, coupled with a shortage of human and material resources since its creation, has meant that despite the significant and intense activity carried out by the Transparency Service and the Aragon Transparency Council (CTAR) in recent years, as of 2021, there has been a significant backlog in the resolution of complaints.

What is the problem/need that the initiative aims to resolve?

The delay in resolving complaints regarding transparency undermines the effectiveness of the right of access to public information, while at the same time tying up the resources currently available for processing these complaints, thereby preventing or limiting other activities to promote and develop transparency.

Brief description

- The problem described affects the increase in the time taken to resolve complaints by the Transparency Council. Aragon, almost three years, which affects the effectiveness of its decisions.
- The delay in resolving the complaint reduces the effectiveness of the right of access to information.
- Citizens perceive that the Aragon Transparency Council lacks the means to adopt and monitor its decisions.

Objectives

- To reduce the number of pending complaints regarding transparency and the time taken to resolve them during the current legislative term.
- Efficiency in the activities of the Aragon Transparency Council.
- Monitoring the processing and implementation of resolutions.

How does the initiative contribute to solving the problem or meeting the need?

- Reducing the number of complaints pending resolution before the Aragon Transparency Council.
- Reducing the time taken to resolve complaints as much as possible.
- Greater proximity to citizens.



- Greater efficiency in the exercise of citizens' rights.
- Promotes participation and awareness of public affairs.
- It reduces arbitrariness and abuse of power.
- Increases the activity and dynamism of the Aragon Transparency Council.

Relevance to Open Government values

Increased transparency, both in terms of active disclosure obligations and the right of access to public information.

Link to the 2030



AGENDA

Initiative		
• Budget allocation and creation of a civil service position in the Transparency Service. Advisor on transparency matters. • Renewal of the Aragon Transparency Council in 2024. • Constitution of the Council. • Holding of at least four quarterly meetings per year. • Reduction in the number of resolutions pending resolution by the Aragon Transparency Council. • Reduction in the time taken to adopt the Council's resolutions.		
Activities of the initiative	Start date	End date
Renewal of the Aragon Transparency Council.	01/01/2024	31/03/2024
Constitution of the new Aragon Transparency Council.	01/03/2024	31/03/2024
Calls and holding of quarterly meetings of the Transparency Council at the LAAAB headquarters: 4 sessions/year.	01/01/2024	31/12/2027
Resolutions of the Transparency Council regarding entities subject to Law 8/2015 on Transparency in Aragon.	01/01/2024	31/12/2027
Reports to the Aragon Transparency Council.	01/01/2024	31/12/2027
Optimise and systematise the information contained in the Complaints Database of the Aragon Transparency Council to improve usability and reduce consultation times.	01/01/2025	31/12/2027
Review of the databases that feed into the Register of Requests for Access to Public Information Public Information, managed by the Transparency Service.	01/01/2025	31/12/2027
Participation in conferences and seminars on transparency for training and knowledge of the extensive existing state and regional doctrine and jurisprudence. • In person: 4 seminars/year. • Online.	01/01/2025	31/12/2027
Council activities with other bodies. • CTBG. • Foundation for Democracy and Local Government. • Association of Auditors.	01/09/2024	30/09/2027
Advancing the implementation and monitoring of transparency in Aragon. • Outreach and awareness-raising activities. • Number of requests made to the entity for compliance with the Council's resolutions.	01/03/2025	30/09/2027

10 years of transparency in Aragon, in 2025. 1 DAY.	01/05/2025	31/05/2025
Support and collaboration with Transparency Units and local entities:		
Updating of personnel assigned to Transparency Units and/or of the SGT that performs the functions.	01/01/2025	28/02/2027
Presentation and review of the situation.		
Regulations on transparency, procedures and instructions.	01/07/2024	30/06/2027

Timeline Estimated	2025	2026	2027	2028
	X	X	X	

Tract	PUNCTUAL		SUCCESSIV E	X

Expected results

- Update the activity of the Aragon Transparency Council.
- Greater dynamism of the Aragon Transparency Council.
- Reduce the time frame and number of resolutions of the Aragon Transparency Council.
- Once this has been achieved, the aim is to continue improving transparency in Aragon: participating, collaborating with other transparency bodies and commissioners, carrying out training activities on transparency in Aragon for new staff, continuing professional development and with the transparency units of the various departments.

Indicators of the initiative

Indicators of implementation (le) of results (lr)	Implementation	
		- Number of meetings and number of sessions of the Aragon Transparency Council. - Number of complaints submitted to the Aragon Transparency Council. - Number of resolutions issued by the Aragon Transparency Council. - Total number of resolutions. - Percentage of resolutions relating to complaints about the activities of departments, local authorities and others. - Number of resolutions by the Aragon Transparency Council pending resolution. - Ratio of the time taken to resolve requests for the right of access to public information. - Percentage of Council resolutions pending resolution. - Number of requests from the CTAR to monitor compliance with resolutions. - Number of reports requested and prepared by the CTAR. - Annual Transparency Report. - Number of hours spent improving IT tools. - Actions to improve these tools. - Number of training workshops and seminars attended by Transparency Service staff. - Duration of training workshops and seminars attended by by Transparency Service staff. - Dissemination: 10 years of transparency event. - Training in transparency in the Administration of the Autonomous Community of Autonomous, new staff, ongoing training, others. - Number of meetings with Transparency Units. - Hours of training with Transparency Units. - Number of meetings and encounters with transparency entities.



	Results	- Reduction in the time taken to resolve requests for access to public information. - Maintenance of CTAR quarterly meetings and calls for proposals. - Reduction in the number of complaints pending resolution before the CTAR. - Citizens' perception of the Council's decision-making and transparency monitoring activities transparency by the Council.

Cross-cutting impact	Gender	N/A	
	Social inclusion	X	Transparency is a tool for effective citizen participation in public decision-making, for all citizens. It promotes an advanced democratic society for better economic, social and sustainable growth.
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	N/A	Different configuration of the transparency control body depending on the Autonomous Communities. Collaboration and mutual support between public administrations is necessary to ensure the proper application of transparency regulations in the Autonomous Community of Aragon.

10.10.4 EASY GOVERNMENT

Regional Ministry

PRESIDENCY, ECONOMY AND JUSTICE

Institutional Relations, External Action and Transparency



Other stakeholders (Public)

- Department of Social Welfare and Family
- Aragonese Institute of Social Services (IASS)

Other stakeholders (Civil Society)

- Committee of Organisations Representing Persons with Disabilities (CERMI-Aragón)
- Plena Inclusión Aragón

Background

It was part of the commitments for the 4th Open Government Plan, although the contents for the V Government Plan are different.

What is the problem/need that the initiative aims to address?

People with functional diversity or reading comprehension difficulties need to be integrated into public policies, so it is very important that they participate in their design and, to do so, they need to be aware of them.

Brief description

The aim is to make public services and policies universally accessible. It is therefore necessary to include new sensitivities in the processes of citizen participation, using the Easy Reading methodology, paying attention to the text, design and illustrations.

Objectives

- That people with disabilities or reading comprehension difficulties participate in workshops that address different regulations that directly affect public policies and services.
- Build an accessible, accessible and simple administration for all.

How does the initiative contribute to solving the problem or meeting the need?

People with functional diversity, children, the elderly and people at risk of social exclusion will make their needs and concerns visible in the workshops in which they participate and will greatly benefit from easy reading.

Relevance to Open Government values

The inclusion of these groups, which has at times been overlooked, means improving participation and transparency in public management.

Citizens will have greater confidence in institutions when they see them as more accessible, and the inclusion of persons with disabilities in participatory processes will become more real.

**Link to the 2030
AGENDA**



Initiative

Create spaces for participation and empowerment for voices that are usually ignored.



Initiative activities				Start date	End date
Workshops for people with functional diversity.				01/01/2025	31/12/2027
Adaptation of texts to Easy Reading.				01/01/2025	31/12/2027
Internal information campaign on Easy Government.				01/01/2025	31/12/2025
Timeline Estimated	2025	2026	2027	2028	
	X	X	X		
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
Greater participation and transparency in public policy design and accountability.					
Initiative indicators					
Indicators Implementation (le) Outcome (lr)	Implementation	15-20 participatory workshops on the documents to be adapted. - Training for internal staff in clear communication.			
	Outcome	6-11 documents adapted for easy reading. - Call for applications for 1 course for civil servants.			
Cross-cutting impact	Gender	N/A			
	Social inclusion	X	More accessible content for all citizens.		
	Ecological Transition	N/A			
	Territorial Diversity and Administrative Cooperation	N/A			



CASTILLA - LA MANCHA

Initiatives related to commitments on:

Participation and civic space

- 10.11.1. Preparation and evaluation of the Annual Citizen Participation Programme of Castilla-La Mancha
- 10.11.2. Promotion and extension of participatory culture among local entities in the autonomous community
- 10.11.3. Preparation of an internal guide for the processing of participatory actions
- 10.11.4. Health and Society Project: building a model for social participation in health in Castilla-La Mancha

Transparency and access to information

- 10.11.5. Updating of the Castilla-La Mancha Transparency Portal

Integrity and accountability

- 10.11.6. Design, configuration and implementation of the "activity register" and the "register of assets and property rights" for senior officials in the regional administration of Castilla-La Mancha
- 10.11.7. Senior Official Folder: updating and implementation of content
- 10.11.8. Review and expansion of the integrity commitments in the code of ethics for senior officials in Castilla-La Mancha

Dissemination, training and promotion of Open Government

- 10.11.9. Open Government Chair
- 10.11.10. Call for entries for the National Research Awards on Open Government from the Chair of Open Government at the UCLM-JCCM, in collaboration with the Network of Chairs of Open Government and the Academic Forum on Open Government of the V Plan



CASTILE-LA MANCHA



CASTILLA-LA MANCHA

PARTICIPATION AND CIVIC SPACE

10.11.1 PREPARATION AND EVALUATION OF THE ANNUAL CITIZEN PARTICIPATION PROGRAMME OF CASTILLA-LA MANCHA

Regional Ministry

FIRST VICE-PRESIDENCY

Office of Transparency, Integrity and Participation

Other actors involved (Public)

- All Regional Ministries of the Regional Government Regional
- Autonomous Bodies of the Regional Administration:
 - SESCOAM (Castilla-La Mancha Health Service)
 - Castile-La Mancha Women's Institute

Other stakeholders (civil society)



Background

Articles 18 to 20 of Law 8/2019, of 13 December, on Participation in Castile-La Mancha.

What is the problem/need that the initiative aims to address?

Since Law 8/2019 of 13 December on Participation in Castile-La Mancha came into force on 26 June 2020, the Regional Administration has been consolidating a model of governance that involves citizens in the development of the Regional Government's public policies, adapting them to the specific needs of the population. To this end, the necessary tools and resources have been established to facilitate citizen participation in participatory processes.

This action aims to:

- Improve internal coordination and organisation.
- Identification of needs and priorities in management bodies.
- Annual specification of public policies that will be subject to citizen participation with regard to regulatory projects, plans or programmes derived from them.

Brief description

The following must be included in the Annual Citizen Participation Programme, indicating the participation instruments and procedures chosen for each of these areas:

- The development of plans or programmes that directly affect citizens, except for those planning instruments provided for in sectoral legislation.
- Draft laws affecting civil, political and social rights, as well as draft regulations that constitute the general development of the aforementioned rules.
- The evaluation of the provision of key public services aimed at citizens.
- Any other public policies that the relevant regional ministries deem appropriate to subject to participation procedures or instruments.



Objectives

The Annual Citizen Participation Programme will be the strategic document containing the regulatory projects, plans or programmes derived from the public policies developed by the Regional Administration, contributing to:

- Significantly improving cohesion, efficiency and effectiveness within the Regional Administration, addressing these and other issues proactively and systematically.
- Create structured spaces and processes for citizens to actively contribute to decision-making.
- Facilitate a more transparent, accountable and inclusive relationship between the government and citizens, strengthening democracy and improving the quality of decisions and public policies.

How does the initiative contribute to solving the problem or meeting the need?

The design and implementation of an annual participation programme will significantly improve cohesion, efficiency and effectiveness within the Regional Administration, helping those responsible for the administrative units proposing the participatory processes included in the programme to become directly involved in each of the phases involved in their development.

Relevance to Open Government values

The citizen participation programme is a firm commitment to achieving an Open Government that is responsive to the demands, concerns and opinions of civil society (citizens, organisations, companies and other groups), all of which are fundamental for the enrichment of the public policies that we have been developing from the Regional Government, achieving higher standards of transparency, accountability, participation and integrity, as basic principles that should govern an Open Government.

[Link to the 2030](#)



AGENDA

Initiative activities		Start date	End date		
- When: In the first half of the financial year following its implementation. - Who: Interdepartmental Commission for Citizen Participation.					
Preparation: a. Proposal. b. Approval. c. Publication.		01/01/2025	31/03/2025		
Implementation: a. Implementation of the participatory processes included in the programme. b. Six-monthly monitoring of the implementation of the annual programme.		01/03/2025	31/12/2025		
Evaluation report: a. Prepared in the first half of the year following the implementation of the programme. b. Approval by the Interdepartmental Commission for Citizen Participation and the Governing Council of the Autonomous Communities.		01/01/2026	30/06/2026		
Estimated Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIVE	X

Expected results			
Annual planning and implementation of all processes included in the Participation Programme.			
Initiative indicators			
Indicators of implementation (le) Outcome (lr)	Implementation	Preparation: - In progress: Yes/No. - Approved: Yes/No. Implementation: - Percentage of half-yearly implementation (%). Evaluation report: - In progress: Yes/No. - Approved: Yes/No.	
	Results	Annual Citizen Participation Programme: 1 prepared. 1 implemented. 1 evaluated.	
Cross-cutting impact	Gender	X	Gender statistics regarding participants in each of the participatory processes included in the Annual Programme.
	Social inclusion	N/A	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	N/A	



10.11.2 PROMOTION AND EXTENSION OF PARTICIPATORY CULTURE AMONG LOCAL ENTITIES IN THE AUTONOMOUS COMMUNITY

Regional Ministry

FIRST VICE-PRESIDENCY

Office of Transparency, Integrity and Participation



Other stakeholders (Public)

- Ministry of Finance, Public Administration and Digital Transformation (Deputy Ministry of Digital Administration)
- Federation of Municipalities and Provinces of Castilla-La Mancha (FEMP)

Other stakeholders (Civil Society)

Background

Law 8/2019, of 13 December, on Participation in Castile-La Mancha:

- Article 34 "Collaboration with local authorities and promotion of citizen participation at the local level".
- Fifth Additional Provision "Model Ordinances for participation in the sphere of local authorities in Castile-La Mancha".

What is the problem/need that the initiative aims to resolve?

Extension of participatory culture at the local level: The Autonomous Community of Castilla-La Mancha is made up of 919 municipalities, 882 of which have a population of less than 10,000. Many of these municipalities do not have the necessary resources to standardise and implement participatory processes and therefore lack the material means and digital tools to launch and publicise these participatory processes.

Brief description

Drafting of a Model Ordinance on Participation by Local Authorities in Castilla-La Mancha, as a unified regulatory framework designed to regulate and promote citizen participation in local decision-making. This ordinance will establish clear and accessible guidelines to ensure that participatory processes in all municipalities in the region are consistent, inclusive, transparent and effective.

Creation of a participatory space within the autonomous community's Citizen Participation Portal to provide a digital tool to local entities in the region that require it, with the aim of helping them to launch and implement participatory processes at the local level. This measure will promote citizen participation and contribute to spreading the values of Open Government among local entities in the region.

Updating and dissemination of a guide to participatory budgeting at the local level, "Methodological guide for the design and promotion of participatory budgeting processes in local authorities in Castilla-La Mancha". The municipal budget establishes which projects or initiatives a local authority spends or invests in, how much is allocated to each expenditure or investment project, and how that expenditure or investment is financed through revenue, which ultimately represents the joint contribution of citizens to partially finance public services. For this reason, citizen participation in the preparation of budgets adds special value to municipal management, as it brings citizens closer to understanding their budget and deciding on the priorities in which to invest municipal resources.

Objectives

- To provide local authorities in the region with a digital tool to help them launch and implement participatory processes at the local level.
- To encourage citizen participation in the municipalities of Castilla-La Mancha.

- To disseminate the values of Open Government among local authorities in the region and, therefore, among the residents of Castilla-La Mancha.

How does the initiative contribute to solving the problem or meeting the need?

- By establishing standardised participatory processes through the development of a model ordinance for local authorities.
- By providing a digital tool for the implementation of participatory processes by local authorities through the Castilla-La Mancha Citizen Participation Portal.
- By providing local authorities in the region with a guide for implementing participatory budgeting at the local level, as one of the fundamental elements of municipal life.

Relevance to Open Government values

The extension of participatory culture to local authorities in Castilla-La Mancha through the three proposed actions is fundamentally relevant to Open Government values, as it facilitates and broadens the scope of transparency, accountability, trust and citizen participation in the region's municipalities.

Residents of the different municipalities within the territory of Castilla-La Mancha will be able to actively participate in the decision-making process, ensuring that public policies and decisions reflect the needs and opinions of citizens and increasing their trust in the government.

Transparency and the inclusion of citizens' opinions in decision-making processes contribute to the perception of a legitimate and responsive government.

[Link to the 2030](#)



AGENDA

Initiative		
• Drafting and dissemination of a model ordinance on citizen participation. • Creation of a Digital Space for Local Entities. • Updating of a guide for the implementation of the Participatory Budgeting process at the local level.		
Initiative activities	Start date	End date
Drafting of a model ordinance on citizen participation.		
Prepared by the Office of Transparency, Integrity and Participation.	01/01/2025	31/03/2025
Dissemination of the Ordinance through presentations, meetings and gatherings with different Entities responsible for municipal management.	01/04/2025	31/12/2025
Creation of a Digital Space for Local Entities.		
Implementation and technological development of the Castilla-La Mancha Citizen Participation Portal.	01/01/2025	31/03/2025
Protocol for local authorities to join the technological participation space.	01/04/2025	31/05/2025
Update of a Guide for the implementation of the Participatory Budgeting process at the local level.		
Review of the contents of the Guide.	01/01/2025	30/06/2025



Approval of the Guide.			01/07/2025	31/07/2025
Estimated timeline Estimated	2025	2026	2027	2028
	X			
Tract	PUNCTUAL		X	SUCCESSIV E
Expected results				
Adoption of good practices in the field of citizen participation by local authorities in the region.				
Indicators of the initiative				
Indicators implementation (Ie) of results (Ir)	Implementation	Preparation of the model ordinance on citizen participation: - In progress: Yes/No. - Approved: Yes/No. Implementation and technological development of the Digital Space for Local Entities : - Pending: Yes/No. - Approved: Yes/No. Update of a Guide for the implementation of the Participatory Budgeting process at the local level: - In progress: Yes/No. - Approved: Yes/No.		
	Result	Approval of the Model Ordinance on Citizen Participation: 1 approved. Creation of the Digital Space for Local Entities: 1 created. Approval of a Guide for the implementation of the participatory budgeting process at the local level: 1 approved.		
Cross-cutting impact	Gender	N/A		
	Social inclusion	N/A		
	Ecological Transition	N/A		
	Territorial Diversity and Administrative Cooperation	X	Extension of participatory culture to those municipalities in Castilla-La Mancha which, due to their population, location, resources, etc., have greater difficulties in implementing participatory actions.	

10.11.3 PREPARATION OF AN INTERNAL GUIDE FOR THE PROCESSING OF PARTICIPATORY ACTIONS

Department

FIRST VICE-PRESIDENCY

Office of Transparency, Integrity and Participation

Other actors involved (Public)

- All Regional Government Departments
- Autonomous Bodies of the Regional Administration:
 - SESCOAM (Castile-La Mancha Health Service)
 - Castile-La Mancha Women's Institute

Other stakeholders (civil society)



Background

Study, rationalisation and standardisation prior to the development of the working protocols to be included in the guide.

What is the problem/need that the initiative aims to address?

Participatory processes can vary widely in their approaches and methodologies, leading to confusion and inconsistency in implementation. The development of guidelines for participatory processes aims to address the lack of standardisation, accessibility, transparency, efficiency and training of the managing bodies in the citizen participation processes promoted by the regional administration, through the Office of Transparency, Integrity and Participation.

Brief description

Preparation of a guide containing various working documents relating to the processing of participatory processes to facilitate their publication, management and monitoring by the regional administration's management bodies.

Objectives

Develop and provide clear, accessible and standardised guidelines to facilitate the implementation, management and monitoring of participatory processes by regional government bodies, promoting transparency, efficiency and effectiveness in citizen participation, with the aim of strengthening democracy and ensuring that all citizens have the tools and knowledge necessary to become actively involved in public decision-making.

How does the initiative contribute to solving the problem or meeting the need?

By standardising each of the phases and corresponding milestones involved in the implementation of a participatory process, thus establishing a coordinated working protocol between the different actors involved: Participation Units of each of the Regional Ministries and Autonomous Bodies, Management Bodies (Directorate-General or similar) and the Office of Transparency, Integrity and Participation.

Relevance to Open Government values

The development of a guide for participatory processes is highly relevant in the context of Open Government values. These values include transparency, citizen participation, accountability, and collaboration. Below is a detailed explanation of how these guides will contribute to each of these values:

- Transparency. They will detail each step of the participatory process, providing a clear understanding of how these processes are carried out.
- Citizen Participation. They will facilitate understanding and access to participatory processes by management bodies, which will promote high-quality participatory processes, resulting in greater and better citizen participation.



- Accountability. They will provide clear guidelines on how participatory processes should be carried out, and the guides will help to establish clear expectations on how they should be managed and the expected results.
- Collaboration. They will promote a collaborative approach by defining roles and responsibilities.

Link to the 2030



AGENDA

Initiative				
Preparation of the following working documents: - Working protocol for editing and publishing prior to public consultation. - Working protocol for editing and publishing participatory processes. - Working protocol for editing and publishing participatory bodies. - Working protocol for editing and publishing survey forms.				
Initiative activities			Start date	End date
Meetings between the Office of Transparency, Integrity and Participation and the Participation Units of the Regional Ministries and Autonomous Bodies.			01/01/2025	28/02/2025
Preparation of working protocols by the Office of Transparency, Integrity and Participation.			01/03/2025	30/04/2025
Preparation of the "Internal Guide for the processing of participatory actions".			01/05/2025	30/06/2025
Estimated timeline	2025	2026	2027	2028
	X			
Tract	PUNTUAL		X	SUCCESSIV E
Expected results				
Coordinated work and responsible involvement of all the bodies involved in the different departments and autonomous agencies of the Regional Government of Castile-La Mancha in the area of citizen participation.				
Indicators of the initiative				
Indicators of implementation (Ie) of result (Ir)	Implementation	Comparison meetings: - Number of contrast meetings held. Working protocols: - Number of protocols processed. - Number of protocols approved.		
	Results	Internal Guide for the processing of participatory actions: 1 guide approved.		

10.11.4 HEALTH AND SOCIETY PROJECT: CONSTRUCTION OF A MODEL FOR SOCIAL PARTICIPATION IN HEALTH IN CASTILLA-LA MANCHA

Regional Ministry

HEALTH

Directorate-General for Humanisation and Social Healthcare
Castilla-La Mancha Health Service (SESCAM)



Other actors involved (Public)

- Department of Social Welfare
- Department of Education, Culture and Sport
- Local Councils and Provincial Councils
- Universities and Public Health Research Centres

Other stakeholders (civil society)

Citizenship sphere:

- Health Service Users (Patients and Families)
- Patient and family associations Non-governmental organisations (NGOs) related to health
- Citizen platforms for participation in health and patient experience
- Volunteer organisations in the social and health care field

Healthcare professionals:

- Professional organisations (health-related professional associations, trade unions and scientific societies)

Business sector:

- Healthcare providers
- Pharmaceutical industry
- Consulting firms specialising in humanisation and participation

Background

The current healthcare system presents significant challenges in terms of citizen participation and transparency. Although efforts are being made to include citizens and professionals in healthcare decision-making, there is still a lack of formal, regulated structures that enable effective, qualified participation at the meso and macro levels.

In addition, citizen service channels are redundant, which hinders clear and efficient communication between the healthcare system and its users. Furthermore, there is no robust mechanism for measuring patient and professional satisfaction with the policies and services implemented, which limits the healthcare system's capacity for adaptation and continuous improvement.

What is the problem/need that the initiative aims to solve?

With this project, we mainly aim to resolve the following:

- We aim to make more informed, shared, effective, efficient, humanised and robust strategic decisions and actions: to achieve a more permeable Health Service that is better suited to the needs of people (patients, families, professionals and society).
- To convey society's vital/emotional experience of health (patients, professionals, associations, institutions, etc.) and thus contribute to a quality health model that truly involves people.
- Lack of defined structures and processes for social participation in health. Currently, there is a lack of clear and effective structures to enable real and qualified participation by patients and professionals in decision-making on health policies.
- Transcending from a culture of reactive participation to a culture of proactive participation. Defining a model of relationship with citizens by promoting proactive participation and reorganising reactive participation.
- The involvement of professionals as a tool for their care. Caring for carers through involvement, designing channels and mechanisms for expression that encourage their participation and involvement in management and decision-making.



Brief description

This commitment focuses on designing and implementing a regional model for the management of Social Participation in Health in Castilla-La Mancha that guarantees the active involvement of stakeholders and promotes a more inclusive, efficient, equitable and humanised health system, favouring different levels or layers:

- a) Macro or planning level (design of policies and strategies).
- b) Meso or management level (improvements and initiatives in health management).
- c) Micro or care level (professional-patient relationship).

To this end, we understand that the model must be devised and constructed through a participatory process involving the key agents of the health ecosystem themselves.

We understand that the model generated should define and build, among other things, the following PARTICIPATION MECHANISMS in the Health Service, as well as the processes and structures necessary to implement them:

1. Citizen consultation and deliberation processes for the design of specific programmes, projects or policies.
2. Management methodologies based on patient experience.
3. Stable spaces/forums for citizen participation (Health Councils, Committees and Commissions in the Health Service, etc.).
4. Standardised procedure for collaboration with social entities and agents in the field of health (patient associations, NGOs, citizen platforms, etc.).
5. Social and healthcare volunteer programme.
6. Model for listening to and actively involving professionals in management decision-making.
7. Standardisation of a regional process for citizen care.

Objectives

In constructing this model, the commitment we have made in this 5th Open Government Plan is aimed at five main objectives:

1. Create the regional structures and teams necessary to promote and support the Social Participation in Health Model: Regional Office for Humanisation and Participation in Health in Castilla-La Mancha and Health and Society Project Promotion Group.
2. Design and develop a structured participatory process with all the agents involved, through which which the model will be built.
3. Have a document/National Action Plan defining the participation model and the roadmap for its implementation.
4. Establish a regulatory framework that guarantees qualified and effective participation through the health participation mechanisms defined in the previous section.
5. Define a standardised channel and process for citizen services at the regional level.

How does the initiative contribute to solving the problem or meeting the need?

The project, which focuses on health, helps to address the low level of citizen participation in identifying and addressing the community's health needs. Through actions such as creating spaces for dialogue, training community agents and promoting consultation and collaboration mechanisms, social co-responsibility in decision-making on health policies and services is strengthened. In this way, it not only promotes a more active and informed citizenry, but also ensures that health interventions respond more effectively and equitably to the real needs of the population, thus improving the quality and accessibility of healthcare.

Relevance to Open Government values

This commitment promotes and reinforces fundamental principles such as transparency, citizen participation, accountability and collaboration. It will not only strengthen the relationship between the government and citizens, but will also contribute to creating a more resilient and people-centred health system, based on qualified participation and satisfaction measurement.

Link to the 2030 AGENDA



Initiative		
INITIATIVE 1: Establishment of the necessary structures to promote and support the Model of Social Participation in Health in Castilla-La Mancha. INITIATIVE 2: Development of a structured participatory process involving all stakeholders, through which the model will be constructed. INITIATIVE 2: Preparation of a document/action plan for social participation in health. INITIATIVE 3: Creation of a regulatory framework for social participation in health. INITIATIVE 4: Defining a standardised channel and process for citizen services at the regional level.		
Initiative activities	Start date	End date
1. Establishment of the necessary structures to promote and support the Social Participation in Health Model in Castilla-La Mancha.		
Creation of a regional promotion and management group for the development of the model.	01/01/2025	31/12/2025
Creation of the Regional Office for Humanisation and Social Participation in Health.	01/01/2025	31/12/2025
2. Development of a structured participatory process with all stakeholders involved, through which the model will be constructed.		
Methodological design of the participatory process.	01/01/2025	31/05/2025
Promotion and implementation with the involvement of all stakeholders.	01/06/2025	31/10/2025
Analysis of information and final report.	01/11/2025	31/01/2026
3. Preparation of a document/action plan for social participation in health.		
Analysis and implementation of the results of the participatory process of the CLM Humanisation Challenges Map developed by the Regional Ministry of Health.	01/01/2025	31/12/2025
Analysis and implementation of the results of the Driving Force Group Meetings Programme.	01/01/2025	31/12/2025
Conducting a self-assessment based on the model of excellence for patient involvement of the Patient Organisations Platform (POP).	01/01/2025	31/12/2025
Approval of the guide.	31/07/2025	31/07/2025
4. Creation of a regulatory framework for social participation in health.		
Decree on the participation of patients, professionals and society in decision-making related to public health.	01/01/2025	31/12/2027
5. Definition of a standardised channel and process for citizen services at the regional level.		
Review of existing channels.	01/01/2025	31/12/2026
Redesign and simplification of existing service channels.	01/01/2025	31/12/2026
Establishment of a single point of contact for citizens on health matters.	01/01/2025	31/12/2026



Timeline Estimated	2025	2026	2027	2028
	Initiative 1			
	Initiative 2			
	Initiative 3			
	Initiative 4			
Tract	SPECIFIC		X	SUCCESSIVE

Expected results		
• Increase in the number of citizens and professionals participating in decision-making on health policies • Improved satisfaction among patients and professionals with health services. • Greater transparency and effective communication in health decision-making. • Reduction in redundancies in citizen service channels.		
Initiative indicators		
Indicators of implementation (le) outcome (ao)	Implementation	Establishment of the necessary structures to promote and support the Social Participation in Health Model in Castilla-La Mancha. • Creation of a Regional Promotion and Management Group for the development the Model. In progress: Yes/No. Created: Yes/No. • Creation of the Regional Office for Humanisation and Social Participation in Health. In progress: Yes/No. Created: Yes/No. Preparation of a document/action plan for social participation. • Number of meetings of the Promotional Group. • National Action Plan (NAP) document drafted. In progress: Yes/No. Published: Yes/No. Creation of a Regulatory Framework for Social Participation in Health. (Decree). Pending: Yes/No. Approved: Yes/No. Definition of a standardised channel and process for citizen services at the regional level. • Citizen service process defined. In progress: Yes/No. Approved: Yes/No.
	Result	• Creation of a Regional Promotion and Management Group for the development of the Model for Social Participation in Health in Castilla-La Mancha: 1 created. • Creation of the Regional Office for Humanisation and Social Participation in Health: 1 created. • Social Participation National Action Plan: 1 approved. • Decree on Social Participation in Health: 1 published. • Citizen service process implemented: 1 created.

Cross-cutting impact	Gender	X	Promotion of gender equality in citizen and professional participation.
	Social inclusion	X	Ensuring the representation of marginalised communities in health decision-making.
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	Promotion of collaboration between different regions and levels of government to improve public health.

Observations

This commitment aims to serve as a replicable model for other autonomous communities, promoting a comprehensive and participatory approach to public health management. The implementation of satisfaction metrics will enable continuous evaluation and adjustment of health policies according to the real needs of the population.



TRANSPARENCY AND ACCESS TO INFORMATION

10.11.5 UPDATE OF THE CASTILLA-LA MANCHA TRANSPARENCY PORTAL

Regional Ministry

FIRST VICE-PRESIDENCY

Office of Transparency, Integrity and Participation

Other stakeholders (Public)

Other stakeholders (civil society)



Background

The Castilla-La Mancha Transparency Portal was launched in June 2017, making it necessary to take the necessary steps to update it in order to provide it with a new content structure, design and functionalities that improve the user experience, maximising the objectives of the Transparency Portal.

What is the problem/need that the initiative aims to solve?

The Portal's IT support is outdated and needs to be updated.

Brief description

An analysis and evaluation of the Portal's content and structure will be carried out in order to improve it both in terms of the display of its content and its accessibility, and to implement technological improvements and developments that will allow for greater automation in its continuous updating and an improvement in the quality and format of the data. Likewise, new functionalities will be implemented to allow for greater usability and accessibility of the information published, and content viewers will be established to facilitate the understanding of the information (budgets, contracts, subsidies, etc.). In addition, clear language tools will be incorporated to facilitate access to and understanding of the content, documents, etc. published.

Objectives

- Correct possible design flaws.
- Achieve a web design that is compatible with the latest trends.
- Update the content structure and functionalities of the Portal.
- Implement tools that allow the visualisation of published information.
- Easy and accessible language.

How does the initiative contribute to solving the problem or meeting the need?

By improving the current accessibility and usability of the Portal.

Relevance to Open Government values

The Transparency Portal is the main tool for highlighting the active disclosure obligations established in transparency regulations.

**Link to the 2030
AGENDA**



Initiative		
Plan to update the Castilla-La Mancha Transparency Web Portal.		
Initiative activities	Start date	End date
Design change.	01/09/2024	31/12/2024
New structure and content.	01/09/2024	31/12/2024
Implementation of new functionalities.	01/01/2025	01/06/2025
Views of published information.	01/01/2025	01/06/2025
Portal dashboard.	01/01/2025	01/06/2025

Estimated timing	2025	2026	2027	2028
Estimated	X			

Tract	PUNTUAL	X	SUCCESSIV E

Expected results
Improve the availability to citizens of information subject to active disclosure under the terms of Law 4/2016, of 15 December, on Transparency and Good Governance in Castilla-La Mancha, in a comprehensive, systematic and up-to-date manner through the Portal.

Indicators of the initiative		
Indicators of implementation (Ie) of result (Ir)	Implementation	- Implementation of new functionalities: Yes/No. - Implementation of new visualisation tools: Yes/No. - Implementation of easy and accessible language: Yes/No. - Scorecard: Yes/No.
	Results	- Number of visits: 131,000. - Number of downloads: 18,000. - Average visit duration: 4 min 48 s.



INTEGRITY AND ACCOUNTABILITY

10.11.6 DESIGN, CONFIGURATION AND IMPLEMENTATION OF THE "ACTIVITY LOG" AND THE "REGISTER OF ASSETS AND PROPERTY RIGHTS" FOR SENIOR OFFICIALS IN THE REGIONAL ADMINISTRATION OF CASTILLA-LA MANCHA

Regional Ministry

FIRST VICE-PRESIDENCY

Office of Transparency, Integrity and Participation

Other stakeholders (public)

- All members of the Administration Regional
- Not anticipated



Other stakeholders (civil society)

- Not anticipated

Background

Currently, there is a single database that constitutes a single register containing information on the activities, assets and income of senior government officials. This is limited information, the design and configuration of which was completed in 1994, corresponding to that contained in the current model for the declaration of assets, income and activities signed by political leaders and similar figures when they take up the corresponding public office.

What is the problem/need that the initiative aims to solve?

The approval of Law 4/2024, of 19 July, on Public Integrity in Castilla-La Mancha (DOCM 146 of 30/07/2024) establishes and requires the existence of two separate registers, the "register of activities" and the "register of assets and property rights," with separate and differentiated information on senior officials of the regional administration, which will contain more information on both the activities carried out before taking office and after leaving office, and that relating to assets and property rights (income) obtained before taking office and during their tenure.

Brief description

Set up databases appropriate to the reporting obligations established in current legislation, particularly Law 4/2024, and create and implement the corresponding registers of "activities" and "assets and property rights" in accordance with the provisions of Article 18 of the Law, specifying the information that each register must contain and establishing mechanisms for accessing and controlling them.

Objectives

The aim would be to take full advantage of the information collected through the declarations made by senior officials or any other information that can be obtained from public records, and to achieve better control of the activities carried out by persons holding positions of public responsibility, in order to anticipate and avoid conflicts of interest or so-called revolving doors, and also to facilitate the task of monitoring any alterations or changes in assets that may occur during the exercise of public office in order to prevent or detect cases of corruption.

How does the initiative contribute to solving the problem or meeting the need?

The creation and implementation of the two registers of "activities" and "assets and property rights" are an obligation under Law 4/2024, which specifically requires the Office of Transparency, Integrity and Participation, which has these functions within the First Vice-Presidency of the Regional Government of Castile-La Mancha, to do so.

Relevance to Open Government values

- Transparency.
- Accountability.
- Innovation.
- Integrity.

[Link to the 2030 Agenda](#)



Initiative activities	Start date	End date
Preliminary work.	01/01/2025	28/02/2025
Database configuration.	01/02/2025	30/04/2025
Creation of records.	1 April 2025	31/05/2025
Information dump.	01/05/2025	31/07/2025
Checking and verification.	01/07/2025	31/10/2025
Data protection registration.	1 October 2025	30/11/2025
Commencement of operations.	01/11/2025	31/12/2025

Estimated	2025	2026	2027	2028
Estimated	X			

Tract	PUNTUAL	X	SUCCESSIVE

Expected results

Creation and implementation of the "activities" and "assets and property rights" registers as soon as possible and, in any case, throughout 2025.

Indicators of the initiative

Indicators	Implementation	Results
Implementation (le) of results (lr)	• Meetings/approach: 3. • Meetings/evaluation and analysis: 2. • Meetings/execution and verification: 1. • Delivery and reception.	• Working document: 1. • Pre-production project: 1. • Project in production: 1. • Records configured and delivered: 1.



10.11.7 SENIOR MANAGEMENT FOLDER: CONTENT UPDATE AND IMPLEMENTATION

Ministry

FIRST VICE-PRESIDENCY

Office of Transparency, Integrity and Participation

Other stakeholders (Public)

- All members of the Regional Administration
- University of Castilla-La Mancha through the Open Government Chair

Other stakeholders (civil society)

- Civil society as a whole, through participatory processes that may be generated



Background

In September 2023, the so-called 'Senior Official Portfolio' was approved and published on the Transparency Portal of the Regional Government, which encompasses the set of obligations in terms of good governance that must be fulfilled by those who hold positions of public responsibility, advancing the ethical values of public service. Among their obligations are registration in the senior office register, adherence to the code of ethics, completion of the declaration of assets, income and activities, and completion of their academic and professional curriculum vitae in accordance with the established model.

What is the problem/need that the initiative aims to solve?

Adapt the contents of the Senior Official Folder to any changes that may need to be made to said contents as a result of the approval of new regulations that affect or introduce new rules in the areas covered by said Portfolio.

Brief description

The approval of the Public Integrity Law of Castilla-La Mancha, Law 4/2024, of 19 July (DOCM 148 of 30/07/2024) involves carrying out a thorough update of the contents of the Senior Official Folder, implementing them to bring them into line with the new legal requirements and demands.

Objectives

To gain better control over the activities carried out by individuals holding positions of public responsibility, in order to anticipate and prevent conflicts of interest or so-called revolving doors, and also to facilitate the monitoring of any alterations or changes in assets that may occur during the exercise of public office, in order to prevent or detect cases of corruption.

How does the initiative contribute to solving the problem or meeting the need?

The Senior Official's Folder is an essential document or information manual for informing senior officials in the regional administration, especially those who are taking up positions of political responsibility for the first time, of their obligations and commitments in the exercise of their office. It is therefore essential that the contents are updated and adapted to the regulations in force at any given time.

Relevance to Open Government values

- Transparency.
- Accountability.
- Integrity.

[Link to the 2030](#)



Agenda

Initiative					
- Initial update: process of updating content derived from the approval of Law 4/2024. - Successive updates: update processes resulting from the implementation regulations of Law 4/2024.					
Initiative activities			Start date	End date	
Initial update:					
Preliminary work.			01/03/2025	31/07/2025	
Internal participatory processes.			01/09/2025	31/12/2025	
Expert study.			1 January 2026	28/02/2026	
Drafting and approval.			1 March 2026	30/06/2026	
Successive updates (only if applicable).					
The cycle of activities would be repeated.					
Estimated timing	2025	2026	2027	2028	
	X	X			
Tract	SPECIFIC			SUCCESSIVE	X

Expected results	
Update and maintain the content of the Manual for Senior Officials of the Regional Government of Castile-La Mancha in line with Law 4/2024 of 19 July on Public Integrity in Castile-La Mancha and any subsequent regulations that implement and develop it.	
Indicators of the initiative	
Indicators of implementation (le) results (lr)	Implementation - Approach/expert meeting: 1. - Working group meetings: 3. - Internal participatory process calls: 1. - Analysis meeting: 1. - Draft document: 1.
	Results - Working document: 1. - Group documents: 3. - Proposals/statements: 6. - Preliminary draft folder: 1. - Final folder: 1.



10.11.8 REVIEW AND EXPANSION OF THE INTEGRITY COMMITMENTS OF THE CODE OF ETHICS FOR SENIOR OFFICIALS IN CASTILLA-LA MANCHA

Regional Ministry

FIRST VICE-PRESIDENCY

Office of Transparency, Integrity and Participation



Other stakeholders (Public)

- All members of the Regional Administration
- of the University of Castilla-La Mancha through the Open Government Chair.

Other stakeholders (civil society)

- Civil society as a whole through the participatory processes that may be generated.

Background

In accordance with Regional Law 4/2016, Decree 7/2018 of 20 February approved the Code of Ethics for Senior Officials or Similar Positions in the Administration of the Regional Government of Castile-La Mancha.

Text of Decree 7/2018, of 20 February, approving the Code of Ethics for Senior Officials or Similar Positions in the Administration of the Regional Government of Castile-La Mancha: https://www.castillalamancha.es/sites/default/files/documentos/pdf/20220428/decreto_7_2018_aprueba_codigo_etico_para_altos_cargos_o_asimilados_0.pdf

What is the problem/need that the initiative aims to address?

Six years after its approval, it is appropriate to evaluate and review the list of criteria, behaviours and standards of conduct that make up the set of commitments contained in the Code of Ethics in order to adapt them to the framework of a society that is increasingly demanding of the integrity of its leaders.

Brief description

To carry out a process of reflection with the participation of employees and public officials, as well as with the collaboration of experts from the field of university teaching and, in general, civil society as a whole, to evaluate and review the criteria, behaviours and standards of conduct contained in the Code of Ethics for Senior Officials or Similar Positions in the Administration of the Regional Government of Castile-La Mancha.

Objectives

Incorporate, if there is consensus on the matter, new behaviours or standards of conduct into the Code of Ethics, contributing to expanding and creating new environments of integrity and good governance.

How does the initiative contribute to solving the problem or meeting the need?

If it is concluded that there is a need within the organisation itself to adapt certain behaviours of its senior officials to new standards of conduct required by society, the inclusion of these new standards or criteria of conduct in the Code of Ethics for Senior Officials would fully address this need.

Relevance to Open Government values

- Transparency.
- Accountability.
- Innovation.
- Integrity.

Link to the 2030



Agenda

Initiative activities		Start date	End date
Preliminary work.		01/05/2025	31/08/2025
Internal and external participatory processes.		01/09/2025	30/11/2025
Expert study.		1 December 2025	28/02/2026
Drafting and approval.		01/02/2026	31/03/2026

Estimated timeline	2025	2026	2027	2028
Estimated	X	X		

Tract	PUNCTUAL	X	SUCCESSIVE

Expected results	
Adapt the content of the Code of Ethics for Senior Officials or equivalent positions in the Regional Government of Castile-La Mancha to new standards or criteria of conduct agreed upon internally and externally.	

Indicators of the initiative	
Indicators of implementation (Ie) of result (Ir)	Implementation - Approach/expert meeting: 1. - Working group meetings: 2. - Internal/external participatory process calls: 2. - Analysis/results meeting: 1. - Public Ethics Committee meeting: 1. - Draft document/Code of Ethics: 1.
	Results - Working document: 1. - Group documents: 3. - Proposals/allegations: 6. - Preliminary draft Code of Ethics: 1. - Final document (Code of Ethics): 1.



DISSEMINATION, TRAINING AND PROMOTION OF OPEN GOVERNMENT

10.11.9 OPEN GOVERNMENT CHAIR

Department

FIRST VICE-PRESIDENCY

Office of Transparency, Integrity and Participation

Other stakeholders (Public)

- University of Castilla-La Mancha

Other stakeholders (civil society)



Background

Given the importance of strengthening and consolidating the pillars of transparency, integrity, accountability and participation, the "Open Government Chair" was created in June 2022 through the signing of an agreement between the Regional Government of Castile-La Mancha and the University of Castile-La Mancha (UCLM). Through this chair, joint actions in training, awareness-raising, development, research and scientific dissemination are promoted and made visible in such important areas as transparency and accountability, access to public information, open data and the reuse of information, good governance, integrity, collaboration and citizen participation.

What is the problem/need that the initiative aims to address?

To strengthen and consolidate the pillars of Open Government: transparency, accountability, integrity, participation and collaboration.

Brief description

In June 2025, a new agreement will be signed with the UCLM to continue the Chair and, therefore, the actions that are currently being developed will continue and new collaborative projects will be promoted.

Objectives

Instil the principles of Open Government and promote a culture of transparency, participation, integrity and collaboration among different stakeholders.

How does the initiative contribute to solving the problem or meeting the need?

By promoting training, dissemination and awareness-raising activities, as well as research and development related to transparency, access to public information, good governance, open data, integrity and citizen participation.

Relevance to Open Government values

The various actions carried out by the Chair address the pillars on which Open Government is based.

**Link to the 2030
AGENDA**



Initiative

New collaboration agreement.

Initiative activities	Start date	End date
Courses, conferences and seminars.	01/04/2025	31/12/2028
Collaboration grants.	01/06/2025	30/06/2028
Awards for Final Degree Projects and Final Master's Projects.	1 October 2025	30/06/2028
Awards for research projects.	01/05/2025	30/06/2028
Research and evaluation actions.	01/01/2025	30/06/2028
Collaborations with institutions.	01/01/2025	30/06/2028
Open Government Chairs Network.	01/03/2025	30/06/2028

Estimated timeline	2025	2026	2027	2028
Estimated	X	X	X	X

Tract	PUNCTUAL	SUCCESSIVE	X

Expected results

Develop training and research activities in the areas of transparency, access to public information, open data, good governance, integrity and citizen participation, to be implemented through teaching, research and scientific dissemination activities.

Indicators for the initiative

Indicators	Implementation	Results
Implementation (le) of results (lr)	- Meetings convened: 12. - Evaluation meetings: 12. - Monitoring Committee meetings: 16. - Number of collaborating entities/institutions: 6. - Open Government Chairs Network meetings: 12.	- Number of courses: 4. - Number of sessions: 12. - Number of seminars: 8. - Number of collaboration grants: 4. - Number of awards: 8.



10.11.10 CALL FOR NATIONAL RESEARCH AWARDS IN THE FIELD OF OPEN GOVERNMENT FROM THE OPEN GOVERNMENT CHAIR OF THE UCLM-JCCM, IN COLLABORATION WITH THE NETWORK OF OPEN GOVERNMENT CHAIRS AND THE ACADEMIC FORUM ON OPEN GOVERNMENT OF THE 5TH PLAN

Ministry

FIRST VICE-PRESIDENCY/UNIVERSITY OF CASTILLA-LA MANCHA

Office of Transparency, Integrity and Participation



Other stakeholders (Public)

- University of Castilla-La Mancha
- Open Government Chairs Network
- Open Government Academic Forum

Other stakeholders (civil society)

Background

None, as the first call for entries for the awards will be in 2025.

What is the problem/need that the initiative aims to address?

Disseminate and recognise efforts being made in the field of research on transparency, participation, open data, good governance, accountability and integrity.

Brief description

Awards will be given for research papers already published in Spanish or English on the subject of Open Government, with the aim of promoting practical research in this field.

Research works must address, in a practical and applied manner, one or more of the following thematic areas, all of which are related to Open Government:

- Transparency and access to public information.
- Citizen participation.
- Reuse of public information and open data.
- Integrity.
- Accountability.
- Collaboration and public innovation.

Objectives

The fundamental objective is to recognise and promote research and its dissemination in areas related to transparency, participation, open data, good governance, accountability, integrity and, more generally, the modernisation and innovation of public administrations from the perspective of Open Government.

How does the initiative contribute to solving the problem or meeting the need?

By promoting the dissemination of high-quality research results on Open Government and strengthening the creation of academic networks in this field.

Relevance to Open Government values

Through the various actions carried out by the Chair, the pillars on which Open Government is based are addressed.

Link to the 2030 AGENDA



Initiative					
Call for entries for awards for previously published research papers.					
Initiative activities			Start date	End date	
Call for proposals.			01/2025	02/2025	
Publication of the call for proposals.			06/2025	07/2025	
Assessment of applications submitted.			09/2025	10/2025	
Publication of proposed awards.			10/2025	11/2025	
Award ceremony.			11/2025	12/2025	
Estimated Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
- Greater dissemination of high-quality academic work on open government. - Promotion of research on Open Government. - Consolidation of Open Government academic networks.					
Initiative indicators					
Indicators of implementation (le) of results (lr)	Implementation	Annual call for proposals.			
	Outcome	Two annual awards.			



CASTILE-LA MANCHA



CANARY ISLANDS

Initiatives related to commitments to:

Participation and civic space

10.12.1. Citizen Laboratories Programme

Transparency and access to information

10.12.2. Reform of the regulatory framework on transparency

Dissemination, training and promotion of Open Government

10.12.3. Development of a campaign to raise awareness of the Canary Islands Government's Open Government policy and instruments



CANARY ISLANDS

PARTICIPATION AND CIVIC SPACE

10.12.1 CITIZEN LABORATORIES PROGRAMME

Ministry

PRESIDENCY, PUBLIC ADMINISTRATION, JUSTICE AND SECURITY

Directorate-General for Transparency and Citizen Participation



Other actors involved (Public)

- Deputy Ministry of the Presidency

Other stakeholders (Civil Society)

Background

None.

What is the problem/need that the initiative aims to solve?

The commitment seeks to address the lack of collaborative spaces that enable citizens to actively participate in creating solutions to specific social and territorial problems in the Canary Islands. Currently, opportunities for citizens to become directly involved in governance processes and the improvement of public services are limited, which leads to a deficit in social innovation, the co-creation of public policies and citizen trust in institutions. Citizen laboratories will meet this need by fostering an environment of collaboration and social experimentation among citizens, experts and public administrations.

Brief description

Citizen laboratories are innovative spaces where solutions to problems are co-created through collaboration between citizens, institutions and experts. The implementation of these laboratories in the Canary Islands will promote active citizen participation, social innovation and collaboration between the government and civil society. Following successful examples from other governments and institutions, the aim is to adapt this methodology to the specific characteristics of the Canary Islands in order to promote more open and participatory governance.

Objectives

- Develop citizen laboratories in different Canary Islands institutions (government, councils, municipalities) to promote innovation and citizen participation.
- Create a collaborative environment where citizens, governments, experts and the public can work together to solve local problems and improve public services.
- Promote a culture of co-creation and social experimentation to improve public policy.
- Increase citizens' trust and civic engagement through their active participation in governance processes.

How does the initiative contribute to solving the problem or meeting the need?

The commitment will contribute to the development of citizen laboratories in public institutions at all levels (government, councils, town halls), where citizens, experts and civil servants will work together to identify

and resolving local problems. Through this approach of co-creation and experimentation, social innovation will be promoted, improving the quality of public policies and the services offered. Likewise, citizen laboratories will serve as a direct channel for participation, which will reinforce trust in institutions and civic engagement among citizens by making them feel that their ideas are valued and implemented.

Relevance to Open Government values

This commitment is highly relevant to open government values, in particular:

- Citizen participation: Citizen laboratories allow citizens to actively participate in the creation and improvement of policies and services, which expands their opportunities to intervene in governance processes.
- Collaboration: By fostering a space where citizens, experts and government can work together, multisectoral collaboration is strengthened, generating innovative and effective solutions.

Link to the 2030 Agenda



Initiative					
1. Programme design: - Define the conceptual and methodological framework of the citizen laboratory programme. - Identify the institutions and pilot topics where the first laboratories will be implemented. - Plan the pilot laboratories. 2. Development and implementation. 3. Monitoring and evaluation.					
Initiative activities			Start date	End date	
Programme design.			01/01/2025	31/12/2025	
Mapping of collaborating actors.			01/01/2025	31/12/2027	
Estimated timeline	2025	2026	2027	2028	
	X	X	X		
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
- Creation of citizen laboratories in various public institutions in the Canary Islands, integrating citizens into decision-making and the design of policies and services. - Increase in active citizen participation, measured by an increase in the number of citizens and organisations involved in the laboratories. - Innovative solutions to local problems, developed through collaboration between institutions, experts and citizens, improving the effectiveness and adaptability of public policies. - Improved citizen trust and satisfaction with public institutions, as their proposals are reflected in the solutions implemented. - Establishment of a culture of social experimentation in public administrations, promoting co-creation and continuous learning in public management.					

Indicators of the initiative			
Indicators of implementation (Ie) of results (Ir)	Implementation	Degree of compliance with established deadlines.	
	Results	- Number of solutions and projects co-created in citizen laboratories. - Degree of participant satisfaction with laboratory activities laboratories.	
Cross-cutting impact	Gender	N/A	
	Social inclusion	X	Accessibility and clear communication.
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	Adaptation of the reform to the territorial diversity of the Canary Islands.

TRANSPARENCY AND ACCESS TO INFORMATION

10.12.2 REFORM OF THE REGULATORY FRAMEWORK ON TRANSPARENCY

Ministry

PRESIDENCY, PUBLIC ADMINISTRATION, JUSTICE AND SECURITY

Directorate-General for Transparency and Citizen Participation



Other stakeholders (Public)

- Canary Islands Inter-administrative Government Network
- Open (RedGA)

Other stakeholders (civil society)

Background

None

What is the problem/need that the initiative aims to solve?

The Canary Islands Law on Transparency and Access to Public Information (Law 12/2014) requires updating to bring it into line with the latest principles and criteria on access to public information. This reform is essential to remove ambiguities, improve the clarity of the law and ensure that it responds to the current demands of society, guaranteeing effective and real access to public information. It also seeks to align the legislation with recent court rulings and the Canary Islands Transparency Commissioner, integrating advanced digital tools to facilitate its implementation.

Brief description

The Canary Islands Law on Transparency and Access to Public Information (Law 12/2014) requires reform to improve and update part of its articles and bring it into line with the most current principles and criteria regarding access to public information. This reform is an opportunity to adapt it to the recent doctrine of the courts and the Canary Islands Transparency Commissioner, ensuring that the legislation reflects best practices and responds adequately to the current demands of society. In addition, the update seeks to eliminate ambiguities and improve clarity in the application of the law, guaranteeing real access to public information.

Objectives

- Modernise and improve the articles of the current Transparency and Access to Public Information Act to resolve some current limitations and increase its effectiveness and comprehensibility.
- Align the principles and criteria of the law with the doctrines established by the courts and the Canary Islands Transparency Commissioner.
- Increase the accessibility and clarity of public information available to citizens.
- Integrate and facilitate advanced digital technologies for the management and dissemination of public information.

How does the initiative contribute to solving the problem or meeting the need?

The commitment will help solve the problem by modernising the Transparency Act, improving its clarity and effectiveness. It will align its principles with recent court rulings and the Transparency Commissioner's doctrines, removing ambiguities and simplifying its application. In addition, it will facilitate the implementation of advanced digital technologies to manage and disseminate public information, ensuring more accessible and understandable access for citizens. This will ensure that the law adequately responds to the current demands of society.

Relevance to Open Government values

It is based on one of the fundamental pillars of open government: transparency and access to information, and the commitment will be designed and implemented collaboratively.

Link to the 2030 AGENDA



Initiative				
1. Review and analysis of the current law. 2. Participatory process. 3. Development of a Reform Proposal. 4. Approval. 5. Dissemination, training and monitoring of the implementation of the new regulatory framework. 6. Review and update of the Canary Islands Government Transparency Portal.				
Initiative activities			Start date	End date
Citizen participation process.			01/01/2025	31/12/2027
Citizen collaboration process.			01/01/2025	31/12/2027
Estimated timeline	2025	2026	2027	2028
	X	X		
Tract	PUNCTUAL		X	SUCCESSIVE
Expected results				
Approval of the legal reform.				
Indicators of the initiative				
Indicators of implementation (le) of results (lr)	Implementation	• Degree of compliance with established deadlines.		
	Outcome	• Approval of the reform: Yes/No.		
Cross-cutting impact	Gender	N/A		
	Social inclusion	X	Promote accessibility and clear communication.	
	Ecological Transition	N/A		
	Territorial Diversity and Administrative Cooperation	X	Adapting the reform to the territorial diversity of the Canary Islands.	

DISSEMINATION, TRAINING AND PROMOTION OF OPEN GOVERNMENT

10.12.3 DEVELOPMENT OF A CAMPAIGN TO RAISE AWARENESS OF THE OPEN GOVERNMENT POLICY AND TOOLS OF THE GOVERNMENT OF THE CANARY ISLANDS

Ministry

PRESIDENCY, PUBLIC ADMINISTRATION, JUSTICE AND SECURITY

Directorate-General for Transparency and Citizen Participation

Other actors involved (Public)

Other stakeholders (civil society)

- Communication Department of the Government of the Canary Islands



Background

None

What is the problem/need that the initiative aims to address?

There is a lack of information, awareness and understanding of the principles and practices of open government in public institutions, the private sector and among citizens in the Canary Islands. This gap hinders the adoption of a culture of transparency, participation and accountability, which are essential for strengthening democracy and improving public management. The lack of training and awareness in these areas creates a disconnect between the principles of open government and their effective implementation in administrative processes, affecting citizen collaboration and the quality of public services.

Brief description

The concept of open government is fundamental to strengthening democracy and improving public management. However, its effective implementation depends largely on the knowledge and understanding that public employees, the private sector and citizens have of these principles. Currently, there is a lack of information and awareness about open government at many administrative levels and in many sectors of society in the Canary Islands. A comprehensive communication campaign will help to disseminate these concepts, fostering a greater culture of transparency and participation.

Objectives

- To increase awareness and understanding of open government among employees of the Canary Islands Government, local councils, island councils, the private sector and Canarian society.
- Promote the active participation of citizens and organisations in open government initiatives.
- Create an organisational culture that values openness in organisations.

How does the initiative contribute to solving the problem or meeting the need?

The commitment promotes a comprehensive communication campaign aimed at disseminating the principles of open government, targeting both public employees and the private sector and civil society in the Canary Islands. This campaign will increase understanding of the importance of transparency and citizen participation in decision-making. It also fosters an organisational culture geared towards openness, facilitating the active involvement of citizens in public initiatives. Through awareness-raising and training, this commitment ensures that all sectors involved have the necessary tools to effectively apply the principles of open government in their daily activities, improving collaboration and trust in public institutions.

Relevance to Open Government values

This comprehensive awareness and training campaign seeks to ensure that stakeholders not only understand the principles of open government, but also actively and effectively apply them, contributing to a more open, inclusive and collaborative government.

Link to the 2030 Agenda



Initiative					
1. Design of the Communication Strategy (includes establishing partnerships to achieve impact). 2. Development of content and materials. 3. Launch of the campaign. 4. Monitoring, adjustment and evaluation of the campaign.					
Initiative activities			Start date	End date	
Campaign design.			01/01/2025	31/12/2025	
Stakeholder mapping.			01/01/2025	31/12/2027	
Estimated timeline	2025	2026	2027	2028	
	X	X	X		
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
1. Greater knowledge and understanding of open government principles among public employees, the private sector and citizens in the Canary Islands. This will translate into an improved capacity to implement and apply the values of transparency, participation and collaboration in administrative processes and public life. 2. Increased citizen participation in open government initiatives. It is hoped that, thanks to greater awareness, more citizens and organisations will become involved in public decision-making, contributing ideas and feedback and actively collaborating in government projects and initiatives. 3. Improvement of organisational culture in public institutions. The campaign will seek to transform the way public bodies and employees understand and apply the principles of open government, promoting greater openness and willingness to collaborate with citizens and other sectors. 4. Improving trust in public institutions by increasing the perception of openness and accountability. It is hoped that citizens will see institutions as more accessible, responsible and approachable, which will reinforce the legitimacy of government and citizen engagement. These results will contribute to a more efficient, open and participatory administration, in line with the principles of open government.					
Initiative indicators					
Indicators Implementation (le) Result (lr)	Implementation	• Degree of compliance with established deadlines.			
	Result	• Number of communication materials developed and distributed. • Number of events and workshops organised. • Reach of the campaign in terms of impressions and visits on digital channels.			

Cross-cutting impact	Gender	N/A	
	Social inclusion	X	Accessibility and clear communication.
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	Adaptation to the territorial diversity of the Canary Islands.



REGIONAL COMMUNITY OF NAVARRRE

Initiatives related to the commitments of:

Participation and civic space

10.13.1. Deliberative public debates

Open administration

10.13.2. Navarra helps you, citizen services close to citizens





PARTICIPATION AND CIVIC SPACE

10.13.1 PUBLIC DELIBERATIVE DEBATES

Ministry

PRESIDENCY AND EQUALITY

Presidency, Open Government and Relations with the Parliament of Navarre



Other actors involved (Public)

- Other Departments of the Government of Navarre
- Navarre Federation of Municipalities and Councils
- Local Entities of Navarre

Other stakeholders (civil society)

- Third sector citizen associations
- Navarre Council for Citizen Participation

Background

The Directorate-General for the Presidency, Open Government and Relations with the Parliament of Navarre plans to develop experiences of public debate and deliberative participation that will enable a qualitative step forward towards participation that adds more value to public decision-making. A few years ago, the Government of Navarre organised debates on challenges and topics of interest such as demographics, intergenerational relations between young and old, dignified death, etc.

In 2024, a pilot project is planned to hold a debate on the use of screens by children and adolescents.

What is the problem/need that the initiative aims to address?

All contemporary societies face the need to respond to challenges that are increasingly complex and interrelated. Challenges that in many cases are related to major socio-demographic, digital-economic and energy-climate transformations. Challenges for which there are no easy or immediate solutions, and which must be treated as sustained work processes over time in order to advance towards the desired objectives.

Brief description

Developing public debate and deliberative participation experiences that enable a qualitative step towards participation that adds more value to public decision-making. Promoting dialogue with citizens to advance quality democracies and foster an active and committed citizenry.

Objectives

- Promote orderly exchange of arguments and opinions among people from diverse backgrounds and broad plurality on matters related to the community and politics, with the aim of making contributions that can influence their effectiveness and that of the public resources necessary for their implementation, as well as the quality of the democratic process itself.
- Strengthen the political capacity of citizens to be active participants in public life.

How does the initiative contribute to solving the problem or meeting the need?

Deliberative participation is one of the most innovative methods of citizen participation, as its characteristics allow it to produce a result in the form of a set of citizen recommendations on a specific problem, but based on sufficient reflection on its scope and sufficiently informed, starting from different points of view, which may even be antagonistic in origin.



Holding deliberative public debates can give participants time to learn, reflect and deliberate, as well as facilitating access to a wide range of evidence and experiences offered by technical experts in the field, representatives from academia and science, advocacy groups related to the topic being addressed, and other stakeholders.

Relevance to Open Government values

It promotes transparency in public management by making the different points of view on a specific issue explicit.

Promote, strengthen and improve the quality of participation in public management, allowing citizens to participate in public decision-making, with the aim of achieving better results and greater democratic quality.

The aim is to encourage the collaboration and involvement of stakeholders both in the design of topics of interest and in the participation in the debates.

**Link to the 2030
AGENDA**



Initiative				
- Selection of topics of interest. - Design of the debate. - Organisation and holding of one or two public debates per year. - Launch of a website to facilitate online debate. - Drawing conclusions from each debate held. - Evaluation of the debate. - Dissemination of the results.				
Activities of the initiative		Start date	End date	
Creation of a steering group made up of people from different institutional and social spheres, which will contribute to the selection of topics of interest for debate.		01/03/2025	31/10/2025	
Design of a debate methodology to be used for the design and development of the debate.		01/05/2025	31/12/2025	
Annual planning.		01/05/2025	31/12/2028	
Selection of experts who can offer different perspectives on the topic to be addressed.		01/05/2025	31/12/2028	
Organisation and holding of one or two face-to-face debates per year, including the opening of a web space for online debate.		01/05/2025	31/12/2028	
As a result of each debate, a report will be produced that includes the results, points and presentations by experts.		01/05/2025	31/12/2028	
Estimated Estimated	2025	2026	2027	2028
	X	X	X	X
Tract	PUNCTUAL		SUCCESSIV E	
				X

Expected results			
• Creation of a steering group made up of people from different institutional and social spheres, which will contribute to the selection of topics of interest for debate. • Holding of at least five public debates. • Development of a methodology for public debates. • Report on the conclusions reached in each of the debates. • Preparation of an evaluation report for each of the debates.			
Indicators of the initiative			
Indicators Implementation (Ie) Results (Ir)	Implementation	• Number of steering group meetings. • Number of debates held. • Number of documents resulting from the debate generated. • Development of a methodology for public debate.	
	Outcome	• Number of people attending the debate. • Number of contributions to the debate in virtual spaces. • Number of agreements formalised with entities for the generation of debates.	
Cross-cutting impact	Gender	X	The principle of empowerment and balanced representation of women and men in public debates will be upheld, and women's participation will be encouraged.
	Social inclusion	X	The presence of minority groups that do not usually participate in debates will be sought.
	Ecological Transition	X	The debates will seek maximum sustainability in the use of resources.
	Territorial Diversity and Administrative Cooperation	X	Debates will be held not only in Pamplona but also in other rural areas of the region.



ADMINISTRATION OPEN

10.13.2 NAVARRA HELPS YOU, CITIZEN SERVICES CLOSE TO THE CITIZENS

Department

PRESIDENCY AND EQUALITY

Presidency, Open Government and Relations with the Parliament of Navarre



Other actors involved (Public)

- Other Government Departments of Navarre
- Navarre Federation of Municipalities and Councils
- Local Entities of Navarre

Other stakeholders (Civil Society)

- CERMIN
- Associations and groups for the elderly and migrants

Background

The citizen service consists of an in-person service and a telephone service.

Citizen services has two citizen service offices, one in Pamplona and another in Tudela. It also has 16 registry offices in Pamplona and 13 registry offices throughout the region to provide in-person service.

The in-person citizen service helps citizens carry out procedures online and manage their digital identity, which is necessary for certain procedures with public administrations.

In addition to acting as a registration entity, it provides advice and information on the procedures and services of the Government of Navarre, as well as collecting and channelling suggestions, complaints and areas for improvement, and certifying copies of private and public documents necessary to carry out any procedure with the Government of Navarre.

The telephone service (012, email and chat) offers a multi-channel service providing information on procedures, sports, cultural, hospitality, educational and transport facilities, cultural agendas and events, as well as notices of interest, not only from the Government of Navarre, but also from local entities affiliated with the 012 telephone service.

Various procedures can be carried out with the regional government, such as applying for a fishing licence, making an appointment for the single housing census and for access to the DaVid aid programme, requesting information on pre-enrolment in the second cycle of Early Childhood Education and Primary Education, pre-enrolling in digitalisation courses, requesting the Pamplona/Iruña-Belascoain-Pamplona taxi service, and receive information via SMS and email about pollen levels.

At the municipal level, it offers information on services and facilities, ordinances, the taxpayer's calendar, taxes and procedures, the calendar of cultural and sporting events, courses on offer, job vacancies, as well as notices and announcements of interest. In addition, municipal procedures can be managed, such as requesting certificates of residence and land registry certificates, duplicates of receipts, registration with the IAE (Economic Activities Tax), certificates of current tax payments, payment of receipts and direct debits.

Services are also provided on demand by local councils, such as sending SMS and emails with content related to notices of matters of interest to citizens; satisfaction surveys on facilities, activities or other municipal issues, or managing registrations or ticket sales.

What is the problem/need that the initiative aims to solve?

The aim is to improve citizen services by transforming the current citizen service system, with isolated channels that are distant from the territory and citizens, into a new service model that incorporates more services, improves citizens' accessibility through their chosen channel, and brings citizen services closer to citizens.

Brief description

Progress will be made in the quality of services to achieve more personalised, proactive and accessible care for all people and all places where citizens who need to use citizen services are located.

The aim is to make it easier for citizens and bring the administration closer to them so that they do not have to travel physically, especially vulnerable groups, to request information or carry out various procedures with the regional administration, which, due to the digital divide, cannot be done online.

To facilitate contact between citizens and the Government of Navarre and local authorities by expanding the telephone service with new channels of communication through a single platform (contact centre).

Attract young segments of the population and encourage the use of services aimed at them by disseminating information and processing registrations.

Uninterrupted service on the 012 telephone line, thanks to new automated channels (24/7).

Multichannel does not integrate all channels with each other, while omnichannel establishes a cohesive integration that makes all channels work together seamlessly at every point of contact along the user's journey.

Objectives

- Citizen-oriented services.
- Clear and accessible customer service.
- Proactive service to improve services.
- Accessible and inclusive service.
- Service based on continuous improvement and innovation.
- Service established in new technological services using AI.
- Reducing the digital divide.
- Establish an inter- and intra-administrative care hub.

How does the initiative contribute to solving the problem or meeting the need?

The commitment aims to improve and address the current needs of the citizen service, moving towards a more personalised, proactive and accessible service for all people and all locations where citizens who need to use citizen services are located.

Tailor services to the current needs and customs of citizens, whether through new technologies or by adapting services to provide clear and simple assistance, avoiding technical jargon and providing citizens with adequate service or decision-making with all the necessary information.

A service that is prepared and trained to detect needs that allow us to advance and improve services and adapt the service to the needs of citizens, not only with a clear and simple message, but also adapted to the channels used by citizens.

The right of all persons, regardless of their abilities, place of residence or level of knowledge, to access information, services, buildings and routes is necessary for citizens to be able to access and make use of the range of citizen services available.

Continuous improvement of citizen service management systems in pursuit of excellence, with the aim of achieving maximum citizen satisfaction and meeting their expectations and needs.

Increasing the number of citizen services through the multiple channels offered by current technology, enabling self-service, and technologically evolving the 012 platform towards an omnichannel platform.

Attract young segments of the population and encourage the use of available services.



Reduce the digital divide by training and improving face-to-face service, with uninterrupted telephone service via 012 thanks to new automated channels and expanding access to more accessible channels such as mobile and chatbot via WhatsApp, SMS, etc.

Establish a citizen service hub for common corporate management, establishing common criteria for action, training, document management and sharing different experiences, not only from the Government of Navarre units, but also including local entities affiliated with the 012 telephone service.

Relevance to Open Government values

As for the contribution to the development of Open Government values, this could be framed within technology and innovation , as the basis for the development of policies that bring government closer to citizens.

It promotes transparency in public management by bringing the administration and management of public affairs closer to citizens, while also facilitating their participation in the management of public affairs through greater knowledge.

It requires the cooperation and collaboration of different agents in both the design and implementation of measures that enable the administration to engage with the territory and citizens in an accessible and inclusive manner.

Link to the 2030 AGENDA



Initiative

As part of the development of the commitment, an internal study and analysis of the face-to-face and telephone customer service will be carried out.

Once the study has been carried out, areas for improvement and objectives to be achieved will be established.

As part of the continuous improvement process, a new registry office model has been established. As an evolution of this, the aim is to improve and modernise the telephone service, including new platforms.

As for in-person customer service, once the new in-person service model has been developed and implemented, with the Citizen Service Offices in Pamplona and Tudela, the only two that functionally and organisationally depend on the Open Government Service, work will begin on creating a mobile in-person service, bringing citizen services closer to citizens without them having to travel.

Initiative activities	Start date	End date
Implementation of a new omnichannel platform, migrating existing voice channels and switchboards.	01/01/2025	30/06/2025
Incorporation of a chatbot into the platform and WhatsApp with a guided menu of automated responses.	01/01/2025	31/12/2025
Incorporation of a voicebot with a guided menu of automated responses.	01/01/2025	31/12/2026
Automation and integration of municipal procedures, such as requesting registration certificates, among others.	01/01/2025	31/12/2026
Integration of new digital channels (Telegram, social media, etc.).	01/07/2025	31/12/2026
Creation of mass voice and digital campaigns.	01/01/2025	31/12/2027
Tendering and awarding of a suitable vehicle for the mobile citizen service in different locations throughout Navarre.	01/01/2025	31/07/2025

Development of an interdepartmental platform for managing the Citizen Service Service.	01/01/2026	31/12/2027

Estimated Estimated	2025	2026	2027	2028
	X	X	X	

Tract	PUNCTUAL	X	SUCCESSIV E	

Expected results

- A more efficient and accessible telephone service.
- A lower percentage of unanswered calls.
- Increased citizen satisfaction, with calls answered quickly and their needs resolved.
- An accessible administration that communicates clearly and facilitates citizen autonomy.
- Greater communication and awareness of services among citizens.
- Convenient and secure care for vulnerable people who are unable to travel to locations where citizen services are available.
- Accessible and inclusive digital care.

Initiative indicators

Indicators Implementation (Ie) Result (Ir)	Implementation	• Compliance with milestones within the established timeframe. • Compliance with budget without unjustified deviations in each milestone execution. • Customer satisfaction in meeting milestones.
	Results	• Project objective fulfilment. • Schedule fulfilment. • Achievement of total project budget. • Customer satisfaction with the final project, satisfaction survey

Cross-cutting impact	Gender	X	A model of citizen service based on accessibility and inclusion for all.
	Social inclusion	X	A model of citizen service designed for all people, regardless of their physical, intellectual or economic abilities.
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	This model should be extended and adapted to each region, taking into account the specific characteristics of each area, thereby generating elements that will encourage residents to put down roots in the region, requiring the necessary inter-administrative cooperation to achieve this.





EXTREMADURA

Initiatives related to the commitments of:

Participation and civic space

- 10.14.1. Launch of a citizen participation platform that centralises the management of participatory processes in a single tool, improves communication with citizens and facilitates interaction in a single point.

Integrity and accountability

- 10.14.2. Renewal and approval of a new Code of Ethics and Conduct for public officials of the Regional Government of Extremadura and new measures to increase transparency, restraint and austerity in the execution of public spending

Open administration

- 10.14.3. Course on plain language in the administration of the Autonomous Community of Extremadura

Dissemination, training and promotion of open government

- 10.14.4. Promotion of training on incompatibilities for personnel working in the administration of the Autonomous Community of Extremadura



EXTREMADURA



EXTREMADURA

PARTICIPATION AND CIVIC SPACE

10.14.1 LAUNCH OF A CITIZEN PARTICIPATION PLATFORM THAT ALLOWS FOR THE CENTRALISATION OF PARTICIPATORY PROCESS MANAGEMENT IN A SINGLE TOOL, IMPROVES COMMUNICATION WITH CITIZENS AND FACILITATES INTERACTION IN A SINGLE POINT

Department

FINANCE AND PUBLIC ADMINISTRATION

Directorate-General for the Civil Service



Other stakeholders (public)

- Other departments of the Regional Government of Extremadura
- Transparency and Service Quality Service
- Other administrative units of the Regional Government of Extremadura that draft regulatory projects

Other stakeholders (civil society)

- Citizens in general who submit comments or suggestions on draft legislation under preparation

Background

The Regional Government of Extremadura has a transparency portal that includes the public disclosure of regulatory projects, but does not allow two-way communication with citizens through the portal itself; instead, it establishes deferred communication.

What is the problem/need that the initiative aims to solve?

The aim is to establish a platform that allows two-way communication between citizens and the administration in the process of public information on regulatory projects.

process of public information on regulatory projects.

Brief description

The provision of public information on regulatory projects to citizens will be migrated from the current Transparency Portal to the [Juntaex.es](https://juntaex.es) general access point, where the information will be displayed and, through a simple identification process (username/password) or access via the Cl@ve platform, to access the personalised area of the interested party, where they can provide information they believe to be of interest to the process.

It will also allow you to ask questions that will be answered by the management bodies.

This entire process will be managed through an internal tool called the "informant's desk", which is already being used to manage other forms of citizen participation, such as general information queries and complaints and suggestions about the functioning of services.

Objectives

- To centralise participatory processes in a single tool.
- Maintain a two-way relationship with citizens.
- Facilitate all interaction in the area of citizen participation in a single space, the private area of the [Juntaex.es](https://juntaex.es) general access point.



How does the initiative contribute to solving the problem or meeting the need?

It allows citizens, through a private area with a single point of access, to view their contributions to participatory processes and see the responses provided to the questions raised.

Relevance to Open Government values

Citizen participation.

Link to the 2030 AGENDA



Initiative activities	Start date	End date
Internal tool put into production.	01/01/2025	30/06/2025
Public presentation of participation processes in the development of regulatory projects.	01/01/2025	31/12/2026
Training activities for public employees.	01/01/2025	31/03/2025
Drafting of a decree regulating citizen participation in the Regional Government of Extremadura.	01/01/2025	31/05/2026

Timeline Estimated	2025	2026	2027	2028
	X	X		
Tract	PUNCTUAL		SUCCESSIVE	
			X	

Expected results		
- Completion of two training sessions. - Implementation of participation tool and its use by the largest number of administrative units. - Unification of participatory processes on the Juntaex.es General Access Point.		
Initiative indicators		
Indicators of implementation (le) of results (lr)	Implementation	- Implementation of internal tool. - Publication of a decree regulating citizen participation.
	Outcome	- Number of training sessions held. - Number of public employees trained. - Number of participatory processes published. - Number of citizens who have participated in participatory processes.

Cross-cutting impact	Gender	X	Gender equality will be promoted in the agricultural and fishing sectors by including women in presentations and debates.
	Social inclusion	X	The accessibility of the conference will be guaranteed for vulnerable groups, including small farmers, livestock breeders and fishermen.
	Ecological Transition	X	Projects related to sustainability will be presented in water and agricultural resource management will be presented.
	Territorial Diversity and Administrative Cooperation	X	Collaboration with local councils and delegations to try to ensure the territorial representation of the whole of Andalusia.

INTEGRITY AND ACCOUNTABILITY

10.14.2 RENEWAL AND APPROVAL OF A NEW CODE OF ETHICS AND CONDUCT FOR PUBLIC OFFICIALS OF THE EXTREMADURA REGIONAL GOVERNMENT AND NEW MEASURES TO INCREASE TRANSPARENCY, CONTENTION AND AUSTERITY IN THE EXECUTION OF PUBLIC EXPENDITURE

Department

FINANCE AND PUBLIC ADMINISTRATION

Directorate-General for the Civil Service



Other actors involved (Public)

Other stakeholders (civil society)

Background

Every year, the Governing Council of the Regional Government of Extremadura complies with the measures set out in the second additional provision, section one, of Law 1/2014, of 18 February, regulating the status of public office holders in the Government and Administration of the Autonomous Community of Extremadura, in Article 31.4 of Law 4/2013, of 21 May, on Open Government in Extremadura, as well as in the Agreement of the Governing Council dated 27 March 2009, approving the Code of Ethical Conduct for members of the Governing Council and senior officials of the Administration of the Autonomous Community of Extremadura and adopting measures of transparency, restraint and austerity in the execution of public expenditure.

With the passage of time since the approval of the aforementioned Code in 2009 and the measures contemplated therein, this Agreement has affected new regulations that expand and reinforce the commitments to integrity and ethics of public officials. Therefore, the aforementioned Code must be revised and renewed, and new measures must be approved to expand and improve existing ones.

What is the problem/need that the initiative seeks to address?

The need to adapt the Code of Ethics and Conduct approved in 2009 and the measures agreed therein to the new citizenship requirements.

Brief description

The renewal and approval of a new Code aims to identify the conduct and behaviour required of public officials in the Government and Administration of the Autonomous Community of Extremadura so that their actions, both public and private, are in line with the values, principles and standards of conduct previously established in that document and adapted to current regulations. It seeks to ensure that citizens have public servants who act in accordance with the principles of efficiency, austerity, impartiality and, above all, responsibility.

This new text differs greatly from the previous one. Without prejudice to the indisputable initial value of the latter, the current text responds to needs that require progress and going beyond the provisions set out therein, with the current provisions being more in line with the models currently in force.

Objectives

To strengthen integrity and ethics in the exercise of public office by promoting the renewal and expansion of the code of ethics and conduct for public office in force since 2009, adopting new measures to improve transparency, restraint and austerity in the execution of public expenditure.

How does the initiative contribute to solving the problem or meeting the need?

The renewal of the Code and its measures would reinforce the commitment of the Government of Extremadura to the ethical values and principles of conduct acquired and required by citizens.



Relevance to Open Government values

Integrity, transparency, excellence and accountability.

**Link to the 2030
AGENDA**



Initiative activities	Start date	End date
Diagnosis and evaluation of the current Code and measures.	01/01/2025	30/06/2025
Preparation of the initial draft of measures for the renewal of the Code and its measures by the Directorate-General for the Civil Service.	1 July 2025	31/12/2025
Consultation and consensus process for the preparation of the proposal by the Regional Ministry of Finance and Public Administration.	01/01/2026	31/03/2026
Fulfilment of the prerequisites for processing the Governing Council Agreement.	1 April 2026	30/06/2026
Approval by Agreement.	1 July 2026	31/07/2026
Implementation of the Agreement and its measures.	01/01/2026	

Estimated Timeline Estimated	2025	2026	2027	2028
	X	X		
Tract	PUNCTUAL		SUCCESSIV E	
				X

Expected results

Contribution to ensuring that all public officials of the Regional Government of Extremadura effectively comply with the revised and renewed integrity and ethics commitments and with the measures that expand and improve on those already in place under this new Code.

Initiative indicators

Indicators Implementation (le) Outcome (lr)	Implementation	
		- Establishment of the working group for the renewal of the Code and measures. - Study and preparation of the draft initiative. - Consultation and consensus on the proposal. - Processing and approval of the Code and its measures by the Governing Council of the Regional Government of Extremadura. - Annual implementation of the measures agreed upon by the new Code.
	Result	- Annual compliance with 100% of the agreed measures. - Publication in January of each year of the degree of compliance with the agreed measures, as active publicity for the Juntaex.es portal

Cross-cutting impact	Gender	X	
	Social inclusion	X	
	Ecological Transition	X	
	Territorial Diversity and Administrative Cooperation		

OPEN ADMINISTRATION

10.14.3 COURSE ON CLEAR LANGUAGE IN THE ADMINISTRATION OF THE AUTONOMOUS COMMUNITY OF EXTREMADURA

Department

FINANCE AND PUBLIC ADMINISTRATION

Directorate-General for the Civil Service

Other actors involved (Public)

- School of Public Administration of the Regional Government of Extremadura
- Trainers (Uex)

Other stakeholders (civil society)



Background

There is no background information on training exclusively focused on plain language in the Administration.

What is the problem/need that the initiative aims to address?

Administrative language is a barrier in the relationship between citizens and the Administration and public authorities. The absence or deficiency of clear language in the Public Administration leads to a feeling of insecurity and defencelessness among citizens in the procedures they have to carry out with the different public services.

Plain language is defined as "communication that is clear in its language, structure and design, so that the intended audience can easily find what they need, understand what they find, and use that information." This definition is the most widely accepted internationally, and is provided by the *International Plain Language Federation*.

The need for plain language would be met by providing tools and techniques for drafting official documents and internal and external communications in an understandable and accessible manner.

Brief description

The training aims to improve language and communication strategies, as well as change communication processes with citizens, introducing clear language methodologies, bearing in mind that such communication plays a key role in interaction with citizens and, in particular, in improving transparency.

Objectives

- To open up the Administration to citizens, bridging the gap between the two.
- Increase clarity by investing in economic and time resources such as training, trusting that this investment will result in the use of clearer language, saving time and service costs.

How does the initiative contribute to solving the problem or meeting the need?

The training commitment aims to provide a theoretical and practical approach to understanding key concepts, as well as the application of the necessary techniques and tools for clear language in government communications.

Relevance to Open Government values

- The proposed commitment shares with transparency the essential characteristic of opening up the administration to citizens.
- Law 4/2023, of 21 May, on Open Government: i) Principle of simplicity and comprehension: ...the use of processes and techniques that promote the use of accessible language.



Link to AGENDA 2030



Initiative activities	Start date	End date
Diagnosis and assessment of training needs.	01/01/2025	30/04/2025
Consultation with interested organisations and entities.	01/05/2025	30/09/2025
Proposal for inclusion.	1 September 2025	30/09/2025
Approval of the training proposal and inclusion in the corresponding Training Plan.	01/10/2025	31/10/2025
Implementation of the training action or actions.	01/01/2026	30/06/2028
Report on results and impact.	01/09/2028	31/12/2028

Timeline Estimated	2025	2026	2027	2028
	X	X	X	X

Tract	PUNCTUAL	SUCCESSIVE	X

Expected results
Successful completion of the proposed training activity, demonstrated by 100% of participants correctly assimilating its content, through tests showing adequate use of the knowledge imparted for implementation in their jobs.

Indicators of the initiative		
Indicators of execution (le) of result (lr)	Implementation	- Inclusion of training activities in the corresponding Training Plan. - Delivery of training activities before the end of the corresponding year. - Number of students per year.
	Outcome	- Number of public employees who are "content managers" and have been trained as part of the annual training plan. - Number of non-content management employees trained as part of the annual training plan.

Cross-cutting impact	Gender	X	
	Social inclusion	X	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	N/A	

DISSEMINATION, TRAINING AND PROMOTION OF OPEN

10.14.4 PROMOTION OF TRAINING ON INCOMPATIBILITIES FOR STAFF WORKING FOR THE ADMINISTRATION OF THE AUTONOMOUS COMMUNITY OF EXTREMADURA

Department

FINANCE AND PUBLIC ADMINISTRATION

Directorate-General for the Civil Service

Other stakeholders (public)

Other stakeholders (civil society)



Background

Training on incompatibilities, aligned with strategies and measures to strengthen the integrity of public employees, has been a constant feature of the Extremadura Regional Government's administration. Strengthening this training within the Extremadura Regional Government's annual training plans constitutes a firm commitment to the citizens served by the staff of this administration.

What is the problem/need that the initiative aims to address?

To guarantee integrity and impartiality and avoid conflicts of interest among all public employees of the Regional Government of Extremadura through comprehensive and rigorous training on incompatibilities.

Brief description

Training activities in this area would consist of courses for staff in specific departments and sectors, delivered by experts via online training platforms.

The training courses will be held annually and will be aimed at employees of the Regional Government of Extremadura who are involved in the management of these procedures, as well as all employees interested in the subject.

The training would be compulsory in certain cases and could be prioritised for certain groups of staff.

Objectives

1. In general: to facilitate compliance with the legal requirement for prior authorisation or recognition of compatibility with the performance of a second public or private activity.
2. For personnel involved in the management of these procedures:
 - Acquire the necessary knowledge to ensure the safeguarding of the public interests of these processes, insofar as such personnel participate as guarantors supervising compliance with the principles and values of integrity and impartiality of those who request the performance of second public or private activities.
 - Standardise interpretative criteria in this area.
 - Facilitate understanding of the analysis of functional incompatibility as a determining factor (among others) in resolving requests for compatibility of secondary private activities.

How does the initiative contribute to solving the problem or meeting the need?

Solid training in the subject, on an annual basis, incorporated into the training plan of the Regional Government of Extremadura, with potential recipients catalogued by management centres with administrative functions.



and sectors of activity, as well as employees in general, reinforces the integrity and good provision of public services.

Relevance to Open Government values

Integrity, transparency and excellence.

**Link to the 2030
AGENDA**



Initiative activities	Start date	End date
Diagnosis and assessment of training needs.	01/01/2025	30/04/2025
Consultation with interested organisations and entities.	01/05/2025	30/09/2025
Proposal for inclusion.	1 September 2025	30/09/2025
Approval of the training proposal and inclusion in the corresponding Training Plan.	01/10/2025	31/10/2025
Implementation of the training action or actions.	01/01/2026	30/06/2028
Report on results and impact.	01/09/2028	31/12/2028

Timeline Estimated	2025	2026	2027	2028
	X	X	X	X
Tract	PUNCTUAL		SUCCESSIVE	
			X	

Expected results		
Training of at least 80% of employees, both managerial and non-managerial, in the procedures for compatibility procedures.		
Indicators of the initiative		
Indicators (le) Result indicators (lr)	Implementation	- Inclusion of training activities in the corresponding Training Plan. - Delivery of training activities before the end of the corresponding year. - Number of students per year.
	Results	- Number of management employees who have been trained within the training plan. - Number of non-managerial employees trained within the annual training plan.



ILLES BALEARS

Initiatives related to commitments to:

Participation and civic space

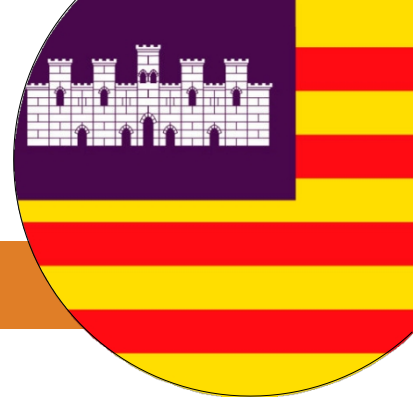
10.15.1. Implementation of a Technological Platform for Citizen Participation

Integrity and accountability

10.15.2. Internal website providing information on the obligations of senior officials and temporary staff of the Government, the Administration of the Autonomous Community of the Balearic Islands and its public sector in matters of transparency and good governance.



BALEARIC
ISLANDS



BALEARIC ISLANDS

PARTICIPATION AND CIVIC SPACE

10.15.1 IMPLEMENTATION OF A TECHNOLOGICAL PLATFORM FOR CITIZEN PARTICIPATION

Ministry

PRESIDENCY AND PUBLIC ADMINISTRATIONS

Directorate-General for Coordination and Transparency



Other stakeholders (Public)

- Island Councils and local entities (participation and consultation)

Other stakeholders (civil society)

- Entities representing civil society (participation)
- Citizens (participation)

Background

Action pending implementation, which was committed to in the 4th Open Government Plan, but which has not been carried out due to a lack of human resources and instability in the administrative service responsible for its implementation.

The implementation of this commitment entailed the necessary regulatory development of Law 12/2019, of 12 March, on popular consultations and participatory processes in order to improve the technical design of this platform and subsequently proceed with administrative contracting and implementation throughout 2024.

During 2023, the corresponding public consultation process was carried out prior to the drafting of this Decree; However, with the start of this new legislative term, it has been decided to proceed with a legal reform with the aim of facilitating participatory processes in the Balearic Islands and simplifying their procedure, so that it is not necessary to have an administrative register in which citizens must register in order to exercise their right to participation, as this is considered to be an additional administrative burden for citizens.

What is the problem/need that the initiative aims to resolve?

Facilitate citizen participation in the public affairs of the Government of the Balearic Islands through technological means.

Brief description

Design a technological tool that facilitates citizen participation once new regulations on citizen participation are in place, in order to subsequently process the corresponding administrative procurement file, implement its operation with the necessary regulations for its use, and organise specific training for public employees of the regional administration.

Objectives

To provide a technological platform that facilitates citizen participation in the actions promoted by the Government of the Balearic Islands.

How does the initiative contribute to solving the problem or meeting the need?

Having a technological platform for citizen participation will provide a digital channel through which citizens can participate in public affairs using the various instruments or mechanisms for participation established in the new law that is being drafted and is currently undergoing prior consultation.

Relevance to Open Government values

Citizen participation.

[Link to the 2030
AGENDA](#)



Initiative						
Implementation of a technological platform for citizen participation.						
Initiative activities				Start date	End date	
Approval of a new law that will, among other objectives, establish a new system of participation without requiring prior registration in an administrative registry in order to exercise the right to participate.				01/10/2024	31/07/2026	
Technical design of the technological solution.				01/07/2026	31/12/2026	
Administrative procurement procedure.				01/01/2027	30/06/2027	
Testing phase.				1 July 2027	30/11/2027	
Training and dissemination phase.				1 December 2027	29/02/2028	
Implementation.				01/03/2028		
Estimated timeline	2025		2026		2027	2028
	X		X		X	X
Tract	PUNCTUAL		X	SUCCESSIV E		
Expected results						
• Increase in participatory processes in the design and implementation of public actions by the Government of the the Balearic Islands. • Promote citizen participation in public actions carried out by the Government of the Balearic Islands.						
Indicators of the initiative						
Indicators of implementation (le) of results (lr)	Implementation	Compliance with the timetable: • Description: Degree of compliance with the planned timetable for the legislative process. • Formula: (Number of activities completed on time / Total number of planned activities) * 100. • Target: 100% of activities completed within the established deadlines. • Frequency of measurement: Monthly. Law consensus index: • Description: Percentage of contributions made during participatory processes that have been incorporated in whole or in part into the final text of the law. • Formula: (Number of contributions incorporated / Total number of contributions received) * 100. • Objective: To achieve a rate of 50% or higher.				

	Result	Increase in participatory processes developed: • Description: Percentage change in the number of participatory processes carried out during the 12 months following the launch of the Platform compared to the 12 months prior to its launch. • Formula: $(\text{Number of subsequent participatory processes} - \text{Number of previous participatory processes}) / \text{Number of previous participatory processes} * 100$. • Objective: To achieve an increase of 30% or more. Increase in citizen participation: • Description: Percentage increase in citizen participation during the 12 months following the launch of the Platform compared to the 12 months prior to its launch. • Formula: $(\text{Number of subsequent contributions} - \text{number of previous contributions}) / \text{number of previous contributions} * 100$. • Objective: To achieve an increase of 30% or more.

Cross-cutting impact	Gender	X	Positive. Data on participation will be available, broken down by gender, among other variables.
	Social inclusion	X	Positive. An accessible and easy-to-read design will be sought.
	Ecological Transition	X	Positive. A technological platform will avoid travel to administrative offices, reducing the carbon footprint and saving paper.
	Territorial Diversity and Administrative Cooperation	X	Positive. It is expected to contain a single point of information on the different participation platforms in the Balearic Islands.

INTEGRITY AND ACCOUNTABILITY

10.15.2 INTERNAL WEBSITE PROVIDING INFORMATION ON THE OBLIGATIONS OF SENIOR OFFICIALS AND TEMPORARY STAFF OF THE GOVERNMENT, THE ADMINISTRATION OF THE AUTONOMOUS COMMUNITY OF THE BALEARIC ISLANDS AND ITS PUBLIC SECTOR INSTRUMENTS IN THE AREA OF TRANSPARENCY AND GOOD GOVERNANCE

Ministry

PRESIDENCY AND PUBLIC ADMINISTRATIONS

Directorate-General for Coordination and Transparency

Other actors involved (Public)

Other stakeholders (civil society)



Background

The Balearic Islands have extensive regulations applicable to senior officials, with measures for transparency and good governance, but these are scattered across various regulations and the code of ethics, making them difficult to understand.

Thus, incompatibilities are covered by Law 2/1996, of 19 November, on incompatibilities of members of the Government; conflicts of interest are covered by Law 4/2011, of 31 March, on good administration and good governance in the Balearic Islands, and by Law 1/2019, of 31 January, of the Government of the Balearic Islands; the obligation to submit declarations of assets and activities is set out in Law 4/2011, of 31 March, and Law 2/2024, of 11 April, on the creation of the Register of Transparency and Control of Assets and Activities of Public Officials of the Balearic Islands. The transparency obligations in Law 19/2013, of 9 December, on transparency, access to public information and good governance, and in the aforementioned regional regulations. To this must be added those established in the code of ethics, approved by agreement of the Governing Council, which contains measures of transparency and integrity that go beyond those imposed by law.

Pending future regulatory reform, whether through the adoption of a new law or the recasting of existing ones, this fragmentation leads to a significant lack of awareness among senior officials about the measures that apply to them, which increases the likelihood of non-compliance.

What is the problem/need that the initiative aims to resolve?

The fragmentation of regulations on transparency and good governance applicable to senior officials and temporary staff of the Government, the Administration of the Autonomous Community of the Balearic Islands and its public sector entities hinders their understanding and effective compliance, which creates legal uncertainty and increases the risk of unintentional non-compliance.

Brief description

Creation of an internal website, available on the CAIB Administration intranet, dedicated to providing information on the rights and duties applicable to senior officials and temporary staff, specifically with information on incompatibilities, activities that can be combined with the position, how to act in cases of conflicts of interest, what aspects should be made public, how often and through what system or application; or what conduct may be subject to sanctions. The creation of a mailbox for questions is also planned. In short, this page is intended to be a welcome resource so that, upon taking up public office, they can learn from the outset about all the rights, obligations and commitments they have assumed upon acceptance.

Objectives

In relation to senior officials and temporary staff of the Government, the Administration of the Autonomous Community of the Balearic Islands and its public sector entities:

- To facilitate knowledge and compliance with their obligations in terms of transparency and good governance.
- Reduce the number of breaches resulting from ignorance of the rules or code of ethics.
- Promote a culture of integrity and transparency among political leaders.
- Serve as a tool for welcoming new appointees, providing training and offering ongoing guidance.

How does the initiative contribute to solving the problem or meeting the need?

The internal website will centralise all relevant information on transparency and good governance obligations applicable to senior officials and temporary staff in a single access point, making it easier to consult and understand. In addition, it will present the information in a clear, structured manner with practical examples, which will reduce the complexity associated with the current dispersion of regulations.

Relevance to Open Government values

Accountability, transparency and integrity.

The initiative reinforces the Balearic administration's commitment to these values by enabling senior officials to understand and fulfil their obligations, which will result in greater transparency and accountability to citizens and in working with integrity.

**Link to the 2030
AGENDA**



Initiative		
Creation and launch of an internal website providing information on the obligations of senior officials and staff temporary staff in terms of transparency and good governance.		
Initiative activities	Start date	End date
Establishment of a working group within the Department	02/11/2025	15/11/2025
Analysis and compilation of all applicable regulations	16/11/2025	31/12/2025
Design of the website structure and content	01/01/2026	31/01/2026
Technical development of the website	01/02/2026	15/03/2026
Preparation of informative content and materials	16/03/2026	15/04/2026
Legal review of content	16/04/2026	30/04/2026
Pilot test with a selected group of senior officials	1 May 2026	15/05/2026
Corrections and improvements following the pilot test	16/05/2026	31/05/2026
Official launch of the internal website	1 June	15/06/2026
First assessment of usage and satisfaction	1 October 2026	31/10/2026
Content update and improvements	1 November 2026	30/11/2026

Estimated timing Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL		X	SUCCESSIV E	
Expected results					
• Increase in participatory processes in the design and implementation of public actions by the Government of the Balearic Islands the Balearic Islands. • Promote citizen participation in public actions carried out by the Government of the Balearic Islands.					
Indicators of the initiative					
Indicators of implementation (Ie) of results (Ir)	Implementation	• Percentage of compliance with the schedule established for the development of the project • Number of senior officials participating in the pilot test			
	Outcome	• Launch of the internal website within the planned timeframe Ir2: Percentage of senior managers and temporary staff who have received training on how to use the website • Level of user satisfaction with the usefulness and ease of use of the platform, through a survey (on a scale of 1 to 5)			
Cross-cutting impact	Gender	X	Inclusion of a gender perspective in the drafting of website texts.		
	Social inclusion	X	Website design following accessibility criteria.		
	Ecological Transition	X	Reduction of paper-based materials.		
	Territorial Diversity and Administrative Cooperation	X	Not applicable. The website will be for internal use.		



COMMUNITY OF MADRID

Initiatives related to commitments on:

Open administration

- 10.16.1. Citizens' right to understand: clear language
- 10.16.2. Cognitive accessibility and social inclusion of persons with disabilities





COMMUNITY OF MADRID

OPEN ADMINISTRATION

10.16.1 CITIZENS' RIGHT TO UNDERSTAND: CLEAR LANGUAGE

Department

PRESIDENCY, JUSTICE AND LOCAL ADMINISTRATION

Citizen Services and Transparency



Other stakeholders (Public)

- Staff from the various departments of the Community of Madrid

Other stakeholders (civil society)

Background

Following the commitments made by the Community of Madrid in the 4th Plan of the AGE, a clear communication guide for the procedures of the Community of Madrid was created in 2021.

On the other hand, since 2022, interactive visualisations have been incorporated into the Community of Madrid's Transparency Portal with the aim of bringing the available information closer to the public.

In November 2023, the Community of Madrid joined the Pan-Hispanic Network for Clear Language, with a commitment to integrate the use of clear and more accessible language that guarantees citizens' right to understand in their dealings with the administration.

What is the problem/need that the initiative aims to solve?

The public administration tends to communicate with citizens using overly technical and legal terms, which are often incomprehensible. This distances the administration from citizens, generates mistrust and makes it more difficult to fulfil the objective of serving the general interest.

How the administration communicates is a cross-cutting task and must include the publication of documents and content in clear language, also taking into account the information that is actively publicised on the Community of Madrid's Transparency Portal.

Brief description

To address this issue, the Community of Madrid proposes a comprehensive approach that encompasses relations with citizens and the training of public employees in clear language.

Three actions have been selected:

- Publication of visualisations on the Transparency Portal.
- Training of public employees in plain language: awareness-raising and specialised training sessions.
- Publication of documents and content in plain language.

Objectives

These three actions seek to make communication between the administration and citizens easier and more fluid. The aim is to reduce the bureaucratic noise that can occur in administrative communication and to promote a more open and responsive administration.



How does the initiative contribute to solving the problem or meeting the need?

The aim is to take a broad view of citizens' right to understand.

On the one hand, by publishing visualisations on the Transparency Portal, we want to make the information hosted on it accessible to all citizens, ensure that complex data is accessible and useful, and provide different perspectives from which to analyse the data.

An administration that communicates effectively and clearly with its target audience requires staff with the necessary training to do so. It is public employees who draft texts, manage procedures and interact with citizens.

As a result and driving force of this training, the publication of content in clear language is the materialisation of the resources invested so that the administration of the Community of Madrid can interact with citizens in a clear, effective and simple manner.

Relevance to Open Government values

An open administration that encourages participation and accountability requires an informed citizenry; only then will citizens be well equipped to participate and contribute to the management of public affairs.

It is therefore essential that public administrations interact with society in a clear, concrete and direct manner so that citizens can exercise their rights vis-à-vis the administration and interact with it.

In this way, we see how:

- Clear language consists of conveying information that is relevant to citizens in an easy, direct, transparent, simple and effective manner through all types of channels and media.
- It involves raising awareness among public employees about the values of transparency and open government, ensuring that citizens' right to understand is fulfilled.
- It represents a cultural shift in the administration towards the idea that the administration exists for the citizens, to whom its policies, plans and public services are directed and, equally important, the provision of facilities to facilitate understanding and participation in them.
- Unambiguous wording of public information results in improved access to information and public services.
- It strengthens public confidence.

**Link to the 2030
AGENDA**



Initiative

The three actions proposed encompass the Community of Madrid's clear language initiative:

- Publication of visualisations on the Transparency Portal.
- Training of public employees in clear language: awareness-raising and specialised training sessions.
- Publication of content in clear language.

Initiative activities

The transparency portal offers a wealth of content, much of it technical in nature, which, despite providing a great deal of information, does not always fulfil the task of informing in a clear and simple manner. The visualisations complement the published information, but in no case replace the raw data. They are designed to make public information more accessible and intuitive, and to enable users to see the most relevant aspects of the data without having to download any documents.

Start date

1 January
2025

End date

31/12/2028

With regard to the training of public employees, this would cover both staff with specific skills in plain language and general staff.	01/04/2025	31/12/2028
The publication of content in plain language is approached from a broad perspective, covering the different areas of activity of the Madrid Regional Government. Special emphasis will be placed on those procedures or areas with high demand from the public.	01/12/2025	31/12/2028

Timeline Estimated	2025	2026	2027	2028
	X	X	X	X

Tract	PUNCTUAL		SUCCESSIVE	X

Expected results

The aim is to make the transparency portal more accessible to citizens through the use of infographics.

By adapting procedures and documents to plain language, it is hoped that communication between the administration and society will improve. Procedures or documents proposed by the management units will be addressed according to their impact on citizens or feasibility.

The training and awareness-raising day for public employees aims to achieve a skilled workforce in this area and a cultural change in the administration, so that, from the outset in management and processing, as well as in the publication of procedures, communication is in clear language.

Indicators of the initiative

Indicators of implementation (Ie) of results (Ir)	Implementation	- Number of visualisations published on the transparency portal. - Number of editions of training courses in plain language. - Number of documents or publications in plain language.
	Results	- Satisfaction index of course participants. - Number of visits to pages with visualisations on the Transparency Portal.

Cross-cutting impact	Gender	N/A	
	Social inclusion	X	Reduction of barriers between the administration and citizens in terms of communication, which may have a greater impact on vulnerable groups.
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	N/A	



10.16.2 COGNITIVE ACCESSIBILITY AND SOCIAL INCLUSION OF PEOPLE WITH DISABILITIES

Presidency

PRESIDENCY, JUSTICE AND LOCAL ADMINISTRATION

Citizen Services and Transparency

Other stakeholders (Public)

Other stakeholders (civil society)

- Plena Inclusión Madrid
- CERMI Community of Madrid
- CEOMA



Background

Law 6/2022, of 31 March, amending the Consolidated Text of the General Law on the Rights of Persons with Disabilities and their Social Inclusion, was recently passed to establish and regulate cognitive accessibility and its requirements and conditions of application.

In this context, one of the most effective tools for promoting universal accessibility to information and communications is the drafting of texts and content in easy-to-read format, through which information is simplified and adapted to make it more accessible to people with reading comprehension difficulties.

Thanks to its long-standing collaboration with Plena Inclusión Madrid, the Community of Madrid now has a repository of more than 50 publications in easy-to-read format.

Likewise, many other actions have been carried out to improve cognitive accessibility and social inclusion for people with disabilities, among which we can mention, as an innovative measure, the launch of the judicial facilitator service that provides support to people with disabilities in the courts of the Community of Madrid.

What is the problem/need that the initiative aims to solve?

The public administration tends to communicate with citizens using overly technical and legal terms, which are often incomprehensible. This distances the administration from citizens, generates mistrust and makes it more difficult to fulfil its objective of serving the general interest. This problem is exacerbated in the case of people with intellectual disabilities or developmental difficulties.

This commitment aims to promote cognitive accessibility for this group in the Community of Madrid.

Brief description

The Community of Madrid wants to support and promote initiatives that offer solutions and alternatives to meet the needs of the most vulnerable groups. To this end, it aims to facilitate cognitive accessibility for people with intellectual or developmental disabilities, or those who have difficulty reading comprehension.

The actions to be carried out include adapting content to the easy-to-read method, improving the cognitive accessibility of physical and digital environments, and training and awareness-raising activities on cognitive accessibility.

Objectives

To promote cognitive accessibility and social inclusion for people with disabilities, providing them with tools that facilitate understanding, communication and interaction with the administration.

How does the initiative contribute to solving the problem or meeting the need?

The actions proposed in this commitment promote cognitive accessibility for people with intellectual or developmental disabilities by improving their relationship with the administration and their understanding of it.

Easy-to-read methods, as well as other facilitating methodologies that cover written, physical and digital environments, are a very useful tool for improving accessibility, reducing inequality and bringing the administration closer to citizens.

With this same objective of improving cognitive accessibility and social inclusion, ongoing training and awareness-raising events are considered essential.

Relevance to Open Government values

This commitment is related to the Open Government Strategic Vision objective concerning the right to know and understand.

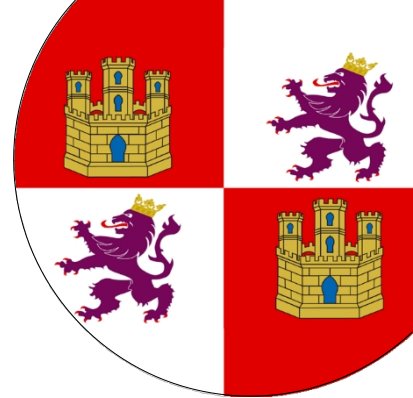
Link to the 2030 AGENDA



Initiative					
Carrying out joint actions in the area of cognitive accessibility, whether through the adaptation of content into easy-to-read formats, other types of adaptations in physical or digital environments, or generally facilitating access to public services for people with disabilities.					
Initiative activities			Start date	End date	
Adaptation of written texts to the easy-to-read method.			01/01/2025	31/12/2027	
Organisation of courses, seminars and awareness-raising events on the concept of cognitive accessibility.			01/01/2025	31/12/2027	
Support, through support persons, to facilitate in-person procedures and formalities at the Community of Madrid's Network of Citizen Service Offices.			01/01/2025	31/12/2027	
Timeline Estimated	2025	2026	2027	2028	
	X	X	X		
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
We want to expand the information adapted to easy reading in different areas of competence of the Community of Madrid (justice, culture, social services, etc.), adapting regulations, guides, procedures and documents of general interest to citizens. In terms of citizen services, the expected result is to improve accessibility to public services so that citizens with intellectual disabilities or developmental difficulties can understand and independently access the procedures and services provided by the Community of Madrid. To improve the perception and skills of public employees in their relationship with people with disabilities.					
Initiative indicators					
Indicators Implementation (Ie) Outcome (Ir)	Implementation	- Total number of courses, seminars and workshops. - Total number of students or participants in courses or conferences. - Number of texts adapted for easy reading. - Number of support sessions provided.			
	Results	- Satisfaction index after completing the courses or conferences. - Satisfaction rate with the support service.			



Cross-cutting impact	Gender	N/A	
	Social inclusion	X	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	N/A	



CASTILLA Y LEÓN

Initiatives related to commitments on:

Transparency and access to information

- 10.17.1. Training and dissemination, in the area of transparency and access to public information, to local authorities

Open administration

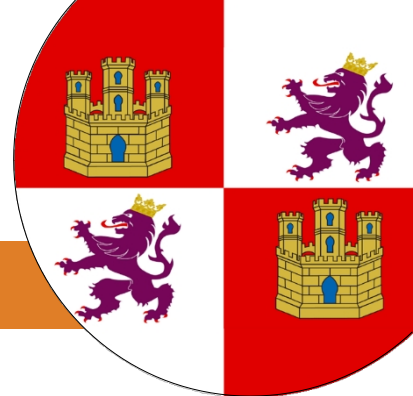
- 10.17.2. Advancing clear language and communication

Digital governance and artificial intelligence

- 10.17.3. Carry out training and technological advisory activities for the acquisition of digital skills related to digital rights for the citizens of Castile and León
- 10.17.4. Design and implementation of the Data Governance model in the Administration of the Community of Castile and León



CASTILE AND
LEÓN



TRANSPARENCY AND ACCESS TO INFORMATION

10.17.1 TRAINING AND DISSEMINATION OF INFORMATION ON TRANSPARENCY AND ACCESS TO PUBLIC INFORMATION TO LOCAL AUTHORITIES

Regional Ministry

PRESIDENCY

Transparency and Good Governance

Other stakeholders (Public)

- Local authorities



Other stakeholders (civil society)

- Civil organisations and associations

Background

The precariousness of human and material resources in local authorities in Castile and León is a reality that sometimes prevents them from successfully fulfilling their transparency obligations. Added to this is the growing administrative complexity that public managers have to deal with on a daily basis as a result of recent legal reforms and the digitisation of the functioning of administrations. In particular, there have been continuous regulatory changes in public management, especially in the economic-budgetary field, administrative procedure and legal regime, and data protection and contracting, which have significantly complicated the necessary exercise of local and institutional transparency. Added to this is the continuous assumption of services at the local and institutional level, which raises the standards of obligation.

What is the problem/need that the initiative aims to resolve?

The Regional Government of Castile and León has shown particular interest in ensuring that local authorities in our region have the necessary tools to offer greater levels of transparency, thereby guaranteeing that this right can be exercised on equal terms by all citizens of Castile and León.

Brief description

- To disseminate the values and principles of transparency and accountability, as well as the contents of the regulations and policy on transparency and access to public information implemented by both entities.
- To establish an ongoing dialogue between both parties that enables local authorities to receive direct feedback on the needs, responses and demands of citizens with regard to the regulations on transparency and access to public information and the policy developed in this regard by the Regional Government of Castile and León.

Objectives

To improve the right of access to public information for all citizens in their dealings with the administrations closest to them. Thereby reducing the number of complaints addressed to the Castile and León Transparency Commission as a result of the incorrect processing of requests for access to public information, either presumed, due to non-processing, or express, due to the restrictive application of the relevant regulations.

How does the initiative contribute to solving the problem or meeting the need?

It is considered that formal and ongoing cooperation with local authorities in the Community is an ideal means of promoting awareness of the Transparency Law, the actions of public administrations and institutions in this area, and matters relating to access to information held by public administrations and bodies, as well as the values and principles of transparency and accountability. This formal cooperation is an efficient channel for receiving feedback in the form of initiatives, requests and proposals regarding the design and implementation of public policy on transparency and access to public information and its possible improvement and refinement, as well as for identifying the obstacles, problems and constraints that may be encountered in its full deployment in society.

Relevance to Open Government values

If local councils are transparent, citizens will be aware of the important work they do, while also providing them with the means for effective accountability.

**Link to the 2030
AGENDA**



Initiative				
The training programme will focus on various actions and the parties will disseminate the activities carried out through all available channels, especially social networks and electronic media.				
Initiative activities	Start date	End date		
Participation in events of any kind, workshops, conferences, seminars, round tables, etc., organised jointly by both parties or individually by one of them, aimed at promoting the values of transparency and accountability.	First quarter of 2026	2028		
Participation in training activities of any kind, courses, classes, workshops, etc., organised jointly by both parties or individually by one of them, aimed at promoting awareness of the Transparency Law and the actions of public administrations in the area of transparency and access to public information.	First quarter of 2026	2028		
Participation of each of the parties in specific technical actions relating to transparency or accountability, questionnaires, surveys, evaluations, etc., promoted by the other party in the performance of its functions and competences, provided that there is a coincidence of intentions.	First quarter of 2027	2028		
Joint preparation of manuals, practical guides, recommendations, codes of conduct or any other publication aimed at improving and perfecting compliance with the Transparency Law and promoting the application of the principles of accountability within their sphere of action.	Second quarter 2027	2028		
Communication and reciprocal exchange of reports, documents, initiatives, proposals, etc., generated by both parties and related to transparency, accountability and access to public information.	First quarter of 2026	2028		
Estimated timing	2025	2026	2027	2028
Estimated		X	X	X
Tract	PUNCTUAL		SUCCESSIVE	
			X	

Expected results			
Improvement in the response of local authorities to requests for access to public information they receive. Reduction in the number of complaints addressed to the Castile and León Transparency Commission as a result of the incorrect processing of requests for access to public information, either presumed, due to their non-processing, or express, due to the irregular application of the applicable regulations.			
Indicators of the initiative			
Indicators of implementation (le) of results (lr)	Implementation	- Number of events and workshops held in accordance with the schedule set out above. - Training activities implemented in accordance with the schedule set out above.	
	Results	At the end of each calendar year, the parties shall, by mutual agreement, draw up a joint evaluation document setting out the results and main milestones of the collaboration. In this regard, standards and indicators shall be defined to enable the monitoring of the planned activities to be evaluated.	
Cross-cutting impact	Gender	N/A	
	Social inclusion	X	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	X	

OPEN ADMINISTRATION

10.17.2 ADVANCING IN CLEAR LANGUAGE AND COMMUNICATION

Counselling

PRESIDENCY

Directorate-General for Transparency and Good Governance

Other stakeholders (Public)

- Other regional ministries

Other stakeholders (civil society)



Background

Public administrations tend to present information to citizens in an excessively technical and condensed manner, both of which make it difficult for citizens to understand, impacting on their "right to understand". It is time to move towards clear language in all information provided to citizens, especially through portals, and specifically on the Transparency Portal.

What is the problem/need that the initiative aims to solve?

To make information more understandable to the general public by using clear language and even easy language to guarantee citizens' right to understand.

Brief description

Start of training and awareness-raising activities for all public employees to promote a clear communication project in our Administration.

Objectives

- Raise awareness among public employees of the need to use clear language in the information they provide to citizens.
- Improve clear communication with citizens.

How does the initiative contribute to solving the problem or meeting the need?

The commitment marks the beginning of a project that must be continued; it is the first step towards a more open administration because it is more understandable.

Relevance to Open Government values

High.

Link to the 2030



Agenda

Initiative		
Launch a clear communication project.		
Initiative activities	Start date	End date
Development of a clear communication guide for content editors of the Portals.	First quarter of 2026	End of 2028

Training public employees in plain language.	First quarter of 2027	End of 2028
Review of portal content.	2026, 2027, 2028	End of 2028
Review of certain forms intended for people with reading or intellectual difficulties reading or intellectual comprehension difficulties in order to attempt to translate them into easy language.	First quarter of 2026	End of 2028

Timeline Estimated	2025	2026	2027	2028
		X	X	X

Tract	PUNCTUAL	SUCCESSIVE	X

Expected results		
Advance a commitment to communication with citizens as a guarantee of their right to understand.		
Indicators of the initiative		
Indicators of implementation (Ie) of results (Ir)	Implementation	- Number of training activities that include plain language content. - Approval of guide. - Number of forms reviewed.
	Outcome	Final evaluation report on improvements implemented.

Cross-cutting impact	Gender	N/A	
	Social inclusion	X	
	Ecological Transition	N/A	
	Territorial Diversity and Administrative Cooperation	N/A	

DIGITAL GOVERNANCE AND ARTIFICIAL INTELLIGENCE

10.17.3 CONDUCT TRAINING AND TECHNOLOGICAL ADVICE ACTIVITIES FOR THE ACQUISITION OF DIGITAL SKILLS RELATED TO DIGITAL RIGHTS FOR THE CITIZENS OF CASTILLA Y LEÓN

Regional Ministry

MOBILITY AND DIGITAL TRANSFORMATION

Directorate-General for Telecommunications and Digital Administration

Other stakeholders (Public)

Other stakeholders (civil society)



Background

The CyL Digital Programme is an initiative of the Regional Ministry of Mobility and Digital Transformation for the training, advice and certification of digital skills among the citizens of Castile and León. Since its launch in 2009, it has delivered over 20,000 training courses in digital skills and has almost 156,000 registered users, both in its face-to-face version, through the nine CyL Digital Spaces in the provincial capitals of the Community and the 214 centres in the CyL Digital Rural network spread across as many municipalities in rural areas of the autonomous community, as well as online training (CyL Digital).

What is the problem/need that the initiative aims to address?

The digital divide significantly affects the citizens of Castile and León, especially those over 65 years of age. This population often lacks basic digital skills and access to technology, which limits their participation in the digital society, restricts their access to public and private services, and prevents them from taking advantage of the opportunities offered by the digital economy. The lack of digital skills increases their vulnerability and isolates them socially, creating inequalities compared to other demographic groups more familiar with technology.

Brief description

Through a series of workshops, practical courses and personalised advisory sessions, the necessary tools and skills will be provided for the basic use of digital devices, internet browsing, access to online services, artificial intelligence, and protection against cyber risks and disinformation. The initiative will also include the creation of digital competence centres in rural areas and awareness campaigns to promote the importance of digital inclusion. The CyL Digital programme aims to reduce the digital divide among the citizens of Castile and León, with a special focus on people over 65.

Objectives

Reduce the digital divide: Equip people over 65 with the basic digital skills necessary to actively participate in the digital society.

Promote digital inclusion: Ensure that all citizens, regardless of age or location, have access to digital technologies and the training necessary to use them.

Promoting digital literacy: Offering continuous training in digital skills, tailored to the needs and capabilities of older people.

Improving access to online public and private services: Facilitating interaction with administrative and commercial services through the use of digital platforms. Human support will be provided to help people navigate digital services.

Reducing social isolation: Encourage the use of digital tools to improve communication and social integration among older people.

How does the initiative contribute to solving the problem or meeting the need?

The initiative directly addresses the needs of older people, who often face significant barriers to adopting new technologies. Through practical training tailored to their skill levels, this population is equipped with the digital skills necessary to participate in the digital world. In addition, the creation of digital competence centres in rural communities and the provision of ongoing support ensure that citizens not only have access to technology, but also feel comfortable and confident in using it. This comprehensive approach ensures greater social and digital inclusion, reducing inequalities caused by a lack of digital skills.

Relevance to Open Government values

This training programme is aligned with the fundamental values of Open Government, especially in terms of inclusion and equity. By providing access to digital skills to a population traditionally excluded from the digital sphere, it promotes citizen participation and ensures that all citizens, regardless of age, can actively participate in society. It also improves transparency and accountability by facilitating access to information and public services online. This commitment also strengthens collaboration between the government, community organisations and citizens to jointly address the digital divide.

Link to the 2030 AGENDA



Initiative					
Acquisition of digital skills related to the digital rights of citizens of Castile and León.					
Initiative activities			Start date	End date	
Digital skills training for citizens of Castile and León.			01/01/2025	31/12/2028	
Face-to-face and online technological advice.			01/01/2025	31/12/2028	
Creation of digital competence centres in rural areas.			01/01/2025	31/12/2028	
Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
Immediate issuance of the tax certificate through an automated process.					
Initiative indicators					
Indicators of implementation (le) of results (lr)	Implementation	• 9,000 digital skills training activities to be carried out between 2025 and 2028 for the general public.			
	Outcome	• 9,000 people over the age of 65 acquiring new digital skills between 2025 and 2028.			

Cross-cutting impact	Gender	X	According to statistics from the CyL Digital programme in previous years, around 60% of the programme's users are women.
	Social inclusion	X	The CyL Digital programme ensures that all citizens, regardless of age or location, have access to the technologies and training necessary for their use.
	Ecological Transition	X	The use of technologies acquired by citizens through the CyL Digital programme has a positive impact on the ecological transition, through reduced paper use and travel, as technologies are used to carry out procedures and formalities online.
	Territorial Diversity and Administrative Cooperation	X	The CyL Digital programme operates in both urban and rural areas and cooperates with different administrations (town councils, provincial councils, other departments of the Regional Government of Castile and León and ministries) to achieve its objectives.

10.17.4 DESIGN AND IMPLEMENTATION OF THE DATA GOVERNANCE MODEL IN THE ADMINISTRATION OF THE REGION OF CASTILLA Y LEÓN



Background

The Regional Government of Castile and León is a complex organisation that generates, collects and manages a multitude of information. This information is often repeated and in different formats, leading to situations where repetitive work and inefficient processes are carried out. It is necessary to move towards a corporate policy for data lifecycle management, sharing, standardisation and the establishment of quality, security and traceability standards within the organisation.

What is the problem/need that the initiative aims to resolve?

The information is stored in different information systems and files, which have been generated over the years and are managed by those responsible for each subject, a situation that makes it difficult to have a consistent and coherent overview. The data is scattered across information silos and, in many cases, has not been designed for analytical purposes.

Brief description

Diagnosis of the situation and design and implementation of a common data governance model for the entire organisation.

Objectives

It is necessary to move towards a corporate policy for data lifecycle management, sharing, standardisation and the establishment of quality, security and traceability standards within the organisation.

The ultimate objective of this process is to achieve, through changes in the way the administration works with its data, that the services offered to citizens are better and more tailored to their needs.
 data, to improve the services offered to citizens and better adapt them to their needs.

How does the initiative contribute to solving the problem or meeting the need?

The implementation of a data governance model that enables centralised and efficient data management, providing high-quality, secure data that complies with data protection regulations and promotes accessibility and reuse, will enable our administration to be more efficient and effective in its internal operations and, furthermore, in data-driven decision-making.

Relevance to Open Government values

High.

**Link to the 2030
AGENDA**



Initiative					
Design and implementation of a data governance model.					
Initiative activities			Start date	End date	
Diagnosis of the current situation.			Second quarter of 2024	Third quarter of 2024	
Design of the appropriate model for the Regional Government of Castile and León.			Third quarter of 2024	Second quarter of 2026	
Implementation of the model through use cases.			Third quarter of 2024	Second quarter of 2026	
Change management.			Second quarter 2024	Second quarter 2026	
Timeline Estimated	2025	2026	2027	2028	
	X	X			
Tract	PUNCTUAL		SUCCESSIVE		X
Expected results					
Centralised and efficient data management, providing high-quality, secure data that complies with data protection regulations and promotes accessibility and reuse.					
Provision of better services to citizens.					
Initiative indicators					
Indicators of implementation (Ie) of results (Ir)	Execution	• Number of use cases carried out			
	Results	• Final evaluation report.			
Cross-cutting impact	Gender	N/A			
	Social inclusion	N/A			
	Ecological Transition	N/A			
	Territorial Diversity and Administrative Cooperation	X			

Observations

High-impact, ambitious measure.

The project is financed by PRTR funds until June 2026. The continuity of actions beyond June 2026 is conditional on the availability of credit from that point onwards.



AUTONOMOUS CITY OF MELILLA

Initiatives related to commitments to:

Open administration

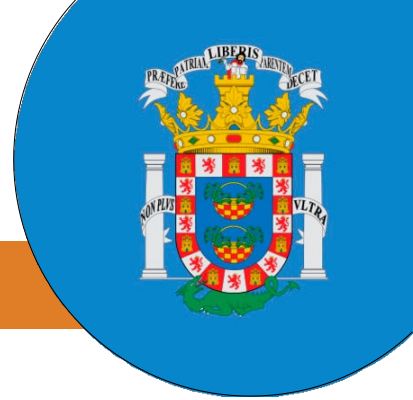
- 10.18.1. PECERA Project: Promoting transparency, all data available to citizens

Dissemination, training and promotion of open government

- 10.18.2. Training and awareness-raising on open government, transparency and citizen participation



MELILLA



MELILLA

OPEN ADMINISTRATION

10.18.1 PECERA PROJECT: PROMOTING TRANSPARENCY, ALL DATA AVAILABLE TO CITIZENS

Department

PRESIDENCY, PUBLIC ADMINISTRATION AND EQUALITY

Public Administration



Other stakeholders (Public)

- Directorate-General for the Information Society
- Other departments of the Autonomous City of Melilla, in accordance with Decree No. 538 of 28 July 2023 on the distribution of powers (Extraordinary Official Gazette of Melilla No. 54 of 31 July 2023)

Other stakeholders (Civil Society)

Background

Since 2003, the Autonomous City of Melilla has carried out various actions aimed at improving the administrative services provided to citizens, organised into different specific actions.

Although improvements in public management have been implemented over the years, they are considered insufficient in an area as changeable as the adaptation of the Autonomous City of Melilla to the new technological and administrative reality.

What is the problem/need that the initiative aims to address?

Citizens must be kept informed at all times of the actions and information of the Autonomous City of Melilla. To this end, measures related to transparency in public management will be promoted, with the aim of providing information and bringing the administration closer to the public.

Brief description

Implementation of measures and actions related to transparency and access to public information, providing citizens with more information, both on the Transparency Portal and on the institutional website and electronic headquarters of the Autonomous City.

Objectives

To ensure that citizens are aware of the actions and information of the Autonomous City of Melilla at all times, promoting actions related to transparency in public management, with the aim of providing information and bringing the administration closer to the public.

This transparency will be implemented in two ways:

- Public information: relevant data on the administration's management will be published on the Transparency Portal, and the Public Information System will continue to be promoted, as will the Complaints and Suggestions System of the Autonomous City of Melilla.

An Open Data Portal will also be promoted.

- Personal information: through the Electronic Headquarters, citizens and businesses will be able to check the status of their administrative files at any time.



How does the initiative contribute to solving the problem or meeting the need?

This commitment contributes to improving the quality and transparency of the Autonomous City of Melilla by seeking maximum transparency on the institutional website so that citizens can access information in a comprehensible and accessible way in relation to the management of the administration.

It also improves the quality of published data and promotes the added value of open data, increasing visualisations and reuse by citizens.

Relevance to Open Government values

Consolidation of transparency and data governance.

Link to AGENDA



2030

2025

Initiative				
- Development of the Charter of Services for Access to Public Information. - Improvement of the electronic tool for SIP (Public Information Requests). - Expansion of the information on the Transparency Portal regarding the processing of requests, working tools that define the functions of the different administrative units in the procedure. - that defines the functions of the different administrative units in the procedure. - Internal communication campaign to promote active publicity among those responsible for the different areas of the administration of the Autonomous City of Melilla.				
Initiative activities			Start date	End date
Implementation of a publication control system on the Transparency Portal.			01/01/2025	31/12/2028
Promotion of the Public Information System.			01/01/2025	31/12/2028
Promotion of the Complaints and Suggestions System.			01/01/2025	31/12/2028
Promotion of the system for monitoring files and payments by citizens and businesses on the Electronic Headquarters of the Autonomous City of Melilla.			01/01/2025	31/12/2028
Promotion of the file control system by citizens themselves in the Network of Information and Citizen Service Offices, through the Citizen Service Module (ATC).			01/01/2025	31/12/2028

Timeline Estimated	2025	2026	2027	2028
	X	X	X	X

Tract	PUNCTUAL			SUCCESSIV E		

Expected results	
Specifically, the implementation of this action aims to: - Promote transparency in public management. - Bringing the Administration closer to citizens. - Streamlining the functioning of the administration. - Speed up the resolution of administrative files. - Save on the processing of procedures. - Reducing processing times. - Avoid unnecessary travel. - Increase management efficiency. - Improve the quality of service provision. - Simplify administrative procedures.	

Indicators of the initiative		
Indicators of implementation (le) of results (lr)	Implementation	• Processing of 100% of complaints submitted by citizens. • 1 Service Charter for "Access to Public Information of the Autonomous City of Melilla of Melilla". • 1 ATC Module.
	Result	

Observations

Specific indicators cannot yet be established as the various actions planned in the 4th Plan for Quality and Modernisation of Services in the Autonomous City of Melilla.



DISSEMINATION, TRAINING AND PROMOTION OF OPEN GOVERNMENT

10.18.2 TRAINING AND AWARENESS-RAISING IN OPEN GOVERNMENT, TRANSPARENCY AND CITIZEN PARTICIPATION

Department

PRESIDENCY, PUBLIC ADMINISTRATION AND EQUALITY

Public Administration



Other stakeholders (Public)

- Civil Service
- Public employees of the Administration of the Autonomous City of Melilla

Other stakeholders (civil society)

Background

The Study and Training Centre of the Autonomous City of Melilla is the administrative body responsible for promoting, coordinating and supervising the training of civil servants in the Autonomous City of Melilla. For this reason, training plans are drawn up and implemented each year, taking into account the needs and values necessary for good public management.

Furthermore, the administration of the Autonomous City of Melilla is aware of the need to strengthen mechanisms for participation and dialogue with civil society, ensuring that Open Government actions respond to the real needs of citizens. To this end, it intends to carry out a series of actions based on a common thread, the principles of Open Government, such as transparency, participation and citizen collaboration.

What is the problem/need that the initiative seeks to address?

Public employees must be trained not only in subjects that help to increase their skills, but also in the principles and values that promote transparency, participation, quality, etc., in order to carry out their duties in the Administration, taking as a reference the citizen and the values and principles that form part of Open Government.

Likewise, the aim is for citizens to learn about and participate in the administration through training, awareness-raising and education initiatives.

Brief description

This proposal aims to carry out training activities in the field of administration in the Autonomous City of Melilla so that public employees are trained in the values and principles of open government, transparency and citizen participation.

It also aims to hold a conference for young people and other stakeholders, including a series of initiatives on transparency, participation and citizen collaboration, such as:

- Presentation of procedures with the Autonomous City of Melilla.
- Electronic headquarters.
- Electronic invoicing.
- Complaints and suggestions.
- Requests for public information.
- Electronic Registry
- Other

Objectives

- To foster a culture conducive to citizen participation among public employees through training activities.
- Improve citizen training and information on public management to enhance knowledge and a proactive attitude towards citizen participation in public management and improve democratic quality.

How does the initiative contribute to solving the problem or meeting the need?

This commitment contributes to improving the quality of training and awareness-raising on the essential values of Open Government.

Relevance to Open Government values

Consolidation of citizen participation

Link to the 2030 Agenda



Initiative activities				Start date	End date
Implementation of training activities on the subject within the Training Plans of the Autonomous City of Melilla.				01/09/2025	30/09/2025
Holding a training and information day for citizens.				01/10/2025	31/10/2025
Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
Specifically, the implementation of this action aims to: • Encourage the participation of public employees. • Bring the Administration closer to citizens.					
Indicators of the initiative					
Indicators of implementation (le) of results (lr)	Implementation	• 2 training actions in the CAM Training Plan. • 1 Training and/or awareness-raising session specifically for citizens.			
	Result				



MELILLA



SPANISH FEDERATION OF MUNICIPALITIES AND PROVINCES (FEMP)

Initiatives related to commitments to:

Participation and civic space

- 10.19.1. Update of the FEMP's model Citizen Participation Regulations
- 10.19.2. Map of risks of fraud, corruption and conflicts of interest in local procurement
- 10.19.3. Spanish network of local public innovation laboratories

Transparency and access to information

- 10.19.4. Dissemination of the model public transparency ordinance approved in November 2023 among all local authorities
- 10.19.5. Advice on drafting transparency ordinances for Spanish local authorities wishing to undertake this task
- 10.19.6. Open data in local government

Integrity and accountability

- 10.19.7. Train, raise awareness and inform local government officials and local public employees about the concept of conflict of interest and the duty of abstention.

Open administration

- 10.19.8. Reduction of administrative burdens and simplification

Digital governance and artificial intelligence

- 10.19.9. FEMP Data Governance Ordinance

Clear and open accounts

- 10.19.10. Technology at the service of improving public procurement

10.19.11. Dissemination, training and promotion of Open Government (Good Practices)

- 10.19.12. Establishment of relationships with other organisations similar to the FEMP in Latin America to forge networks that stimulate the implementation of transparency and access to information projects
- 10.19.13. Dissemination of local good practices in transparency and access to public information
- 10.19.14. Evaluation of projects, plans, programmes and public services

SPANISH FEDERATION OF MUNICIPALITIES AND



PARTICIPATION AND CIVIC SPACE

10.19.1 UPDATE OF THE FEMP'S MODEL REGULATIONS ON CITIZEN PARTICIPATION

FEMP Network

FEMP NETWORK OF LOCAL ENTITIES FOR TRANSPARENCY AND CITIZEN PARTICIPATION

Technical Secretariat of the Network / Working Groups of the Network

Other stakeholders (Public)

Other stakeholders (civil society)



Background

The Spanish Federation of Municipalities and Provinces (FEMP) has a standard model for Citizen Participation Regulations available to any local authority wishing to regulate this matter in its territory, but this dates from 2018.

In a survey conducted in March 2024 among local authorities in our country, we found that only 18.2% stated that their regulations were up to date.

What is the problem/need that the initiative aims to solve?

The standard model for citizen participation available from the FEMP must be updated and the regulation and improvement of participation must be promoted, specifically in public regulatory consultations.

Brief description

Updating and redrafting of the model Citizen Participation Regulations. Dissemination and technical support for the creation and improvement of regulations on this matter for local authorities.

Objectives

- To improve the regulatory framework for public consultations on regulations by local authorities.
- Facilitate the participation of citizens and interest groups in the drafting of regulations.
- Raise awareness of the importance of participation in local regulations.

How does the initiative contribute to solving the problem or meeting the need?

The model will serve as a normative example for the regulation of public consultations on regulations by local administrations.

Relevance to Open Government values

Participation in the development of regulations is an obligation set out in Law 39/2015, of 1 October, on the Common Administrative Procedure of Public Administrations. It also contributes to democratising the development of regulations by public organisations, taking into account the opinions of those affected by them.

**Link to the 2030
AGENDA**



Initiative				
- Provision of a new model Participation Regulation to local authorities, which can be used as a reference for creating or improving their own regulations on the matter. - Assessment of the inclusion of annexes and implementation guides with recommendations.				
Initiative activities			Start date	End date
Diagnosis of the initial situation: local authority survey.			01/02/2024	31/03/2024
Expert workshop.			01/05/2024	31/05/2024
Work in expert subgroups.			01/05/2024	30/09/2024
Drafting of the first draft.			1 October 2024	31/12/2024
Consultation with key stakeholders for input on the draft.			01/01/2025	28/02/2025
Analysis of stakeholders' contributions.			01/02/2025	31/03/2025
Drafting of the final model.			01/03/2025	30/09/2025
Design of communication materials according to channels.			01/05/2025	30/09/2025
Promotion and presence at events.			01/09/2025	31/12/2026
Training and advice for local authorities.			01/09/2025	31/12/2026
Estimated timeline Estimated	2025	2026	2027	2028
	X	X		
Tract	PUNCTUAL		SUCCESSIVE	
Expected results				
- Publication of model document. - Adaptations for various dissemination channels. - Visualisation of the work carried out. - Training activities: "Drafting of Municipal Participation Regulations". - Advice on creating and improving regulations in this area.				
Indicators of the initiative				
Indicators of implementation (le) of results (lr)	Implementation	- Model Regulation Document. - Other products such as promotional materials.		
	Results	- Number of local entities that have used the model as a guide. - Number of workshops and participating local authorities trained.		
Cross-cutting impact	Gender	X	Use of non-sexist language in the model document templates and dissemination materials.	
	Social inclusion	X	Easy-to-read versions of the document and communication materials.	
	Ecological Transition	N/A		
	Territorial Diversity and Administrative Cooperation	N/A		

10.19.2 MAP OF RISKS OF FRAUD, CORRUPTION AND CONFLICTS OF INTEREST IN LOCAL CONTRACTING

FEMP Network

NETWORK OF LOCAL ENTITIES FOR TRANSPARENCY AND CITIZEN PARTICIPATION OF THE FEMP

Technical Secretariat of the Network / Working Groups of the Network

Other stakeholders (Public)

Other stakeholders (civil society)



Background

Corruption cannot be combated by fighting corruption; it is necessary to work on prevention, following compliance techniques, and to do so, it is necessary to diagnose the existing risks in public procurement, their probability and impact.

What is the problem/need that the initiative aims to address?

Lack of awareness of the risks involved in contracting and, consequently, lack of mitigation measures to minimise their probability and impact.

Brief description

Development of a risk map that takes into account the reality of public management of contractual activity and the applicable legal framework, identifying the main existing risks.

Objectives

- Establish a risk assessment for public procurement.
- Establish mitigation measures to reduce existing risk to residual risk.
- Prevent and detect risks of fraud, corruption and conflicts of interest in public procurement.

How does the initiative contribute to solving the problem or meeting the need?

How does the commitment contribute to solving the problem or meeting the need? The proposed commitment will enable a diagnosis of the situation regarding the main risk scenarios and the adoption of the corresponding action plan, as a means of reinforcing integrity, given that, as the OECD points out, public procurement is the public management activity most exposed to corruption risks.

Relevance to Open Government values

High.

Link to the 2030 AGENDA



Initiative		
• Preparation of a diagnostic map of risks of fraud, corruption and conflict of interest in public procurement. • Proposal of an action plan to mitigate the risks detected and reduce their impact and probability. • Establishment of a process for periodic evaluation and monitoring of implementation.		
Initiative activities	Start date	End date
Risk map.	01/01/2025	31/12/2025

National Action Plan (NAP).			01/01/2026	31/12/2026
Monitoring and evaluation plan.			01/01/2026	31/12/2026
Training and dissemination.			01/01/2027	31/12/2028
Timeline Estimated	2025	2026	2027	2028
	X	X	X	X
Tract	PUNCTUAL			SUCCESSIV E
Expected results				
• Awareness of the risks involved in contracting. • Reduction in the probability and impact of risks. • Strengthening of integrity systems.				
Initiative indicators				
Indicators of implementation (le) of results (lr)	Implementation	• Approval of the risk map. • Approval of the National Action Plan (NAP). • Approval of the monitoring and evaluation plan. • Call for training and dissemination actions.		
	Results	• Number of entities that have developed the risk map. • Number of entities that have drawn up an action plan. • Number of entities that have developed a monitoring and evaluation plan. • Number of people participating in training and dissemination activities.		
Cross-cutting impact	Gender	N/A		
	Social inclusion	N/A		
	Ecological Transition	N/A		
	Territorial Diversity and Administrative Cooperation	X		

10.19.3 SPANISH NETWORK OF LOCAL PUBLIC INNOVATION LABORATORIES

FEMP Network

NETWORK OF LOCAL ENTITIES FOR TRANSPARENCY AND CITIZEN PARTICIPATION OF THE FEMP

Technical Secretariat of the Network / Working Groups of the Network



Other stakeholders involved (Public)

Other stakeholders (civil society)

Background

At the local level, there are a number of laboratory networks, others that operate independently and, in some cases innovation is approached from different points of view within the same organisation.

What is the problem/need that the initiative aims to solve?

It is about highlighting the work being done locally to innovate, which we often believe that the level of government where most innovation takes place, but we are not really able to prove this assertion.

Furthermore, there is no meeting place where all local laboratories can come together.

Brief description

The aim is to create a genuine network of laboratories in the local world, taking advantage of the capillarity of the FEMP and its Transparency Network to support any initiative that arises in the local world to create spaces for innovation, of whatever kind.

Objectives

- Identify the different innovation laboratories at the local level in Spain.
- Grow the network of innovation laboratories in Spain.
- Develop our own activity as an Innovation Laboratory in the local community.

How does the initiative contribute to solving the problem or meeting the need?

By normalising the role of the Innovation Laboratory, facilitating its implementation in local entities with limited resources and generating good practices that can be used by everyone.

Relevance to Open Government values

Values to reinforce active citizen participation in collaboration with public institutions.

Link to the 2030 AGENDA



Initiative activities	Start date	End date
Define what an innovation laboratory is and what elements define it.	01/01/2025	31/05/2025
Identify the most appropriate name to refer to all these "places of innovation or for innovating.	01/05/2025	30/06/2025

Generate a map-style visualisation to locate the network and its connection points.		01/06/2025	31/12/2025	
Promote collaboration and knowledge transfer between local laboratories around the world that are part of the network.		01/12/2025	31/12/2028	
Promote knowledge and strengthen training in the field of laboratories.		01/12/2025	31/12/2028	
Timeline Estimated	2025	2026	2027	2028
	X	X	X	X
Tract	PUNCTUAL			SUCCESSIV E
Expected results				
- Highlight the work being done locally to innovate. - Normalise the current fragmented situation. - Assist municipalities with fewer resources in implementing the initiative.				
Indicators of the initiative				
Indicators Implementation (Ie) Results (Ir)	Implementation	Use of non-sexist language in model documents and dissemination materials dissemination.		
	Outcome	- Number of collaborations between laboratories. - Number of training activities designed. - Number of participating students.		
Cross-cutting impact	Gender	N/A		
	Social inclusion	X		
	Ecological Transition	N/A		
	Territorial Diversity and Administrative Cooperation	X		

TRANSPARENCY AND ACCESS TO INFORMATION

10.19.4 DISSEMINATION OF THE MODEL PUBLIC TRANSPARENCY ORDINANCE APPROVED IN NOVEMBER 2023 AMONG ALL LOCAL AUTHORITIES

FEMP Network

FEMP NETWORK OF LOCAL AUTHORITIES FOR TRANSPARENCY AND CITIZEN PARTICIPATION

Technical Secretariat of the Network / Working Groups of the Network

Other stakeholders (Public)

Other stakeholders (civil society)



Background

On 28 November 2023, the Governing Board of the FEMP approved a new model ordinance on public transparency in light of a decade of experience in applying Law 19/2013 of 9 December and the debates held within the working subgroup for the reform of that law set up within the Spanish Open Government Forum.

What is the problem/need that the initiative aims to address?

To move forward in strengthening regulations and commitments on transparency at the local level by publishing a text that serves as a reference for addressing the processing/approval of transparency ordinances.

Brief description

Most local administrations have not adopted any regulatory decisions, nor have their governing bodies made any commitments regarding the transparency of the public information they generate on a daily basis. This action aims to inform them of a resource at their disposal that can facilitate the adoption of regulations in this area.

Objectives

- Promote a culture of transparency.
- Adopt regulatory commitments and local policies on open government and access to local public information.

How does the initiative contribute to solving the problem or meeting the need?

Holding training and information sessions will provide greater knowledge about the text of the model ordinance.

Relevance to Open Government values

Transparency and accountability.

Link to the 2030
AGENDA



Initiative activities	Start date	End date
Training sessions on the model transparency ordinance.	01/01/2025	31/12/2028
Participation in round tables and forums to publicise the text and the experience of drafting.	01/01/2025	31/12/2028

Estimated Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	
Expected results					
Knowledge of the model public transparency ordinance by a large number of local authorities.					
Initiative indicators					
Indicators of implementation (le) of results (lr)	Implementation	- Number of informational activities carried out. - Number of participants in the activities.			
	Results	Participating local entities.			
Cross- cutting impact	Gender	N/A			
	Social inclusion	N/A			
	Ecological Transition	N/A			
	Territorial Diversity and Administrative Cooperation	X			

10.19.5 ADVICE ON DRAFTING TRANSPARENCY REGULATIONS FOR SPANISH LOCAL AUTHORITIES

FEMP Network

FEMP NETWORK OF LOCAL AUTHORITIES FOR TRANSPARENCY AND CITIZEN PARTICIPATION

Technical Secretariat of the Network / Network Working Groups

Other stakeholders (Public)

Other stakeholders (civil society)



Background

On 28 November 2023, the Governing Board of the FEMP approved a new model ordinance on public transparency in light of a decade of experience applying Law 19/2013 of 9 December on transparency, access to public information and good governance, and the debates held within the working subgroup for the reform of said law, which was set up within the Spanish Open Government Forum.

What is the problem/need that the initiative aims to address?

Move forward with strengthening regulations and commitments regarding transparency at the local level.

Brief description

Most local administrations have not adopted any regulatory decisions, nor have their governing bodies made any decisions regarding a possible commitment to transparency in the public information they generate on a daily basis. This action aims to increase their involvement and encourage them to make greater commitments by adopting transparency ordinances.

Objectives

- To spread the culture of transparency.
- Adoption of regulatory commitments and local policies on open government and access to local public information

How does the initiative contribute to solving the problem or meeting the need?

Advice from local experts on transparency can facilitate the drafting of these regulations, which must be undertaken by local authorities.

Relevance to Open Government values

Transparency and accountability.

Link to the 2030 AGENDA



Initiative activities	Start date	End date
Response to queries raised by local authorities regarding the adoption of ordinances on transparency.	01/01/2025	31/12/2028
Holding of working sessions to assist in the drafting of texts.	01/01/2025	31/12/2028

Estimated Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
Approval of local transparency ordinances or modification of existing ones to incorporate the principles and proposals of the 2023 model ordinance.					
Initiative indicators					
Indicators of implementation (le) of results (lr)	Implementation	- Number of requests for information. - Number of requests for training.			
	Results	Local entities involved in the advisory process.			
Cross- cutting impact	Gender	N/A			
	Social inclusion	N/A			
	Ecological Transition	N/A			
	Territorial Diversity and Administrative Cooperation	X			

10.19.6 OPEN DATA IN LOCAL GOVERNMENT

FEMP Network

FEMP NETWORK OF LOCAL ENTITIES FOR TRANSPARENCY AND CITIZEN PARTICIPATION

Technical Secretariat of the Network / Working Groups of the Network

Other stakeholders (Public)

Other stakeholders (civil society)



Background

In the midst of the artificial intelligence era, having access to unique, high-quality, up-to-date data in reusable formats makes it possible to confidently ensure that automated learning developments and processes in the public sphere guarantee compliance with legislation, ethics, data protection, etc., and, ultimately, the effectiveness and efficiency of local management.

What is the problem/need that the initiative aims to solve?

Publication of datasets in different formats and standards.

Brief description

The FEMP Network proposes that local public administrations focus their activity in this field, as a minimum, to publish at least 10 data sets from among the following, in open format:

1. Street map.
2. Budgets and budget execution.
3. Subsidies.
4. Public procurement and tendering.
5. Municipal register.
6. Vehicle census.
7. Waste and recycling containers.
8. Association registry.
9. Cultural calendar.
10. Tourist accommodation.
11. Business and industrial areas.
12. Census of businesses or economic agents.

Objectives

Publish a minimum of 10 open data sets for all local authorities in Spain.

How does the initiative contribute to solving the problem or meeting the need?

Defining, standardising and normalising the 10 data sets ensures that they are published in the same way at national level, using the same vocabulary and structure to facilitate their reuse.

Relevance to Open Government values

Align the publication of datasets in the same way by all local authorities in our country.

**Link to the 2030
AGENDA**



Initiative					
- Creation of an interdisciplinary group to develop the objective and commitment. - Consensus to identify and define the 10 data sets to be published.					
Initiative activities			Start date	End date	
Discuss which data sets can be published by local authorities and which ones they all have.			01/01/2025	31/12/2025	
Describe the 10 datasets to be published: name, vocabulary to be used, publication standard, format, frequency, etc.			1 December 2025	31/12/2026	
Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIVE	X
Expected results					
Local authorities that publish the 10 data sets in the same formats and are federated at https://datos.gob.es/es/					
Initiative indicators					
Indicators of implementation (Ie) of results (Ir)	Implementation	- Number of meetings held to define and describe the 10 data sets to be published by all local authorities. - Achievement of planned objectives. - Compliance with the estimated timeline.			
	Results	Number of local authorities publishing the 10 data sets.			
Cross-cutting impact	Gender	N/A			
	Social inclusion	N/A			
	Ecological Transition	N/A			
	Territorial Diversity and Administrative Cooperation	X	Local entities by Autonomous Communities that publish the 10 data sets.		

INTEGRITY AND ACCOUNTABILITY

10.19.7 TRAIN, RAISE AWARENESS AND INFORM PUBLIC OFFICIALS IN LOCAL GOVERNMENTS AND LOCAL PUBLIC EMPLOYEES ABOUT THE CONCEPT OF CONFLICT OF INTEREST AND THE DUTY OF ABSTENTION

FEMP Network

FEMP NETWORK OF LOCAL ENTITIES FOR TRANSPARENCY AND CITIZEN PARTICIPATION

Technical Secretariat of the Network / Working Groups of the Network



Other stakeholders (Public)

- OCEX, organisations for the prevention and fight against fraud and corruption

Other stakeholders (civil society)

Background

Local regulations require both members of the Corporation and local public employees to prevent and manage conflicts of interest, especially in the area of public procurement. Due to the principle of proximity and their small size, local authorities are the level of government that may be most affected by potential conflicts of interest and the application of grounds for abstention, but there is insufficient awareness of the issue, as evidenced by the management of the FNGEU.

What is the problem/need that the initiative aims to address?

Local authorities, as local administrations, are very sensitive to conflicts of interest, even though there is no specific regulation on the matter beyond public procurement, and they need to be aware of the risk of fraud and corruption that this entails.

Brief description

To provide local government officials with the knowledge and skills necessary to adopt the appropriate measures for the prevention, detection and, where appropriate, prosecution of conflicts of interest.

Objectives

- That members of local authorities (CCLL) are aware of the applicable legal framework in this area.
- That public employees of local authorities are aware of the applicable legal framework in this area.
- Strengthen integrity systems at the local level.
- Support the measures required by anti-fraud plans within the framework of the management of the Recovery, Transformation and Resilience Plan.
- Contribute to developing protocols for managing conflicts of interest.

How does the initiative contribute to solving the problem or meeting the need?

Conflicts of interest are not corruption or fraud, but a lack of knowledge about when they occur and the measures to be taken to prevent and detect them can lead to significant irregularities. Information and knowledge about conflicts of interest, directly adapted to the local context, will contribute directly to their prevention and detection, mitigating the high risk involved.

OPEN ADMINISTRATION

10.19.8 REDUCING BURDENS AND ADMINISTRATIVE SIMPLIFICATION

FEMP Network

NETWORK OF LOCAL ENTITIES FOR TRANSPARENCY AND CITIZEN PARTICIPATION OF THE FEMP

Technical Secretariat of the Network / Working Groups of the Network



Other stakeholders (Public)

- Secretariat of State for the Civil Service

Other stakeholders (civil society)

- Civil Society Organisations

Background

Administrative complexity is a problem that afflicts numerous government institutions around the world, and the Spanish administration is no exception.

What is the problem/need that the initiative aims to solve?

The proliferation of bureaucratic procedures, cumbersome processes and a lack of clarity in current regulations contribute to creating a barrier between citizens and public services, hindering access and generating dissatisfaction.

Brief description

The aim is to facilitate relations between citizens and public administrations. Administrative simplification benefits not only citizens, but also the administration itself. The elimination of unnecessary paperwork and the optimisation of processes leads to a reduction in operating costs and time savings for civil servants, who can devote their resources to activities with greater added value.

Administrative simplification speeds up the provision of public services, reducing response times and processing times. This translates into a significant improvement in the efficiency of the administration, which can respond to citizens' demands more quickly and effectively.

By simplifying administrative processes, the chances of making mistakes are minimised and the workload associated with managing bureaucratic procedures is reduced. This contributes to greater reliability in service delivery and allows civil servants to focus their efforts on more important tasks.

Objectives

Simplifying administrative procedures allows citizens to interact with public institutions in a more agile and efficient manner.

Reducing administrative burdens means less paperwork, less documentation required, and shorter response times, which translates into a more satisfactory experience for the end user.

How does the initiative contribute to solving the problem or meeting the need?

Simplifying administrative processes makes them easier for citizens to understand, which promotes greater transparency in public management. In addition, less bureaucracy encourages citizen participation in matters of common interest by making information and participation in consultations and decision-making processes more accessible.

Relevance to Open Government values

The reduction of administrative burdens and simplification of procedures in the Spanish administration is presented as an essential measure for bringing citizens closer to government institutions and improving the provision of public services. This

This strategy not only benefits citizens by facilitating their interaction with the administration and improving their experience, but also has a positive impact on the efficiency, quality and speed of public services, generating a virtuous circle of continuous improvement in administrative management and perfectly sharing the values of Open Government.

Link to the 2030 AGENDA



Initiative					
It is at the local level where it makes the most sense to act to reduce burdens and simplify administration, as this is the level of government where the most bureaucracy is generated and, therefore, where there is the greatest scope for improvement.					
Initiative activities			Start date	End date	
Training/meetings.			01/01/2025	31/12/2028	
Pilot model.			01/01/2025	31/12/2026	
Model implementation.			1 December 2026	31/12/2028	
Estimated Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
Development of a citizen service model that is user-friendly, usable and easy to understand for everyone.					
Initiative indicators					
Indicators Implementation (le) Results (lr)	Implementation	- Number of support and monitoring sessions held annually. - Number of training activities carried out.			
	Outcome	- Number of entities participating in the training activities carried out. - Number of people participating in training activities.			
Cross-cutting impact	Gender	X	Gender perspectives are integrated in all their dimensions.		
	Social Inclusion	X	Social inclusion is integrated throughout the design and implementation of a model that facilitates access to the administration for all citizens.		
	Ecological Transition	X	The ecological perspective is integrated into the model.		
	Territorial Diversity and Administrative Cooperation	X	Territorial diversity and inter-administrative cooperation are values that underpin the multi-channel care system.		

Observations

This is an essential measure for bringing citizens closer to government institutions and improving the provision of public services.

DIGITAL GOVERNANCE AND ARTIFICIAL

10.19.9 STANDARD ORDINANCE ON DATA GOVERNANCE BY THE FEMP

FEMP Network

FEMP NETWORK OF LOCAL AUTHORITIES FOR TRANSPARENCY AND CITIZEN PARTICIPATION

Technical Secretariat of the Network / Working Groups of the Network

Other stakeholders (Public)

Other stakeholders (civil society)



Background

In the midst of the artificial intelligence era, having access to unique, high-quality, up-to-date data in reusable formats allows us to confidently ensure that automated learning developments and processes in the public sphere guarantee compliance with legislation, ethics, data protection, etc., and, ultimately, the effectiveness and efficiency of local management.

If we govern data from its source and put it at the service of our organisation, citizens, businesses, universities and other organisations and associations, we can generate social and economic value in our cities.

What is the problem/need that the initiative aims to solve?

Proposal for a Model Data Governance Ordinance that can be used in any local authority.

Brief description

The Model Ordinance on Data Governance of the Network of Local Authorities for Transparency and Citizen Participation of the FEMP (Spanish Federation of Municipalities and Provinces) was created with the aim of helping local councils to clarify and standardise the use of the data they have at their disposal. It is a regulatory instrument that helps local authorities lay the foundations for data governance, enabling them to use the appropriate methodologies and techniques from the outset. It resolves doubts and conflicts related to data within the organisation itself and, above all, improves the services provided to citizens and the way in which their rights of access to public information are satisfied.

Objectives

To disseminate the FEMP Network's Model Data Governance Ordinance.

How does the initiative contribute to solving the problem or meeting the need?

It helps to pass an ordinance in the Administration that aligns data management policies.

Relevance to Open Government values

Facilitates data management, which is key to a solid foundation for Open Government thanks to the reinforcement of transparency and accountability.

**Link to the 2030
Agenda**



Initiative				
Creation of a multidisciplinary team of experts to disseminate the Model Data Governance Ordinance, explain it and provide assistance how to implement it in a local authority.				
Initiative activities			Start date	End date
Submit the Model Ordinance on Data Governance.			01/01/2025	31/12/2028
Disseminate the Model Data Governance Ordinance at conferences, meetings and training courses.			01/01/2025	31/12/2028
Timeline Estimated	2025	2026	2027	2028
	X	X	X	X
Tract	PUNCTUAL		X	SUCCESSIVE
Expected results				
Approval of the Ordinance in Spanish municipalities.				
Indicators of the initiative				
Indicators of implementation (le) of results (lr)	Implementation	• Presentation of the Ordinance Type of Data Governance.		
	Outcome	• Number of conferences, meetings and courses where the Model Data Governance Ordinance is disseminated.		
Cross-cutting impact	Gender	N/A		
	Social Inclusion	N/A		
	Ecological Transition	N/A		
	Territorial Diversity and Administrative Cooperation	X	Local entities by Autonomous Communities that publish the 10 data sets.	

CLEAR AND OPEN ACCOUNTS

10.19.10 TECHNOLOGY AT THE SERVICE OF IMPROVING PUBLIC PROCUREMENT

FEMP Network

FEMP NETWORK OF LOCAL AUTHORITIES FOR TRANSPARENCY AND CITIZEN PARTICIPATION

Technical Secretariat of the Network / Working Groups of the Network

Other stakeholders (public)

Other stakeholders (civil society)



Background

Public procurement is carried out entirely by electronic means and is a highly complex activity, in which it is necessary to take advantage of the many opportunities offered by technology.

What is the problem/need that the initiative aims to address?

The social and economic actors and public sector entities share a common diagnosis of the high complexity of public procurement. The aim is to use technology appropriately to help simplify and improve procurement management.

Brief description

Commit to leveraging technology as a tool for simplification and automation, facilitating the detection of irregularities and maximise the value of data in this area of activity.

Objectives

- Simplify procurement procedures.
- Strengthen the prevention and fight against corruption, fraud and conflicts of interest.
- Establish means to facilitate access to procurement for SMEs.
- Advance the open data space in public procurement.

How does the initiative contribute to solving the problem or meeting the need?

It includes a set of activities that facilitate action on all aspects of public procurement, offering specific tools for widespread use throughout the public sector.

Relevance to Open Government values

Contractual activity is common to the entire public sector and involves a high degree of interaction with the social and economic fabric. Facilitating its development and advancing open procurement is one of the OECD's lines of action in the area of open government.

Link to the 2030
AGENDA



Initiative

Technology at the service of improving public procurement.

Initiative activities				Start date	End date
Preparation of a quick guide to simplifying and automating public procurement procedures. public procurement procedures.				01/01/2025	31/12/2025
Promote information exchange and data mining for the prevention and fight against fraud, corruption and conflicts of interest (following the example of MINERVA - Conflict of Interest Risk Analysis - in the management of the Recovery, Transformation and Resilience Plan - PRTR).				01/01/2026	31/12/2026
Work in line with the European open data space to optimise the information available in line with OIReScon guidelines.				01/01/2026	31/12/2026
Incorporate virtual assistants or chatbots to assist bidders, especially SMEs, in the tendering process.				01/01/2027	31/12/2027
Timeline Estimated	2025	2026	2027	2028	
	X	X	X		
Tract	PUNCTUAL			SUCCESSIV E	
Expected results					
• Opening of recruitment. • Strengthening of integrity systems. • Promotion of recruitment in SMEs. • Simplification of processes.					
Initiative indicators					
Indicators of implementation (Ie) of results (Ir)	Implementation	• Approval of the guide. • Development of data mining applications. • Inclusion of a greater amount of open data. • Implementation of the chatbot.			
	Results	• Dissemination and promotion of the guide. • Number of public sector entities using data mining data mining. • Reuse of information. • Number of entities using the chatbot.			
Cross- cutting impact	Gender	N/A			
	Social inclusion	N/A			
	Ecological Transition	N/A			
	Territorial Diversity and Administrative Cooperation	X			

DISSEMINATION, TRAINING AND PROMOTION OF OPEN GOVERNMENT (GOOD PRACTICES)

10.19.11 ESTABLISHING RELATIONSHIPS WITH OTHER ORGANISATIONS SIMILAR TO THE FEMP IN LATIN AMERICA TO FORGE NETWORKS THAT ENCOURAGE THE IMPLEMENTATION OF PROJECTS PROMOTING TRANSPARENCY AND ACCESS TO INFORMATION

FEMP Network

FEMP NETWORK OF LOCAL ENTITIES FOR TRANSPARENCY AND CITIZEN PARTICIPATION

Technical Secretariat of the Network / Working Groups of the Network

Other stakeholders (Public)

- International organisations

Other stakeholders (civil society)



Background

Currently, there is only evidence of the existence of this national network of local entities committed to promoting transparency (Network of Local Entities for Transparency and Citizen Participation of the FEMP -hereinafter, FEMP Network-). The concern is to create a network of similar entities at the Latin American level to promote joint actions for transparency and accountability.

What is the problem/need that the initiative aims to address?

To promote institutional collaboration in Latin America between local authorities on transparency and accountability.

Brief description

The FEMP Network can and should spearhead the creation of this Latin American network in which experiences and good practices are shared to strengthen transparency policies at the local level.

Objectives

- Exchange of ideas, projects and transparency tools.
- Promotion of transnational actions to promote transparency.

How does the initiative contribute to solving the problem or meeting the need?

There is no alternative to strengthening international cooperation in this area other than promoting the establishment of networks.

Relevance to Open Government values

Transparency and accountability.

Link to the 2030



Agenda

Initiative activities	Start date	End date
Communication with organisations similar to the FEMP in Latin American countries. Other forums where this same purpose can be raised may also be used for this purpose.	01/01/2025	31/12/2028

Establishment of a network to which members can join successively and progressively.			01/01/2025	31/12/2028
Establishment of a plan or roadmap for collaboration and exchange of experiences.			01/01/2025	31/12/2026
Timeline Estimated	2025	2026	2027	2028
	X	X	X	X
Tract	PUNCTUAL			SUCCESSIV E
Expected results				
Creation and implementation of the Inter-American Network.				
Initiative indicators				
Indicators of implementation (le) of results (lr)	Implementation	• Latin American presentation of the Transparency Network of the .		
	Result	• Number of Latin American public entities interested in the Transparency Network. • Number of exchanges of documentation and collaborations.		
Cross-cutting impact	Gender	N/A		
	Social inclusion	N/A		
	Ecological Transition	N/A		
	Territorial Diversity and Administrative Cooperation	X		

10.19.12 DISSEMINATION OF GOOD LOCAL PRACTICES IN TRANSPARENCY AND ACCESS TO PUBLIC INFORMATION

FEMP Network

FEMP NETWORK OF LOCAL ENTITIES FOR TRANSPARENCY AND CITIZEN PARTICIPATION

Technical Secretariat of the Network / Working Groups of the Network

Other stakeholders (Public)

Other stakeholders (civil society)

- International Open Government Academic Network (Spanish Chapter) (RAGA)



Background

The FEMP, in its commitment to promoting a culture of transparency at the local level, wishes to publicise best practices in this area. Similar awards already exist in the field of innovation, so the aim is to do something similar in this field.

What is the problem/need that the initiative aims to address?

Lack of incentives and public recognition for some good local practices that go unnoticed. Disseminate good experiences so that they can be replicated and expanded, and consolidate the best projects.

Brief description

An annual/biannual call for entries would be held to recognise these practices, establishing different categories and divisions (by type of local entity). The awarding of recognition would be public and would allow for the use of distinctions as established.

Objectives

- Promotion of best practices.
- Generate virtuous practices that are consolidated or replicated in other local entities.

How does the initiative contribute to solving the problem or meeting the need?

Public recognition helps to strengthen the institutional image of the award-winning corporations and encourages them to make transparency part of their governance strategies.

Relevance to Open Government values

Transparency and accountability.

Link to the 2030
AGENDA



Initiative activities	Start date	End date
Signing of agreement with RAGA Spain to import the methodology of the AUDAZ Awards to regional transparency.	01/01/2025	31/12/2025
Drafting and announcement of the terms and conditions for the awards.	01/12/2025	31/03/2026

Dissemination and communication.				01/03/2026	30/04/2026
Award ceremony and official presentation.				01/04/2026	31/12/2028
Estimated Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
Public recognition helps to strengthen the institutional image of the award-winning corporations, encourages others to replicate good practices, and incentivises transparency as part of their governance strategies.					
Initiative indicators					
Indicators of implementation (Ie) of results (Ir)	Implementation	- Signing of agreement with RAGA Spain. - Drafting of competition rules. - Annual call for entries and awarding of prizes.			
	Result	- Implementation of an annual call for entries. - Number of local entities participating in the awards.			
Cross-cutting impact	Gender	N/A			
	Social inclusion	N/A			
	Ecological Transition	N/A			
	Territorial Diversity and Administrative Cooperation	X			

10.19.13 EVALUATION OF PROJECTS, PLANS, PROGRAMMES AND PUBLIC SERVICES

FEMP Network

FEMP NETWORK OF LOCAL ENTITIES FOR TRANSPARENCY AND CITIZEN PARTICIPATION

Technical Secretariat of the Network / Working Groups of the Network

Other stakeholders (Public)

Other stakeholders (civil society)

- Civil society organisations



Background

Law 27/2022, of 20 December, on the institutionalisation of public policy evaluation in the General State Administration, focuses on establishing mechanisms to ensure the integration of evaluability elements into public projects, plans, programmes and services.

It emphasises ex-ante evaluation and the evaluation of evaluability as mechanisms that ensure the quality of public interventions.

What is the problem/need that the initiative aims to address?

In most cases, public interventions lack the necessary robustness (in some or all phases: diagnosis, design, implementation, etc.) to be evaluated and improved in terms of their effectiveness, efficiency and impact.

Brief description

The assessment of assessability as a tool that serves the public planning of the various interventions implemented by public administrations, as well as for future evaluations.

Objectives

The purpose of assessability evaluation is to guide and verify whether the formulation of a public intervention meets the minimum requirements to be subsequently evaluated, either in its entirety or if the intention is to evaluate one of the different phases of the public intervention, be it design, need, implementation or impact. Essentially, it provides initial input on the possibility of evaluating the public intervention, taking into account its design, implementation, the governance architecture of the intervention, its information system and the evaluation model presented by the intervention.

How does the initiative contribute to solving the problem or meeting the need?

The proposed model provides a systematic approach to work, guidelines based on analysis and practice that help to redirect and improve our public interventions, from the planning stage onwards, while also allowing us to better guide and focus the evaluation processes to be implemented.

Relevance to Open Government values

Any process of evaluating public programmes and policies, and therefore the evaluation of evaluability, involves openness to transparency and accountability, assessing the effectiveness and efficiency of our interventions, as well as their results and impacts. It incorporates the pluralistic or participatory perspective of the different agents involved in or deciding on the intervention, while giving the model a fully inclusive perspective.

Link to the 2030
AGENDA



Initiative					
Establish an action protocol to incorporate evaluability assessment into public interventions.					
Initiative activities			Start date	End date	
Socialise and accompany the process of disseminating the model.			01/01/2025	31/12/2026	
Training.			01/01/2025	31/12/2026	
Pilot assessability evaluations.			01/01/2025	31/12/2026	
Meta-evaluation, model review.			01/01/2027	31/12/2028	
Timeline Estimated	2025	2026	2027	2028	
	X	X	X	X	
Tract	PUNCTUAL			SUCCESSIV E	X
Expected results					
• Institutionalise evaluability assessment processes in any public initiative or intervention, whether it be a service, project, programme or policy. • Apply evaluability assessment to assess which intervention can offer the best results when evaluated.					
Initiative indicators					
Indicators execution (Ie) result (Ir)	Implementation	• Number of support and monitoring sessions carried out annually. • Number of training activities carried out.			
	Outcome	• Number of entities participating in the training activities carried out. • Number of people participating in training activities.			
Cross-cutting impact	Gender	X	The assessability assessment model integrates the gender perspective into all its dimensions.		
	Social inclusion	X	As such, the proposed model incorporates social inclusion. Any policy that implements the assessment of evaluability incorporates the perspective of social inclusion.		
	Ecological Transition	X	The assessability assessment model integrates all its dimensions.		
	Territorial Diversity and Administrative Cooperation	X	The assessability assessment model incorporates the territorial perspective and specificities according to territory.		

Observations

The assessment of assessability allows for the standardisation of working models and formats that ensure greater richness and robustness in the public interventions proposed for implementation. It provides rigour and a method of observation that ensures quality standards.