

Uruguay

BEST PRACTICES ON E-PARTICIPATION

Global e-Government Forum 2014

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CAPITAL MONTEVIDEO
AREA (km²) 176,215
POPULATION (millions) 3.4



Uruguay

Political and Social Stability

Uruguay in
Latin America



Poverty (low)

ECLAC-SEDLAC, 2013

1

Transparency Index

Transparency International, 2013

1

Democracy Index

The Economist, 2013

1

Political Rights

Freedom House, 2014

1

Voice and Accountability

World Bank [WGI], 2013

1

ICT Development



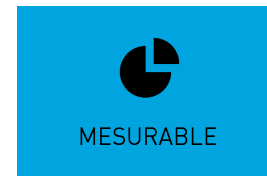
✓ No. 1 LATAM, ITU

✓ 65% household with Internet

✓ 1:1 computers-to-student

✓ Universal access plan & fiber to every home (FTTH)

Uruguay's digital policy



A country commitment

Continuous, systematic and evolutionary work, with multi-stakeholder consensus to achieve clear, specific and measurable goals, focusing on social inclusion and strengthening of national capabilities through ICT

e-Participation on ADU 2011-2015

2° Strategic Guideline

Civil Participation

Promote civic participation, by endowing the agencies with new channels technology-based to hear citizen's voice, fostering transparency and open data



GOAL 8D
Promote that 80% of agencies have standards and models for e-participation

GOAL 8E
Develop open gov data infrastructures and promote their usage through public-private collaboration

ACCESS TO INFORMATION ACT, 2008

**A complementary Privacy Act also
came into force in 2008**

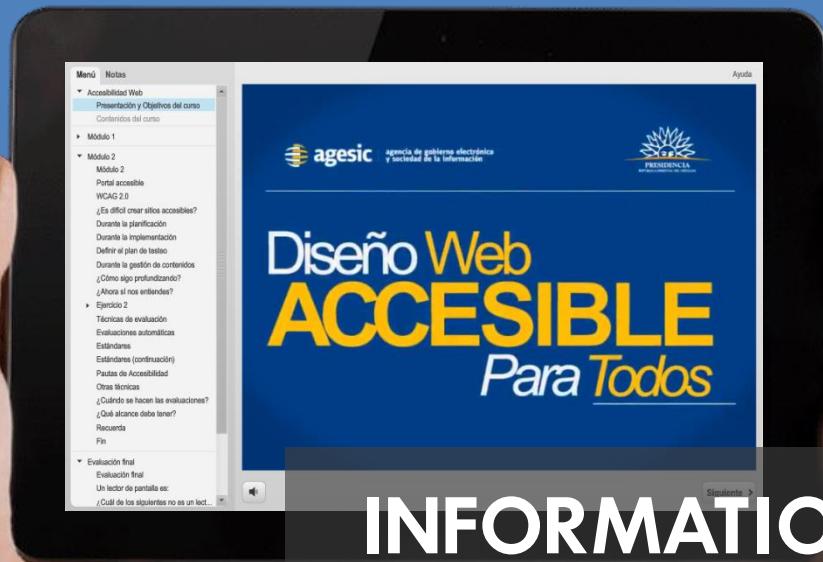
It is not enough to enact a law, culture of transparency needs to be fostered



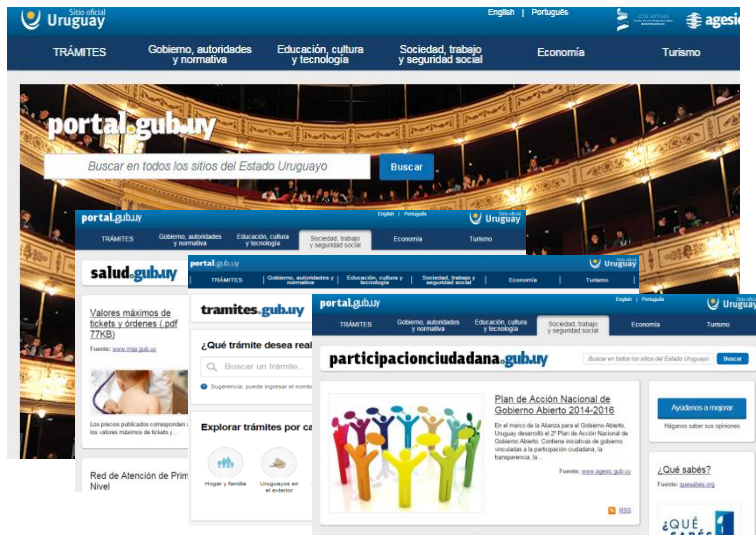
✓ Capacity building

✓ Accompaniment

✓ Recognition



**INFORMATION ON SITES
MUST BE ACCESSIBLE**



First-stop portal of cross-agency information and services

Extracts information from +500 websites, and reorganize it into +50 user-centric subhomes

We don't create contents. We build capacities in the agencies to improve the quality of contents from the origin, which are created and managed by each of the agencies on their own websites

Boosting demand for open data is as important as guiding its offering



☑ Infrastructures

☑ Guidelines and best practices

☑ Promoting the use

Definitions adequate to country's reality



LOCAL EXPERTS



EXAM OF PORTALS



REGULATION

Findings in Uruguay:

- Constitutional mechanisms widely accepted and used
- Centrality of political parties in participatory processes
- Decisions to face specific problems enclose its greater potential

e-CONSULTATION & e-DECISION MAKING

Some examples



The screenshot shows the website **participacionciudadana.gub.uy** with a search bar at the top. The main content area features several sections:

- Plan de Acción Nacional de Gobierno Abierto 2014-2016**: A section with a colorful graphic of people holding hands and text describing the national plan for open government.
- ¿Qué sabés?**: A section with a blue button labeled "Ayúdenos a mejorar" and text encouraging users to share their opinions.
- ¿QUÉ SABÉS?**: A section with a blue button labeled "¿Qué sabés?" and text encouraging users to share their knowledge.
- Organismos públicos**: A section with a blue button labeled "Organismos públicos" and a list of tweets from various public organizations.
- Presentan estudio del PNUD sobre participación ciudadana en América Latina**: A section with a blue button labeled "Presentan estudio del PNUD sobre participación ciudadana en América Latina" and text about a UN study on citizen participation.
- Por mi barrio: mejorando la ciudad, contigo**: A section with a blue button labeled "Por mi barrio" and text about a platform for reporting problems and improving the neighborhood.

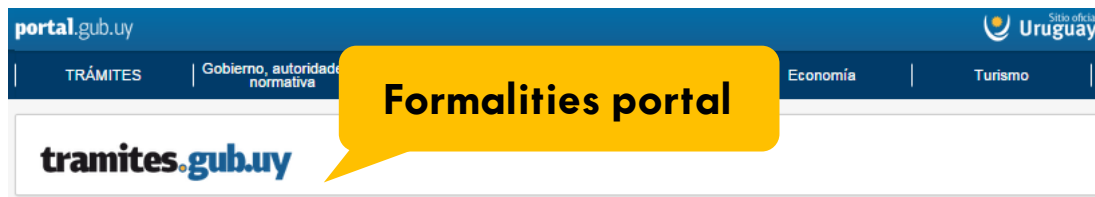
Calls

Social media

Requests

Guidelines

Some examples



¿No encuentra el trámite que busca?

Ayúdenos a mejorar

¿Qué tan clara le parece esta información?

- ☐ Muy clara
- ☐ Bastante clara
- ☐ Poco clara
- ☐ Nada clara

Enviar



Quiero este trámite en línea

Don't find the formality you're searching?

How clear was this information?

I want this formality online

e-CONSULTATION & e-DECISION MAKING

Some examples



PorMiBarrio

ForMyNeighbourhood

Mejorando la ciudad, contigo.

Esta es una plataforma para hacer reclamos por roturas y problemas que veas en la ciudad junto a vecinos y vecinas, manteniéndote al tanto del proceso de reparación. Lo llevamos adelante desde DATA (una organización de la sociedad civil) usando la plataforma de servicios abiertos de la Intendencia de Montevideo y con el apoyo del Defensor del Vecino.

An initiative of the civil society to report issues, using the open service platform of the Administration and with the support of the Neighbor's Ombudsman

COMO FUNCIONA

COMENZAR AHORA



We are willing to exchange experiences not only with governments in the region



but also with countries around the world

Thank you!

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