

View results

Respondent

3

Anonymous

5747:11

Time to complete

City and Country

1. City name *

Guatemala

2. Country name *

Guatemala

I. Institutional Framework

3. What is the official e-government portal of the city/municipality? If more than one exists, please list all. *

E-government or digital government will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

<https://www.muniguate.com/>

<https://transparenciagubernamental.gob.gt/>: En este Portal se encuentran los sitios web que el Gobierno de Guatemala pone a disposición de la ciudadanía para que ejerza su derecho a la fiscalización sobre el uso de los recursos públicos.

<https://tramites.gob.gt/>: En este portal se centralizan los trámites que brinda el Organismo Ejecutivo. Aquí los ciudadanos podrán encontrar información sobre la normativa, requerimientos y pasos para la realización de cada trámite. Facilita también un enlace al portal correspondiente donde se realiza el trámite y en donde se puedan descargar los formularios o documentos electrónicos necesarios para su gestión.

4. Please provide link(s) for portal(s) providing following services/features:

E-services or similar

A specific portal where you can see the list of all online services available to the public.

a) <https://portal.sat.gob.gt/portal/>, b) <https://eportal.renap.gob.gt/>, c) https://www.registromercantil.gob.gt/web/m/?hometab=tab_servicios,
d) <https://portal.oj.gob.gt/>, e) <https://policiales.pnc.gob.gt/>, f) <https://miportal.muniguate.com/login/form/>, g) <https://colas.muniguate.com/muniwebapp/ci1.asp>:
Atención al vecino (sobre gestiones municipales), h) <https://especiales.muniguate.com/expedientes/ingreso.php>: Consulta sobre casos municipales, i)
<https://transparenciagubernamental.gob.gt>

5. E-participation or similar:

E-Participation is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

a) <https://participacion.congreso.gob.gt/>

6. Open government data:

Open Government Data allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

a) <https://datos.gob.gt/>, b) <https://datos.minfin.gob.gt/>, c) <https://precios.maga.gob.gt/otros/datos-abiertos/>, d) <https://sigsa.mspas.gob.gt/datos-de-salud/>, e) https://www.mineduc.gob.gt/DATOS_ABIERTOS/

7. Public procurement:

<https://www.guatecompras.gt/>

8. Other major portals at the city/municipality level:

<https://www.renap.gob.gt/servicios>: Registro Nacional de las Personas
<https://portal.sat.gob.gt/portal/>: Servicios tributarios en línea
<https://portal.oj.gob.gt/>
<https://portal.segeplan.gob.gt/segeplan/>
https://portal.segeplan.gob.gt/segeplan/?page_id=1849: Sistemas en línea sobre Sistema Nacional de Planificación.
<https://migrante.tse.org.gt/home>: Tribunal Supremo Electoral para guatemaltecos residentes en el extranjero.
<https://cc.gob.gt/?op>: Corte de Constitucionalidad que cuenta con casillero electrónico
<https://portal.oj.gob.gt/oj/login/PortalServicios/>: Para solicitar carencia de antecedentes penales
<https://policiales.pnc.gob.gt/>: Para solicitar carencia de antecedentes policiales
<https://www.pnc.gob.gt/>
<https://www.pnc.gob.gt/index.php/43550-2/>
<https://igm.gob.gt/>: Servicios en línea sobre gestiones migratorias

<https://www.contraloria.gob.gt/index.php/declaracion-jurada-patrimonial-en-linea/>
<https://www.contraloria.gob.gt/index.php/finiquitos/>

9. Does your city/municipality have a Chief Information Officer (CIO) to manage its e-Government programs/strategies? CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

*

Yes

No

II. Legal Framework

Is there any legislation/regulations on digital government such as law on digital service provision or on access to information or data privacy at the

10. National level?

Yes

No

11. Local level?

Yes

No

12. If you answered yes to any of the above two questions in this section, how do you adopt these legislation/regulation in your organization?

Las siguientes Leyes que aplican tanto a nivel nacional como local.

Decreto 57-2008 "Ley de acceso a la Información Pública". En este caso, Todas las Instituciones nacionales como locales están obligados a incluir en sus portales web, una sección en la cual se publica la información de oficio.

Decreto 47-2008 "Ley para el reconocimiento de las comunicaciones y firmas electrónicas".

III. Strategy and Implementation

13. Is there a city/municipality e-Government Strategy or equivalent? *

Yes

No

14. Please check whichever applies to the city/municipal e-Government Strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy.
- is aligned with the sustainable development goals (SDGs).
- is aligned with national digital development strategy.
- indicates the existence of shared solutions/platforms provided at the national/regional level.
- makes specific reference to e-Participation and/or digital inclusion/engagement.
- makes specific reference to co-creation mechanisms for citizens.
- makes specific reference to social media.
- makes specific reference to a local digital ID.
- makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.
- provides other specific measures to ensure e-Government is used by the most vulnerable groups (Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people).
- provides other specific measures for ICT training and digital literacy by government officials.
- makes specific reference to cyber security.
- makes specific reference to mobile government.
- makes specific reference to SDG 11
- makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels

15. If city/municipality e-Government Strategy or equivalent exists, and if you checked any of the boxes above, please provide further link and/or details.

a) Acuerdo COM 19-21: https://www.muniguate.com/concejo-municipal/wp-content/uploads/sites/14/2022/03/19_COM-19-2021-Reglamento_Funcionamiento_M%C3%B3dulos_Digitales_Municipio_Guatemala.pdf b) <https://www.muniguate.com/wp-content/uploads/2023/03/Memoria-de-Labores-2022-Direcci%C3%B3n-de-Infom%C3%A1tica.pdf>

16. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget. *

No estoy seguro

17. Do you publish the city/municipality budget online on the portal? Please explain further and provide links. *

SI como parte de información pública de oficio en: <https://udicat.muniguate.com/articulo10.php>, numerales 7 y 8

18. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links. *

No estoy seguro

19. Are there any digital initiatives in place in your city/municipality focused on affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. *

No estoy seguro

20. Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. *

<http://fopavi.gob.gt>

21. Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links. *

<https://www.muniguate.com/concejo-municipal/wp-content/uploads/sites/14/2022/10/30-Reglamento-Desarrollo-de-Actividades-de-Convivencia-Social-parques-Lineas-Intermitentes-Calles-Avenidas-Espacios-Publicos-Municipio-de-Guatemala.pdf>

22. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links. *

Si:
<https://pressroom.ifc.org/all/pages/PressDetail.aspx?ID=27274>
<https://www.muniguate.com/blog/2022/05/12/firma-de-convenio-con-representantes-de-la-ciudad-de-taipei/>
<https://www.muniguate.com/blog/2023/03/13/rescatando-y-conservando-las-cuencas-de-los-rios/>
<https://www.muniguate.com/blog/2022/02/01/una-alianza-por-la-educacion-en-la-ciudad-de-guatemala/>
<https://www.muniguate.com/blog/2021/11/09/por-una-ciudad-inclusiva-para-vivir/>
<https://www.muniguate.com/blog/2020/06/10/nuevo-centro-de-llamadas-integral-por-covid-19/>

IV. Usage of online services

23. What is the percentage of city/municipality services offered online (municipality website)? Please explain and provide links.

Por medio de las municipalidades se brinda al ciudadano los siguientes servicios:

- Consulta y pago IUSI (Impuesto único sobre inmuebles)
- Consulta y pago de multas de tránsito
- Consulta y pago de servicio de agua potable
- Acceso a Información Pública
- Pago de Boleto de Ornato
- Denuncias en Juzgado de asuntos municipales
- Catastro en línea
- Consulta web de expedientes
- Ventanilla electrónica para pagos municipales

- <https://www.muniguate.com/>
- <https://www.munimixco.gob.gt/>
- <https://www.villanueva.gob.gt/>
- <https://app.muniantigua.gob.gt/>

24. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links. *

- https://play.google.com/store/apps/details?id=com.muniguate.consulta&hl=es_NI&pli=1
- <https://apps.apple.com/gt/developer/municipalidad-de-guatemala/id1067437033>
- <https://www.minfin.gob.gt/index.php/comunicados/comunicados-2018/4911-173-minfin-lanza-aplicacion-movil-app-para-el-fortalecimiento-municipal>
- <https://apkcombo.com/es/villa-nueva-en-tus-manos/gt.gob.villanueva.propuestas/>

25. Do you collect usage statistics of e-Government services? *

- Yes
- No

26. If yes, do you publish the results online and share those with the public institutions concerned?

No estoy seguro

V. User Satisfactor

27. Do you measure the satisfaction of citizens with the e-Government services provided? *

- Yes
- No
- No estoy seguro

28. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further. *

No estoy seguro

29. What is the percentage of the population satisfied with their last experience of online public services? Please explain further.

No estoy seguro

VI. Social Media

30. Do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

<https://www.facebook.com/muniguate>, <https://www.youtube.com/portalmuniguate>. Utilizadas para publicar información sobre el municipio

VII. Crisis/Emergency Response and Recovery

31. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar)? Please explain further and provide links.

<https://conred.gob.g> : CONRED es el órgano responsable de coordinar con las instituciones públicas, privadas, organismos nacionales e internacionales, sociedad civil en los distintos niveles territoriales y sectoriales, la gestión de riesgo a los desastres, como estrategia integral que contribuye al desarrollo sostenible de Guatemala.

VIII. Smart City and New Technologies

32. Do you have a specific city/municipality strategy on new technologies? (e.g. *Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing*) If yes, please explain further and provide links.

Tecnología médica robótica: <https://dca.gob.gt/noticias-guatemala-diario-centro-america/tecnologia-medica-robotica-llega-a-guatemala/>

IX. Contact information

33. Your name *

Hugo Forkel

34. Title *

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35. Email *

hugo.forkel@transparencia.gob.gt

36. Organization *

Comisión Presidencial de Gobierno Abierto y Electrónico -GAE-

37. Submission Date *

09/05/2023



38. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

THANK YOU

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022. We appreciate your participation.