

**United  
Nations**Department of  
Economic and  
Social Affairs

# Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2024

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2024. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). The United Nations Department of Economic and Social Affairs (UN DESA) assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2024 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: <https://publicadministration.un.org/egovkb>

More information about the UN E-Government Survey:

<https://publicadministration.un.org/en/Research/UN-e-Government-Surveys>.

For any questions about this questionnaire, please contact Madeleine Losch (email: [loschm@un.org](mailto:loschm@un.org)), Saae Kwon (email [saae.kwon@un.org](mailto:saae.kwon@un.org)) and Enkel Daljani (email [daljani@un.org](mailto:daljani@un.org))

1. Country name \*

Ecuador

## Contact information

2. Your name \*

Paola Racines

3. Title \*

Mrs

4. Organization \*

Ministry of Telecommunications and the Information Society

5. Email \*

paola.racines@mintel.gob.ec

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.
- Otras

## 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.

E-Government Portal

<https://www.gobiernoelectronico.gob.ec/>

<https://www.telecomunicaciones.gob.ec/>

8. Please provide link(s) for portal(s) providing following services/features: \*
- E-services or similar

<https://www.gob.ec/>

9. - E-participation or similar \*

<https://aportecivico.gobiernoelectronico.gob.ec/>

10. - Open government data

<https://www.gobiernoabierto.ec/>

11. - Public procurement

<https://www.compraspublicas.gob.ec/ProcesoContratacion/compras/>

12. - Others (if any)

<https://datosabiertos.gob.ec/>  
<https://sni.gob.ec/inicio>  
<https://www.aduana.gob.ec/ventanilla-unica-ecuatoriana/>  
<https://srienlinea.sri.gob.ec/sri-en-linea/inicio/NAT>  
<https://www.iess.gob.ec/>  
<https://www.citas.med.ec/>  
<https://siau.senescyt.gob.ec/>  
<https://educacion.gob.ec/servicios/>  
<https://encuentraempleo.trabajo.gob.ec/socioEmpleo-war/paginas/index.jsf>  
<https://mifuturoeshoy.trabajo.gob.ec/>  
<http://suia.ambiente.gob.ec/>  
<https://procesosjudiciales.funcionjudicial.gob.ec/expel-busqueda-inteligente>  
<https://www.ant.gob.ec/servicios-2/>  
<https://www.geoportaligm.gob.ec/portal/>  
<https://apps.registrocivil.gob.ec/portalCiudadano/index.jsf>  
<https://puntosdelencuentro.mintel.gob.ec/>  
<https://iib.supercias.gob.ec/portalTramites/>  
[https://tramitesenlinea.inclusion.gob.ec/tramiteonl/views/public/registro\\_inicio.jsf](https://tramitesenlinea.inclusion.gob.ec/tramiteonl/views/public/registro_inicio.jsf)  
<https://certificados.ministeriodelinterior.gob.ec/gestorcertificados/antecedente>

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.

Ministry of Telecommunications and the Information Society (MINTEL)

<https://www.telecomunicaciones.gob.ec/>

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 \*

Vianna Maino

16. Title \*

Mrs.

17. Organization \*

Ministry of Telecommunications and the Information Society (MINTEL)

18. Email \*

despacho.ministerial@mintel.gob.ec

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.

Within each public institution, there is a Technology Department whose head would be the equivalent of a CIO.

Within every institutional web portal, there is a section called Transparency. This section includes a list of public servants. The name of the person in charge appears on the list.

Related to coordination/integration among national and subnational levels on e-government strategies/programmes, in February 2023, the Digital and Audiovisual Transformation Law was published. This law establishes the creation of the Digital Transformation Agenda, which links the Digital Transformation Plans of Public institutions at the Central and Local level.

Digital and Audiovisual Transformation Law:

<https://www.registroficial.gob.ec/index.php/registro-oficial-web/publicaciones/suplementos/item/18130-tercer-suplemento-al-registro-oficial-no-245>

It is worth mentioning that the Ministry of Telecommunications and the Information Society has been working on the implementation of the Digital Transformation Agenda 2022-2025. This agenda includes in several axes, local governments (Decentralized Autonomous Governments)

## 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 \*

National Secretariat of Planning (Secretaría Nacional de Planificación) [www.planifi](http://www.planifi)

### 22. Education \*

Ministry of Education (Ministerio de Educación) <https://educacion.gob.ec/>

### 23. Health \*

Ministry of Health (Ministerio de Salud) <https://www.salud.gob.ec/>

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

Ministry of Economic and Social Inclusion (Ministerio de Inclusión Social y Econón

25. Employment and Labour \*

Ministry of Labour (Ministro de Trabajo) <https://www.trabajo.gob.ec/>

26. Environment \*

Ministry of the Environment, Water and Ecological Transition (Ministerio del Ambi

27. Justice \*

Ministry of Women and Human Rights (Ministerio de la Mujer y Derechos Human

28. Economy/finance \*

Ministry of Economy and Finance (Ministerio de Economía y Finanzas) [29. Industry/trade \\*](https://ww</a></p></div><div data-bbox=)

Ministry of Production, Foreign Trade, Investment and Fisheries (Ministerio de Pro

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

National Secretariat of Planning (Secretaría Nacional de Planificación)  
<https://www.planificacion.gob.ec>

31. **Climate Change [NEW] \***

Ministry of the Environment, Water and Ecological Transition (Ministerio del Ambiente, Agua y Transición Ecológica)

<https://www.ambiente.gob.ec/>

32. Others (Please specify) \*

Ministry of Telecommunications and the Information Society (Ministerio de Teleco

## 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

Otras

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

National Cybersecurity Strategy (Estrategia Nacional de Ciberseguridad)

PILLAR 2: Cyber resilience

<https://www.gobiernoelectronico.gob.ec/estrategia-nacional-de->





**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]**

Institutional Portal of the Risk Management Secretariat (Portal de la Secretaría de Gestión de Riesgos)

<https://www.gestionderiesgos.gob.ec/>

## 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.**

Organic Law on Transparency and Access to Public Information (Ley Orgánica de Transparencia y Acceso a la Información Pública)

<https://www.registroficial.gob.ec/index.php/registro-oficial-web/publicaciones/suplementos/item/18129-segundo-suplemento-al->

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

No

40. If yes, please provide link and detail.

Organic Law on Protection of Personal Data (Ley Orgánica de Protección de Datos Personales)

<https://www.telecomunicaciones.gob.ec/wp-content/uploads/2021/06/Ley->

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

Yes

No

42. If yes, please provide link and detail.

National Cybersecurity Strategy (Estrategia Nacional de Ciberseguridad)

<https://www.gobiernoelectronico.gob.ec/estrategia-nacional-de-ciberseguridad-del-ecuador/>

Cybersecurity Policy (Política de Ciberseguridad)

[https://www.google.com/url?](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKewiloqre4Ov-AhX-SjABHdF3ADgQFnoECAsQAQ&url=https%3A%2F%2Fwww.telecomunicaciones)

[sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKewiloqre4Ov-AhX-](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKewiloqre4Ov-AhX-SjABHdF3ADgQFnoECAsQAQ&url=https%3A%2F%2Fwww.telecomunicaciones)

[SjABHdF3ADgQFnoECAsQAQ&url=https%3A%2F%2Fwww.telecomunicaciones](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKewiloqre4Ov-AhX-SjABHdF3ADgQFnoECAsQAQ&url=https%3A%2F%2Fwww.telecomunicaciones)

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

Yes

No

44. If yes, please provide link and detail.

The Organic Law for Digital and Audiovisual Transformation (Ley Orgánica para la Transformación Digital y Audiovisual) has a chapter about digital identity: TITLE II: OF DIGITAL IDENTITY, Page 12.

[https://www.google.com/url?](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwiszN-jiP_-AhVWTTABHS2FBDYQFnoECBMQAQ&url=https%3A%2F%2Fwww.gobierno.ile)

[sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwiszN-jiP\\_-](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwiszN-jiP_-AhVWTTABHS2FBDYQFnoECBMQAQ&url=https%3A%2F%2Fwww.gobierno.ile)

[AhVWTTABHS2FBDYQFnoECBMQAQ&url=https%3A%2F%2Fwww.gobierno.ile](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwiszN-jiP_-AhVWTTABHS2FBDYQFnoECBMQAQ&url=https%3A%2F%2Fwww.gobierno.ile)

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

Yes

No

46. If yes, please provide link and detail.

The current regulation regarding electronic signatures can be found at the following link:

<https://www.firmadigital.gob.ec/normativa/>

Among the most relevant laws or regulations regarding electronic signatures, the following can be mentioned:

E-Commerce, Signature and Data Messages Law (Ley de Comercio, Electrónico, Firma y Mensajes de Datos)

[https://www.google.com/url?](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwiihOKVmv_-AhWYfDABHX9TDS8QFnoECAgQAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2Fdownloads%2F2012%2F11%2FLey-de-Comercio-Electronico-Firmas-y-Mensajes-de-Datos.pdf&usq=AOvVaw3MnJlerDh4Az1hHwVw3bku)

[sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwiihOKVmv\\_-](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwiihOKVmv_-AhWYfDABHX9TDS8QFnoECAgQAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2Fdownloads%2F2012%2F11%2FLey-de-Comercio-Electronico-Firmas-y-Mensajes-de-Datos.pdf&usq=AOvVaw3MnJlerDh4Az1hHwVw3bku)

[AhWYfDABHX9TDS8QFnoECAgQAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwiihOKVmv_-AhWYfDABHX9TDS8QFnoECAgQAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2Fdownloads%2F2012%2F11%2FLey-de-Comercio-Electronico-Firmas-y-Mensajes-de-Datos.pdf&usq=AOvVaw3MnJlerDh4Az1hHwVw3bku)

[content%2Fuploads%2Fdownloads%2F2012%2F11%2FLey-de-Comercio-](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwiihOKVmv_-AhWYfDABHX9TDS8QFnoECAgQAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2Fdownloads%2F2012%2F11%2FLey-de-Comercio-Electronico-Firmas-y-Mensajes-de-Datos.pdf&usq=AOvVaw3MnJlerDh4Az1hHwVw3bku)

[Electronico-Firmas-y-Mensajes-de-](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwiihOKVmv_-AhWYfDABHX9TDS8QFnoECAgQAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2Fdownloads%2F2012%2F11%2FLey-de-Comercio-Electronico-Firmas-y-Mensajes-de-Datos.pdf&usq=AOvVaw3MnJlerDh4Az1hHwVw3bku)

Organic Administrative Code (Código Orgánico Administrativo): Art. 90.- Electronic government; and Art. 94.- Electronic signature and digital certificates.

<https://www.firmadigital.gob.ec/wp-content/uploads/2019/09/CODIGO-ORGANICO-ADMINISTRATIVO.pdf>

Regulations to the Law on Electronic Commerce, Electronic Signatures and Data Messages (Reglamento a la Ley de Comercio Electrónico, Firmas Electrónicas y Mensajes de Datos): Art. 16.-International recognition of electronic signature certificates.

[https://www.firmadigital.gob.ec/wp-content/uploads/2020/07/reglamento\\_ley\\_de\\_comercio\\_electronico.pdf](https://www.firmadigital.gob.ec/wp-content/uploads/2020/07/reglamento_ley_de_comercio_electronico.pdf)

Organic Law for the Optimization and Efficiency of Administrative Procedures (Ley Orgánica para la Optimización y Eficiencia de Trámites Administrativos): Art 2.- Scope of application; Art. 18.- Public obligations (5. Implement mechanisms, preferably electronic, for the management of administrative procedures, such as the electronic signature and any other that makes the Public Administration more efficient)

[https://www.firmadigital.gob.ec/wp-content/uploads/2020/07/2SRO353\\_20181023.Z-LOOETA.pdf](https://www.firmadigital.gob.ec/wp-content/uploads/2020/07/2SRO353_20181023.Z-LOOETA.pdf)

Regulations to the Law on Electronic Commerce, Electronic Signatures, Data Messages (Reglamento a la Ley de Comercio Electrónico, Firmas Electrónicas, Mensajes de Datos):

Art. 16.-International recognition of electronic signature certificates

[https://www.firmadigital.gob.ec/wp-content/uploads/2018/01/reglamento\\_ley\\_de\\_comercio\\_electronico.pdf](https://www.firmadigital.gob.ec/wp-content/uploads/2018/01/reglamento_ley_de_comercio_electronico.pdf)

## Executive Decree No. 981 – Use of electronic signature: First and Second

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

Yes

No

48. If yes, please provide link and detail.

Organic Law of the National Public Procurement System (Ley Organica del Sistema Nacional de Contratación Pública)

<https://portal.compraspublicas.gob.ec/sercop/wp-content/uploads/2021/09/losncpactualizada.pdf>

Regulation to the Organic Law of the National Public Procurement System (Reglamento a la Ley Organica del Sistema Nacional de Contratación Pública)

[https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKewjTv4Ghm\\_r-AhXNglQIHZ\\_RBE4QFnoECBIQAQ&url=https%3A%2F%2Fportal.compraspublicas.gob.ec%2Fsercop%2Fwp-](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKewjTv4Ghm_r-AhXNglQIHZ_RBE4QFnoECBIQAQ&url=https%3A%2F%2Fportal.compraspublicas.gob.ec%2Fsercop%2Fwp-)

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.

Organic Law on Transparency and Access to Public Information (Ley Orgánica de Transparencia y Acceso a la Información Pública), Article 19, Number 6  
<https://www.registroficial.gob.ec/index.php/registro-oficial-web/publicaciones/suplementos/item/18129-segundo-suplemento-al-registro-oficial-no-245>

The Organic Code of Planification and Public Finances (Código Orgánico de Planificación y Finanzas Públicas). Article 122  
[https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwjewvu8oP\\_-AhWpfDABHVXNClcQFnoECAgQAQ&url=https%3A%2F%2Fwww.finanzas.gob.ec%2Fwp-content%2Fuploads%2Fdownloads%2F2012%2F09%2FCODIGO\\_PLANIFICACION\\_FINAZAS.pdf&usg=AOvVaw2bb34mq7bqkTvhvEQOrn-m](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwjewvu8oP_-AhWpfDABHVXNClcQFnoECAgQAQ&url=https%3A%2F%2Fwww.finanzas.gob.ec%2Fwp-content%2Fuploads%2Fdownloads%2F2012%2F09%2FCODIGO_PLANIFICACION_FINAZAS.pdf&usg=AOvVaw2bb34mq7bqkTvhvEQOrn-m)

The Regulation for Organic Code of Planification and Public Finances, in article 185:  
[https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwjD\\_s75of\\_-AhV\\_QTABHatKDWMQFnoECBQQAQ&url=https%3A%2F%2Fwww.gob.ec%2Fsites%2Fdefault%2Ffiles%2Fregulations%2F2019-03%2FReglamento%2520del%2520C%25C3%25B3digo%2520Org%25C3%25A1nico%2520de%2520Planificaci%25C3%25B3n%2520y%2520Finanzas%2520P](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwjD_s75of_-AhV_QTABHatKDWMQFnoECBQQAQ&url=https%3A%2F%2Fwww.gob.ec%2Fsites%2Fdefault%2Ffiles%2Fregulations%2F2019-03%2FReglamento%2520del%2520C%25C3%25B3digo%2520Org%25C3%25A1nico%2520de%2520Planificaci%25C3%25B3n%2520y%2520Finanzas%2520P)

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.

Organic Law of the National System of Public Data Registration (Ley Orgánica del Sistema Nacional de Registro de Datos Públicos)

Art. 13; Art 6 , 9, 10 and 14

[https://www.google.com/url?](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwiNyYb6o_r-AhWDTjABHRnTBcUQFnoECA0QAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2F2021%2F01%2FLEY-ORGANICA-DEL-SISTEMA-NACIONAL-DE-REGISTRO-DE-DATOS-PUBLICOS.pdf&usg=AOvVaw0Xd-8fI0AlaN0sdk9SAraU)

[sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwiNyYb6o\\_r-](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwiNyYb6o_r-AhWDTjABHRnTBcUQFnoECA0QAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2F2021%2F01%2FLEY-ORGANICA-DEL-SISTEMA-NACIONAL-DE-REGISTRO-DE-DATOS-PUBLICOS.pdf&usg=AOvVaw0Xd-8fI0AlaN0sdk9SAraU)

[AhWDTjABHRnTBcUQFnoECA0QAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2F2021%2F01%2FLEY-ORGANICA-DEL-SISTEMA-NACIONAL-DE-REGISTRO-DE-DATOS-PUBLICOS.pdf&usg=AOvVaw0Xd-8fI0AlaN0sdk9SAraU](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwiNyYb6o_r-AhWDTjABHRnTBcUQFnoECA0QAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2F2021%2F01%2FLEY-ORGANICA-DEL-SISTEMA-NACIONAL-DE-REGISTRO-DE-DATOS-PUBLICOS.pdf&usg=AOvVaw0Xd-8fI0AlaN0sdk9SAraU)

The regulations for interoperability can be found at the following link:

<https://www.gobiernoelectronico.gob.ec/normativa-de-interoperabilidad/>

Government Interoperability Technical Standard (Norma Técnica de Interoperabilidad Gubernamental)

[http://www.gobiernoelectronico.gob.ec/wp-](http://www.gobiernoelectronico.gob.ec/wp-content/uploads/2018/10/NORMA-TECNICA-DE-INTEROPERABILIDAD-GUBERNAMENTAL.pdf)

[content/uploads/2018/10/NORMA-TECNICA-DE-INTEROPERABILIDAD-GUBERNAMENTAL.pdf](http://www.gobiernoelectronico.gob.ec/wp-content/uploads/2018/10/NORMA-TECNICA-DE-INTEROPERABILIDAD-GUBERNAMENTAL.pdf)

Executive Decree No. 1384 - Interoperability Guidelines in the Executive Function (Decreto Ejecutivo No. 1384 - Lineamientos de interoperabilidad en la Función Ejecutiva)

[http://www.gobiernoelectronico.gob.ec/wp-](http://www.gobiernoelectronico.gob.ec/wp-content/uploads/2018/10/Decreto-Ejecutivo-1384-InteroperabilidadGub.pdf)

[content/uploads/2018/10/Decreto-Ejecutivo-1384-InteroperabilidadGub.pdf](http://www.gobiernoelectronico.gob.ec/wp-content/uploads/2018/10/Decreto-Ejecutivo-1384-InteroperabilidadGub.pdf)

Technical Standard for Interoperability Public Data Registry (Norma Técnica de Interoperabilidad Registro de Datos Públicos)

[https://www.google.com/url?](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwiNyYb6o_r-AhWDTjABHRnTBcUQFnoECA0QAQ&url=https%3A%2F%2Fwww.gobiernoelectronico.gob.ec%2Fwp-content%2Fuploads%2F2018%2F10%2FDecreto-Ejecutivo-1384-InteroperabilidadGub.pdf&usg=AOvVaw0Xd-8fI0AlaN0sdk9SAraU)

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

Yes

No

54. If yes, please provide link and detail.

The regulations for open data can be found at the following link:  
<https://datosabiertos.gob.ec/normativa/>

Open Data Policy (Política de Datos Abiertos)  
<https://bit.ly/PoliticaDatosAbiertosEC2022>

Guía de Datos Abiertos (Open Data Guide)  
<http://bit.ly/GuiaDatosAbiertosEc2022>

Manual for the construction of the Institutional Open Data Portfolio (Manual para la construcción del Portafolio Institucional de Datos Abiertos)

<http://bit.ly/ConstruccionPortafolioDA>

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).

Organic Law for Digital and Audiovisual Transformation (Ley Orgánica para la Transformación Digital y Audiovisual):

Article 2, Axis d. Emerging technologies for sustainable development: Promotion of new technologies in industries, Promotion of new technologies for the environment, Smart and Sustainable Citie

[https://www.google.com/url?  
sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj9xbeYq\\_r-  
AhXVQzABHcnxAOIQFnoECAsQAQ&url=https%3A%2F%2Fwww.gobiernoelect  
ronico.gob.ec%2Fwp-content%2Fuploads%2F2023%2F02%2F7e52b3d7-0ba5-  
4c58-a474-00e19fcbe127.pdf&usg=AOvVaw3Fh-d1wSdErlAI4Alvd6jG](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj9xbeYq_r-AhXVQzABHcnxAOIQFnoECAsQAQ&url=https%3A%2F%2Fwww.gobiernoelectronico.gob.ec%2Fwp-content%2Fuploads%2F2023%2F02%2F7e52b3d7-0ba5-4c58-a474-00e19fcbe127.pdf&usg=AOvVaw3Fh-d1wSdErlAI4Alvd6jG)

The Digital Transformation Agenda 2022-2025 (Agenda de Transformación Digital 2022-2025):

Axis 4.- Emerging Technologies for the Development Sustainability, Pillar 8.- Promotion of new technologies in industries, literal 55

<https://www.telecomunicaciones.gob.ec/wp->



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.**

Escriba su respuesta

## 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

Four-year

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.**

Each public entity assigns budget for theirs own projects

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.

instrument in Ecuador, for the design and application of public policy. This Plan is structured around 5 axes, 16 objectives, 55 policies and 130 goals.

Plan for the Creation of Opportunities 2021-2025:

<https://www.planificacion.gob.ec/wp-content/uploads/2021/09/Plan-de-Creacio%CC%81n-de-Oportunidades-2021-2025-Aprobado.pdf>

The Digital Transformation Agenda 2022-2025 is aligned with Plan for the Creation of Opportunities 2021-2025, in its Institutional Axis, and the following objectives:

1. Objective 15: Promote public ethics, transparency and the fight against corruption. (Page 97)
2. Policy 15.2: Promote open government that promotes transparency and access to timely information close to the citizenry. (Page 97)
3. Goal 15.2.1: By 2024, increase the electronic government index from 0.7 to 0.76. (Page 98)

Implementation Roadmap: Pages: 45-48 Governance and institutionality of the Agenda, Evaluation and Compliance.

Digital Transformation Agenda 2022-2025:

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 Digital Transformation Agenda 2022-2025 is supported by the Digital Transformation Politics, which is aligned to:

SDG 9: Axis of: Digital Infraestructure; Cultural and Digital Inclusion; Digital Economy

SDG 16: Axis of: Interoperability and Data Treatment; Digital Security; Digital Government

[https://www.google.com/url?](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwi25ObuqP_-AhVSRDABHf1vD_8QFnoECBIQAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2F2022%2F12%2FAnexo-31-...)

[sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwi25ObuqP\\_-](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwi25ObuqP_-AhVSRDABHf1vD_8QFnoECBIQAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2F2022%2F12%2FAnexo-31-...)

[AhVSRDABHf1vD\\_8QFnoECBIQAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2F2022%2F12%2FAnexo-31-](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwi25ObuqP_-AhVSRDABHf1vD_8QFnoECBIQAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2F2022%2F12%2FAnexo-31-...)

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 Organic Law for Digital and Audiovisual Transformation (Ley Orgánica para la Transformación Digital y Audiovisual) establishes in Page 10, 'Article 7.- Attributions of the governing body for digital transformation: The entity rector of the digital transformation will have the following attributions:'

´c. Coordinate the periodic preparation of the "Comprehensive Digital Agenda of Ecuador" aimed at the various sectors of the country and at all levels of government and control its execution.

e. Approve the plans that, based on the provisions of the Regulations to this Law, must submit the subjects subject to its scope of application, associated with the "Comprehensive Digital Agenda of Ecuador'.

The Organic Law for Digital and Audiovisual Transformation (Ley Orgánica para la Transformación Digital y Audiovisual) was issued on February, 2023. This law is applicable to the entire public sector, which includes local governments.

[https://www.google.com/url?](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj9xbeYq_r-AhXVQzABHcnxAOIQFnoECAsQAQ&url=https%3A%2F%2Fwww.gobiernoelctronico.gob.ec%2Fwp-content%2Fuploads%2F2023%2F02%2F7e52b3d7-0ba5-4c58-a474-00e19fcbe127.pdf&usg=AOvVaw3Fh-d1wSdErlAI4Alvd6jG)

[sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj9xbeYq\\_r-AhXVQzABHcnxAOIQFnoECAsQAQ&url=https%3A%2F%2Fwww.gobiernoelctronico.gob.ec%2Fwp-content%2Fuploads%2F2023%2F02%2F7e52b3d7-0ba5-4c58-a474-00e19fcbe127.pdf&usg=AOvVaw3Fh-d1wSdErlAI4Alvd6jG](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj9xbeYq_r-AhXVQzABHcnxAOIQFnoECAsQAQ&url=https%3A%2F%2Fwww.gobiernoelctronico.gob.ec%2Fwp-content%2Fuploads%2F2023%2F02%2F7e52b3d7-0ba5-4c58-a474-00e19fcbe127.pdf&usg=AOvVaw3Fh-d1wSdErlAI4Alvd6jG)

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.

The Organic Law for Digital and Audiovisual Transformation (Ley Orgánica para la Transformación Digital y Audiovisual) establishes:

Page 8: Axis e. Digital Government: Simplification of procedures, Citizen participation by electronic media, ICT Government, Digital Identity.

Page 7: Axis b. Culture and Digital Inclusion: Digital Education, Digital Health, Culture Digital

[https://www.google.com/url?](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj9xbeYq_r-AhXVQzABHcnxAOIQFnoECAsQAQ&url=https%3A%2F%2Fwww.gobiernoelectronico.gob.ec%2Fwp-content%2Fuploads%2F2023%2F02%2F7e52b3d7-0ba5-4c58-a474-00e19fcbe127.pdf&usg=AOvVaw3Fh-d1wSdErIAI4Alvd6jG)

[sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj9xbeYq\\_r-AhXVQzABHcnxAOIQFnoECAsQAQ&url=https%3A%2F%2Fwww.gobiernoelectronico.gob.ec%2Fwp-content%2Fuploads%2F2023%2F02%2F7e52b3d7-0ba5-4c58-a474-00e19fcbe127.pdf&usg=AOvVaw3Fh-d1wSdErIAI4Alvd6jG](https://www.gobiernoelectronico.gob.ec/wp-content/uploads/2023/02/7e52b3d7-0ba5-4c58-a474-00e19fcbe127.pdf)

The Digital Transformation Agenda 2022-2025, includes:

Axis 5.- Digital Government, Pillar 12.- Citizen and sector participation private by electronic means IT. (Page 26)

Axis 2: Culture and Digital Inclusion, with its pillars: Pillar 3 - Digital Education, Pillar 4 - Digital Health, Pillar 5 - Digital Culture. (Page 19)

[https://www.telecomunicaciones.gob.ec/wp-](https://www.telecomunicaciones.gob.ec/wp-content/uploads/2022/12/Agenda-Digital-2022-2025.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.

Escriba su respuesta

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

Yes

No

74. Please provide link and detail.

The Digital Transformation Agenda 2022-2025, includes:  
Axis 5.- Digital Government, Pillar 14 - Digital Identity. (Page 26)

<https://www.telecomunicaciones.gob.ec/wp-content/uploads/2022/08/Agenda-transformacion-digital-2022-2025.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.

Escriba su respuesta

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.

The Digital Transformation Agenda 2022-2025, includes:

Axis 5.- Digital Government, Pillar 11 - Action 65. 'Promote interoperability and use of it, as an alternative to simplify procedures, avoiding repetitive and unnecessary actions by public entities towards their stakeholders.'

<https://www.telecomunicaciones.gob.ec/wp-content/uploads/2022/08/Agenda-transformacion-digital-2022-2025.pdf>

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.**

Escriba su respuesta

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.**

The Digital Transformation Agenda 2022-2025 has the Axis 2: Culture and Digital Inclusion, with its pillars: Digital Education, Digital Health, Digital Culture. (Page 19)



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.**

Escriba su respuesta

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:

<https://www.telecomunicaciones.gob.ec/wp-content/uploads/2022/08/Agenda-transformacion-digital-2022-2025.pdf>

The Digital Transformation Agenda 2022-2025 Action 55, Page 23

86. Robotics - please provide link and detail:

Escriba su respuesta

87. Blockchains - please provide link and detail:

<https://www.telecomunicaciones.gob.ec/wp-content/uploads/2022/08/Agenda-transformacion-digital-2022-2025.pdf>

The Digital Transformation Agenda 2022-2025 Action 55, Page 23

88. 5G - please provide link and detail:

<https://www.telecomunicaciones.gob.ec/wp-content/uploads/2022/08/Agenda-transformacion-digital-2022-2025.pdf>

The Digital Transformation Agenda 2022-2025 Action 1, Page 17

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

<https://www.telecomunicaciones.gob.ec/wp-content/uploads/2022/08/Agenda-transformacion-digital-2022-2025.pdf>

The Digital Transformation Agenda 2022-2025 Action 55, Page 23

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

Escriba su respuesta

91. Others - please provide link and detail:

Escriba su respuesta

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.

Escriba su respuesta

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.

Escriba su respuesta

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.

The Organic Law for Digital and Audiovisual Transformation (Ley Orgánica para la Transformación Digital y Audiovisual). Article 8

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 Digital Transformation Agenda 2022-2025, includes the section:

12.2 Monitoring and transparency of compliance with the Agenda, (Page. 48)

<https://www.telecomunicaciones.gob.ec/wp-content/uploads/2022/08/Agenda-transformacion-digital-2022-2025.pdf>

## 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.

The Organic Law for Digital and Audiovisual Transformation (Ley Orgánica para la Transformación Digital y Audiovisual) establishes:

Page 7: Axis b. Culture and Digital Inclusion: Digital Education, Digital Health, Culture Digital

[https://www.google.com/url?](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj9xbeYq_r-AhXVQzABHcnxAOIQFnoECAsQAQ&url=https%3A%2F%2Fwww.gobiernoelectronico.gob.ec%2Fwp-content%2Fuploads%2F2023%2F02%2F7e52b3d7-0ba5-4c58-a474-00e19fcbe127.pdf&usg=AOvVaw3Fh-d1wSdErlAI4Alvd6jG)

[sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj9xbeYq\\_r-AhXVQzABHcnxAOIQFnoECAsQAQ&url=https%3A%2F%2Fwww.gobiernoelectronico.gob.ec%2Fwp-content%2Fuploads%2F2023%2F02%2F7e52b3d7-0ba5-4c58-a474-00e19fcbe127.pdf&usg=AOvVaw3Fh-d1wSdErlAI4Alvd6jG](https://www.gobiernoelectronico.gob.ec/wp-content/uploads/2023/02/7e52b3d7-0ba5-4c58-a474-00e19fcbe127.pdf)

The Policy for the Digital Transformation of Ecuador 2022-2025 (Política para la Transformación Digital del Ecuador 2022-2025) includes Component 2: Human Development - Digital Readiness, with its Culture and Digital Inclusion Axis. (Page 61, 66).

This axes has one guideline:

‘8. Promote the establishment of a culture of adoption, productive use and appropriation of Digital Technologies in the country, in order to boost the economy and contribute to the productive and social development of the different sectors of the population.’

Policy for the Digital Transformation of Ecuador 2022-2025:

[https://www.google.com/url?](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwjste-jnJH_AhUERDABHVQ4DA8QFnoECAkQAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2F2022%2F12%2FAnexo-31-politica_para_la_transformacion_digital_del_ecuador_2022-2025-signed-si..._pdf&usg=AOvVaw0E81Bo9aGPMkAV2azo6SVq)

[sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwjste-jnJH\\_AhUERDABHVQ4DA8QFnoECAkQAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2F2022%2F12%2FAnexo-31-politica\\_para\\_la\\_transformacion\\_digital\\_del\\_ecuador\\_2022-2025-signed-si...\\_pdf&usg=AOvVaw0E81Bo9aGPMkAV2azo6SVq](https://www.telecomunicaciones.gob.ec/wp-content/uploads/2022/12/Anexo-31-politica_para_la_transformacion_digital_del_ecuador_2022-2025-signed-si..._pdf&usg=AOvVaw0E81Bo9aGPMkAV2azo6SVq)

The Digital Transformation Agenda 2022-2025, includes:

Axis 2: Culture and Digital Inclusion, with its pillars: Pillar 3 - Digital Education,

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

Yes

No

103. If yes, please provide link and detail.

The Organic Law for Digital and Audiovisual Transformation (Ley Orgánica para la Transformación Digital y Audiovisual) establishes:

Page 8: Axis e. Digital Government: Simplification of procedures, Citizen participation by electronic media, ICT Government, Digital Identity.

[https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj9xbeYq\\_r-AhXVQzABHcnxAOIQFnoECAsQAQ&url=https%3A%2F%2Fwww.gobiernoelectronico.gob.ec%2Fwp-content%2Fuploads%2F2023%2F02%2F7e52b3d7-0ba5-4c58-a474-00e19fcbe127.pdf&usg=AOvVaw3Fh-d1wSdErlAI4Alvd6jG](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj9xbeYq_r-AhXVQzABHcnxAOIQFnoECAsQAQ&url=https%3A%2F%2Fwww.gobiernoelectronico.gob.ec%2Fwp-content%2Fuploads%2F2023%2F02%2F7e52b3d7-0ba5-4c58-a474-00e19fcbe127.pdf&usg=AOvVaw3Fh-d1wSdErlAI4Alvd6jG)

The Policy for the Digital Transformation of Ecuador 2022-2025 (Política para la Transformación Digital del Ecuador 2022-2025) includes Component 3. The services market, applications and digital content (SAC) - Offer , with its Electronic Government Axis. (Page 61-62).

This axes has the guideline:

´10. Promote citizen participation, as well as access and use of information generated by the state through the use of electronic media, contributing to transparency in public management´

[https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwjste-jnJH\\_AhUERDABHVQ4DA8QFnoECAkQAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2F2022%2F12%2FAnexo-31-politica\\_para\\_la\\_transformacion\\_digital\\_del\\_ecuador\\_2022-2025-signed-si...\\_.pdf&usg=AOvVaw0E81Bo9aGPMkAV2azo6SVq](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwjste-jnJH_AhUERDABHVQ4DA8QFnoECAkQAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2F2022%2F12%2FAnexo-31-politica_para_la_transformacion_digital_del_ecuador_2022-2025-signed-si..._.pdf&usg=AOvVaw0E81Bo9aGPMkAV2azo6SVq)

The Digital Transformation Agenda 2022-2025, includes:

Axis 5.- Digital Government, Pillar 12.- Citizen and sector participation private by electronic means IT. (Page 26)

<https://www.telecomunicaciones.gob.ec/wp-content/uploads/2022/08/Agenda-transformacion-digital-2022-2025.pdf>

Additionally, there is the Ministerial Agreement No. 015 -2020 Technical Standard Regulating Electronic Media for Citizen Participation Processes in the Executive Function

[https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwjste-jnJH\\_AhUERDABHVQ4DA8QFnoECAkQAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2F2022%2F12%2FAnexo-31-politica\\_para\\_la\\_transformacion\\_digital\\_del\\_ecuador\\_2022-2025-signed-si...\\_.pdf&usg=AOvVaw0E81Bo9aGPMkAV2azo6SVq](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwjste-jnJH_AhUERDABHVQ4DA8QFnoECAkQAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2F2022%2F12%2FAnexo-31-politica_para_la_transformacion_digital_del_ecuador_2022-2025-signed-si..._.pdf&usg=AOvVaw0E81Bo9aGPMkAV2azo6SVq)

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.

The Universal Service Plan 2022-2025 establishes as one of its specific objectives (Page 26):

‘Promote affordability conditions for Universal Service, mainly through the establishment of preferential rates for the care of vulnerable segments and priority care of the Ecuadorian population.’

Likewise, the plan includes the strategies (Page 27):

h) Identify the existing limitations, in order to define actions that favor the application of preferential rates for the attention of vulnerable segments and priority attention of the Ecuadorian population.

i) Articulate with the competent authorities and telecommunications service providers, the application of preferential rates for the attention of vulnerable segments and priority attention of the Ecuadorian population.

[https://www.google.com/url?](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwiXgdKZrpH_AhURgYQIHQc-CCUQFnoECAsQAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2F2022%2F06%2FPlan-de-Servicio-Universal-)

[sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwiXgdKZrpH\\_AhURgYQIHQc-](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwiXgdKZrpH_AhURgYQIHQc-CCUQFnoECAsQAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2F2022%2F06%2FPlan-de-Servicio-Universal-)

[CCUQFnoECAsQAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2F2022%2F06%2FPlan-de-Servicio-Universal-](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwiXgdKZrpH_AhURgYQIHQc-CCUQFnoECAsQAQ&url=https%3A%2F%2Fwww.telecomunicaciones.gob.ec%2Fwp-content%2Fuploads%2F2022%2F06%2FPlan-de-Servicio-Universal-)

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.

he National Council for the Equality of Disabilities (CONADIS) makes available to citizens, five e-services). People with disabilities can do this procedures by online form:

<https://www.gob.ec/conadis>

<https://www.gob.ec/tramites/8158/webform>

<http://www.plataformaconadis.gob.ec/~platafor/>

<https://www.gob.ec/tramites/8161/webform>

<https://www.gob.ec/tramites/6885/webform>

<https://www.gob.ec/tramites/8157/webform>

<https://www.gob.ec/conadis/tramites/atencion-requerimiento-informacion-ambito-discapacidades>

Related to women, the State Attorney General's Office has the "Online complaint of violence against women and the family nucleus"

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.

Escriba su respuesta

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.



The Universal Service Plan 2022-2025 establishes (Page 37):

7.1.3 Program 3: Digital Divide

Objective: Promote digital inclusion through the appropriation of ICT in technological spaces, schools and health centers.

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

Government uses social media like Twitter, Facebook, Instagram, Youtube for (i) e-information.

Facebook:

<https://www.facebook.com/TelecomEcuador?mibextid=ZbWKwL>  
<https://www.facebook.com/PresidenciaEC?mibextid=ZbWKwL>

Twitter:

[https://twitter.com/Telecom\\_Ec?t=grz77guqO5PvjB1MGJwgug&s=09](https://twitter.com/Telecom_Ec?t=grz77guqO5PvjB1MGJwgug&s=09)  
[https://twitter.com/Presidencia\\_Ec?t=vuakx5tmB687dkrcezkvnw&s=09](https://twitter.com/Presidencia_Ec?t=vuakx5tmB687dkrcezkvnw&s=09)

Instagram:

<https://instagram.com/telecom.ec?igshid=NTc4MTlwNjQ2YQ==>  
<https://instagram.com/presidenciaec?igshid=NTc4MTlwNjQ2YQ==>

Youtube

<https://youtube.com/@TelecomEcuador>  
<https://youtube.com/@gobiernoelectronicoecuador665>  
<https://youtube.com/@PresidenciaEc>

For e-consultation, there is the Portal Dialogo 2.0. Participatory processes with citizens are carried out on this portal, such as collaborative legislation, citizen proposals, debates, etc.

.....

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

Guidelines are provided by National Secretariat of Communication  
(<https://www.comunicacion.gob.ec/>)

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.

Escriba su respuesta

## 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.

Our [www.gob.ec](http://www.gob.ec) is connected to Google Analytics service and the team responsible of this platform, monitors this usage

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

With the same service of Google Analytics, we have statistics of gender, age, preferences, etc.

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

Yes

No

121. If yes, please provide link and detail.

The Technical standard of service qualification mechanisms was issued in 2019 and establishes the mechanisms and methodologies that public entities must do to measure user satisfaction.

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

The Technical standard of service qualification mechanisms don't require this dis-aggregation but some entities do this by themselves.

## 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 Telecommunications Union (UIT)- UN:

Public Policy on Telecommunications  
EcuCERT Infrastructure Analysis  
Analysis of Policy for online-Infant protection  
Americas Girls can Code

UN- Universal Postal Union - Americas, Spain and Portugal Postal Union:

UPAEP: Development of General Registry System for Postal Operators  
UPU: Improvement of UPU quality service, security and postal integrity - IPS and CDS system implementation  
UPU:Improvement of UPU quality service, security and postal integrity - 2 Ray-x scan machines in Quito and Guayaquil  
UPU/UPAEP: Postal Public Policy

UN - PNUD:  
Digital Readiness Assessment

UN - UNESCO:  
Adopting country about ethics in IA

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

Inter American Development Bank:  
Digital Transformation Agenda  
E-digital Nacional Plan

Cybernet:  
cybersecurity training workshops

Cyber4dev:  
cybersecurity training workshops

Commercial Law Development Program:  
Transfer of knowledge and good practices in rural broadband connectivity.  
Transfer of knowledge and good practices on the future of digital government.

USAID:

Technical assistance in cybersecurity

EUROSOCIAL+:

Support for strengthening the digital skills strategy through the development of the digital skills reference framework

WORLD BANK:

Diagnostic study based on the Cybersecurity Capability Maturity Model for Nations (CMM).

OAS - Inter-American Telecommunication Commission (CITEL)

Implementation of Decision 108 to connect the unconnected.

## THANK YOU

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

Until 2022, the Ministry of Telecommunications and the Information Society (MINTEL) only directed the digital government in the central government, but when in February 2023, the Digital and Audiovisual Transformation Law was published, MINTEL gained this direction in the whole country.

## 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.

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