

View results

Respondent

10

Anonymous

24:44

Time to complete

City and Country

1. City name *

2. Country name *

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).

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.

5. E-participation or similar:

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

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).

7. Public procurement:

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

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

Contact information of City/Municipality Chief Information Officer (CIO) or equivalent

10. Name *

11. Title *

12. Organization *

13. Email *

14. Phone *

15. Is the city/municipality CIO linked to any extent to the national CIO or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation) *

Yes, he participates in the Digital Government component of the 2030 Digital Agenda.

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

16. National level?

Yes

No

17. Local level?

Yes

No

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

- A5 Standard, Norma sobre la prestación y automatización de los servicios públicos del Estado Dominicano.(NORTIC A5)
- 2030 Digital Agenda

III. Strategy and Implementation

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

Yes

No

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

0.7% of the municipal budget is dedicated to technology.

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

Budget Execution - <https://adn.gob.do/transparencia/ejecucion-presupuestaria/>
Approved Budget - <https://adn.gob.do/transparencia/presupuesto-aprobado/>

22. 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. *

Various works carried out by the city include luminaires that work with solar energy.
<https://adn.gob.do/presidente-abinader-y-alcaldesa-carolina-mejia-supervisan-obras-beneficiaran-al-distrito-nacional/>

23. 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. *

We have initiatives related to transport, but not digital ones

24. 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. *

The "Happy Family" program is dedicated to offering decent housing solutions for low-income people. You can apply to that benefit through digital media.
<https://formulario.familiafeliz.gob.do/housing-request>

25. 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. *

There is a municipal ordinance of the Mayor's Office of the National District that establishes the use of technologies to facilitate access for people with disabilities.
<https://adn.gob.do/download/30/2020/2504/ordenanza-15-2020-ordenanza-que-promueve-la-inclusion-de-personas-con-discapacidad.pdf>

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

The National District has signed twinning agreements with Barranquilla (Colombia), Tegucigalpa (Honduras) and Hunan province (China).
<https://acento.com.do/actualidad/santo-domingo-tegucigalpa-firman-acuerdo-hermanad-8641527.html>
<https://www.barranquilla.gov.co/mi-barranquilla/barranquilla-santo-domingo-estrechan-lazos-compartir-apuestas-ciudad>
<https://www.diariolibre.com/actualidad/ciudad/provincia-china-firma-acuerdo-de-hermandad-con-alcaldia-del-distrito-nacional-LA23898726>

IV. Usage of online services

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

20% of services offered online.
<https://adn.gob.do/servicios/>
<https://www.gob.do/>

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

10% of services offered through dedicated mobile.
<https://apps.apple.com/do/app/misantodomingo/id1451273629>
<https://play.google.com/store/apps/details?id=com.misantodomingo.cityapp>

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

Yes

No

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

Yes at <https://www.gob.do/>

V. User Satisfactor

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

Yes

No

Other

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

The citizen satisfaction measurement module will soon be enabled on the www.gob.do portal, including the services of the National District Mayor's Office

VI. Social Media

33. 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.instagram.com/alcaldiadn/> <https://twitter.com/AlcaldiaDN> <https://www.facebook.com/AlcaldiaDN>
<https://www.youtube.com/channel/UCjLZBAOeOkgtN4PAJVxXcmg>

VII. Crisis/Emergency Response and Recovery

34. 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.

The responsibility for risk and emergency management is centralized in the Emergency Operations Committee (COE), of which the Mayor's Office of the National District is a part. <https://coe.gob.do>

VIII. Smart City and New Technologies

35. 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.

2030 Digital Agenda
<https://agendadigital.gob.do/>

IX. Contact information

36. Your name *

Francisco Faña Martínez

37. Title *

Director de Tecnologías de la Información y Comunicación

38. Email *

francisco.fana@adn.gob.do

39. Organization *

Alcaldía del Distrito Nacional

40. Submission Date *

29/05/2023



41. 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.