The satisfaction survey, resulting from the milestone "**Develop a methodology of public services evaluation, including basic criteria, evaluation cycles, and feedback for improvement and evaluation ranking**" increases the opportunities for participation and feedback.

<http://server03.pge.sc.gov.br/LegislacaoEstadual/2022/000005-009-0-2022-031.htm>

The milestone "**Establish the public services users council set in Federal Law 13.460, from 2017**" will also expand the spaces to enforce social participation, feedback and citizen interaction with the public servants responsible for the services provided.

<https://doe.sea.sc.gov.br/index.php/download/18-08-2022-n-21838/>

Finally, the milestone related to the development of “**a methodology of public services evaluation, including basic criteria, evaluation cycles, and feedback for improvement and evaluation ranking**”, can serve as a tool to monitorate digital services and its quality standards based on citizen evaluations.

<http://server03.pge.sc.gov.br/LegislacaoEstadual/2022/000005-009-0-2022-031.htm>