



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA¹ assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

Paraguay

12/02/2019

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

I. Institutional Framework

1. What is the official **e-government² portal** at the national level? If more than one, please list all.

<https://www.paraguay.gov.py>, <https://www.presidencia.gov.py/>

2. Please also provide **URLs** for below **specific portals**, if exists:

- a. E-services³:

<https://paraguay.gov.py/tramites-online>

- b. [E-participation⁴](#):

www.gobiernoabierto.gov.py, pnt.paraguay.gov.py

- c. [Open government data](#):

www.datos.gov.py

- d. Public procurement:

www.contrataciones.gov.py, <https://www.contrataciones.gov.py/datos>

- e. Other major portals at the national level:

www.hacienda.gov.py, <https://www.mspbs.gov.py>, www.ips.gov.py, www.mtess.gov.py,
www.mec.gov.py, www.mic.gov.py

¹ This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

² **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)

³ A specific portal where you can see the list of all online services available for the public

⁴ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

www.mitic.gov.py

4. Does your country have a **Chief Information Officer (CIO)**⁵ to manage national cross-agency e-government programs/strategies?

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5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

- a. Planning and Development

Secretaría Técnica de Planificación - <http://www.stp.gov.py/v1/>

- b. Education

Ministerio de Educación y Ciencias - <https://www.mec.gov.py/cms/>

- c. Health

Ministerio de Salud Pública y Bienestar Social - <https://www.mspbs.gov.py>

- d. Social Protection and Welfare

Instituto de Previsión Social – www.ips.gov.py, Gabinete Social – www.gabinetesocial.gov.py, Ministerio de Desarrollo Social - <http://www.mds.gov.py/>

- e. Employment and Decent Work

Ministerio de Trabajo Empleo y Seguridad Social - <http://www.mtess.gov.py/>

- f. Environment

Ministerio del Ambiente y Desarrollo Sostenible - <http://www.mds.gov.py/>, Instituto Forestal Nacional - <http://www.infona.gov.py/>

- g. Energy/Water

Administración Nacional de Electricidad - <http://www.ande.gov.py/>, Empresa de Servicios Sanitarios del Paraguay - <http://www.essap.com.py/>

⁵ CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

h. Finance/Taxation

Ministerio de Hacienda – www.hacienda.gov.py, Subsecretaría de Estado de Tributación -
<https://www.set.gov.py/portal/PARAGUAY-SET/>

i. Industry/Trade

Ministerio de Industria y Comercio - <http://www.mic.gov.py/>

II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)?

Los ODS se encuentran vinculados al Plan Nacional de Desarrollo, estrategia de desarrollo del Paraguay al 2030, el cual incorpora vinculación a los ODSs/SDGs aprobado por Decreto N° 2.794 del 16 de diciembre del 2014, establece la línea transversal de "Gestión Pública eficiente y transparente".

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent?

Si, La Agenda Digital - <https://www.mitic.gov.py/agenda-digital>

8. Please check whichever applies.

National 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 sub-national/local digital development strategy.
- has an emphasis on digital-first principle
- has an emphasis on digital by default; digital by design; mobile-first principle
- has an emphasis on once-only (data) principle
- has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-government is accessible by the most vulnerable groups⁶
- makes specific reference to e-participation, digital inclusion and/or engagement.
- makes specific reference to the use of social media in the government.
- makes specific reference to the use of new technologies⁷ such as artificial intelligence, blockchain, big data

La Agenda Digital incorpora tres ejes principales orientados a desarrollar el gobierno digital/electrónico, la conectividad digital de todo el país y la economía digital. Toda la agenda está alineada a los ejes del Plan Nacional de Desarrollo PND2030.

Marco legal: Gobierno electrónico: <https://www.mitic.gov.py/institucional/marco-legal> ()

Agenda digital: <https://www.mitic.gov.py/agenda-digital>

Plan Nacional de Desarrollo -

<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=2ahUK>

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

⁷ Also referring to emerging technologies

III. Legal Framework

9. Is there any legal framework on:
- access to information such as Freedom of Information Act
 - personal data protection including digital security
 - open government data
 - digital identity
 - digital certification/signature
 - e-procurement
 - digitally publishing government expenditure⁸
 - data interoperability
 - digital government as a right

Se cuenta con leyes de derecho de acceso a la información pública, de aprobación de los planes de gobierno abierto y los datos abiertos, firma digital, compras públicas e interoperabilidad de la plataforma de intercambio de información.

Ley de acceso a la información: https://www.mitic.gov.py/download_file/511/187

Ley de transparencia: <https://www.mitic.gov.py/institucional/transparencia-ley-5189-2014>

IV. Usage of online services

10. Do you collect usage statistics of e-government services?
 Yes No
11. If yes, do you publish results online and share those with the public institutions concerned?

Se publican a través de informes estadísticos desde el portal único.

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?
 Yes No
13. If yes, do you publish results online and share those with the public institutions concerned?

Si, los mismos son publicados como dato abierto en www.datos.gov.py → <https://www.datos.gov.py/dataset/satisfaccion-ciudadana-a-respuestas-de-solicitudes-de-acceso-a-la-informacion/> y www.paraguay.gov.py/estadisticas-portal/

VI.

Social Media

14. How does your government use social media at the national level to interact with and engage people in

⁸ Related to SDG Indicator 16.6.1

e-government activities? Please also explain if there were any guidelines for government officials on the use of social media.

El gobierno nacional, establece a través del MITIC con la resolución N° 66/2018 La Estrategia y Plan de Comunicación que incorpora lineamientos técnicos de uso de las redes sociales en las comunicaciones oficiales, asegurando la difusión de manera ágil y oportuna incentivando la apropiación social y educativa de las TIC y una interacción participativa, plural y transparente con los ciudadanos.
https://www.mitic.gov.py/application/files/3115/4515/1277/RESOLUCION_066_-2018_-PLAN_DE_COMUNICACION.pdf

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

- Artificial Intelligence (AI) Blockchain Big data Smart cities
 Robotics Internet of Things (IOT) Quantum computing Virtual reality
 Augmented reality Other:

Se encuentran previstos en los componentes de la Agenda Digital, específicamente en gobierno digital y economía digital – bigdata.mitic.gov.py

16. Does your government have any government body⁹ at the national level working specifically related to the new technologies?

Sí, El Ministerio de Tecnologías de la Información y Comunicación

VIII. Indicators

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services?

5%, en base a las encuestas en línea de satisfacción de servicios realizados.

18. What percentage of your GDP is allocated for ICT investment in the public sector?

El indicador de porcentaje de inversión de TIC del sector público con relación al PIB/GDP ronda el 30%, según datos del año 2018 del sistema de gestión por resultados de la Secretaría Técnica de Planificación.

19. What is the proportion of persons employed in central government organizations routinely using ICTs?

80%

20. What is the proportion of persons employed in central government organizations routinely using the Internet?

⁹ This can be an agency, cabinet, commission, committee, initiative etc.

¹⁰ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

80%

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level?

Computadores por hogar, hogares con banda ancha fija, usuarios de redes sociales, cantidad de dispositivos móviles por habitante, suscripciones a banda ancha móvil, suscripciones a telefonía móvil.

IX.

International and Regional Cooperation¹¹

22. Is your government part of any sub-regional, regional or international cooperation on e-government?

Si, el Paraguay posee cooperaciones con los siguientes organismos IADB, KOIKA, MOIS-KOREA, NIA-KOREA

23. Is your government offering (or planning to offer) support to other countries in the area of e-

Si.

government?

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government?

No.

X. Contact and Additional Information

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1. Please select whichever applies:

- A group of government agencies responded to the questionnaire collectively.
- 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:

¹¹ WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

Please explain further (Max 250 words).

2. How did you hear about this questionnaire?

- Directly from UN DESA
- From the Mission of my country to the United Nations
- United Nations E-Government Survey website
- LinkedIn
- Facebook
- Other:

Please explain further (Max 250 words).

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.
We appreciate your participation.