

[View results](#)

Respondent

106

Anonymous

83:01

Time to complete

1. Country name *

Contact information

2. Your name *

3. Title *

More options for Responses

4. Organization *

5. Email *

6. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

A. Institutional / Organizational Framework

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

Note: E-government and digital government are used interchangeably in this Questionnaire.

<https://serviciosrd.gob.do/>

<https://dominicana.gob.do/>

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

- E-services or similar *

<https://serviciosrd.gob.do> ; <http://311.gob.do/linea-462/>

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

- E-participation or similar *

<https://saip.gob.do/> <https://gobiernoabierto.do> <https://311.gob.do/>

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

- Open government data

<https://datos.gob.do> <https://www.one.gob.do> <https://gobiernoabierto.do>

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

- Public procurement

<https://www.dgcp.gob.do> <https://comunidad.comprasdominicana.gob.do/STS/DGCP/Login.aspx>

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

- Others (if any)

Transparency portal <https://transparencia.gob.do>

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

Government Office of Information and Communication Technology (OGTIC, for its acronym in Spanish) <https://ogtic.gob.do>

14. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

- Yes
- No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

Pedro Antonio Quezada Cepeda

16. Title *

General Director of the Government Office of Information and Communication Technology (OGTIC, for its acronym in Spanish)

17. Organization *

Government Office of Information and Communication Technology (OGTIC, for its acronym in Spanish)

18. Email *

pedro.quezada@ogtic.gob.do

Multiple and/or networked CIOs or equivalent across Government Ministries

19. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? *

- Yes
- No

20. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

Digital Agenda Viceministry of the Ministry of Presidency <https://minpre.gob.do> <https://agendadigital.gob.do>

Sectoral agencies/departments/ministries

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

21. Planning/development *

Ministry of Economy, Planification and Development - Ministerio de Economía, Planificación y Desarrollo (MEPYD) <https://mepyd.gob.do>

22. Education *

Ministry of Education – Ministerio de Educación (MINERD) <https://ministeriodeeducacion.gob.do> Ministry of Superior Education, Science and Technology – Ministerio de Educación Superior, Ciencia y Tecnología (MESCYT) <https://mescyt.gob.do>

23. Health *

Ministry of Public Health – Ministerio de Salud Pública (MSP) <https://www.msp.gob.do/web/> National Health Service – Servicio Nacional de Salud (SNS) <https://sns.gob.do> National Vaccination Page - Vacúnate RD <https://vacunate.gob.do>

24. Social Welfare (social inclusion, social protection, etc.) *

Social Policy Cabinet - Gabinete de Política Social <https://gabinetesocial.gob.do> Overcome - Supérate <https://www.superate.gob.do> Single Beneficiary System - Sistema Único de Beneficiarios (SIUBEN) <https://siuben.gob.do> Social Security Treasury - Tesorería de la Seguridad Social (TSS) <https://tss.gob.do> National Social Security Council - Consejo Nacional de Seguridad Social (CNSS) <https://www.cnss.gob.do/index.php> Superintendence of Health and Occupational Risks - Superintendencia de Salud y Riesgos Laborales (SISALRIL) <http://www.sisalril.gov.do> National Health Insurance - Seguro Nacional de Salud (SeNaSa) <https://www.arssenasa.gob.do> General Directorate of Information and Defense of Social Security Affiliates - Dirección General de Información y Defensa de los Afiliados a la Seguridad Social (DIDA) <http://www.dida.gob.do>

25. Employment and Labour *

Ministry of Labor – Ministerio de Trabajo <https://mt.gob.do> RD Works platform from the Ministry of Labor <https://empleateya.mt.gob.do/#/>

26. Environment *

Ministry of Environment and Natural Resources - Ministerio de Medio Ambiente y Recursos Naturales <https://ambiente.gob.do>

27. Justice *

Office of the Attorney General of the Republic. Public Ministry - Procuraduría General de la República. Ministerio Público <https://pgr.gob.do> Ministry of the Interior and Police - Ministerio de Interior y Policía <https://mip.gob.do>

28. Economy/finance *

Ministry of Economy, Planification and Development - Ministerio de Economía, Planificación y Desarrollo (MEPYD) <https://mepyd.gob.do> Ministry of Finance - Ministerio de Hacienda <https://www.hacienda.gob.do> Directorate General of Budget - Dirección General de Presupuesto (DIGEPRES) <https://www.digepres.gob.do> Comptroller General's Office of the Dominican Republic - Contraloría General de la República Dominicana <https://www.contraloria.gob.do/index.php>

29. Industry/trade *

Ministry of Industry, Commerce and MSMEs - Ministerio de Industria, Comercio y Mipymes <https://www.micm.gob.do>

B. COVID-19 Response and Recovery

30. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic? *

- Yes
- No
- Other

COVID-19 response

31. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? *

Portal for all the information, services and statistics related to the COVID-19 in Dominican Republic. <https://coronavirusrd.gob.do>

Portal for the vaccination process and information. <https://vacunate.gob.do>

Portal of the Ministry of Public Health with all the official bulletin of COVID-19. https://www.msp.gob.do/web/?page_id=6948

32. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? *

- Yes
- No

33. Please provide link and detail.

34. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? *

Yes

No

35. Please provide link and detail.

Digital Agenda 2030 (Agenda Digital 2030), a national strategy of digital transformation.

After implementing several short- and medium-term strategies to advance technological development that were executed during the first two decades of the 21st century, the Dominican Republic aimed to develop a long-term strategy that would ensure the digital transformation of the country that, incorporating the lessons learned from previous initiatives, would allow us to successfully face the challenges of the 4th Industrial Revolution.

This is how the 2030 Digital Agenda was born, a road map that points to where we want to be as a nation in terms of technological adoption, impacting the productive, governmental, academic sectors and society as a whole.

To this end, a Cabinet for Digital Transformation was constituted, chaired by the President of the Republic and coordinated by the Ministry of the Presidency, composed of various public and private organizations functioning as a permanent mechanism of articulation and consensus, thus guaranteeing that this public policy is continuous and sustainable over time.

This Cabinet incorporates the following sectoral tables:

Governance and Regulatory Framework

Connectivity and Access

Education and Digital Capabilities

Digital Government

Digital Economy

It is also composed of two transversal pillars: Cybersecurity and Technological Innovation. These tables can be expanded to the extent that the Cabinet so provides and as progress is made in the implementation of the strategy, which since its formulation is perfectly aligned with the National Development Strategy (NDS) and the Sustainable Development Goals (SDGs) of the United Nations.

The exceptional situation derived from the COVID-19 pandemic has accelerated the digitization process, highlighting the strengths and also the shortcomings both from an economic, social and territorial point of view.

Added to the current panorama was the severe impact of the COVID-19 pandemic, which also affected previously favourable economic indicators, generating enormous challenges also in the health and education sectors, which now more than ever require the use of technology to achieve the Recovery.

It is in this context that the Dominican Republic has undertaken to update its Digital Agenda, based on the premise that it must be better articulated with all the social actors involved and international organizations willing to collaborate, in such a way as to guarantee its continuity and sustainability over time and effective economic recovery is achieved, targeting long-term goals that contribute and converge with the Sustainable Development Goals (SDG) and the National Development Strategy (END) by 2030, as well as other related regional strategies.

The health emergency that the COVID-19 pandemic has generated has highlighted the urgent need to incorporate technology into health services, as a strategy to improve the quality and coverage of medical care for the population, also for the continuation of education in public and private schools.

<https://agendadigital.gob.do>

C. Legal Framework

36. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? *

- Yes
 No

37. If yes, please provide link and detail.

Ley General de Libre Acceso a la Información Pública 200-04
https://ogtic.gob.do/transparencia/wp-content/uploads/2019/05/Ley_No__200-04_sobre_Libre_Acceso_a_la_Informacion_Publica.pdf

38. Is there any legislation, law or regulation on data privacy and/or protection? *

- Yes
 No

39. If yes, please provide link and detail.

Ley 72-13 sobre Protección Integral de Datos Personales
<https://ogtic.gob.do/transparencia/wp-content/uploads/2019/05/Ley-No.-172-13-que-tiene-por-objeto-la-protecci%C3%B3n-integral-de-los-datos-personales.pdf>

40. Is there any legislation, law or regulation on cybersecurity or similar? *

- Yes
 No

41. If yes, please provide link and detail.

Decreto 230-18 sobre Estrategia Nacional de Seguridad Cibernética
<https://cnccs.gob.do/wp-content/uploads/2020/02/Decreto-230-18.pdf>

42. Is there any legislation, law or regulation on digital identity? *

- Yes
 No

43. If yes, please provide link and detail.

Ley No. 126-02 sobre el Comercio Electrónico, Documentos y Firmas Digitales
<https://dgii.gov.do/legislacion/leyesTributarias/Documents/Otras%20Leyes%20de%20Inter%C3%A9s/126-02.pdf>

44. Is there any legislation, law or regulation on digital signature? *

- Yes
 No

45. If yes, please provide link and detail.

Ley No. 126-02 sobre el Comercio Electrónico, Documentos y Firmas Digitales
<https://dgii.gov.do/legislacion/leyesTributarias/Documents/Otras%20Leyes%20de%20Inter%C3%A9s/126-02.pdf>

Resolución 024-18 que acredita a la OGTIC como entidad certificadora de Firma Digital en el Estado Dominicano
<https://indotel.gov.do/media/10853/resoluci%C3%B3n-024-18.pdf>

46. Is there any legislation, law or regulation on e-procurement? *

- Yes
 No

47. If yes, please provide link and detail.

Ley 340-06 sobre Compras y Contrataciones en el Estado Dominicano
https://www.dgcp.gob.do/new_dgcp/documentos/politicas_normas_y_procedimientos/leyes_y_decretos/LEY%20340%20DE%20CONTRATACIONES%20PUBLICAS%20VERSION%20FINAL.pdf

Decreto 350-17 que establece el uso obligatorio del Portal Transaccional para todos los órganos y entes sujetos al ámbito de aplicación de la Ley 340-06 y sus modificaciones
https://www.dgcp.gob.do/new_dgcp/documentos/Decreto%20No.%20350-17.pdf

Marco Legal de Compras y Contrataciones en el Estado Dominicano
<https://www.dgcp.gob.do/sobre-nosotros/marco-legal/>

Decreto 15-17 de Control del gasto y pago a los proveedores
[https://www.dgcp.gob.do/new_dgcp/documentos/not/Decreto%20No.15-17%20De%20control%20del%20gasto%20y%20pago%20a%20proveedores%20\(as\).pdf](https://www.dgcp.gob.do/new_dgcp/documentos/not/Decreto%20No.15-17%20De%20control%20del%20gasto%20y%20pago%20a%20proveedores%20(as).pdf)

Procedimiento para la implementación del Decreto 15-17
https://www.dgcp.gob.do/new_dgcp/documentos/not/Procedimiento%20Implementacion%20Decreto%2015-17.pdf

48. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

- Yes
 No

49. If yes, please provide link and detail.

Decreto 15-17 sobre control de Gasto Público
[https://www.dgcp.gob.do/new_dgcp/documentos/not/Decreto%20No.15-17%20De%20control%20del%20gasto%20y%20pago%20a%20proveedores%20\(as\).pdf](https://www.dgcp.gob.do/new_dgcp/documentos/not/Decreto%20No.15-17%20De%20control%20del%20gasto%20y%20pago%20a%20proveedores%20(as).pdf)

Ley de Libre Acceso a la Información Pública 200-04
https://ogtic.gob.do/transparencia/wp-content/uploads/2019/05/Ley_No__200-04_sobre_Libre_Acceso_a_la_Informacion_Publica.pdf

50. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

Yes

No

51. If yes, please provide link and detail.

Norma para la interoperabilidad entre los organismos del Gobierno Dominicano.
<https://ogtic.gob.do/nortic-a42014/>

52. Is there any legislation, law or regulation on open government data? *

Yes

No

53. If yes, please provide link and detail.

Norma sobre publicación de datos abiertos del Gobierno Dominicano.
<https://ogtic.gob.do/nortic-a32014/>

Guía de uso del portal de datos abiertos del Estado Dominicano.
<https://ogtic.gob.do/nortic-a32018/>

54. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

55. If yes, please provide link(s) and detail(s).

Agenda Digital 2030
<https://agendadigital.gob.do/Agenda%20Digital%202030.pdf>

D. Strategy and Implementation

56. Is there a national e-government strategy or equivalent? *

Yes

No

Please provide information where relevant:

57. How long is the period/cycle of the national e-government strategy or equivalent? *

- Two-year
- Three-year
- Five-year
- Ten-year
- Four years

58. Is the national e-government strategy guided by or aligned with the national development strategy? *

- Yes
- No

59. Please provide link and detail.

Yes. The Institutional Strategic Plan (PEI) of the Government Office of Information Technology and

Communication (OGTIC) is consistent with the National Strategy for Development (END) 2030, the Sustainable Development Goals (SDG), the Presidential Goals, the Plan National Multiannual Public Sector (PNPSP) 2021, the Government Plan for Change 2020-2024 and the Methodological Manual for the Formulation of the Institutional Strategic Plan prepared by the Ministry of Economy, Planification and Development (MEPYD).

<https://repositorio.optic.gob.do/index.php/s/UCON0oyYiUm544m> (pg. 6)

From the promulgation of Organic Law 1-12 of the National Development Strategy of the Dominican Republic 2030 (END), key lines of action and strategic guidelines are established, which are used as a framework for the planning and execution of all the institutions of the Dominican State. This law establishes a clear vision towards 2030 as a country in which people live with dignity in a participatory democracy that guarantees equal opportunities and social justice, with sustainable and innovative resource management.

Aligned with this vision, four (4) key axes are defined, followed by their objectives, which serve as a framework and orientation of the direction of the country and its institutions on the road to 2030, highlighting the lines of action considering the transversality of Information and Communication Technologies (ICT).

In particular, the role and functions of the OGTIC are framed within the transversal policies of the END, expressed in its Art. 16: "Use of Information and Communication Technologies. In the design and execution of programs, projects and activities in which public policies are specified, the use of information and communication technologies should be promoted as an instrument to improve public management and promote a culture of transparency and access to information, by making the processes of provision of public services more efficient and facilitating access to them".

Likewise, in accordance with Art. 37: National Monitoring and Evaluation System, the OGTIC plays a vital role for measurement and evaluation through tools such as the Information and Communication Technologies Standards (NORTIC) and the ICT Use Index and Electronic Government Implementation (ITICge) - OGTIC.

Since the use of ICT is a transversal policy, it is not surprising to observe its impact on the four strategic axes of the END and through different sectors and impacts: environmental sustainability, competitiveness, climate change, education, health, social justice, inclusion, education, culture, transparency and efficiency of the administration, among others. We could assure that it boils down to impact that has a results-oriented public administration with a clear ethical and regulatory framework.

<https://repositorio.optic.gob.do/index.php/s/UCON0oyYiUm544m> (pg. 11-15)

60. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *

Yes

No

61. Please provide link and detail.

Yes. The Institutional Strategic Plan (PEI) of the Government Office of Information Technology and

Communication (OGTIC) is consistent with the National Strategy for Development (END) 2030, the Sustainable Development Goals (SDG), the Presidential Goals, the Plan National Multiannual Public Sector (PNPSP) 2021, the Government Plan for Change 2020-2024 and the Methodological Manual for the Formulation of the Institutional Strategic Plan prepared by the Ministry of Economy, Planification and Development (MEPYD).

<https://repositorio.optic.gob.do/index.php/s/UCON0oyYiUm544m> (pg. 6)

As established by the United Nations Development Program (UNDP), the Sustainable Development Goals (SDGs) make up a universal call to end poverty and guide nations on the path to peace, prosperity and equality. opportunities for all.

The Government Office of Information and Communication Technologies in its commitment to the

implementation of the 2030 Agenda and in complying with public policies and national and global development plans, has established axes, objectives and articulated strategies taking into account the role of the OGTIC, and highlighting its impact on the Sustainable Development Goals (SDGs) 9, 16, 17.

Remembering that technology is both a resource and a product, it is possible to broaden the focus and mention other SDGs in which the OGTIC impacts: 3, 4, 5, 8, 10 and 11.

<https://repositorio.optic.gob.do/index.php/s/UCON0oyYiUm544m> (pg. 15-16)

62. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *

Yes

No

63. Please provide link and detail.

Yes. The Institutional Strategic Plan (PEI) of the Government Office of Information Technology and

Communication (OGTIC) is consistent with the National Strategy for Development (END) 2030, the Sustainable Development Goals (SDG), the Presidential Goals, the Plan National Multiannual Public Sector (PNPSP) 2021, the Government Plan for Change 2020-2024 and the Methodological Manual for the Formulation of the Institutional Strategic Plan prepared by the Ministry of Economy, Planification and Development (MEPYD).

Technology being a key point for the socio-economic development of the country, in the conception of the PEI, trends have been taken into account for Electronic Government, such as the establishment of Smart Cities, obligatory nature of the regulations issued by the institution and improvements in the quality of the services. These results are supported by the creation of a robust base of digital and technological infrastructure that allows to promote integrative initiatives of the different sectors, thus promoting social cohesion and reducing gaps related to social inequalities.

<https://repositorio.optic.gob.do/index.php/s/UCON0oyYiUm544m> (pg. 6)

64. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

- Yes
 No

65. Please provide link and detail.

Yes. Technology being a key point for the socio-economic development of the country, in the conception of the PEI, trends have been taken into account for Electronic Government, such as the establishment of Smart Cities, obligatory nature of the regulations issued by the institution and improvements in the quality of the services. These results are supported by the creation of a robust base of digital and technological infrastructure that allows to promote integrative initiatives of the different sectors, thus promoting social cohesion and reducing gaps related to social inequalities.

<https://repositorio.optic.gob.do/index.php/s/UCON0oyYiUm544m> (pg. 6)

66. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

- Yes
 No

67. Please provide link and detail.

Additionally, the Open Data Policy Dominican Republic (v06/2020) is under construction, coordinated by the General Directorate of Government Integrity and Ethics (DIGEIG), together with the Government Office of Information and Communication Technologies (OGTIC).

<http://portal.oas.org/LinkClick.aspx?fileticket=vYVMw5sFva0%3D&tabid=1814>

In the PEI, the first strategic objective is: Promote digital transformation and the development of digital government in the Dominican State, from the different management areas through the implementation of the regulatory framework. This strategic objective contemplates the actualization of the NORTIC A3 on the publication of open data of the Dominican Government.

One of the Purpose of the defined strategic axes is: Strengthen information management through easy-to-use tools with the potential to perform effective data analysis.

<https://repositorio.optic.gob.do/index.php/s/UCON0oyYiUm544m> (pg. 30 and 32)

68. Does the national e-government strategy make specific reference to national digital identity? *

- Yes
 No

69. Please provide link and detail.

In the PEI, the second strategic objective is: Implement accessible public policies of digital transformation that allow the development of digital government through a systematized inclusion, which guarantee a more agile and efficient Public Administration, transparent ICT governance within of the public organization and improve the experience citizen / client with public services. This strategic objective contemplates the National Digital Identity Framework and the implementation of the Identity System.

<https://repositorio.optic.gob.do/index.php/s/UCON0oyYiUm544m> (pg. 34)

70. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

Yes

No

71. Please provide link and detail.

In the PEI, the second strategic objective is: Implement accessible public policies of digital transformation that allow the development of digital government through a systematized inclusion, which guarantee a more agile and efficient Public Administration, transparent ICT governance within of the public organization and improve the experience citizen / client with public services. This strategic objective contemplates the National Digital Identity Framework and the implementation of the Identity System.

<https://repositorio.optic.gob.do/index.php/s/UCON0oyYiUm544m> (pg. 34)

72. Does the national e-government strategy make specific reference to data-once-only principle or similar? *

Yes

No

73. Please provide link and detail.

In the PEI, the third strategic objective is: Design initiatives that promote adoption and use of ICT, through efficient data management and the optimization of interoperability between different systems to increase capacity to exchange information.

<https://repositorio.optic.gob.do/index.php/s/UCON0oyYiUm544m> (pg. 36)

The fourth strategic objective is: Promote the Digital Investment Framework in order to generate tools that allow the State to make efficient use of available resources, have a solid infrastructure, designed based on data, that supports the information of government institutions and satisfies the requirements and user expectations.

<https://repositorio.optic.gob.do/index.php/s/UCON0oyYiUm544m> (pg. 38)

74. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

- Yes
- No

75. Artificial intelligence (AI) - please provide link and detail:

<https://agendadigital.gob.do/Agenda%20Digital%202030.pdf>
pag. 72, 129

76. Robotics - please provide link and detail:

<https://agendadigital.gob.do/Agenda%20Digital%202030.pdf> (pag. 72, 130)

77. Blockchains - please provide link and detail:

78. 5G - please provide link and detail:

<https://agendadigital.gob.do/Agenda%20Digital%202030.pdf>
(pag. 72, 128, 136)

79. Internet of Things (IoT) - please provide link and detail:

80. Others - please provide link and detail:

81. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

- Yes
- No

82. Please provide link and detail.

In addition to the Sustainable Development Goals (SDGs), at the international level, the OGTIC represents the country in the Electronic Government Network of Latin America and the Caribbean (RedGEALC). This network can be defined as a space for cooperation, exchange, development of public policies and training of the institutions in charge of digital government of the countries in the Latin American and Caribbean region. Its focus is the exchange of solutions and the joint construction of the national digital government strategies.

The development of this network is consistent with the strengthening and commitment to the Millennium Development Goals (ODS) and the initiatives of the Organization of American States (OAS), about the importance of the integration of ICTs to political, economic development and social issues of the countries of the region.

<https://repositorio.optic.gob.do/index.php/s/UCON0oyYiUm544m> (pg. 22)

83. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

Yes

No

84. Please provide link and detail.

Risk identification begins with planning, taking into account the SWOT analysis and the identification of the interested parties and then moving to a vision from the processes. A risk is the effect of uncertainty in a specific outcome or situation.

The impact of risks encompasses multiple areas: regulatory compliance, the institution's capacity to act, effectiveness of talent management, efficiency in citizen or client services, budget planning and, in general, compliance with the institutional strategic framework.

<https://repositorio.optic.gob.do/index.php/s/UCON0oyYiUm544m> (pg. 26)

85. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

Yes

No

86. Please provide link and detail.

In particular, the role and functions of the OGTIC are framed within the transversal policies of the END, expressed in its Art. 16: "Use of Information and Communication Technologies. In the design and execution of programs, projects and activities in which public policies are specified, the use of information and communication technologies should be promoted as an instrument to improve public management and promote a culture of transparency and access to information, by making the processes of provision of public services more efficient and facilitating access to them".

Likewise, in accordance with Art. 37: National Monitoring and Evaluation System, the OGTIC plays a vital role for measurement and evaluation through tools such as the Information and Communication Technologies Standards (NORTIC) and the ICT Use Index and Electronic Government Implementation (ITICge) - OGTIC.

<https://repositorio.optic.gob.do/index.php/s/UCON0oyYiUm544m> (pg. 11-15)

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

87. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? *

- Yes
 No

88. If yes, please provide link and detail.

Ley No. 5-13 sobre Discapacidad en la República Dominicana This law protects and guarantees equal rights and equal opportunities for all people with disabilities and regulates non-profit legal entities whose corporate purpose is to work to improve the quality of life of people with disabilities.
<http://conadis.gob.do/wp-content/uploads/2019/10/Reglamento-Ley-5-13.pdf>

NORTIC B2:2017, Norma sobre accesibilidad web del Estado Dominicano, this standard is responsible for establishing the requirements that government agencies must meet, so that they meet the accessibility criteria in relation to published content, in order to that can be used by all citizens, including people with disabilities.
<https://ogtic.gob.do/wp-content/uploads/2019/07/NORTIC-B2-2017-1.pdf>

89. Is there a national e-participation policy/strategy or similar? *

- Yes
 No

90. If yes, please provide link and detail.

Ley de Libre Acceso a la Información Pública

The law 200-04 on Open Access to Public Information is the one that establishes that every person has the right to request and receive complete, truthful, adequate and timely information from any institution of the Dominican State and all its related powers, agencies and entities.
http://gobiernoabierto.do/wp-content/uploads/assets/Ley200_04.pdf

Portal Único de Transparencia
<https://transparencia.gob.do/>

Since 2012, the Dominican Republic belongs to the Group 2 of countries that make up the Open Government Partnership. The government makes available to the population different spaces for citizen participation. The General Directorate of Government Ethics and Integrity (DIGEIG) and the Government Office of Information and Communication Technologies (OGTIC) are responsible for the implementation of these policies.

<http://gobiernoabierto.do/>

El Sistema Nacional de Atención Ciudadana 3-1-1

This is the government telephone line and online portal which purpose is to allow citizens to register Complaints, Claims and Suggestions to any entity or server of the Government of the Dominican Republic, so that they can be transparently channelled to the corresponding agencies by simply accessing the portal www.311.gob.do or by dialling the number 3-1-1. It allows to receive and channel all cases sent by citizens, regardless of the modality used, to the corresponding agencies. Also, it fosters a culture of transparency, quality and efficiency, both in the management of institutions and in the performance of public servants. It also brings citizens closer to the Dominican Government.
<https://311.gob.do/>

As well, government portals have discussion forums. Here are some examples:

Sistema Único de Beneficiarios (SIUBEN) <https://puntosolidario.gob.do/forum/>

Superintendencia de Salud y Riesgos Laborales (SISALRIL) <https://virtual.sisalril.gob.do/SisalrilForo/>

Oficina Nacional de Estadística <http://foro.one.gob.do/>

91. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

Yes

No

92. If yes, please provide link and detail.

93. Does the Government provide any specific e-service(s) for women and other vulnerable groups? *

Yes

No

94. If yes, please provide link and detail.

Within our Digital Services Platform, all services are specified and organized by themes and vulnerable groups, WOMEN - AGING PEOPLE - HEARING, VISUAL AND MOTOR NEEDS

Plataforma de Servicios en Linea RD <https://serviciosrd.gob.do/servicios/mostrar-por/areas>

Servicios a Grupos Vulnerables <https://servicios.dominicana.gob.do/gruposvulnerables.php>

95. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

Yes

No

96. If yes, please provide link and detail.

97. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

Yes

No

98. If yes, please provide link and detail.

99. Does the Government use any social media platform(s)? *

Yes

No

100. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

NORTIC E1 Management Of Social Networks In Government Bodies (Gestión De Las Redes Sociales En Los Organismos Gubernamentales). <https://ogtic.gob.do/wp-content/uploads/2019/07/NORTIC-E1-2018.pdf>

101. Please include any guidelines for government officials/institutions on the use of social media.

102. Does the Government publish information on how people's voices, including those among women and the vulnerable groups, are included in policy decision-making? *

- Yes
- No

103. If yes, please provide link (URL) and detail.

F. Usage, User Satisfaction and Evaluation

104. Does the Government monitor/collect usage statistics of e-government services? *

- Yes
- No

105. If yes, please provide link and detail.

The National Observatory for the Quality of Public Services is a virtual space for participation, designed to observe, investigate and analyse the quality of public services from an institutional and citizen perspective. It operates under la Dirección de Gestión y ciudadanía del Viceministerio de Servicios Públicos.

Observatorio Nacional de la Calidad de los Servicios Públicos

<https://observatorioserviciospublicos.gob.do/>

106. Does the Government measure user satisfaction of e-government services? *

- Yes
- No

107. If yes, please provide link and detail.

The satisfaction surveys are performed once a year and the results are used in the elaboration of the Ranking de la calidad de los servicios públicos. This allows those institutions to compare their levels of customer satisfaction expressed by the public in said surveys and manage actions to improve their services.

Encuestas institucionales de satisfacción ciudadana

<https://observatorioserviciospublicos.gob.do/barometro.html#barometro>

108. Does the Government collect usage and/or user satisfaction data with dis-aggregation by gender? *

Yes

No

109. If yes, please provide link (URL) and detail.

<https://observatorioserviciospublicos.gob.do/barometro.html#barometro>

G. Other information

110. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) *

Korea International Cooperation Agency (KOICA). Project to strengthen the digital government of the Dominican Republic.

Inter-American Development Bank (IDB). For Smart Cities and interoperability Consultant.

European Union. Knowledge transfer through Taiex initiatives with study visits and missions in the following topics:

Smart Cities

Interoperability

Design and Evaluation of Digital Technologies Public Policies

World Bank. Digital Identity Diagnostic and Digital Economy Diagnostic.

United Nations Economic Commission for Latin America and the Caribbean (CEPAL). Framework cooperation agreement for digital policies.

National Administrative Department of Statistics of Colombia - Departamento Administrativo Nacional de Estadística de Colombia (DANE by its acronym in Spanish). Technical assistance in TIC Satellite Account.

Organisation for Economic Co-operation and Development (OECD). Going Digital study.

111. Please provide any other information related to e-government development in your country. *

El Gobierno Dominicano a través de la Oficina Gubernamental de Tecnologías de la Información y Comunicación (OGTIC), implementa el Índice de Uso de TIC e Implementación de Gobierno Electrónico en el Estado Dominicano (iTICge), con el objetivo de evaluar de manera sistemática los esfuerzos realizados y en proceso, en lo concerniente a la implementación de soluciones de TIC y de e-Gobierno enfocados principalmente en los servicios ciudadanos, la eficiencia interna y la transparencias en las instituciones públicas de la República Dominicana.

Los 4 pilares en los que se sustenta el iTICge son:

Uso de las TIC: evalúa la disponibilidad y buen manejo de los recursos humanos y tecnológicos, así como la existencia de controles para una buena gestión de dichos recursos

Implementación de e-Gob: evalúa el uso dado a los recursos humanos y tecnológicos para la implementación y seguimiento de estándares y mejores prácticas tanto nacionales como internacionales, presencia web institucional, transparencia, datos abiertos, interoperabilidad e interacción con el ciudadano a través de las redes sociales.

Gobierno Abierto y e-Participación: evalúa el nivel de participación de los ciudadanos en las políticas públicas utilizando medios electrónicos y el empoderamiento que estos tienen para ejercer tal derecho. Además de la publicación de datos abiertos por parte de las instituciones y el cumplimiento con la normativa NORTIC A3.

Desarrollo de e-Servicios: mide el nivel de desarrollo de los servicios ciudadanos en cada una de las instituciones gubernamentales y verifica cuáles instituciones tienen su catálogo de servicios en línea así como el nivel de avance de dichos servicios.

<http://sisticge.dominicana.gob.do/>

Consent to publish this Questionnaire

112. I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes

No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this OPTIONAL Respondent Satisfaction Survey: <https://forms.office.com/r/yTrKyZCjdT>