The purpose of this commitment was the Citizen User Participation and Evaluation of Services, focusing on promoting social participation for the improvement of public services through the institution of a user council, also creating a technological tool to evaluate the digital services, and lastly, improve the Ombudsman system and the access to government data.

This commitment had 10 actions, which at the end of the implementation deadline of the Plan, 5 were completed, 1 still in progress and 4 were not initiated.

**Completed:**

Establish the public services users council set in Federal Law 13.460, from 2017: <https://doe.sea.sc.gov.br/index.php/download/18-08-2022-n-21838/>

Develop a technological tool to assist the service evaluation process: <https://dados.sc.gov.br/dataset/e691c2fd-6b36-46cc-96c1-ca8c8b91b2f7/resource/b4f45de4-c8b7-42f8-b230-a92624b6af54/download/relatorio-avaliacao-de-servicos.pdf>

Publish and spread the ranking of public service user defense code:

<https://www.sc.gov.br/mais-indicadores>

Develop a methodology of public services evaluation, including basic criteria, evaluation cycles, and feedback for improvement and evaluation ranking: <http://server03.pge.sc.gov.br/LegislacaoEstadual/2022/000005-009-0-2022-031.htm>

Diagnose the ombudsman difficulties and needs at the State Executive Branch: <https://dados.sc.gov.br/dataset/e691c2fd-6b36-46cc-96c1-ca8c8b91b2f7/resource/847e75f8-ad99-425e-b38e-a5275587269a/download/perfil-da-rede-de-ouvidores.pdf>

**In progress:**

Implement the new Ombudsman and Access to Information System:

This action is still in progress and the justification is summarized in the section 1.2. If you would like to review the full report, please access: <https://dados.sc.gov.br/dataset/e691c2fd-6b36-46cc-96c1-ca8c8b91b2f7/resource/61f7e986-cadd-4e87-9aa7-3f365089f39b/download/relatorio-sistema-de-ouvidoria-oge.pdf>

**Not iniciated:**

Hold awareness events for public managers and society.

Carry out training on the new ombudsman system.

Elaborate and spread to society the communication plan of the new Ombudsman and Access to Information System.

Hold awareness events and meetings for managers and society on the new ombudsman system.