

## View results

Respondent

134

Anonymous

32:14

Time to complete

1. Country name \*

Chile

## Contact information

2. Your name \*

Kareen Schramm

3. Title \*

Policy and Digital Government Research Co-ordinator

4. Organization \*

Digital Government Division

5. Email \*

kschramm@digital.gob.cl

## 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://www.gob.cl/>

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

- E-services or similar \*

<https://www.chileatiende.gob.cl/>

## 9. - E-participation or similar \*

There is no one unique and centralised e-participation website. Several agencies have their own portals Ministry of Housing and Urban Planning <https://participacionciudadana.minvu.cl/> Environmental Evaluation Service <https://www.sea.gob.cl/participacion-ciudadana-y-consulta-indigena> Ministry of Social Development <https://participacionciudadana.ministeriodesarrollosocial.gob.cl/> National Statistics Institute <https://www.ine.gob.cl/ine-ciudadano/participacion-ciudadana>

## 10. - Open government data

<https://datos.gob.cl/>

## 11. - Public procurement

[www.mercadopublico.cl](http://www.mercadopublico.cl)

## 12. - Others (if any)

Digital identity  
<https://claveunica.gob.cl/>

Funding applications  
<https://fondos.gob.cl/>

SMEs  
<https://www.registrodeempresasysociudades.cl/>

National Directorate of the Civil Service  
<https://www.serviciocivil.cl/>

Platform for permits for investment projects (SUPER)  
(<https://super.gob.cl/>)

Electoral Service:  
<https://www.serve.cl/>

Chilean Transparency Council  
<https://www.consejotransparencia.cl/en/home/>

Virtual Police Station  
<https://www.comisariavirtual.cl/>

## 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. \*

Digital Government Division  
<https://digital.gob.cl/>

## 14. Does your country have a national 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 \*

José Inostroza

## 16. Title \*

Head of Division

## 17. Organization \*

Digital Government Division

## 18. Email \*

## 19. Are there sectoral/line/ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? \*

 Yes No

## 20. If yes, please provide link(s) and detail(s) on above, including coordination/integration between national and sub-national levels on e-government development.

The main component of the Chilean e-government strategy is the Law 21.180 on Digital Transformation of the State. For its implementation, each agency designates a staff-member as "Digital Transformation Coordinator", who is responsible for leading the process of digital transformation and the implementation of the law in the corresponding agency or ministry.

On several occasions, the Digital Transformation Coordinator turns out to be the organisation's Chief Information/Technology Officer.  
<https://digital.gob.cl/transformacion-digital/coordinadores-td/>

## 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 \*

## 22. Education \*

## 23. Health \*

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

## 25. Employment and Labour \*

Ministerio del Trabajo y Previsión Social Ministry of Labor and Social Security <https://www.mintrab.gob.cl/>

## 26. Environment \*

Ministerio de Medioambiente Ministry of the Environment <https://mma.gob.cl/>

## 27. Justice \*

Ministerio de Justicia Ministry of Justice and Human Rights <https://www.minjusticia.gob.cl/>

## 28. Economy/finance \*

Ministerio de Hacienda Ministry of Finance <https://www.hacienda.cl/>

## 29. Industry/trade \*

Ministerio de Economía, Fomento y Turismo Ministry of Economy, Development and Tourism <https://www.economia.gob.cl/>

## 30. Sustainable Development Goals (SDGs) [NEW] \*

Decree 24, 2019, creates the National Council for the Implementation of the 2030 Agenda for the Sustainable Development <https://bcn.cl/2nxeb>

## 31. Climate Change [NEW] \*

Office of Climate Change (Ministry of Environment)  
<https://mma.gob.cl/cambio-climatico/>

## 32. Others (Please specify) \*

Ministry of Energy <https://energia.gob.cl/> Ministry of Transportation and Communications <https://www.mtt.gob.cl/> Ministry of Women and Gender Equity <https://minmujeryeg.gob.cl/> Ministry of Housing and Urban Planning <https://www.minvu.gob.cl/> Ministry of Agriculture <https://www.minagri.gob.cl/> Ministry of Science, Technology, Knowledge and Innovation <https://www.minciencia.gob.cl/> Ministry of Finance <https://hacienda.gob.cl/>

**B. Crisis/Emergency Response and Recovery [NEW]**

33. **Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? [NEW]**

\*

- Yes
- No
- Other

34. **Please provide links and details.** \*

Though not specifically a digital strategy, there are objectives aiming to guarantee operational continuity (see page 79)  
[https://bibliogrd.senapred.gob.cl/bitstream/handle/123456789/4110/PoliticaNacional\\_2020%28principal%29.pdf?sequence=5&isAllowed=y](https://bibliogrd.senapred.gob.cl/bitstream/handle/123456789/4110/PoliticaNacional_2020%28principal%29.pdf?sequence=5&isAllowed=y)

35. **Is there a specific national portal addressing crisis/emergency? [NEW]** \*

- Yes
- No

36. **If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency? [NEW]**

National Disaster Prevention and Response Service:  
<https://senapred.cl/>

Viewer crisis/emergency:  
<https://geoportalonemi.maps.arcgis.com/apps/webappviewer/index.html?id=5062b40cc3e347c8b11fd8b20a639a88>

## C. Legal Framework

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

- Yes
- No

38. **If yes, please provide link and detail.**

Law N° 20,285 on Access to Public Information:  
<https://bcn.cl/2f8ep>

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

Yes

No

40. If yes, please provide link and detail.

Law N° 19,628 on the protection of private life:  
<https://bcn.cl/2f7cg>

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

Yes

No

42. If yes, please provide link and detail.

Bill on Cybersecurity:  
<https://www.camara.cl/legislacion/ProyectosDeLey/tramitacion.aspx?prmID=15344&prmBOLETIN=14847-06>

Proposal of new National Policy on Cybersecurity  
<https://www.subinterior.gob.cl/noticias/2023/05/25/subsecretario-monsalve-politica-nacional-de-ciberseguridad-es-para-proteger-a-las-personas-y-al-pais/>

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

Yes

No

44. If yes, please provide link and detail.

As part of the implementation of the Law on Digital Transformation of the State, a technical standard on "Authentication" will be issued. Currently, there is a draft for the technical standard, which is being subject to legal validation.

(See art. 57, number 6):  
<https://bcn.cl/2uejl>

Additionally, there is a technical standard for the implementation of the Law 19,799 on Digital Signature, which recognises the digital identity tool ("ClaveÚnica") as a means to validate identities when private vendors provide digital signature services:  
<https://bcn.cl/2to2f>

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

Yes

No

46. If yes, please provide link and detail.

Law N° 19.799 on Electronic Documents, Electronic Signatures and Certification of Signatures:  
<https://bcn.cl/2f6mw>

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

Yes

No

48. If yes, please provide link and detail.

Law N° 19.886 on Administrative Contracts Bases for Supply and Provision of Services:  
<https://bcn.cl/2f72u>

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

Note: This is related to SDG Indicator 16.6.1

Yes

No

50. If yes, please provide link and detail.

Law N° 20.285, on Access to Public Information, establishes as a general principle that information produced through public funds must be of public access.

Though not directly and explicitly required by the law, government expenditure is published online as open data:  
<https://presupuestoabierto.gob.cl/>

Additionally, data on the public budget execution is available to be downloaded:  
<http://www.dipres.gob.cl/597/w3-multipropertyvalues-15149-35324.html>

51. Is there any legislation, law or regulation on **national data governance**, including data sharing/exchange/interoperability across government agencies? \*

Yes

No

52. If yes, please provide link and detail.

As part of the implementation of the Law on Digital Transformation of the State, a technical standard on "Interoperability" will be issued. Currently, there is a draft for the technical standard, which is being subject to legal validation.

(See art. 57, number 1):  
<https://bcn.cl/2uejl>

Additionally, a draft of the Government Data Strategy is currently being subject to public consultation:  
<https://participacion.digital.gob.cl/es-CL/projects/consulta-ciudadana-estrategia-gestion-datos-estado>



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

Yes

No

54. If yes, please provide link and detail.

Presidential Instruction No. 005-2012 on Open Government:  
<https://transparenciaactiva.presidencia.cl/Otros%20Antecedentes/Gab%20Pres.%20N%C2%BA%20005.pdf>

55. 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

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

There is a constitutional clause related to "neurorights". It establishes that technological development should respect people's physical and mental integrity, stating that the law must especially protect brain activity and information related to it:  
<https://bcn.cl/2scpd>

57. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

Yes

No

58. If yes, please provide link and detail.

Guide to Ethical Formulation of Data Science Projects  
[https://cms-dgd-prod.s3-us-west-2.amazonaws.com/uploads/pdf/Gu%C3%ADa\\_Formulacion\\_etica\\_proyectos\\_ciencia\\_datos\\_1.pdf?](https://cms-dgd-prod.s3-us-west-2.amazonaws.com/uploads/pdf/Gu%C3%ADa_Formulacion_etica_proyectos_ciencia_datos_1.pdf?)

National Policy on Artificial Intelligence  
[https://www.minciencia.gob.cl/uploads/filer\\_public/bc/38/bc389daf-4514-4306-867c-760ae7686e2c/documento\\_politica\\_ia\\_digital\\_.pdf](https://www.minciencia.gob.cl/uploads/filer_public/bc/38/bc389daf-4514-4306-867c-760ae7686e2c/documento_politica_ia_digital_.pdf)

## D. Strategy and Implementation

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

Yes

No

Please provide information where relevant:

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

- Two-year
- Three-year
- Five-year
- Ten-year
- Six-years

61. **Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]**

\*

- Yes
- No

62. **If yes, please provide link and detail.**

Though not established as a dedicated budget, expenditure linked to information technology represents 1,1% of government total expenditure

63. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail **including specific reference to an implementation roadmap.** \*

- Yes
- No

64. Please provide link and detail.

There is no a national development strategy (the closest would be a presidential candidate's manifesto before a general election)

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

- Yes
- No

66. Please provide link and detail.

The implementation of the Law on Digital Transformation of the State aims at a having a paperless public administration, so it will be functional for environmental purposes. However, there is no an explicit link between e-government strategy and SDGs.

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

Yes

No

68. Please provide link and detail.

The Law 21.180, on Digital Transformation of the State, will me implemented in regional and local governments (see art. 5, letter b):  
<https://bcn.cl/2obw9>

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

Yes

No

70. Please provide link and detail.

Page 44, Estrategia de Transformación digital Chile Digital 2035:  
[https://www.cepal.org/sites/default/files/events/files/estrategia\\_de\\_transformacion\\_digital\\_chile\\_2035\\_.pdf](https://www.cepal.org/sites/default/files/events/files/estrategia_de_transformacion_digital_chile_2035_.pdf)

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

Yes

No

72. Please provide link and detail.

Page 46, Estrategia de Transformación digital Chile Digital 2035:  
[https://www.cepal.org/sites/default/files/events/files/estrategia\\_de\\_transformacion\\_digital\\_chile\\_2035\\_.pdf](https://www.cepal.org/sites/default/files/events/files/estrategia_de_transformacion_digital_chile_2035_.pdf)

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

Yes

No

74. Please provide link and detail.

Page 46, Estrategia de Transformación digital Chile Digital 2035:  
[https://www.cepal.org/sites/default/files/events/files/estrategia\\_de\\_transformacion\\_digital\\_chile\\_2035\\_.pdf](https://www.cepal.org/sites/default/files/events/files/estrategia_de_transformacion_digital_chile_2035_.pdf)

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

Yes

No

76. Please provide link and detail.

77. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? \*

Yes

No

78. Please provide link and detail.

Yes, the Law 21.180 indicates the data-once-only principle  
(see art. 1, number 7, letter c)  
<https://bcn.cl/2f8e6>

79. **Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]**

Yes

No

80. **Please provide link and detail.**

81. **Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design or similar? [NEW]**

Yes

Maybe

82. **Please provide link and detail.**

83. **Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]**

Yes

No

84. **Please provide link and detail.**

Page 46, Estrategia de Transformación digital Chile Digital 2035:  
[https://www.cepal.org/sites/default/files/events/files/estrategia\\_de\\_transformacion\\_digital\\_chile\\_2035\\_.pdf](https://www.cepal.org/sites/default/files/events/files/estrategia_de_transformacion_digital_chile_2035_.pdf)

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

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

Page 46, Estrategia de Transformación digital Chile Digital 2035:  
[https://www.cepal.org/sites/default/files/events/files/estrategia\\_de\\_transformacion\\_digital\\_chile\\_2035\\_.pdf](https://www.cepal.org/sites/default/files/events/files/estrategia_de_transformacion_digital_chile_2035_.pdf)

86. Robotics - please provide link and detail:

87. Blockchains - please provide link and detail:

Page 46, Estrategia de Transformación digital Chile Digital 2035:  
[https://www.cepal.org/sites/default/files/events/files/estrategia\\_de\\_transformacion\\_digital\\_chile\\_2035\\_.pdf](https://www.cepal.org/sites/default/files/events/files/estrategia_de_transformacion_digital_chile_2035_.pdf)

88. 5G - please provide link and detail:

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

90. **Invisible/anticipatory/proactive/seamless services [NEW]:**

91. Others - please provide link and detail:

92. 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

93. Please provide link and detail.

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

Yes

No

95. Please provide link and detail.

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

Yes

No

97. Please provide link and detail.

Regulatory Sandbox on Artificial Intelligence:  
<https://www.economia.gob.cl/wp-content/uploads/2021/09/PaperSandboxIA.pdf>

98. **Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? [NEW]**

Yes

No

**99. Please provide link and/or details.**

The portal to monitor the progress of the Law 21.180 on Digital Transformation of State, and to follow the extent of adoption by public agencies, is currently in development.

**E. Digital Inclusion and E-Participation**

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

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

Yes

No

101. If yes, please provide link and detail.

There are guidelines for digital inclusion in the design of public services, mainly for the disabled  
<https://www.senadis.gob.cl/documentos/listado/146/accesibilidad>

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

Yes

No

103. If yes, please provide link and detail.

Presidential Instructive N°007, 2022, for Citizen Participation  
(see page 8, number 19, letter b)  
<https://msgg.gob.cl/wp/wp-content/uploads/2022/09/Instructivo-de-Participacio%CC%81n-Ciudadana.pdf>

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

Yes

No

105. If yes, please provide link and detail.

Subsidy for housewives to ensure connectivity:  
<https://www.subtel.gob.cl/subtel-entregara-subsidio-a-jefas-de-hogar-para-garantizar-la-conectividad-digital/>

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

Yes

No

107. If yes, please provide link and detail.

Yes, there are specific e-services for women:  
<https://www.chileatiende.gob.cl/instituciones/AT001>

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

Yes

No

109. If yes, please provide link and detail.

There are measures available regarding actions being taken to foster the participation of vulnerable groups (see page 24)  
<https://msgg.gob.cl/wp/wp-content/uploads/2023/01/CPPC-Informe-participacion-palabras-ok-ALTA.pdf>

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

Yes

No

111. If yes, please provide link and detail.

Yes, there are training programmes available to build digital skills for women in their working life:  
<https://sence.gob.cl/personas/mujer-futura>

Additionally, there are scholarships available for training, focused on youth, to create skills with digital technologies that could be applied in their insertion in the working life

<https://www.injuv.gob.cl/personas/noticias/injuv-junto-oj-lanzan-1000-becas-para-capacitar-y-lograr-insercion-laboral-de-jovenes>

Moreover, the initiative called "Young Programmers" offers training in programming, for the development of skills not only to be a user of technology, but a potential creator as well

<https://www.jovenesprogramadores.cl/>

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

Yes

No



113. 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

(i) For e-information, practically every public agency use social media to report their activities and services. For instance:  
[https://twitter.com/ministeriosalud?ref\\_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor](https://twitter.com/ministeriosalud?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor)

(ii) Some public agencies use platforms for e-consultation, so they can receive feedback from citizens and interested organisations with respect to a specific policy. For instance:  
<https://participacion.digital.gob.cl/es-CL/>

114. If yes, please include any guidelines for government officials/institutions on the use of social media.

Toolkit for communications through social media and graphic design  
<https://kitdigital.gob.cl/manual-grafica-redes-sociales/>

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

Yes

No

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

## F. Usage, User Satisfaction and Evaluation

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

Yes

No

118. If yes, please provide link and detail.

ChileAtiende  
(see page 44)  
[https://cdn.ips.gob.cl/files/shares/documentos-conozcanos/participacion-ciudadana/cuenta-publica-2022/libro\\_cuenta-publica-2022.pdf](https://cdn.ips.gob.cl/files/shares/documentos-conozcanos/participacion-ciudadana/cuenta-publica-2022/libro_cuenta-publica-2022.pdf)

119. Does the Government collect usage data with dis-aggregation by gender? \*

Yes  
(see page 45)  
[https://cdn.ips.gob.cl/files/shares/documentos-conozcanos/participacion-ciudadana/cuenta-publica-2022/libro\\_cuenta-publica-2022.pdf](https://cdn.ips.gob.cl/files/shares/documentos-conozcanos/participacion-ciudadana/cuenta-publica-2022/libro_cuenta-publica-2022.pdf)

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

Yes

No

121. If yes, please provide link and detail.

See option "Canales de Atención, Habilitación y Problemas":  
<https://www.satisfaccion.gob.cl/resultados-mesu>

122. Does the Government collect user satisfaction data with dis-aggregation by gender? \*

Yes (see page 12):  
<https://www.hacienda.cl/noticias-y-eventos/noticias/encuesta-mesu-2022-satisfaccion-de-las-personas-con-los-servicios-del-estado/resultados-encuesta>

## G. Partnership and International Cooperation [NEW]

123. **Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) \* [NEW]**

International Telecommunication Union:  
<https://www.subtel.gob.cl/transparencia/vinculos.html>

Economic Commission for Latin America and the Caribbean (ECLAC):  
<https://repository.eclac.org/handle/11362/48343?locale-attribute=en>

124. **Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW] \***

Organisation for Economic Cooperation and Development (OECD):  
<https://www.oecd.org/chile/>

Inter-American Development Bank (IADB):  
<https://www.iadb.org/es/sectores/reforma-modernizacion-del-estado/perspectiva-general>

The Network of e-Government Leaders of Latin America and the Caribbean (Red GEALC):  
<https://www.redgealc.org/>

The Latin American Integration Association (ALADI):  
<https://www.aladi.org/sitioaladi/>

EU-LAC Digital Alliance:  
[https://ec.europa.eu/commission/presscorner/detail/en/ip\\_23\\_1598](https://ec.europa.eu/commission/presscorner/detail/en/ip_23_1598)

THANK YOU

125. **Please provide any other information that will help us in understanding e-government development in your country. [NEW] \***

Currently, the e-government strategy is not established in a document called "Digital Government Strategy" or alike. It is expressed in the Law on Digital Transformation of the State, that establishes mandatory transition towards digital procedures in public agencies. In addition, the overall national digital strategy includes measures for digital government, within that document.

126. **Consent to publish this Questionnaire**

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

Yes

No

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