GOBIERNO DE LA
REPÚBLICA DOMINICANA
ÉTICA E INTEGRIDAD
GUBERNAMENTAL

GOBIERNO
ABIERTO**RD**

End-of-Term Self-Assessment Report: Fifth Action Plan for the Open Government Partnership 2022-2024

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INTRODUCTION

This report presents the achievements of the Dominican Republic's Fifth Action Plan for the Open Government Partnership 2022-2024.

Aware of the need to have a space where the government and society could come together under transparent, participatory and inclusive governance, the Dominican government created the First Multi-Stakeholder Forum on Open Government in 2021 through Decree No. 713-21. This Fifth Action Plan was the result of a democratic exercise of co-creation between the government and society, emanating from this First Forum and coordinated by the General Directorate of Ethics and Government Integrity (DIGEIG).

This Fifth Action Plan had ten (10) commitments that addressed social challenges in different areas of impact, prioritized by citizens through public consultations, both in person and virtual.

As a result, the first commitment, the National Plan for the Opening of #DatosAbiertosRD, sought, through the design, development, implementation and monitoring of a National Action Plan for the Opening of Public Data in open formats, to increase the availability and capture of useful and standardized data, as well as to advance the interconnection and relationship of data with a view to streamlining transparency, integrity, accountability, prevention of administrative corruption and citizen participation, thereby promoting economic development and innovation based on the use and reuse of open data.

The second commitment, Zero Bureaucracy Program: Towards an Efficient Government, offered more efficient services to citizens through the simplification of processes and the use of technologies for the automation and digitalization of procedures and public services.

The third commitment, Open Government in the Governorates, provided opportunities to citizens based on transparency and access to information through the governorates, promoting participation and accountability through both in-person and digital channels.

The fourth commitment, the Eficompras RD Portal, opened a path for small and medium-sized companies to provide goods and services to the State, guaranteeing competitive schemes that ensure the monitoring not only of the purchase, but also of the award and delivery of the goods. This mobilizes the economy and reinforces the transparency and traceability of the acquisitions made by the Dominican State below the established threshold.

The fifth commitment, Carbon Footprint Calculator for the National Public Procurement System, made it possible to measure the impact of public procurement on the climate, generating data and information useful for making strategic decisions for mitigating and adapting to climate change.

The sixth commitment, Public Service Quality Monitoring and Evaluation System, made transparent the measurement of citizen satisfaction with the quality of public services, with the aim of raising standards for the benefit of citizens.

The seventh commitment, Contact Center: Take care of your mental health, provided an information platform on mental health care services available in the country, offering guidance, consultation and access. In addition, it provides psychological first aid services in tele-assisted mode through a Contact Center.

The eighth commitment, Opening of Territorial Demands, encouraged citizen participation in the formulation and implementation of policies that affect their lives and strengthened accountability by integrating transparency in the management of territorial demands, allowing citizens to know which public investment projects, resulting from citizen consultations in the Provincial Development Councils, were prioritized.

The ninth commitment, #PublicInternshipsRD, used information and communication technologies to interconnect the databases of available public internships, make them transparent on a website and allow citizens to apply on an equal basis, guaranteeing gender equity, inclusion, transparency and integrity in the process.

The tenth commitment, Platform for the Registration and Monitoring of Special Waste in the Dominican Republic #RDCeroResiduos, contributed to environmental protection and transparency by creating the first platform for the registration and monitoring of the generation and management of solid waste in the country.

Finally, in line with the principles of transparency, collaboration, participation, accountability, use of technologies and innovation, during the implementation period of this plan, the progress of each of these commitments has been permanently published through the Open Government Portal, on the Monitoring Board: https://tablero.gobiernoabierto.gob.do/panel/, so that citizens have access to the fulfillment of each milestone that makes up the commitments of this Fifth Action Plan.

OGP SELF-ASSESSMENT TEMPLATES

Commitment No. 1

Country	Dominican Republic
Number and name of the commitment	1.-National Action Plan for the Opening of #DatosAbiertosRD
Date of preparation	12-07-2024

Introduction

Open Government in the Dominican Republic has become a key strategy to improve transparency, citizen participation, collaboration and the use of technologies in public administration. Currently, we have a National Open Data Portal, which combines two hundred and sixty-two (262) public institutions and nine hundred and forty-eight (948) data sets; however, given the updates to regulations and citizen demand, relevant data is required that contribute to the development and improvement of the quality of life of citizens.

This is why the National Action Plan for the Opening of #OpenDataRD emerges as a tool that strengthens not only the publication of data, but also the identification and release of data that is of interest and use to citizens. This plan seeks to be a bridge between the information demands of citizens and the data supply by the government.

The reform priorities include Transparency: Publish government information; Citizen Participation: Involve citizens in public decisions; Accountability: Establish mechanisms for evaluating government performance.

The National Action Plan for the Opening of #OpenDataRD contributes to these priorities by establishing mechanisms for citizens to express their interests regarding what data they wish to see published. Through public consultations and surveys, the plan allows citizens to actively participate in the identification of relevant data, facilitating greater transparency. It not only continues the effort to maintain an open data platform, but expands this effort by focusing its actions on the identification of data that truly matters to citizens.

Action plan process

The National Action Plan for Opening #OpenDataRD integrates citizen participation in every stage of the Open Government Partnership (OGP) cycle, from the initial design of the plan to its implementation and evaluation. This approach ensures that citizens' voices are heard and considered in government decision-making related to data openness. The approach follows OGP's

participation and co-creation standards to ensure effective and meaningful participation.

Design of the National Action Plan:

During the design phase, the government implements the following participation practices:

Public consultations: Open consultations are held so that citizens can contribute ideas and suggestions on what data should be included in the open data platform.

Co-creation workshops : Workshops were organized in Greater Santo Domingo, Santiago de los Caballeros, La Altagracia, Santiago Rodríguez and Barahona, where key actors of the data ecosystem of the Dominican Republic participated, including polytechnics, university students, journalists, teachers, civil society and those responsible for access to public information, managing to collect more than one hundred and thirty (130) information proposals to release in open formats.

Following this consultation process, the ten (10) priority topics that would be part of the National Open Data Plan were presented to the public within the framework of the celebration of the International Open Data Day of 2023. Through a live voting process, more than three hundred (300) attendees, in person and virtually, had the opportunity to choose the topics of their interest, with the following being selected:

- Violence against children and adolescents
- Information on urban and interurban public transport routes
- Prices of the basic basket
- Fuel stations
- Beaches, rivers and spas
- Seized goods
- Senior centers
- Orphanages/Residential Care Centers
- National Monuments
- National museums

Using IRM Recommendations

Based on the recommendations of the Independent Review Mechanism (IRM), we have efficiently identified both the actors responsible for the publication of the requested data and those for its implementation. Compliance with the opening and correct publication of the data requested in the 1st Opening Plan in the national open data portal has been verified;

Urban and Interurban Public Transport Routes:

https://backoffice.datos.gob.do/dataset/listado-de-rutas-de-transporte-publico-urbano-e-interurbano-2023

Prices of Basic Necessities:
https://backoffice.datos.gob.do/dataset/precios_productos_primera_necesidad

Fuel Stations:
https://backoffice.datos.gob.do/dataset/estaciones-registradas

Authorized Beaches, Rivers and Spas:
https://transparencia.mitur.gob.do/publicacion-en-el-portal-de-datos-abiertos/playas-rios-y-balnearios/

Seized Assets:
https://backoffice.datos.gob.do/dataset/inmuebles-decomisados-ocabid

Senior Centers:
https://backoffice.datos.gob.do/dataset/centro-de-envejecientes-a-nivel-nacional

Residential Care Center:
https://backoffice.datos.gob.do/dataset/centros-de-atencion-residencial-de-ninos-ninas-y-adolescentes-2023

For the 2nd PNAD, citizen consultations have been extended to other provinces such as: Greater Santo Domingo, Santiago de los Caballeros, La Altagracia, Santiago Rodríguez and Barahona, and the scope of open data has been explained in detail to guarantee the quality of the proposals collected.

As a result, we obtained the 2nd PNAD with a total of 7 prioritized data, the responsible institutions were notified and we are currently in the waiting time for the publication of each of these prioritized data.

Evaluating commitments

■ Completed	■ Limited progress	■ Not started/with significant

delays
or substantial progress

Commitments	Progress evaluation (Green/ Yellow/Red)	Evidence supporting the assessment	Reasons for evaluation	Next steps
1. Citizen consultations to identify data		https://tablero.gobiernoa	This Milestone	Promoting transparency,

demand with the participation of actors and users of the ecosystem		bierto.gob.do/panel/	was 100% completed	innovation and data-driven decision-making.
2. National Action Plan for Opening 2023		https://tablero.gobiernoabierto.gob.do/panel/	This Milestone was 100% completed	Promoting transparency, innovation and data-driven decision-making.
3. National Open Data Portal		https://tablero.gobiernoabierto.gob.do/panel/	This Milestone was 100% completed	Promoting transparency, innovation and data-driven decision-making.
3.1 Launch of the beta version of the new National Open Data Portal		https://tablero.gobiernoabierto.gob.do/panel/	This Milestone was 100% completed	Promoting transparency, innovation and data-driven decision-making.
3.2 Piloting with some centralized institutions		https://tablero.gobiernoabierto.gob.do/panel/	This Milestone was 100% completed	Promoting transparency, innovation and data-driven decision-making.
3.3 Piloting with some civil society institutions on the use and user experience in using the platform		https://tablero.gobiernoabierto.gob.do/panel/	This Milestone was 100% completed	Promoting transparency, innovation and data-driven decision-making.

3.4 Design of the Portal's communication and dissemination plan.		https://tablero.gobiernoabierto.gob.do/panel/	This Milestone was 100% completed	Promoting transparency, innovation and data-driven decision-making.
3.5 Launch of the National Open Data Portal		https://tablero.gobiernoabierto.gob.do/panel/	This Milestone was 100% completed	Promoting transparency, innovation and data-driven decision-making.
4. Implementation of the National Open Data Plan.		https://tablero.gobiernoabierto.gob.do/panel/	This Milestone was 100% completed	Promoting transparency, innovation and data-driven decision-making.
4.1 Coordination with public institutions for the publication of prioritized Open Data.		https://tablero.gobiernoabierto.gob.do/panel/	This Milestone was 100% completed	Promoting transparency, innovation and data-driven decision-making.
4.2 Train public institutions in the National Data Opening Plan.		https://tablero.gobiernoabierto.gob.do/panel/	This Milestone was 100% completed	Promoting transparency, innovation and data-driven decision-making.
5. Citizen consultations to identify data demand with the participation of		https://tablero.gobiernoabierto.gob.do/panel/	This Milestone was 100% completed	Promoting transparency, innovation and data-driven

actors and users of the ecosystem, for the development of the 2nd National Data Opening Plan.				decision-making.
6. National Action Plan for Opening 2024		https://tablero.gobiernoabierto.gob.do/panel/	This Milestone was 100% completed	Promoting transparency, innovation and data-driven decision-making.

Among the lessons we have identified, the importance of working with citizens to understand and identify which data are of interest and greatest value to them stands out.

For the opening of data, it has been essential to have a multidisciplinary team within the institutions that leads the processes of releasing public data in open formats.

Recommendations

Open data must always be governed by clear rules, so the implementation of a National Open Data Policy was an essential instrument.

Commitment No. 2

Country	Dominican Republic
Number and name of the commitment	2. Zero Bureaucracy Program: Towards an Efficient Government
Date of preparation	July 15, 2024
Introduction	

With the implementation of the Zero Bureaucracy Program: Towards an Efficient Government, a commitment is made to promote the efficiency of the Public Administration through clear, timely and transparent regulatory frameworks, which allow the simplification of procedures and services, as well as the improvement of the quality of regulations. Specifically, the Program seeks to:

a) Reduce the economic and social costs arising from the burdens that public services impose on society.
b) Increase the effectiveness, transparency and equity of Public Administration by simplifying and redesigning processes.
c) Promote the use of information and communication technologies (ICT) for the automation and digitalization of public procedures and services.
d) Implement regulatory improvement tools to improve the quality of regulations, broaden citizen participation and increase confidence in the State's regulatory processes.
e) Monitor and follow up on the operation of public procedures and services, in order to increase their productivity and ensure continuous improvement.

Action plan process

In 2018, Decree 258-18 on Regulatory Improvement was issued, which provided for the quantification and analysis of the costs associated with current regulations, as well as their impact on productive activity and the national economy. In this way, the RD+SIMPLE initiative emerged, with the purpose of promoting regulatory improvement policies to increase the efficiency of public institutions by streamlining processes, identifying and evaluating regulations, and the participation of citizens and productive sectors in public policy processes.

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

The analysis determined that, on average, a citizen requires 60 days to receive a response from the Public Administration, with an average social cost of RD$182,396 per procedure, and response times that can reach up to 1,636 days. Additionally, it was determined that the time invested by the applicant to collect requirements represents 93.8% of the total cost, and that the citizen or company must submit an average of eight requirements.
This estimate was made using the SIMPLIFICA methodology of the National Commission for Regulatory Improvement of Mexico (CONAMER), which seeks to identify and quantify the costs inherent to regulation, based on the time it represents for society. It is based on the fact that the citizen or businessman begins to dedicate time from the moment he knows that he must carry out a procedure to comply with an obligation, gathering the requirements and the

necessary documentation that must be presented to the Public Administration, and ends when the institution processes and issues a response.

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

Using IRM Recommendations

Public consultations were held to measure user satisfaction with public services and identify opportunities for improvement applicable to the procedures prioritized by the Zero Bureaucracy program, within the framework of the Fifth Action Plan.

Evaluating commitments

🟩 Completed　　🟧 Limited progress　　🟥 Not started/with significant delays

　or substantial progress

Commitment	Progress evaluation (Green/Yellow/Red)	Evidence supporting the assessment	Reasons for evaluation	Next steps
Issuance of resolution of prioritization of a first group of 25 procedures and services to be intervened.	🟩	Resolution 0001-2023 Resolution 0002-2023 Resolution 0003-2023	Conclusion of the Fifth Plan	Implementation and continuous improvement plan agreed with the institutions.
Simplification, automation and digitalization and incorporation into the gob.do Portal of a first group of	🟩	BC Results Report – June 2023	Conclusion of the Fifth Plan	Implementation and continuous improvement plan agreed with the institutions.

25 procedures and services.				
Issuance of a resolution prioritizing a second group of 25 procedures and services to be intervened.		Resolution 0005-2023	Conclusion of the Fifth Plan	Implementation and continuous improvement plan agreed with the institutions.
Simplification, automation and digitalization and incorporation into the gob.do Portal of a second group of 25 procedures and services.		BC Results Report – December 2023	Conclusion of the Fifth Plan	Implementation and continuous improvement plan agreed with the institutions.
Issuance of a resolution prioritizing a third group of 25 procedures and services to be intervened.		Resolution 0001-2024	Conclusion of the Fifth Plan	Implementation and continuous improvement plan agreed with the institutions.
Simplification, automation and digitalization and incorporation of a third group of 25 procedures and services into the gob.do Portal.		BC Results Report – V Action Plan (Milestone 6)	Conclusion of the Fifth Plan	Implementation and continuous improvement plan agreed with the institutions.
Implementation of interoperability in at least 25% of priority procedures and services.		BC Results Report – V Action Plan (Milestone 7 & 8)	Conclusion of the Fifth Plan	Implementation and continuous improvement plan agreed with the institutions.

Incorporation of digital signature in at least 75% of priority procedures and services.		BC Results Report – V Action Plan (Milestone 7 & 8)	Conclusion of the Fifth Plan	Implementation and continuous improvement plan agreed with the institutions.

The main opportunities for improvement identified in the institutions participating in Commitment No. 2 were resistance to change in processes and the need for more specialized training for human capital. Similarly, in some institutions, technological limitations made it difficult to implement digitalization improvements, which served to identify the institutions with the greatest ICT limitations to address future interventions.

Recommendations

It is necessary to continue prioritizing and intervening in procedures with a high citizen impact, focusing efforts on re-educating human capital for a culture of transparency and diligence in the provision of public services. At the same time, it is necessary to increase investment in information technologies in some public institutions, so that the processes of digitalization, dematerialization of documents and creation of databases are possible, with a view to establishing the necessary interconnection between institutions to promote open and electronic government, with the availability of multiple channels for the provision of services.

Commitment No. 3

Country	Dominican Republic
Number and name of the commitment	3. Open Government in the Governorates
Date of preparation	09/20/2024

Introduction

In accordance with the provisions of the General Law on Free Access to Public Information No. 200-04 and Decree No. 130-05, which approves the regulations for the application of this Law, and with a view to strengthening citizen confidence in public administration, the tools and standards of Transparency created by the Dominican State will be implemented in the Provincial

Governments, in order to achieve greater visibility by citizens at the provincial level, through the installation of Public Information Access Offices (OAI) and the launch of the Transparency Portal.

Likewise, train and provide Provincial Governments with a Corruption Risk Management Model, which allows them to implement it, with the aim of identifying, assessing, managing and preventing the risk of corruption.

Action plan process

In compliance with the milestones that make up this commitment of the V Action Plan of the Dominican Republic before the Alliance for Open Government 2022-2024, we provide support for the installation of the Office of Free Access to Public Information (OAI) and the launch of the Transparency Portals of ten (10) Pilot Governorates committed in the V Plan, namely: Santo Domingo, Santiago de los Caballeros, La Vega, Santiago Rodriguez, Puerto Plata, Montecristi, La Altagracia, La Romana, San Juan de la Maguana and San Cristóbal.

We began consolidating this commitment by signing an inter-institutional agreement between the General Directorate of Ethics, the Ministry of the Interior and Police, the Ministry of Public Administration and the Government Office of Technology and Communication (OGTIC), in order to strengthen ties and establish responsibilities with a view to responding to this country commitment.

In accordance with milestone No. 2, we prepared Resolution No. 03-2023 that Standardizes the Transparency Portals of the Governorates, recognizing their budgetary and documentary reality.

In compliance with commitment and milestone No. 3 and 4 of the Fifth Action Plan for the Open Government Partnership, we inaugurated the Office of Free Access to Public Information (OAI) of the ten (10) pilot Governorates of this commitment and launched the Transparency Portal.

Transparency Portals:
https://gobernacionmontecristi.gob.do/
https://gobernaciondesantodomingo.gob.do/
https://gobernacionlavega.gob.do/
https://gobernacionpuertoplata.gob.do/
https://gobernacionsantiago.gob.do/
https://gobernacionlaaltagracia.gob.do/
https://gobernacionprovincialsantiagorodriguez.gob.do/
https://gobernacionsanjuan.gob.do/
https://gobernacionsancristobal.gob.do/
https://gobernaciondelaromana.gob.do/

Furthermore, in order to strengthen the capacities of public servants and empower citizens in the Pilot Provinces, as well as to comply with the provisions

of milestone 5, we held training sessions in these ten (10) pilot Governorates, on issues of Transparency, Open Government and the fundamental right of every citizen to access public information, managing to impact 632 people, including citizens and public servants.

Following this training and in compliance with milestone No. 6 of this commitment, we began the process of monitoring and evaluating the Transparency Portals and the operation of the Free Access to Public Information Offices of the Pilot Governorates, in accordance with the guidelines established in Resolution No. 003-2023 on Standardization Policies.

We also provided a Diploma in Corruption Risk Management and a talk on the Culture of Integrity in the Dominican Republic to the ten (10) Persons Responsible for Access to Public Information (RAI), which was developed in collaboration and through the platform of the National Institute for Technical Professional Training (INFOTEP) in virtual/asynchronous mode with a duration of 100 hours. This training aimed to provide these RAI with the basic knowledge necessary for the prevention and mitigation of corruption risks in their governorates.

Finally, from the General Directorate of Ethics and Government Integrity we invite you to our #DominicanaSinCorrupción campaign which seeks to establish, through institutional values, a sustained trend every 9th of each month, until reaching the great country brand trend on December 9, in which as a nation we will be participating in the international campaign of the United Nations, with our hashtag #DominicanaSinCorrupción.

Using IRM Recommendations

Understanding the need and importance of citizens empowering themselves with their right to access public information, we train civil society in each of the provinces that are part of this commitment on issues of Transparency, Access to Public Information and Standardization Policies.

Evaluating commitments

🟩 Completed   🟧 Limited progress   🟥 Not started/with significant delays
 or substantial progress

Commitment	Progress evaluation (Green/Yellow/Red)	Evidence supporting the assessment	Reasons for evaluation	Next steps

1. The signing of an Interinstitutional agreement between (DIGEIG – MIP – MAP - OGTIC).		[MIP AGREEMENT DIGEIG MAP OGTIC.pdf (board.s3.amazonaws.com)](#)	This Milestone was 100 % complete.	Expansion to the remaining Governorates.
2. Prepare a resolution to standardize transparency portals.		[board.gobiernoabierto.board.s3.amazonaws.com/Resolution 03-2023 Transparency Portal Governorates (2).pdf](#)	This Milestone was 100 % complete.	Expansion to the remaining Governorates.
3. Installation of the Office of Free Access to Public Information (OAI) in the ten (10) Pilot Governorates.		https://www.instagram.com/reel/C2xDIPLu7U8/?igsh=cXE4ZzJocnc5ZXg=	This Milestone was 100 % complete.	Expansion to the remaining Governorates.
4. Launch the Transparency Portal with its respective link to the SAIP in the ten (10) Pilot Governorates.		[V Action Plan (gobiernoabierto.gob.do)](#)	This Milestone was 100 % complete.	Expansion to the remaining Governorates.
5. Participatory workshop in the 10 pilot provinces on Transparency, Open		http://tablero.gobiernoabierto.board.s3.amazonaws.com/Santo%20Domingo.pdf	This Milestone was 100 % complete.	Expansion to the remaining Governorates.

Government and the exercise of the right to Access Public Information.				
6. Monitoring and evaluation of the Offices of Free Access to Public Information (OAI) and the transparency portals of the ten (10) Pilot Governorates.		Evaluations of the Governorates January-June 2024.pdf (board.s3.amazonaws.com)	This Milestone was 100 % complete.	Expansion to the remaining Governorates.
7. Provide training in Integrity Culture and Corruption Risk Management for accountability to Information Access Officers in 10 governorates.		Diploma in Risk Management for those responsible for access to information in provincial governments.jpeg (1600×866) (board.s3.amazonaws.com)	This Milestone was 100 % complete.	Expansion to the remaining Governorates.
8. Generate a culture of integrity campaign in 10 governorates through social		Governorate | On Monday morning, the governor of the province of Puerto Plata, Claritza Rochtte ,	This Milestone was 100 % complete.	Expansion to the remaining Governorates.

networks and socio-cultural activities		launched the #DominicanaSinCorrupción campaign.... | Instagram		

Lessons and findings

This pilot project should be expanded to the entire universe of Provincial Governments, as this pilot project clearly shows us how important it is to implement transparency tools in the representation of the Government in the territory. It is necessary to multiply this initiative throughout the national territory.

Recommendations

Continue to strengthen efficiency, transparency and the fundamental right of every citizen to access public information, as well as the training of public servants and the promotion of citizen participation, in order to continue building a more open government that is closer to the people.

Commitment No. 4 and 5

Country	Dominican Republic
Number and name of the commitment	4 and 5 EfiCompras RD Portal Carbon Footprint Calculator for the National Public Procurement System
Date of preparation	09/20/2024

Introduction

In recent years, one of the main challenges of the Dominican Republic's government has been the lack of public confidence in decisions made by the public administration. According to publications made by the Transparency International Organization (transparency.org), in 2019 and 2020, the Dominican Republic reached the lowest corruption perception index since 2012 in the country's results, with 28 points, with 0 being the perception of high levels of corruption and 100 the perception of very low levels of corruption. If we compare the same score for the other Caribbean countries, we observe that the country was in the lower positions in terms of transparency.

In a context where the country seeks to strengthen citizens' trust in the government and improve public management, the country has made a commitment to strengthen transparency and the correct accountability of public resources. With the implementation of the commitments of the Open Government Partnership (OGP), we are contributing to strengthening transparency in public administration, fostering and promoting accountability, improving the interaction between the State and civil society with the accessibility of relevant information for citizens. These efforts allow us to move towards greater accessibility of information, promote citizen control over public processes and improve the efficiency of government institutions.

The Fifth Open Government Action Plan is made up of ten (10) commitments that address social challenges in different areas of impact, prioritized by citizens themselves through public consultations.

From the General Directorate of Public Procurement, two (02) commitments were assumed: EfiCompras and the Carbon Footprint Calculator for the National Public Procurement System.

With EfiCompras , we introduce an advanced platform designed to improve the efficiency and transparency of public procurement in the Dominican Republic. This digital innovation, integrated into the Electronic Public Procurement System (SECP), facilitates the acquisition of goods and services in sub-threshold processes and minor purchases quickly and effectively, redefining traditional

processes to respond to the current and future needs of the government. EfiCompras not only speeds up transactions, but also promotes fair and transparent competition, significantly contributing to the modernization and digitalization of public procurement.

The Carbon Footprint Calculator initiative seeks to create a methodology for calculating this metric for each public procurement managed by the SECP. This initiative arises from the need to establish baselines on the impact of State acquisitions through public procurement procedures on the environment and the climate. This highlights the scarcity of data and quantitative information for making strategic decisions in favor of the environment in the context of public procurement. This commitment is aligned with the basic principles of open government of the Open Government Partnership (OGP) in several key aspects:

- Transparency: The implementation of EfiCompras , together with the Carbon Footprint Calculator, provides citizens with vital information on the environmental impact and efficiency of government purchases. It not only ensures visibility of the use of public funds, but also promotes accountability and citizen participation in monitoring state actions towards sustainability and climate change. By offering access to detailed data on carbon emissions and procurement efficiency, both platforms empower citizens for greater scrutiny and oversight, strengthening public trust in government management.

- Citizen Participation: The development and use of this calculator, together with EfiCompras , is based on data that is relevant not only to the State, but also to society as a whole. Through this engagement, citizens can get involved in the strategic decision-making process on public procurement, providing their opinions and helping to prioritise more sustainable practices. These tools democratise information and facilitate a constructive dialogue between government and civil society.

- Accountability: By establishing clear metrics on the carbon footprint of procurement, the government can be evaluated in its efforts to mitigate environmental impact. Citizens and other stakeholders will be able to monitor compliance with established environmental commitments, demanding concrete results and continuous improvement in sustainable public procurement policies. On the other hand, EfiCompras , as a system designed to streamline purchases, facilitates transparent access to key information about products, allowing citizens and other stakeholders to monitor efficiency in public procurement and the destination of public resources.

Action plan process

The Government has played a key role in participation and support throughout the co-creation and implementation cycle of the Action Plan within the

framework of the Open Government Partnership (OGP), ensuring that the necessary resources and institutional linkage were present at each stage of the process.

From the beginning of the creation, planning and implementation of the activities of each commitment, the government promoted inter-institutional collaboration as a key pillar for its implementation, guaranteeing effective coordination between various public bodies and key actors. A concrete example is the presidential provision through Decree No. 617-22, which declared the promotion of sustainable and inclusive public procurement to be of national interest and ordered the creation of the Sustainable and Inclusive Public Procurement Office. This office, coordinated by the General Directorate of Public Procurement, aims to promote the progressive incorporation of best practices that optimize public spending and maximize positive social and environmental impacts in procurement.

During the Carbon Footprint Calculator engagement process, the Sustainable and Inclusive Public Procurement Cabinet, which is made up of key agencies such as the Ministry of Environment and Natural Resources, the Ministry of Economy, Planning and Development, the Ministry of the Presidency, the Ministry of Industry, Commerce and MSMEs, and the DGCP, has held multiple meetings. These meetings laid the groundwork for implementing Green Public Procurement in the public procurement system and served to raise awareness among stakeholders and coordinate efforts on the calculation methodology that will be documented and used in this project.

In EfiCompras , the DGCP has led the inter-institutional coordination, ensuring that this tool is transparent and efficient. The DGCP worked closely with the Ministry of Finance to ensure consistency with tax regulations and the correct functioning of each integration. In addition, different meetings have been held with support institutions, such as the Directorate of Management of the Integrated State Financial Administration System (DIGES) and the Comptroller General of the Republic, to ensure that EfiCompras has all the fiscal and budgetary integrations existing in the electronic system. These meetings have been key to aligning the platform with the current regulatory frameworks, allowing for exhaustive control and rigorous monitoring of public spending.

Using IRM Recommendations

Within the framework of the commitments of EfiCompras and the Carbon Footprint Calculator for the SNCP, several recommendations from the latest IRM report were taken into account to improve its implementation. The actions carried out are detailed below:

- Generating programmatic synergies: To enhance coherence between open government commitments, the integration of the Carbon Footprint metric into the EfiCompras purchasing module was contemplated in a

future stage . This integration will allow users to make more informed decisions when making purchases, since EfiCompras will provide clear information on the environmental impact of each product intended to be purchased, specifically its carbon footprint.

- Review and alignment of programmatic incentives: A thorough review of the execution deadlines was carried out, aligning them with the new information available since the creation of the Action Plan. An example is the modification of the publication date of the documentation of the Carbon Footprint calculation methodology for the SNCP, adjusted according to the operational reality of the institution. On the other hand, the commitments related to the Carbon Footprint Calculator and EfiCompras were integrated into the Annual Operating Plan (POA) 2023, ensuring that the necessary resources are available for its implementation. Likewise, a hiring process for specialized developers to work on EfiCompras was carried out , identifying the funds required for said process within the assigned budget. This allowed not only the recruitment of the appropriate talent, but also ensuring the technical and functional compliance of the platform for its correct operation.

- Gender mainstreaming: Within the framework of the EfiCompras platform , a specific strategy has been implemented to integrate the gender perspective. As part of this strategy, distinctive labels were added to products offered by MSMEs led by women, making it easier to identify them among other products in the system. This measure seeks to promote the visibility and economic participation of women, recognizing their role in the market and contributing to closing gender gaps in public procurement.

- Monitoring of execution: The General Directorate of Ethics and Government Integrity (DIGEIG) has been very diligent in encouraging constant reporting of progress in meeting the milestones committed for each of the projects. This approach has facilitated closer and more effective monitoring of progress, ensuring that commitments are implemented as planned.

EfiCompras project represents the development of a new Electronic Procurement Portal, which will be part of the Dominican Electronic Public Procurement System, addressing all the complexities inherent to a development of this magnitude. The IRM has noted that the role of civil society in this initiative is limited, focusing on transparency aspects in sub-threshold procurement and minor State purchases, as well as monitoring the use of public funds. However, we believe that the active participation of civil society should be promoted and expanded, allowing for greater influence in decision-making and in the design of the process.

Evaluating commitments

	Completed or substantial progress		Limited progress	Not started/significant delays	

Commitment	Progress evaluation (Green/Yellow/Red)	Evidence supporting the assessment	Reasons for evaluation	Next steps
Portal EfiCompra		Compliance and submission of the milestone 1 fulfillment "Team formation" development", milestone 2 "Definition of needs, lifting of requirements, design and action schedule" and milestone 3 "Development of the platform production environment". Plus the presentation of the report justifying the progress of milestones 4 "Implementation of the platform in the pilot test phase" and milestone 5 "Training of the UC and bidders via face-to-face and virtual". We are in the final phase of the development of	Compliance with the milestones committed to in the Action Plan. Although the initial planning was extended due to the scope of the initiative We are in the final phase of the Development of the portal.	During the month November is will conclude the for in January start with the implementation pilot

		the Electronic Procurement Portal, which will be part of the Dominican Electronic Public Procurement System.			
Carbon Footprint Calculator for the National Public Procurement System		Compliance and presentation of compliance with the first milestone of "Mapping of actors and preparation of a work plan for the design and construction of the carbon footprint measurement tool." Final stage of the documentation of the carbon footprint calculation methodology for the SNCP, which will serve as evidence for the "Establishment of parameters and proxy data for the development of the carbon footprint calculator"	Compliance with the milestones committed to in the Action Plan.	As next step is taken contemplated the development of the tool of the Calculator of Footprint of Carbon and implement it in the System National of Hiring Public	

Lessons and findings

A key finding is that, despite the challenges, we have made significant progress in implementing the commitments, which has allowed us to identify areas of improvement for future action plans and build on what has already been achieved. Throughout the process, we have learned the importance of maintaining flexibility, adjusting objectives based on available resources and capabilities to ensure that the commitments remain achievable. Each cycle of the action plan has been an opportunity to learn, adjust our strategies and strengthen a continuous improvement approach that will allow us to propose more refined initiatives in the future.

Recommendations

It is essential that open government commitments are aligned with the current government plan and approved by the Presidency, thus ensuring that they are integrated into the overall government vision and are appropriately prioritized. Furthermore, rather than assigning responsibilities to individuals, it is advisable to designate a specific department within the institution to mitigate the risks associated with staff turnover and ensure the continuity and sustainability of open government efforts. Finally, it is important to include mechanisms that educate citizens and make them aware of the efforts made by the State, so that they participate in monitoring and evaluating the commitments, which generates a sense of ownership and shared responsibility.

Commitment No. 6

Country	Dominican Republic
Number and name of the commitment	6. Public Services Quality Monitoring and Evaluation System
Date of preparation	23/7/2024
Introduction	

Please briefly explain below the national and local context by analysing why open government efforts are important for the country. In addition, please briefly describe the governance reform priorities for the country and how the action

plan being assessed contributes to this. In addition, please provide a brief description of how the country's OGP commitments are relevant to the OGP core open government principles (transparency, citizen participation, public accountability).

Open government efforts are crucial for the Dominican Republic at a time when the country is undergoing a transformation towards a more transparent and participatory approach to public management. This approach seeks to improve public services to meet the needs of the public, recognizing that the State has a duty to offer these services effectively and efficiently. Building a relationship of trust between government and citizens is essential to strengthening democracy and ensuring sustainable development.

The commitments made by the Government of the Dominican Republic in relation to the principles of open government—transparency, citizen participation and accountability—are the cornerstone for raising development levels and improving the quality of life of the population. These principles not only foster a more inclusive and responsible environment, but also promote public management that responds to the expectations and needs of citizens.

In this context, the Ministry of Public Administration is carrying out a redesign of the National System for Monitoring and Evaluating the Quality of Public Services. This effort aims to strengthen the capacities of local entities, bodies and governments, improving the tools for measuring user satisfaction with the quality of public services. This approach seeks to turn the evaluation of services into a dynamic, interactive and transparent process.

This new system takes as a reference the results of the Impact Assessment Report (IRM) and the recommendations made, as well as the concerns of interested parties regarding the improvement of the quality of information. It also seeks to facilitate an open space for interaction with citizens, promoting consultation, complaints and suggestions, as well as surveys on the perception of satisfaction with the services.

This action contributes directly to improving transparency in data and information, as it offers citizens a space for consultation, for expressing complaints and queries , and for surveys of perception of satisfaction with services, which are easily accessible and can be viewed in real time, transparently and with data that can be used for research, and to improve the public policies of the entities and bodies of the public administration.

Action plan process

Please provide a description of the Government's approach to participation throughout the OGP cycle as well as during implementation. Please specifically note compliance with the relevant standards of the OGP Participation and Co-Creation Standards.

Among the actions implemented for this action plan, the collaboration with various institutions in the dissemination campaign of the National System for Monitoring and Evaluation of Public Services stands out. In addition, the processes of socialization of the system to civil society have continued, covering the entire territory of the Dominican Republic.

The following activities have been carried out in relation to public services:

1. Empowering citizens regarding their rights and responsibilities in relation to public administration, the National System for Monitoring the Quality of Public Services and the 311 Citizen Service System, through which complaints, claims and suggestions can be submitted.
2. Training and technical advice to institutions on the importance of the User Satisfaction Survey
3. Continuous updating, monitoring and evaluation of transparent public services in the directory of officials of the National Observatory of the Quality of Public Services.

Using IRM Recommendations

1. Centralize and publicize citizen satisfaction rates with public services, through efficient use of technology and dynamic access to open data, strengthening the transfer of public information by the State.

    ● The application of institutional surveys that is carried out continuously and that generates a report of results on the perception of users with the services and includes an action plan for improvement that impacts the provision of the institution's services.

2. Maintain a repository that contains timely and historical information on the OGP process in the country, following the guidelines of the OGP Participation and Co-creation Standards.

    ● For these purposes, the creation of the technological management platform and/or technological application for work practices and internships includes the statistical record that will serve for the comparative process of both current and historical statistics of the management process on the subject, this point being, more than taken into account, put into practice.

3. Develop a strategy to continue supporting local governments and deepen the scope of the action plan commitments at the municipal level.

    ● The cross-cutting nature of this strategy makes the National Observatory of Public Services Quality portal applicable and replicable at the level of local governments in their management

model reality. It is expected that the development of alliances with the new authorities will immediately coordinate the presentation of the Observatory of Public Services Quality portal at that level of government.

4. Develop a strategy to incorporate gender and social inclusion into the action plan.

   ● This is an element that has been taken into account in the Directory of Officials and the module of institutional surveys in the redesign of the platform of the National Observatory of the Quality of Public Services. In addition, they have been linked to the geographic data of where citizens are requesting and receiving services from public institutions.

5. Improve alignment between the objective (expected outcomes of the engagement) and activities/deliverables to strengthen the design and provide greater coherence to the engagements.

   ● In line with the mission of facilitating citizen participation mechanisms, the National Observatory of Public Services Quality platform is being redesigned in its most user-friendly, dynamic version, with real-time data presentation.

Evaluating commitments

■ Completed   ■ Limited progress   ■ Not started/with significant delays
or substantial progress

Commitment	Progress evaluation (Green/Yellow/Red)	Evidence supporting the assessment	Reasons for evaluation	Next steps
Redesign of the Public Services Quality Monitoring and Evaluation System.		1. Diagnosis of the current situation of the Public Services Quality Monitoring System.	Commitment milestones completed at 100%.	1. Provide workshops on the Public Services Observatory platform, aimed at entities and bodies of the Public
		2. New regulations governing		

		the quality monitoring system for public services. Resolution No. 389-23 issued by the MAP.		Administration.
		3. Redesigned National Observatory of the Quality of Public Services		2. Dissemination campaigns on the Public Services Quality Observatory Portal.
		4. Updated form for filing complaints, claims and suggestions		3. Dissemination of information on the Public Services Observatory platform, aimed at citizens and civil society organizations.
		5.Guide instrument on the operation of the system and use of the platform developed.		
		6. Percentage of implementation of the pilot project stages		
		7. Communication strategy developed and		

		implemented		
		8. Public servants responsible for the implementation of the system and RAI trained		
		9. Platform enabled for citizens with the improvements implemented		

1. Limited use of the platform of the National System for Monitoring and Evaluation of the Quality of Public Services, the following are found:

1. Strengthening levels of credibility in popular culture regarding the importance and transparency of institutional surveys of users of public services.

2. Need to directly involve citizens in monitoring services, to promote credibility and transparency in the exercise of public functions.

3. Greater or equal participation in user surveys with the current platform than before.

4. Increase the efficient use of data and information provided through the new platform of the National Observatory of the Quality of Public Services.

5. Presentation of data and information from state officials, services and user satisfaction index, complying with transparency indicators of public information.

1. Manage strategic alliances with the authorities of the entities and bodies to guarantee the immediate implementation of the Public Services Quality Observatory and its sustainable development.

2. Empower Human Resources Offices and Planning and Development Units of entities and bodies on the proper use of modules for officials, services and institutional surveys, and their effective maintenance, directly impacting the provision of services, monitoring and evaluation of satisfaction with the service received by users of these.

3. Design a methodological strategy for capacity development in local governments for the
implementation of the Public Services Quality Observatory at the municipal level.

4. Incorporate into the design of the communication campaign the impact of the implementation of the new Public Services Quality Observatory portal.

5. Establish mechanisms for monitoring and evaluating the management and impact of the use of the Public Services Quality Observatory portal in the Public Administration in general.

Commitment No. 7

Country	Dominican Republic
Number and name of the commitment	7. Contact Center: Take care of your mental health
Date of preparation	2022
Introduction	

The Open Government Initiative has the potential to transform the health system in the Dominican Republic, making it more transparent, effective and equitable. It is crucial that the Ministry of Public Health seize this opportunity to collaborate with citizens and other relevant actors in improving the health of the Dominican population.

Open government reform priorities for the country include:

- Access to Information: Ensure that citizens have access to relevant information about available health services and their quality.

- Citizen Participation: Promote citizen involvement in health-related decision-making, ensuring that their needs and concerns are addressed.

- Open Government at the Local Level: Develop initiatives that enable transparency and participation at the local level, ensuring that communities have a voice in health issues that directly affect them.

- Open Data: Facilitate access to public health data that can be used for analysis and continuous improvement of services.

A concrete example of this initiative is Commitment No. 7: Contact Center Take Care of Your Mental Health, which arises directly from the need of citizens to access affordable mental health information and services at the national level. This initiative is aligned with the basic principles of open government of OGP, such as transparency in the availability of services and citizen participation in the design and implementation of mental health policies.

Action plan process

The Dominican Government has established a comprehensive approach to foster citizen participation during the Open Government Partnership (OGP) cycle and the implementation of the National Open Government Action Plan 2022-2024. This approach is based on meaningful and inclusive participation, promoting consultation processes with various actors, including citizens, civil society, the private sector and academia.

A crucial aspect of this process has been the monitoring and evaluation of compliance with the established milestones. To this end, online platforms have been used to facilitate communication and collaboration between participants. As a result of these initiatives, periodic reports detailing the progress and achievements made within the framework of the OGP have been published.
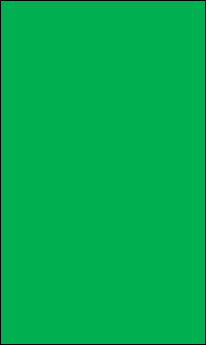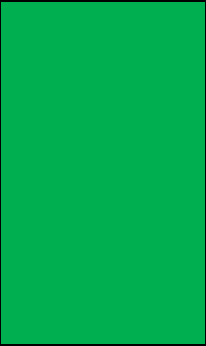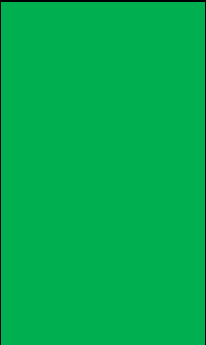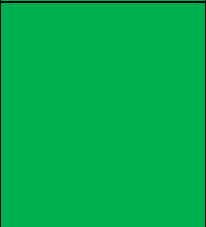
Using IRM Recommendations

The Independent Review Mechanism (IRM) conducted an evaluation of the Dominican Republic's 2022-2024 Open Government National Action Plan, issuing a report with five key recommendations to improve its drafting and implementation. The Dominican Government has considered these recommendations and integrated them into the current process.

Actions taken include regular assessments of progress in implementing the plan and the creation of a website dedicated to providing information on the plan, its implementation and progress made.

Evaluating commitments

	Completed		Limited progress		Not started/with significant delays or substantial progress

Commitment	Progress evaluation (Green/Yellow/Red)	Evidence supporting the assessment	Reasons for evaluation	Next steps
1. Gathering information to integrate into the platform		http://tablero.gobiernoabierto.board.s3.amazonaws.com/Copia%20de%20Matriz%20plataforma%20contact%20center%20MSP.pdf		
2. Design of the platform prototype		http://tablero.gobiernoabierto.board.s3.amazonaws.com/Esquema%20Prototipo%20Plataforma%20sobre%20Salud%20Mental.pdf		
3. Platform dissemination campaign		https://tablero.gobiernoabierto.gob.do/panel/		
4. Hiring mental health professionals (psychologists and/or psychiatrists) to collaborate		http://tablero.gobiernoabierto.board.s3.amazonaws.com/Listado.pdf		
5. Provide training to collaborating psychologists on crisis		http://tablero.gobiernoabierto.board.s3.amazonaws.com/Listado%20Cursos%20Realiza		

management		dos%20por%20el%20Personal%20en%20Plataforma%20OPS.pdf		
6. Updating the psychological first aid guide where telemedicine is included in this		http://tablero.gobiernoabierto.board.s3.amazonaws.com/Gu%C3%ADa%20Paso%20a%20paso%20para%20la%20atenci%C3%B3n%20Centro%20de%20Contacto%20%E2%80%9CCuida%20tu%20salud%20mental%E2%80%9D%20(CALL%20CENTER)%202.pdf		
7. Delivery of the 2nd part of the platform or BETA version		https://www.msp.gob.do/web/?page_id=13113		

Lessons and findings

The key lessons that are important to highlight in the development and implementation of the Dominican Republic's 2022-2024 Open Government Action Plan are, mainly, the importance of citizen participation, the need for a comprehensive approach, and the relevance of inter-institutional collaboration. As a finding, it is evident that there is a strong interest in the Dominican Republic to promote open governance, as Dominican citizens are increasingly aware of the importance of transparency, citizen participation, and accountability in public management.

Recommendations

As a recommendation, it is important to continue strengthening citizen participation in the implementation process of the Open Government Plan. Promoting collaboration between the government, citizens and other actors is

a vital factor in this type of initiative. It is also essential to address the challenges that exist for the implementation of the Open Government Plan in the future, placing special emphasis on the digital divide that exists in the country.

Commitment No.8

Country	Dominican Republic
Number and name of the commitment	8. Opening of territorial claims
Date of preparation	09-07-2024

Introduction

The implementation of the Open Government Plan in the Dominican Republic contributes significantly to the efforts and interest in providing the country with greater social oversight, access to information through public consultations, citizen collaboration and the promotion of innovation.

Regarding the efforts made to reform governance in recent years, one of the priorities has been to strengthen governmental planning in an articulated manner, which allows for the identification of the concerns and/or needs of the territories that make up the national geography. Likewise, the way in which the commitments established in the Open Government Partnership contribute to the achievement of aspects previously identified by the various social actors (Central Government, Local Government, business groups and civil society) such as health, transparency, open data, the environment, and the transversal needs of the territories that are not only palpable for the general population, but also reach the most vulnerable groups. The efforts outlined here contribute to improving the quality of life of Dominicans.

Action plan process

Taking into account the Government's initiatives to be part of the Open Government Partnership (OGP), action plans have been developed with the focus on improving openness and accountability in government. These measures aim to strengthen democracy, combat corruption and improve the quality of public services. This is why the relevant standards for participation in Open Government include transparency, accountability, collaboration and citizen participation, assuming the latter as fundamental principles that guarantee that the Open Government Plan is more responsible and responsive to the needs and opinions of society. The adoption of international standards such as the Open Government Principles established in the action plan are key to promoting greater openness and participation in government decision-making.

Using IRM Recommendations

As part of the Independent Review Mechanism (IRM) for the case of commitment No. 8 "Opening of Territorial Citizen Demands" whose compromising entity is the Ministry of Economy, Planning and Development

(MEPyD), four recommendations were received that are rescued in the subsequent lines:

1) Ensure the greatest possible diversity during the citizen consultation process.

For this recommendation, the participation of various social actors was promoted in the Territorial Conferences, held in April of this year, in the 31 provinces of the country. The calls brought together participants from different municipalities, whose contributions were essential to strengthen the process of managing territorial demands registered in the Single Registry System of Territorial Citizen Demands (RUDCT). These meetings were developed in two phases. The first phase showed citizens the progress and responses to demands in their territories. In the second phase, a citizen dissemination was carried out where, through working tables, the demands that required more information or specification were evaluated. This allowed the responsible sectoral institutions to better understand the needs and respond more effectively. For the new process of collecting demands, in view of the formulation of the 2024-2028 planning instruments, forms with additional fields and targeted disseminations for priority groups will be implemented.

2) Coordinate communication actions with different Ministries and pilot territories in order to align and generate synergies in the positioning of the Platform.

Among the initiatives that had been proposed to respond to this recommendation and that are already in operation, the following stand out:

- QR code disclosure: A QR code has been implemented to facilitate quick and efficient access to the RUDCT platform, allowing users to interact with the platform more comfortably and quickly.

- Socialization of the RUDCT platform: A process of socialization of the platform has been carried out with the different sectoral institutions, especially with the 45 institutions prioritized in the Institutional Performance Evaluation (IPE). Between Monday, June 24 and Thursday, July 4 of this year, several multisectoral meetings were held with these institutions, where the Transversal Territorial Cohesion Policy and its alignment with the RUDCT system were addressed. The objective was to train these institutions on the territorial cohesion indicator, its link with the POA-RUDCT, and the parameters to be evaluated, applicable both to the current year 2024 and to the next year 2025.

- Milestone 4 Report: The report for this milestone details the many workshops held, the inter-institutional coordination, and the follow-up to the demands, all in a coordinated manner between various actors.

3) Strengthen accountability mechanisms.

As part of the initiatives that embrace the accountability process that contribute to social oversight:

In order to improve the RUDCT system, which automates the work methodology developed by the Territorial Planning Capacity Development Project (PRODECARE), the Open Government module "I am a Citizen" has been enabled. This module allows citizens to access the list of demands, monitor the progress levels, and review the evidence in a transparent manner. In addition, within the module, an instructional document is available for download, which explains step by step the functionalities of the platform. Also, a digital suggestion box has been implemented, which allows collecting citizen feedback on the use and management of the system.

During the second quarter of 2024, and with the support of the Technology Directorate, a series of key improvements and deliverables were carried out that reflect the commitment to continuous improvement and user experience on the platform. Among these improvements, one action mentioned in the IRM evaluation stands out: the incorporation of new filters and functionalities, including a repository segment for uploading relevant documents and videos, and monitoring visitor traffic on the platform.

4) Evaluate the process of creating the Platform and its effects at the territorial and institutional level.

The entire implementation process of the system is currently being systematized. We are making continuous improvements based on feedback and adjustments to the various processes. The system's Governance Committee is systematizing the memoirs, initiatives and improvement phases that have been carried out in order to identify the most pertinent evaluation mechanism once this process has been defined.

Evaluating commitments

🟩 Completed 🟧 Limited progress 🟥 Not started/with significant delays
or substantial progress

Commitment	Progress evaluation (Green/Yellow/Red)	Evidence supporting the assessment	Reasons for evaluation	Next steps
1. Enabling the platform in beta	🟩	Enabling the platform in	Demonstrate the	Constant maintena

version for use by citizens		beta version for use by citizens (search address shared and uploaded to the Open Government dashboard).	transparency of citizen demands and social oversight through government planning.	nce and improvements taking into account feedback from citizens.
2.Campaign to disseminate the platform.		Consolidated report showing the 30 visits nationwide, informing citizens about the existence and usefulness of the platform.	Strengthen the link between citizens and government plans and institutional offerings in order to respond to the needs of the territories.	The platform's functionalities are presented in development dialogues and in citizen consultation processes.
3. Official launch of the platform for the Opening of Territorial Demands for citizens.		Search address and official launch video of the platform shared and uploaded.	Make government transparency visible and promote it.	Validation of platform traffic/visits.
4. Monitoring the territorial demands of 158 municipalities.		Monitoring report on the territorial demands of 158 municipalities shared and uploaded to the Open Government portal.	Identify improvements in the process of managing citizen demands, as well as progress in the levels of responses given.	Monitoring the inclusion of demands in Institutional Strategic Plans (PEI), Annual Operating Plans (POA),

				Public Investmen t Projects, etc.	

Lessons and findings

The implementation process of the action plan undoubtedly contributes to reflecting on the execution, verification and impact of the commitments and/or activities implemented by the ministry. The Ministry of Economy, Planning and Development (MEPyD), the entity responsible for commitment No. 8, reaffirms its strong interest in new ideas and approaches through the OPG, to transform policies that can respond multi-sectorally to previously prioritized problems and thereby move towards improving the quality of life of Dominican citizens .

Recommendations

Considering the commitment to openness of Territorial Citizen Demands to the public, we consider it necessary to carry out a broader dissemination campaign of the platform. In addition, it is suggested that this activity promote the multi-sector participation of the different institutions involved within the Single Registry System of Territorial Citizen Demands (RUDCT), as part of the processes of continuous improvement and comprehensive management of the platform.

Commitment No. 9

Country	Dominican Republic
Number and name of the commitment	9. #PublicInternshipsRD
Date of preparation	04/07/2024

Introduction

Open government efforts are essential for the country, as they promote the democratization of public management and decision-making, facilitating access to public services and ensuring transparency in their processes.

This is why the commitments made by the Government of the Dominican Republic, in line with the principles of open government - transparency, citizen participation and accountability - are considered essential to raising development levels and improving the quality of life of the population.

Action plan process

The description of the government's approach during the OGP cycle has as its main objective the consensus with the interest groups affected by a specific public policy. In this sense, the methodology used during the creative process has included the consultation of the legal framework related to commitment #9,

which refers to our work (#PublicInternshipsRD). After this phase, a socialization process was carried out with the transversal governing bodies of the subject. With an institutionally preconceived work, the strengths and weaknesses regarding the implementation, operation, human and material management of each of the indicated products were socialized.

Finally, an operational and regulatory guidance guide was designed, operationalized, socialized and launched, along with its technological platform, to which 26 institutional users have been added. The gradual implementation of the positions by the pilot institutions is still pending. Throughout this process, measurable efforts have been made by the governing bodies of the public administration (MAP), as well as the national coordination for the monitoring of open government commitments, which falls to the General Directorate of Ethics and Government Integrity (DIGEIG). This includes a series of joint resolution measures that require the use of the technological application for the publication of each of the available institutional positions.

Using IRM Recommendations

Key recommendations from the latest IRM report to improve the process of writing and implementing the action plan.
Increase the impact of civil society in the co-creation process through ongoing dialogue and collaboration and the provision of reasoned feedback.

- As part of the process of transparency, co-creation and openness in the process of preparing the Guide for the Management of Work Practices and Internships, this document was shared with institutional actors from other governing bodies on the subject and bodies and entities that make up the pilot.

Maintain a repository that contains timely and historical information on the OGP process in the country, following the guidelines of the OGP Participation and Co-creation Standards.
- For these purposes, the creation of the technological management platform and/or technological application for work practices and internships includes the statistical record that will serve for the comparative process of both current and historical statistics of the management process on the subject, this point being, more than taken into account, put into practice.

Develop a strategy to continue supporting local governments and deepen the scope of the action plan commitments at the municipal level.
- The cross-cutting nature of the topic makes this management system applicable and replicable at the level of local governments in their administrative reality. It is expected that as soon as the new

authorities take office, this system can be socialized at that level of government.

Develop a strategy to incorporate gender and social inclusion into the action plan.
- This is an aspect that has been taken into account by the platform's dashboard. In addition, non-governmental and non-profit organizations have been invited to participate in the structuring of the project, to listen to their observations and suggestions, and to incorporate them into the project.

Improve alignment between the objective (expected outcomes of the engagement) and activities/deliverables to strengthen the design and provide greater coherence to the engagements.
- Under development.

Evaluating commitments

■ Completed   ■ Limited progress   ■ Not started/significant delays
or substantial progress

Commitment #9 V Action Plan for the Open Government Partnership	Progress evaluation (Green/Yellow/Red)	Evidence supporting the assessment	Reasons for evaluation	Next steps
intern recruitment process within each institution.		Guide for the Management of the Labor, Professional or Internship Practice System in Public Administration. Annex: Guide, Communication	Creation of a procedural, governing and operational framework for the issue in the national reality.	Develop a web platform that allows public institutions to present available internship vacancies through a link redirected to the same platform.

		notifying the Guide. Attendance list for socialization of the Guide.		
Develop a web platform that allows public institutions to present available internship vacancies through a link redirected to the same platform.		Technological platform duly designed and socialized with the institutional actors and population to be impacted; launched through an official and national act. Annex: Video about Platform. Invitations to the launching event, activity programme, attendance list.	Innovation in the design of the first institutional management application for work internships within the public sector.	Creating a dashboard within the web platform.
Creating a dashboard within the web platform.		Management dashboard and statistical support for the best and most justified decision-making in the design of public	Statistical management module and/or dashboard in operation and visible to the evaluation and management governing bodies.	Carry out a pilot plan with 23 ministries and 10 institutions that make up the Public Administration.

		policies as a first step in this area and its interoperability. Annex: Dashboard.		
Carry out a pilot plan with 23 ministries and 10 institutions that make up the Public Administration.		Fifty (50) vacancies have been published from institutions that make up the pilot.	Need for institutions to allocate quotas for internships in order to complete the goal established in the project.	Carry out a campaign to raise awareness among citizens about the platform.
Carry out a campaign to raise awareness among citizens about the platform.		Meeting with non-profit associations that participated in the structuring of this Plan, in order to explore mechanisms for disseminating the Platform. Annex: Minutes of the Meeting.	Citizens' awareness of the existence and management of the platform contributes to the success of the engagement.	Articulate the dissemination of the platform based on the ideas raised in meetings with civil society organizations.

Lessons and findings

Regarding the topic that concerns us, we identify the following:
- Organize the topic of Public Internships in the Dominican Public Administration.
- Opportunity to manage work placements and internships with standardized processes.
- Strengthen levels of collaboration between bodies and entities.

● Raise awareness among bodies and entities about the project and its positive impact on the population.	
● Greater empowerment of the population with respect to participation in Public Administration.	

Recommendations

- Strengthening political will: It is essential to rethink strategies that strengthen the commitment of institutions to use the guide on work practices and internships, as well as the technological application. This applies both to the governing bodies on the subject and to all central government institutions.

- Management structure: A fixed management structure needs to be effectively identified and established to address this issue at the governing body level.

- Communication campaign design: When designing the communication campaign, mechanisms and media must be incorporated that effectively impact the citizenry, which is the target audience for system management. This will help overcome inertia, ignorance and possible apathy of the actors involved.

- Monitoring mechanisms: After implementation, monitoring mechanisms should be established and the scope of application of the implemented strategies should be gradually expanded.

Commitment No. 10

Country	Dominican Republic
Number and name of the commitment	10. Platform for the Registration and Monitoring of Special Waste in the Dominican Republic #RDCeroResiduos
Date of preparation	September 2024.
Introduction	

The Ministry of Environment and Natural Resources (MMARN), through the implementation of the Platform or System for Monitoring and Registration of Special and Hazardous Waste Generators, is taking concrete steps in the search for solutions to the current problem of solid waste. This initiative creates mechanisms that promote transparency and the participation of citizens, as well as of the various productive sectors of the country, promoting access to data and homogeneous information on special and hazardous waste.

This platform is a technological tool that facilitates the generation of data, statistics and other relevant information for citizens in relation to special and hazardous waste. At the same time, it allows for the promotion of a culture of reduction, reuse and recycling in the country through the creation and implementation of Management Plans, thus laying the foundations for an eventual transactional portal that promotes and facilitates the circular economy.

This system is binding on all productive sectors in the country, promotes traceability and transparency, and will facilitate the application of the principle of shared responsibility. It is important to remember that the comprehensive and sustainable management of waste is a responsibility that concerns everyone.

Action plan process

The Portal or Monitoring and Registration System for Generators of Special and Hazardous Waste Management of the Ministry of Environment and Natural Resources (MMARN) seeks to promote transparency and the availability of data and statistics for citizens. Through this portal, various information of national interest will be offered, as well as mechanisms that encourage the participation of citizens and the different sectors of the country. This will allow citizens to access training programs, relevant information and bulletins that promote the culture of recycling, separation at source and other topics of interest.

Social participation is key in this system, which will be developed with the direct and indirect collaboration of citizens and the private sector, considered the main actors in the generation and supply of data. This information will be very useful in the future as a baseline for the formulation of plans and strategies related to the integrated management of waste and decision-making.

Using IRM Recommendations

The observations and recommendations of the IRM are a point of reflection that promotes the continuous improvement of the current system, where the commitments assumed by the different institutions are intended to promote transparency and access to information or data by citizens, as well as their participation. In the case of commitment or Milestone 10 assumed by this Ministry, the creation of synergies through the integration and alignment of common commitments with other bodies that address similar or complementary issues is suggested, in order to enhance the quality of the actions proposed by each institution.

In the case of the Platform or System for Registration and Monitoring of Generators of Special and Hazardous Waste Management, it is urged to promote its inter-institutional use and strengthen its link with other entities that support the initiative, such as Commitment 6, which corresponds to the System for Monitoring and Evaluating the Quality of Public Services.

■ Completed   ■ Limited progress   ■ Not started/with significant delays
or substantial progress

Commitment	Progress evaluation (Green/Yellow/Red)	Evidence supporting the assessment	Reasons for evaluation	Next steps
1. Development of the Platform for the Registration and Monitoring of Special Waste in the Dominican Republic #RDCeroResiduos, including the reporting indicator system and its goals. (Completed).		- Platform in operation at the following link https://ambiente.gob.do/registro-generadores-de-residuos-de-manejo-especial-y-peligrosos/).		
2. Launch of the #RDCeroResiduos platform. (Completed).		- Reports prepared and sent to DIGEIG - Photos and images supporting the event.		
3. Launching of the platform in the e- learning modality to carry out training together with certification for those citizens who access academic programs aimed at raising		On this point, the Ministry of the Environment is constantly working through the Solid Waste Directorate in coordination with the Communicatio	About the Platform The Ministry has had a virtual Training platform in the e-learning modality or "CRECE Platform" since 2023,	

awareness in the recycling culture (pending completion).		ns and Environmental Education and Outreach Directorates in the ongoing training of civil society, with a view to achieving change. https://crece.ambiente.gob.do/ https://ambiente.gob.do/ministerio-de-medio-ambiente-lanza-nueva-plataforma-de-capacitacion-crece/	but currently the scope of this Platform is internal for training the Ministry's collaborators. Discussions are underway to evaluate the possibility of increasing the scope of this platform and adding a component for external training for citizens on solid waste, source separation, etc.	
4. Communication campaign promoting the #RDCeroResiduos platform with influencers and inviting them to take action. (Completed).		- Generator Registration Platform for social networks and other media outlets, and made by the Communicator and journalist Nairobi Viloria , creator of the information capsule " Here I		

		Explain It To You" through her Instagram account @nairobivilo riard Such evidence is by clicking on the following link : https://www.in stagram.com/r eel/C0kXHwrO Dm5/?igshid= MTc4MmM1Y ml2Ng%3D%3D			
5. Annual dialogue on special waste management / Accountability and presentation of the platform's results. (Completed).		- Reports made and sent - to DIGEIG - Photos and images supporting the event. - List of participants .			

Lessons and findings

Based on the experiences gained in implementing the commitment (Commitment 10), the following can be summarized:

1. It is recommended that commitments made be reviewed or evaluated from time to time, and based on their evolution, the opportunity to rethink them should be considered if required.

2. Regarding the previous point, some of the commitments assumed were beyond what was achievable or the functions of the proposing body or were or were already outside the institutional Budget for that year and were not included in the case of milestone (4) hiring an external influencer . For the case (milestone 3) this milestone or commitment had to be re-evaluated or "Launch of the platform in the e-learning modality to carry out training together with certification for those citizens who access academic programs aimed at raising awareness in the recycling culture". The Ministry permanently carries out training through the different instances, where the number of trained citizens or sensitivities, or the
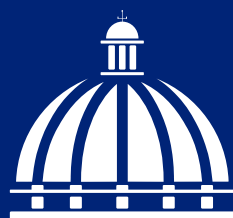
number of public and private institutions are taken into account, but it does not issue certifications; for these formal certifications it is assisted by instances endorsed by the Ministry of Education or INFOTEC.
3. Some of these actions involve synergy with other instances (technology, communications, planning) that do not always have the resources and time.
4. That the proposed actions (Milestones) in the different instances are included in the annual planning of the institutions, with the necessary resources and logistics (human, technological and financial).

Recommendations

Based on the experiences gained in implementing the commitment (commitment 10), the following can be summarized:
1. Establish clear and achievable goals and milestones in the established time and space.
2. That the proposed actions (Milestones) in the different instances are included in the annual planning of the institutions, with the necessary resources and logistics (human, technological and financial).
3. A budget or estimate must be established for some actions.
4. Establish through an inter-institutional agreement or convention that the commitments assumed always have the backing and support of the highest authorities and departments necessary to achieve the objective.

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