

## View results

Respondent

122

Anonymous

58:01

Time to complete

### 1. Country name \*

Paraguay

## Contact information

### 2. Your name \*

Laura Salinas

### 3. Title \*

Open Government Director

### 4. Organization \*

Ministry of information and communication technologies

### 5. Email \*

lsalinas@mitic.gov.py

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.mitic.gov.py/viceministerios/tecnologias-de-la-informacion-y-comunicacion/gobierno-electronico>  
<https://www.paraguay.gov.py/gobierno-electronico>

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

- E-services or similar \*

<https://www.paraguay.gov.py/> <https://servicios.mitic.gov.py/> <https://www.csj.gov.py/portal> <http://silpy.congreso.gov.py/>

9. - E-participation or similar \*

<https://participacionciudadana.paraguay.gov.py>

10. - Open government data

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

11. - Public procurement

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

12. - Others (if any)

<https://www.softwarepublico.gov.py/>

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 information and communication technologies <https://www.mitic.gov.py/>

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 \*

Fernando Saguier

16. Title \*

Minister of Information and Communication Technologies

17. Organization \*

Ministry of information and communication technologies

18. Email \*

sgeneral@mitic.gov.py

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.

<https://www.mitic.gov.py/viceministerios/tecnologias-de-la-informacion-y-comunicacion/cige#:~:text=Es%20un%20espacio%20para%20que,de%20manera%20r%C3%A1pida%20y%20con>

The Coordination and Interoperability Committee for the Electronic Government acts as an organization for consultation and dissemination of the plans, programs and projects of the Ministry of Information and Communication Technologies ("MITIC").

In accordance with the provisions of article 7, numeral 17 of Law No. 6297/18 "WHICH CREATES THE MINISTRY OF INFORMATION AND COMMUNICATION TECHNOLOGIES AND ESTABLISHES ITS ORGANIC CHARTER", the MITIC is responsible for convening and chairing the Coordination Committee and Interoperability for Electronic Government.

Article 29 of Decree No. 2274/19 WHICH REGULATES LAW No. 6207, OF OCTOBER 22, 2018, "WHICH CREATES THE MINISTRY OF INFORMATION AND COMMUNICATION TECHNOLOGIES AND ESTABLISHES ITS ORGANIC CHARTER", establishes the instance coordination for interoperability and electronic government, constituted as an inter-institutional network specialized in information and communication technologies ("ICT") in function of consultation and dissemination body of the plans, projects and activities of the MITIC, which will be integrated by officials from the ICT area of public sector institutions.

It is a space for all State institutions to report, analyze and share their experiences in the preparation and application of programs, plans and projects for the use and exploitation of ICT tools, seeking that the initiatives can be replicated in other institutions quickly and with reduced efforts, gaining efficiency in solving common and transversal problems. It also allows the identification of problems that can be solved through technologies, providing a space for discussion, training and development.

Likewise, since MITIC is the governing institution in terms of technological interoperability in the public sector, its functions are to dictate the standards and guidelines of mandatory compliance for public sector institutions, which guarantee conditions of availability, security and protection of data.

The MITIC as a technical entity and governing body, will formulate the policies and implementation of plans and projects in the field of ICT as established by Law No. 6207 WHICH CREATES THE MINISTRY OF INFORMATION AND COMMUNICATION TECHNOLOGIES AND ESTABLISHES ITS ORGANIC CHARTER.

## 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 \*

<https://www.stp.gov.py/>

22. Education \*

<https://www.mec.gov.py/cms/>

23. Health \*

<https://www.mspbs.gov.py/index.php>

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

<https://www.mds.gov.py/>

25. Employment and Labour \*

<https://www.mtess.gov.py/>

## 26. Environment \*

## 27. Justice \*

## 28. Economy/finance \*

## 29. Industry/trade \*

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

## 31. Climate Change [NEW] \*

## 32. Others (Please specify) \*

**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. \***

Presidential decree N° 8942 [https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver\\_decreto/31861](https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver_decreto/31861)

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Strengthening of cybersecurity

The country has a National Cybersecurity Plan and a roadmap that frames all the axes, objectives, and projects that will allow it to have a secure, resilient, and reliable digital ecosystem. It is important to highlight that Cybersecurity is not only a matter of the Government, but involves all the actors in the ecosystem, highlighting the private sector, academia, the Government, civil organizations, foreign organizations, etc. Therefore, the National Cybersecurity Plan was worked on comprehensively, establishing in this PNTIC the lines of action of the State and the projects derived from the PNC with impacts on the digital ecosystem in general, grouping them into four main axes: (I) Cyber incident management capacity, (II) Information exchange system of Cybersecurity, (III) Protection of Government systems and critical infrastructure and (IV) Training of capacities in Cybersecurity and awareness.

**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]**

<https://www.cert.gov.py/>

The CERT-PY is the National Cyber Incident Response Center, responsible for managing security incidents in computer systems in which the country's networks or infrastructures are involved.

## 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.**

[https://informacionpublica.paraguay.gov.py/public/ley\\_5282.pdf](https://informacionpublica.paraguay.gov.py/public/ley_5282.pdf)

This law regulates article 28 of the National Constitution, in order to guarantee to all people the effective exercise of the right of access to public information, through the implementation of the modalities, deadlines, exceptions and corresponding sanctions, which promote the transparency of the State.

No provision of this law may be understood or used to deny, impair or limit freedom of expression, freedom of the press or the freedom to exercise journalism.

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

Yes

No

40. If yes, please provide link and detail.

<https://www.bacn.gov.py/leyes-paraguayas/9417/ley-n-6534-de-proteccion-de-datos-personales-crediticios>

The purpose of this Law is to guarantee the protection of credit data of any person, regardless of their nationality, residence or domicile.

It also seeks to regulate the collection activity and access to credit information data, as well as the constitution, organization, operation, rights, obligations and extinction of legal entities that are dedicated to obtaining and providing credit information, in order to preserve the fundamental rights, privacy, informational self-determination, freedom, security and fair treatment of people, in accordance with the provisions of the National Constitution, this Law and the Treaties signed and ratified by the Republic of Paraguay.

On the other hand, a personal data protection law is also under study in the Legislative Branch <http://silpy.congreso.gov.py/expediente/123459>

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

Yes

No

42. If yes, please provide link and detail.

<https://www.cert.gov.py/plan-nacional-de-ciberseguridad/>

[https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver\\_decreto/15565](https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver_decreto/15565)

Presidential decree approving the national cybersecurity plan

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

Yes

No

44. If yes, please provide link and detail.

<https://www.bacn.gov.py/leyes-paraguayas/10318/ley-n-6822-de-los-servicios-de-confianza-para-las-transacciones-electronicas-del-documento-electronico-y-los-documentos-transmisibles-electronicos>

Establishes a legal framework for electronic identification, electronic signature, electronic seal, electronic time stamp, electronic document, electronic file, certified electronic delivery service, certificate service for website authentication, document electronic transferable and in particular for electronic transactions.

<https://drive.mitic.gov.py/index.php/s/3nKD6BMKsqPGG2d>

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By which the guidelines of the Single Government Portal and Online Procedures are updated.

These guidelines are oriented from the citizen's point of view, to improve the experience of interaction with the State in the digital sphere, ensuring the availability of online information on OEEs and the procedures and services they offer, in a precise, understandable manner, systematized and updated as if the citizen were physically in the public institution, allowing them to carry out and/or carry out procedures, use services, access documentation or other requirements that facilitate remote interaction via the Internet with public institutions. Likewise, it is intended to guarantee the full validity of the right of access to public information by promoting the publication of open data, while offering greater security conditions in this digital interaction with the State.

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

Yes

No

46. If yes, please provide link and detail.

<https://www.bacn.gov.py/leyes-paraguayas/10318/ley-n-6822-de-los-servicios-de-confianza-para-las-transacciones-electronicas-del-documento-electronico-y-los-documentos-transmisibles-electronicos>  
Establishes a legal framework for electronic identification, electronic signature, electronic seal, electronic time stamp, electronic document, electronic file, certified electronic delivery service, certificate service for website authentication, document electronic transferable and in particular for electronic transactions.

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

- Yes
- No

48. If yes, please provide link and detail.

<https://www.bacn.gov.py/leyes-paraguayas/11220/ley-n-7021-de-suministro-y-contrataciones-publicas>  
The purpose of this Law is to create the National Public Supply System and regulate the National Public Procurement System as part of the Integrated Public Supply Chain.

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.

<https://www.hacienda.gov.py/web-hacienda/index.php?c=1257>  
<https://datos.hacienda.gov.py/>  
[https://informacionpublica.paraguay.gov.py/public/ley\\_5282.pdf](https://informacionpublica.paraguay.gov.py/public/ley_5282.pdf)  
<https://www.bacn.gov.py/leyes-paraguayas/2962/ley-n-5189-establece-la-obligatoriedad-de-la-provision-de-informaciones-en-el-uso-de-los-recursos-publicos-sobre-remuneraciones-y-otras-retribuciones-asignadas-al-servidor-publico-de-la-republica-del-paraguay>  
Law No. 5189/14, "Which establishes the obligation to provide information on the use of public resources on remuneration and other remuneration assigned to the public servant of the Republic of Paraguay", and more recently Law No. 5282/ 14, "Free citizen access to public information and government transparency."

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.

<https://www.mitic.gov.py/viceministerios/tecnologias-de-la-informacion-y-comunicacion/servicios/sistema-de-intercambio-de-informacion>  
<https://drive.mitic.gov.py/index.php/s/PLjnH43F2intHcQ>

WHICH PROVIDES THE USE OF THE "INFORMATION EXCHANGE SYSTEM" IMPLEMENTED BY THE NATIONAL SECRETARIAT OF INFORMATION TECHNOLOGIES AND COMMUNICATION (SENATICs) IN PUBLIC INSTITUTIONS AND SERVICES AND ASPECTS RELATED THERE ARE REGULATED

<https://www.mitic.gov.py/viceministerios/tecnologias-de-la-informacion-y-comunicacion/cige#:~:text=Es%20un%20espacio%20para%20que,de%20manera%20r%C3%A1pida%20y%20con>

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

Yes

No

54. If yes, please provide link and detail.

[https://informacionpublica.paraguay.gov.py/public/decreto\\_4064.pdf](https://informacionpublica.paraguay.gov.py/public/decreto_4064.pdf)

Decree No. 4064/2015 that regulates Law No. 5282/2014 "Of Free Citizen Access to Public Information and Government Transparency", defines open public data as those that can be freely used, reused and redistributed by anyone, subject only, at most, to attribution and redistribution requirements by any public source license (Article 5. Definitions). Likewise, Art. 7 Accessibility mentions that the public information available on the official websites of public sources must be accessible from devices with Internet access, when technically applicable, in open data format.

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).

Presidential decree N° 8942 [https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver\\_decreto/31861](https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver_decreto/31861)

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With the objective of massifying and strengthening the SII, the MITIC will lead the accompaniment of 100% of the OEEs in order to (I) Guarantee, create or strengthen the ICT Areas of State agencies and entities for internal support of the use of the SII, (II) Establish purchasing standards and provide, where appropriate, computer systems that generate accurate data that can be shared between OEEs, (III) Strengthen the interoperability platform, through the development of modules to support the growing demand for queries and the integration of additional servers and databases.

The foregoing, in addition to guaranteeing the interoperability of the State, is a mechanism to empower the citizen with the necessary tools to control the execution of public resources and the compliance with the functions of all the OEEs, creating the basis for access to information by citizens, through the implementation of Government Open Data that 'give

mechanisms to monitor State efforts, creating greater transparency, as well as suitable tools (Data Lake, Data analytics) for the construction of public policies through access to real, timely and verified data.

Therefore, in a first stage in the year 2023, the public policy of cities will be defined through working groups with the territorial entities, the different sectors and the citizenry.

establishing the mission and long-term vision of the integration of ICT into the urban environment of smart cities, establishing the mission and long-term vision.

National Telecommunications Plan 2021 – 2025

[https://www.conatel.gov.py/conatel/wp-content/uploads/2021/10/pnt\\_21-25\\_-\\_res.\\_dir.\\_2246-2021.pdf](https://www.conatel.gov.py/conatel/wp-content/uploads/2021/10/pnt_21-25_-_res._dir._2246-2021.pdf)

4.2. NATIONAL TELECOMMUNICATIONS PLAN (PNT)

The PNT 2021-2025, approved by Resolution 1790/2021, establishes the following objectives: (I) Coverage Objective: Expansion of the coverage of telecommunications/ICT services, especially fixed and mobile broadband access to the Internet. (II) Penetration Objective: Increase in subscriptions to services

telecommunications/ICT, especially fixed and mobile broadband Internet access. (III) Quality Objective: Improve the quality indices of telecommunications services, especially those of broadband Internet access services.

10.4.7. ENGAGE FOREIGN DIGITAL INITIATIVES

Paraguay, in order to convert the ICT Sector as the main exporter of goods and services per capita, will design a "Country Strategy" under the leadership of the MIC (REDIEX) and the MITIC, which will allow implement an international campaign focused on ICT companies and high value-added sectors, in which the country is positioned as a Technological HUB, with high competitive advantages for

the sector. Highlighting the access to highly specialized ICT Talent, tax advantages and access to energy with permanent availability and with the lowest cost in the region, (5.17 USD cents per Kwh); This differential factor will attract companies that require high energy consumption for their operation, such as Data Centers and "Cloud" services, cryptocurrency and blockchain platforms, and digital service providers. in general.

The main objective of this strategic line is "to attract companies foreign companies in the ICT sector, so that they settle in the national territory, increasing foreign investment and the creation of jobs, promoting the possibilities and facilities of establishment and investment in Paraguay"; likewise, it establishes the support to international companies, giving support to them in the installation process in Paraguay, being the MITIC a facilitator and articulator with the different areas of the OEE, achieving with efficiency and practicality each of the activities of the companies

10.4.12. PROMOTION AND DEVELOPMENT OF EMERGING TECHNOLOGIES

The purpose of this by-product is to generate projects in the use and appropriation of the Internet of Things (IoT)

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.

Presidential decree N° 8942 [https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver\\_decreto/31861](https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver_decreto/31861)

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It is contemplated in the National Plan to develop said public policies

9.4.1. UPDATE REGULATORY FRAMEWORK FOR DIGITAL TRANSFORMATION, NEW DIGITAL GOVERNMENT LAW

## 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

2022-2030

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.**

General budget of the nation 105,387,451,822,273 Gs which is equivalent to approximately 14,843,303,073.56 USD

Budget of the Ministry of information and communication technologies 326,688,810,687 Gs which is equivalent to approximately 46,012,509 USD

The budget dedicated to the development of digital government represents approximately the 0,31%

<https://www.hacienda.gov.py/web-hacienda/archivo.php?>

a=6e6e7177827b817c803c7d747b3f3d3f403c746e80817c803c3e3f2d3f3e2d7a767b768081727f767c2d71722d8172707b7c797c74766e802d71722d796e2d767b737c7f7a6e70767c7b2d862d707c7a827b76706e70767c7b3b7d71736e00d&x=f4f4093&y=7373012

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.

Presidential decree N° 8942 [https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver\\_decreto/31861](https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver_decreto/31861)  
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The objectives of the 2030 National Development Plan are grouped into four main strategies: (I) Poverty reduction and social development, (II) Inclusive economic growth, (III) Projection of Paraguay in the world and (IV) Institutional Political Strengthening, and four transversal lines with their respective lines of action; being present in all of these, ICTs as a transversal element and of high importance for their development and achievement of fundamental goals<sup>16</sup>. The PND 2030, seeks to convert Paraguay as a competitive country, generator of products and services with technology, in the search for an economy of growth, connected and open to nearby countries and to the world, with visionary and trained young people who lead the country, with a democratic, supportive, subsidiary, transparent State that promotes equal opportunities; achievements that depend to a large extent on the progress, access, use and exploitation of Information and Communication Technologies in the country<sup>17</sup>. Among the strategies that guide the PND 2030, there is the general strategy, called Inclusive Economic Growth, which It emphasizes competitiveness and innovation, the development of an open and transparent government, the acceleration of economic growth and the formalization of the economy. Specifically aligned with this PNTIC, among others, with: • Employment and social security. "Promotion of decent and inclusive employment, education and training for employability and social protection, with emphasis on vulnerable groups"<sup>18</sup>. Taking as one of its objectives that 85% of young people between the ages of 20-32 from the poorest quintiles are included in job training programs, likewise, within its goal is Training for employment, where it seeks to "Guide the labor training according to the productive demand, especially to attend the sectors of great investments. Incorporate knowledge about business and social entrepreneurship in the training of young people, at a medium and higher level"<sup>19</sup>. • Competitiveness and innovation. "Legal security and development of an open, transparent and efficient government, with adequate support for the production and improvement of transport, logistics and telecommunications infrastructure, based on higher education, innovation, research and technological development"<sup>20</sup>. Being within its objectives to increase the use of Broadband Internet to 80%, carrying out a strong investment in the deployment of Information and Communication Technologies, through national programs of digital inclusion (Inclusive Program to reduce the digital gap and creation of spaces to develop technology and innovation)<sup>21</sup>. In terms of Digital Infrastructure, in the section referring to internal and external Connectivity, it is identified: "in the mobile telephony sector, Paraguay is characterized by a competitive market, but with access problems in terms of global information networks and communication. It is one of the countries with the lowest broadband penetration rate in the region. Likewise, the difficulties in international fiber optic connectivity that passes through neighboring countries to connect with the global network stand out. These connections today are made at a very high cost, impacting on losses of competitiveness and limitations on Internet access, both for public services and for private enterprises" (PND 2030). The National ICT Plan 2022-2030 is articulated with the National Development Plan: Paraguay 2030, the Telecommunications Sector Plan, the National Cybersecurity Plan, Sustainable Development Goals, the MITIC Creation Law, the SENATICS Resolution and the Roadmaps of Digital Transformation of other sectors.

## 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.

Presidential decree N° 8942 [https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver\\_decreto/31861](https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver_decreto/31861)  
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On September 25, 2015 at the United Nations General Assembly, the 2030 Agenda and the 17 SDGs were approved, and in turn, the 230 SDG indicators were created to measure their 169 goals. The 2030 Agenda gives important recognition to ICT as an enabler of sustainable development; where five of the 17 SDGs directly include ICTs. Establishing the following indicators directly related to ICTs, within the corresponding SDGs: • SDG 4. Quality education. "Ensure inclusive, equitable and quality education and promote lifelong learning opportunities for all" (United Nations, 2018). With the following indicators: (I) Proportion of young people and adults with information and communication technology (ICT) knowledge, by type of technical knowledge, (II) Proportion of schools with access to: electricity, internet and computers for facilities, adequate infrastructure and materials for students with disabilities, basic drinking water, separate basic sanitation facilities for men and women, and basic handwashing facilities (according to the Water, Sanitation and Hygiene for All (WASH) definitions). English);(III) Volume of official development assistance earmarked for scholarships, by sector and by type of study<sup>30</sup>. • SDG 5. Gender equality: "Achieve gender equality and empower all women and girls"( United Nations, 2018) With a direct indicator, which is: Proportion of people using mobile phones, broken down by sex<sup>31</sup> • SDG 8. Decent work and economic growth. "Promote sustained, inclusive and sustainable economic growth, full and productive employment, and decent work for all" (United Nations, 2018). With the following indicator: Proportion of adults (15 years and older) who have an account at a bank or other financial institution or a mobile money service provider<sup>32</sup>. • SDG 9. Industry, innovation and infrastructure. "Build resilient infrastructure, promote inclusive and sustainable industrialization, and encourage innovation" (United Nations, 2018). Including the following related indicator: Proportion of the population with mobile network coverage, broken down by technology<sup>33</sup>. • SDG 17. Partnerships to achieve the goals. "Strengthen the means of implementation and revive the Global Partnership for Sustainable Development" (United Nations, 2018). Including the following indicators: "a) Number of cooperation agreements and programs in science or technology signed by the countries, broken down by type of cooperation, b) Number of fixed broadband Internet subscribers per 100 inhabitants, broken down by speed, c) Total funds approved for developing countries to promote the development, transfer and diffusion of environmentally sound technologies and, d) Proportion of people using the Internet"

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.

Presidential decree N° 8942 [https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver\\_decreto/31861](https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver_decreto/31861)

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The MITIC, as responsible for the implementation of the Digital Government strategy, must lead the analysis and update of the legal and regulatory framework, in order to guarantee the conditions for the Digital Transformation of the OEEs, through the promulgation by Congress of the Republic of the Digital Government Law, expanding the scope and technical support from MITIC to municipalities, governorates and their respective entities; with the goal of simplifying 100% of public procedures and services at all levels by the year 2030 or eliminating unnecessary procedures.

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.

Presidential decree N° 8942 [https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver\\_decreto/31861](https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver_decreto/31861)

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Regarding Digital Inclusion, the PNTIC establishes two main axes focused on the Strengthening of the ICT Ecosystem and the Digital Transformation of the State, configuring itself as the largest investment of public resources made in the history of the country in these two axes, developing training strategies from basic skills in the use of ICT, to specialized IT training for citizens, public officials and private companies. Likewise, it establishes cross-cutting projects for all the OEEs, for the implementation and digitalization of procedures and services to the citizen, which promote the transparency and efficiency of the government, while expanding the channels of attention to the population.

#### 9.4.5. STATE TRANSPARENCY

Within the framework of the National Integrity, Transparency and Anti-Corruption Plan led by the National Integrity and Transparency Team, the national government has been carrying out different efforts to strengthen transparency and the fight against corruption. In the specific case of ICTs, support is essential in each of the axes established in said plan, emphasizing Axis #1 "Transparency, access to public information and citizen participation", which is made up of the following objectives (I) Strengthen the policies of Access to Public Information, Active Transparency and accountability and (II) Promote effective mechanisms for the participation of the private sector, citizens, and the press in the prevention and control of corruption.

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.

Presidential decree N° 8942 [https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver\\_decreto/31861](https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver_decreto/31861)

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The MITIC, as responsible for the implementation of the Digital Government strategy, must lead the analysis and update of the legal and regulatory framework, in order to guarantee the conditions for the Digital Transformation of the OEEs, through the promulgation by Congress of the Republic of the Digital Government Law, expanding the scope and technical support from MITIC to municipalities, governorates and their respective entities; with the goal of simplifying 100% of public procedures and services at all levels by the year 2030 or eliminating unnecessary procedures.

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

Yes

No

74. Please provide link and detail.

Presidential decree N° 8942 [https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver\\_decreto/31861](https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver_decreto/31861)

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9.4.3.1. Electronic Identity Currently, the protection and privacy of data and personal information is one of the most vulnerable factors when countries reach high levels of digitization, making it a priority to generate processes and protocols for access, use and management of procedures and services. before the OEEs. The Electronic Identity, fulfills the objective of being the filter for the verification and access to the Single Government Portal, assigning to each citizen or inhabitant of the country, a unique digital identification that allows to carry out procedures online with the State. In other words, it is unique and personal for each citizen, therefore only the personal data of each one can be accessed and it is not possible to obtain data from third parties.

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.

Presidential decree N° 8942 [https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver\\_decreto/31861](https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver_decreto/31861)

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### 3.2.2. DIGITAL TRANSFORMATION

The purpose of this line is to promote the development of the Digital Transformation of the State, by increasing the digital supply of services and procedures, as well as improving innovation. The population to benefit is:

- Paraguayan citizenship in general.
- Ministries of the Executive Branch.
- Ministry of Public Health and Social Welfare- MSPBS.
- Ministry of Education and Sciences- MEC.
- Public sector institutions.
- Private sector institutions.
- Power of attorney.
- Officials of 100% of the OEEs.

### LEGAL FRAMEWORK

The actions undertaken by the State are based on specific legal regimes that allow the delimitation of the rights, obligations and guarantees inherent to each one of them. Considering the current legal framework, which is already advanced in different areas such as the ICT application framework in the public sector, digital signature, electronic commerce, among others, in order to continue in this process of Digital Transformation, the Directorate General of the Legal Department of MITIC, identified the need to expand and update the current legal framework, in order to enable the implementation of various projects defined within the Digital Agenda Support program, prioritizing the following objectives:

to. Promote the systematic review of current regulations in Digital Government and strategic sectors, identifying new regulatory proposals and needs that accompany the

ICT implementation in State management.

b. Develop and promote the implementation of a Personal Data Protection Law (Bill - Deputy Sebastian García).

c. Develop the regulatory framework for the implementation of Digital Government in all OEE (electronic procedures).

### 9.1. SPECIFIC OBJECTIVES BY 2030

Digitize and simplify 100% of State procedures.

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.

Presidential decree N° 8942 [https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver\\_decreto/31861](https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver_decreto/31861)

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With the objective of massifying and strengthening the SII, the MITIC will lead the accompaniment of 100% of the OEEs in order to (I) Guarantee, create or strengthen the ICT Areas of State agencies and entities for internal support of the use of the SII, (II) Establish purchasing standards and provide, where appropriate, computer systems that generate accurate data that can be shared between OEEs, (III) Strengthen the interoperability platform, through the development of modules to support the growing demand for queries and the integration of additional servers and databases.

The foregoing, in addition to guaranteeing the interoperability of the State, is a mechanism to empower the citizen with the necessary tools to control the execution of public resources and the compliance with the functions of all the OEEs, creating the basis for access to information by citizens, through the implementation of Government Open Data that 'give mechanisms to monitor State efforts, creating greater transparency, as well as suitable tools (Data Lake, Data analytics) for the construction of public policies through access to real, timely and verified data.

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.**

Presidential decree N° 8942 [https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver\\_decreto/31861](https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver_decreto/31861)

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9.4.2.1. Simplified and Digitized Services and Procedures 9.4.2. DIGITIZATION OF THE STATE (ZERO PAPER) This project is part of the National Strategy for Digitization and Simplification of Online Procedures, having as a starting point "to identify the main procedures demanded by citizens as the main procedures used by the private sector and that can be subject to simplification and digitization, partial or total.

This project aims to simplify and digitalize 100% of the essential State procedures by the year 2030, through the definition and execution of a methodological model of simplification and digitalization; covering, among others, basic standards to be met, both technological and process design, and the preparation of a generic plan for the implementation of projects in each OEE. The methodology to be applied will include user participation in the design and implementation of change management. In addition, the digitization and documentary management of files with physical documents will be carried out, which guarantee compliance with current laws, by safeguarding the information.

<https://drive.mitic.gov.py/index.php/s/3nKD6BMKsqPGG2d>

Page 11-12

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.**

By design

<https://drive.mitic.gov.py/index.php/s/3nKD6BMKsqPGG2d>

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Presidential decree N° 8942 [https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver\\_decreto/31861](https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver_decreto/31861)

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9.4.2.1. Simplified and Digitized Services and Procedures 9.4.2. DIGITIZATION OF THE STATE (ZERO PAPER) This project is part of the National Strategy for Digitization and Simplification of Online Procedures, having as a starting point "to identify the main procedures demanded by citizens as the main procedures used by the private sector and that can be subject to simplification and digitization, partial or total.

This project aims to simplify and digitalize 100% of the essential State procedures by the year 2030, through the definition and execution of a methodological model of simplification and digitalization; covering, among others, basic standards to be met, both technological and process design, and the preparation of a generic plan for the implementation of projects in each OEE. The methodology to be applied will include user participation in the design and implementation of change management. In addition, the digitization and documentary management of files with physical documents will be carried out, which guarantee compliance with current laws, by safeguarding the information.

**3.2 TARGET POPULATION**

The National ICT Plan places the citizen as the main beneficiary,

who is part of civil society, the ICT business sector, the academia and the technical community, which uses and/or requires ICT

to increase their productivity, who, in turn, are users and

Potential beneficiaries of the optimum development of the Plan, as well as its continuous improvement and the coverage of its lines of action.

He is also part of the target population, the Organisms and

State Entities (OEE), which are service providers

essential and priority, including ICT Talent, who are part of the Value Chain of the country's ICT Ecosystem.

It should be noted that this target population is understood as direct and indirect users of the actions and investments made to have more efficient public services, improvements in the quality and coverage of Broadband access and investment in ICT for the digital transformation of different productive sectors, the financing of digital ventures and the training of citizens to increase the supply of IT Talent.

**9.4.2.1. Services and Procedures Simplified and Digitized**

In summary, this project aims to simplify and digitize 100% of the essential State procedures by the year 2030, through the definition and execution of a methodological model of simplification and digitization; covering, among others, basic standards to be met, both technological and process design, and the preparation of a generic plan for the implementation of projects in each OEE. The methodology to be applied will include the participation of users in the design and in the

implementation of change management. In addition, the digitalization and do tal management of files with physical documents will be carried out, which guarantee compliance with current laws, protection of information.

**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.**

Presidential decree N° 8942 [https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver\\_decreto/31861](https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver_decreto/31861)

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9.4.2.1. Simplified and Digitized Services and Procedures 9.4.2. DIGITIZATION OF THE STATE (ZERO PAPER) This project is part of the National Strategy for Digitization and Simplification of Online Procedures, having as a starting point "to identify the main procedures demanded by citizens as the main procedures used by the private sector and that can be subject to simplification and digitization, partial or total.

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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.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver\\_decreto/31861](https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver_decreto/31861) 10.4.7. ENGAGE FOREIGN DIGITAL INITIATIVES Page 118  
9.4.2.3. Information exchange system (SII) Page 95  
9.4.6.1. Paraguay Smart Territory and Smart Cities Page 104

86. Robotics - please provide link and detail:

87. Blockchains - please provide link and detail:

[https://www.conatel.gov.py/conatel/wp-content/uploads/2021/10/pnt\\_21-25\\_-\\_res.\\_dir.\\_2246-2021.pdf](https://www.conatel.gov.py/conatel/wp-content/uploads/2021/10/pnt_21-25_-_res._dir._2246-2021.pdf)  
10.4.12. PROMOTION AND DEVELOPMENT OF EMERGING TECHNOLOGIES  
Page 122

88. 5G - please provide link and detail:

[https://www.conatel.gov.py/conatel/wp-content/uploads/2021/10/pnt\\_21-25\\_-\\_res.\\_dir.\\_2246-2021.pdf](https://www.conatel.gov.py/conatel/wp-content/uploads/2021/10/pnt_21-25_-_res._dir._2246-2021.pdf)  
4.2. NATIONAL TELECOMMUNICATIONS PLAN (PNT)

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

[https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver\\_decreto/31861](https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver_decreto/31861)  
9.4.6.1. Paraguay Smart Territory and Smart Cities Page 104

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.

Presidential decree N° 8942 [https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver\\_decreto/31861](https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver_decreto/31861)  
 Page 27  
 3.1.2. MAIN ACTORS OF THE ECOSYSTEM The following shows the general identification of the actors that have some type of incidence or participation in the ICT Ecosystem of Paraguay:  
 INTERNATIONAL PLAYERS

- Economic Commission for Latin America and the Caribbean - ECLAC.
- ICT Observatories of the Region.
- World Bank.
- International Telecommunications Union - ITU.
- Inter-American Development Bank - IDB.
- Organization for Economic Cooperation and Development - OECD.
- The United Nations Public Administration Network - ONU UNPAN.
- Mercosur.

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.

Presidential decree N° 8942 [https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver\\_decreto/31861](https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver_decreto/31861)  
 Page 121, 119  
 10.4.11. PROMOTION OF FINTECH IN PARAGUAY  
 To blow up the development of these financial ventures and new business models, MITIC will accompany BCP and the Ministry of Finance in the analysis and definition of a proposal to promote this sector in Paraguay, emphasizing the following fintech industry classifications: like this: (I) Equity Crowdfunding or Capital Financing Platforms, (II) Crowdlending or credit platforms, (III) Payment service providers, (IV) Factoring and (V) Crypto Asset Exchanges; defining a public policy that educates citizens in the fintech industry and, in turn, integrates financial services and activities that have emerged among citizens informally, turning them into economic opportunities through ICT, ensuring the conditions for further growth and sustainability of the country.

10.4.8. IMPLEMENTATION OF SECTOR DIGITAL TRANSFORMATION PROJECTS  
 The general objective of this project is to "identify and co-finance digital transformation (TD) projects that imply digital solutions to a sectoral need and/or a productive chain, which integrate the public and private sectors in a participatory manner.

<https://www.conacyt.gov.py/innovacion-social-publica>  
<https://www.conacyt.gov.py/mision-vision>  
 NATIONAL SCIENCE AND TECHNOLOGY COUNCIL (CONACYT)

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.**

<https://www.paraguay.gov.py/estadisticas-portal>

## 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.

Presidential decree N° 8942 [https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver\\_decreto/31861](https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver_decreto/31861)

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Regarding Digital Inclusion, the PNTIC establishes two main axes focused on the Strengthening of the ICT Ecosystem and the Digital Transformation of the State, configuring itself as the largest investment of public resources made in the history of the country in these two axes, developing training strategies from basic skills in the use of ICT, to specialized IT training for citizens, public officials and private companies. Likewise, it establishes cross-cutting projects for all the OEEs, for the implementation and digitalization of procedures and services to the citizen, which promote the transparency and efficiency of the government, while expanding the channels of attention to the population.

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

Yes

No

103. If yes, please provide link and detail.

Citizen participation strategy

<https://drive.mitic.gov.py/index.php/s/jcjLFMr23XWWo2Q>

<https://nube.senac.gov.py/s/jRWRXY6nH8iKmMx>

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There is a National Integrity, Transparency and Anti-Corruption Plan where one of the actions is Action 1.2.2: Promotion of a citizen participation bill, with the collaboration of the different sectors. Which is within Objective 1.2: Promote effective mechanisms for the participation of the private sector, citizens and the press, in the prevention and control of corruption.

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.

<https://todasconectadas.org/sobre-la-iniciativa/>

From the Ministry of Women, together with the National Telecommunications Commission (CONATEL), within the framework of the Digital Literacy Program, four Telecentres were activated at the territorial level in the Regional Women's Centers, located in 4 departments of the country (Amambay , Alto Paraná, Filadelfia, Canindeyú), where digital literacy opportunities are offered to women and guide the use of ICTs for their economic empowerment. Likewise, we encourage the use of the "Todas Conectadas" Platform, promoted by MasterCard, UN Women, Microsoft Latin America, by various governments in the region. In Paraguay, we offered these opportunities to numerous women entrepreneurs and micro-entrepreneurs from different cities in the country. This platform was socialized to women from the cities of Encarnación, Ciudad del Este, Coronel Oviedo, Villa Hayes, Salto del Guairá and Asunción

Within the framework of the National Plan for the Rights of Persons with Disabilities, the "ENABLEMENT OF WEB SITES FOR MUNICIPALITIES AND GOVERNMENT OFFICES WITH TECHNOLOGICAL SOLUTIONS THAT ALLOW ACCESSIBILITY TO PUBLIC INFORMATION FOR PWDs" has been carried out. Accessibility functionality for the government and municipal government site (<https://www.municipios.gov.py> and <https://www.gobernaciones.gov.py>). These functionalities are: Increase and Decrease the size of texts, High Contrast, Grayscale, Light background, Underline links, Legible font.

Materials, guides and resources are also available so that institutions can implement their websites with accessibility capabilities. It has focused on the following points:

Content and web developers through guides, documentation and examples of how to structure the content, from sizes, colors, correct use of tags and style recommendations.

Web templates for CMS through the appropriate configuration of the content managers Wordpress and Concrete5.

Recommendations for the use of the validation platforms proposed by the W3C and the WCAG.

Portal available for institutions with web accessibility materials and resources <https://template.mitic.gov.py/>

<https://admision.senadis.gov.py/>

What is the PCD Digital Registry?

The National Government seeks, through this work, access to information about the number of people with disabilities in the national territory and their location. The objective is to project more effective public policies and according to the needs of each area.

<http://silpy.congreso.gov.py/expediente/124499>

On the other hand, in the national Congress there is a project of DIGITAL INCLUSION LAW FOR ELDERLY PEOPLE, THE OBJECT OF THIS LAW IS TO PROMOTE THE ACCESS OF ELDERLY PEOPLE TO INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

<https://www.mitic.gov.py/wifi-libre>

The National Government, through the Ministry of Information and Communication Technologies (MITIC), makes Free Internet points available to citizens in Public Spaces, contributing to reduce the digital divide by providing connectivity.

This service, through a WiFi connection, allows the population to have access to the Internet in places of free recreation and mass attendance.

The project has two phases, the first developed in 2019, in which 110 Free WiFi points in Asunción and Greater Asunción were enabled.

In this 2023, we increase connectivity at the national level, reaching all the municipalities of the country, with the connection of 320 new points, through the Support Program for the Digital Agenda.

Presidential decree N° 8942 [https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver\\_decreto/31861](https://www.presidencia.gov.py/url-sistema-visor-decretos/index.php/ver_decreto/31861)

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10.4 STRATEGIC GUIDELINES AND INITIATIVES

10.4.1. GENERATION OF DIGITAL SKILLS IN THE CITIZENSHIP

2. Infocenters. "The Network of MITIC Infocentres at the national level will be strengthened. An Infocentro is a community space in which access to Information and Communication Technologies is guaranteed (ICT) reducing the digital divide

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.

<https://play.google.com/store/search?q=ciudad+mujer+paraguay&c=apps>

Ciudad Mujer seeks to promote the empowerment and real autonomy of women through sexual and reproductive health services, support for employment and to begin to improve their own empowerment, as well as advice, containment and assistance in any case of violence against women.

<http://201.217.12.78/datos/>

Women's Observatory for monitoring violence against women

<http://observatorio.mujer.gov.py/index.php/preguntas-frecuentes/cuales-son-los-servicios-que-presta-el-ministerio-de-la-mujer>

<http://mujer.gov.py/index.php/noticias/minmujer-ofrece-servicio-gratuito-integral-para-mujeres>

The Ministry for Women (MinMujer) has free comprehensive care services for victims of violence, providing legal and psychological guidance, with referral and monitoring of all cases, with an interdisciplinary team of social workers, lawyers and psychologists for the care, which support and guide women victims.

<https://todasconectadas.org/sobre-la-iniciativa/>

From the Ministry of Women, together with the National Telecommunications Commission (CONATEL), within the framework of the Digital Literacy Program, four Telecentres were activated at the territorial level in the Regional Women's Centers, located in 4 departments of the country (Amambay , Alto Paraná, Filadelfia, Canindeyú), where digital literacy opportunities are offered to women and guide the use of ICTs for their economic empowerment. Likewise, we encourage the use of the "Todas Conectadas" Platform, promoted by MasterCard, UN Women, Microsoft Latin America, by various governments in the region. In Paraguay, we offered these opportunities to numerous women entrepreneurs and micro-entrepreneurs from different cities in the country.

<https://play.google.com/store/apps/details?id=com.fundak.cora&pli=1>

<https://www.mujer.gov.py/index.php/noticias/cora-una-app-para-prevenir-la-violencia-contra-las-mujeres>

Through an alliance between the public and private sectors, the idea of developing a digital solution (app) named Cora was born, which integrates essential information on gender violence, guides people to know what to do in a situation, where to go , how to help someone and generate a network of safe contacts. This is possible through the coordinated work of the Inter-American Development Bank, Fundación Capital, the Ministry of Women and the Inter-Institutional Table for the Prevention of Violence against Women (PREVIM).

[https://play.google.com/store/apps/details?id=py.gov.senatics.app\\_saraki](https://play.google.com/store/apps/details?id=py.gov.senatics.app_saraki)

The Paraguayan Sign Language dictionary is a resource to facilitate the communication of people with hearing disabilities, as well as facilitate its use through communication technologies.

<https://play.google.com/store/apps/details?id=py.ciudadmujer.citas>

Ciudad Mujer seeks to promote the empowerment and real autonomy of women through sexual and reproductive health services, support for employment and to begin to improve their own empowerment, as well as advice, containment and assistance in any case of violence against women.

<https://www.mtess.gov.py/emplea-igualdad>

Emplea Igualdad is the strategy that the Ministry of Labour, Employment and Social Security, with the support of the Office of the First Lady of the Nation and the UN Women Office in Paraguay, proposes in order to achieve autonomy and the right to a life worthy of all working women in Paraguay, through economic empowerment, through three lines of work:

The promotion of women's labor rights.

Improving employability through access to high productivity courses.

Labor insertion and promotion of entrepreneurial skills

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.

<https://www.mtess.gov.py/viceministerio-de-trabajo/direccion-general-de-promocion-la-mujer-trabajadora/servicios-gratuitos-de-atencion-de-asuntos-laborales/formulario-de-denuncias>

The Ministry of Labour, Employment and Social Security (MTESS) through its General Directorate for the Promotion of Working Women has an electronic mechanism for making complaints about domestic work, maternity law or workplace violence focused on working women. In order to advise the complainant worker on the rights that could assist him/her and indicate the corresponding procedure.

<https://todasconectadas.org/sobre-la-iniciativa/>

Regarding the "Todas Conectadas para Paraguay" platform, which seeks to strengthen the digital management of ventures led exclusively by women, promoted by MasterCard, UN Women, Microsoft Latin America, by various governments in the region and in Paraguay; The Ministry for Women is one more ally, offering these training opportunities and inclusion in the digital economy to women entrepreneurs, micro-entrepreneurs and all those who wish to access the courses. This platform was socialized to women from the cities of Encarnación, Ciudad del Este, Coronel Oviedo, Villa Hayes, Salto del Guairá and Asunción

<https://mujeresrurales.iica.int/>

Platform managed by IICA's Gender and Youth area to promote collaboration in the rural sector

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.

<https://www.mujer.gov.py/index.php/noticias/mas-de-70-mujeres-beneficiadas-con-alfabetizacion-digital>

From the Digital Literacy program, women victims of gender-based violence and their dependents were benefited with training, as well as women, youth, adolescents, girls and boys, who seek to expand development opportunities in their communities due to their situation of vulnerability.

The modules include the proper use of computers, Internet management, navigation, email, social networks for socio-educational and business purposes, with the aim of developing the capacities of women, so that they can obtain better quality job opportunities and promote undertakings that allow them to achieve economic autonomy and get out of the cycle of violence.

<https://todasconectadas.org/sobre-la-iniciativa/>

From the Ministry of Women, together with the National Telecommunications Commission (CONATEL), within the framework of the Digital Literacy Program, four Telecentres were activated at the territorial level in the Regional Women's Centers, located in 4 departments of the country (Amambay, Alto Paraná, Filadelfia, Canindeyú), where digital literacy opportunities are offered to women and guide the use of ICTs for their economic empowerment. Likewise, we encourage the use of the "Todas Conectadas" Platform, promoted by MasterCard, UN Women, Microsoft Latin America, by various governments in the region. In Paraguay, we offered these opportunities to numerous women entrepreneurs and micro-entrepreneurs from different cities in the country. This platform was socialized to women from the cities of Encarnación, Ciudad del Este, Coronel Oviedo, Villa Hayes, Salto del Guairá and Asunción

<https://mujeresrurales.iica.int/>

Platform managed by IICA's Gender and Youth area to promote collaboration in the rural sector

<https://www.mtess.gov.py/emplea-igualdad>

Emplea Igualdad is the strategy that the Ministry of Labour, Employment and Social Security, with the support of the Office of the First Lady of the Nation and the UN Women Office in Paraguay, proposes in order to achieve autonomy and the right to a life worthy of all working women in Paraguay, through economic empowerment, through three lines of work:

The promotion of women's labor rights.

Improving employability through access to high productivity courses.

Labor insertion and promotion of entrepreneurial skills

<https://www.mtess.gov.py/index.php/emplea-igualdad/capacitacion-para-el-trabajo-y-los-emplendimientos>

The National Professional Promotion Service (SNPP), an entity under the Ministry of Labor, Employment and Social Security (MTESS), offers free courses throughout the year in areas of high productivity and/or high demand.

<https://cursos.sinafocal.gov.py/>

Distance Education Platform of the National Training and Labor Training System (SINAFOCAL)

<https://mitic.gov.py/noticias/el-cai-del-mitic-promueve-capacitaciones-en-habilidades-digitales>

The MITIC Information Access Center (CAI) is a multifunctional facility that consists of a Content Creation Room, Training Room, and Videoconference Room where an opportunity is provided to increase ICT literacy, hoping to reach an audience still broader that allows more people to take advantage of the opportunities offered by MITIC.

Workshop "Content Creation" and the Course "Basic office automation operator". The first was designed to teach skills and practical knowledge in the area of Information and Communication Technology (ICT) through the creation of digital content that fosters a self-critical attitude and digital skills of the participants with the use of access tools. gratuitous. The program began on March 4, with 24 young participants and covers the use of DSLR cameras, smartphone cameras, software and online tools.

While the second aims to generate skills in the use of office automation tools, in support of the social actions developed within the Housing Rehabilitation Program of the Tacumbú Neighborhood (Bañado Sur)

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

<https://www.facebook.com/DireccionGeneraldeInformacionPresidencial>  
<https://twitter.com/PresidenciaPy>  
<https://www.facebook.com/IPParaguay>  
<https://www.facebook.com/paraguaytvhd>  
<https://twitter.com/IPParaguay>  
<https://twitter.com/ParaguayTVHD>  
 They are used for (i) e-information

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

<https://www.cert.gov.py/directivas-de-ciberseguridad-canales-de-comunicacion-del-estado/>  
<https://www.cert.gov.py/wp-content/uploads/2023/01/RESOLUCION-MITIC-678-22.pdf>  
 Through MITIC Resolution No. 678/2022, the "MANAGEMENT GUIDE FOR OFFICIAL ACCOUNTS ON SOCIAL NETWORKS FOR STATE ORGANIZATIONS AND ENTITIES AND THEIR AUTHORITIES" was approved, the main objective of which is to establish the procedure for managing official accounts on social networks, as regards which refers to creation, deletion, modifications, conditions of permitted use and security, mainly applied to social networks such as Facebook, Instagram, Twitter, LinkedIn and other online digital platforms such as mailchimp, youtube, google drive, zoom, etc.

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.

[https://www.facebook.com/photo/?fbid=589667233205182&set=a.216748517163724&locale=hr\\_HR](https://www.facebook.com/photo/?fbid=589667233205182&set=a.216748517163724&locale=hr_HR)  
<https://www.mujer.gov.py/index.php/noticias/ministerio-de-la-mujer-lanza-la-campana-politica-sana>  
 With the aim of contributing to the empowerment and leadership training of women and ensuring access to decision-making positions, cycles of virtual conversations have been held with the aim of strengthening the leadership and political participation of women, in a way in reversing inequality in women's decision-making spaces. They are aimed at participating women of all ages, rural and urban areas, outstanding leaders in the political and social sphere, achieving a participation of approximately 1000 women. Strategic alliances were established with:  
 - The Inter-American Commission of Women with the Organization of American States OEA/CIM and with International IDEA, within the framework of a project, with the purpose of motivating and enhancing the capacities of women political leaders.  
 - The Superior Court of Electoral Justice (TSJE), to promote the political empowerment of women through workshops and virtual training in addition to the Political Training School for Women Leaders.- Non-governmental organizations in order to strengthen the capacities of women in the political leadership of potential candidates.  
 - Articulations of women's groups from the different departments for the support and development of women's leadership, in order to strengthen their presence in politics, and contribute to their political empowerment. - Course for Electoral Candidates called "Juana María de Lara", was carried out jointly with the CIM/OAS and International IDEA.  
 - Meetings with representatives of Political Parties where the CIM/OAS Model Protocol for attention to cases of political violence against women was shared.

<http://201.217.12.78/datos/> Women's Observatory for monitoring violence against women  
<http://observatorio.mujer.gov.py/index.php/preguntas-frecuentes/cuales-son-los-servicios-que-presta-el-ministerio-de-la-mujer>  
[http://www.mujer.gov.py/application/files/4715/6113/3467/Documento\\_Marco.Politica\\_Nacional\\_de\\_Cuidados\\_PY.pdf](http://www.mujer.gov.py/application/files/4715/6113/3467/Documento_Marco.Politica_Nacional_de_Cuidados_PY.pdf)  
 Framework document for the design of the National Care Policy in Paraguay.  
[http://www.ciudadmujer.gov.py/application/files/8014/9688/2802/Ley\\_5777\\_De\\_Proteccion\\_Integral\\_a\\_las\\_mujeres.pdf](http://www.ciudadmujer.gov.py/application/files/8014/9688/2802/Ley_5777_De_Proteccion_Integral_a_las_mujeres.pdf)  
 Law No. 5777 on the comprehensive protection of women against all forms of violence  
<http://www.ciudadmujer.gov.py/>  
 The Ciudad Mujer Center is part of an ambitious program of the Government of the Republic of Paraguay to respond to an existing problem in terms of gaps in economic participation, sexual and reproductive health, and violence against women. Its implementation entails coordinated work between the following driving institutions: the General Coordination is in charge of the Ministry for Women, which works together with other institutions such as the Ministries of Public Health and Social Welfare, Labor, Employment and Social Security, Ministry of Education and Sciences, the Ministry of Justice, the Ministry of the Interior, and the Ministry of Finance, with the support of the Social Cabinet of the Republic. In addition, there are seven other public institutions that provide services: the Ministry of Agriculture and Livestock, the Ministry of Industry and Commerce, the Public Ministry, the Ministry of Children and Adolescents, the National Development Bank, the Agricultural Authorization Credit, and the Supreme Court of Justice. <https://abrigo.minna.gov.py/#/login> The Ministry of Information and Communication Technologies (MITIC) and the Ministry of Children and Adolescents (MINNA) have jointly developed "Añua Rekávo". Tool that was designed to make the protection processes of Paraguayan girls, boys and adolescents in alternative care situations more efficient, a fact that allowed progress with compliance with Law No. 6486 / PROMOTION AND PROTECTION OF THE RIGHT OF CHILDREN, GIRLS AND ADOLESCENTS TO LIVE IN A FAMILY

## 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.

<https://servicios2.mitic.gov.py/publicaciones-del-observatorio/>

<https://www.senatic.gov.py/observatorio>

The ICT Observatory is a technical unit, in charge of generating, integrating, consolidating, processing, and/or analyzing data related to the sector.

<https://www.gabinetesocial.gov.py/pagina/664-.html>

Come on! - Social Protection System

The National Government has established as priorities in the social area the strategic actions aimed at the configuration and development of a Social Protection System, which produces comprehensive social inclusion, promotes long-term social cohesion and increases the effectiveness of social policies. This means that, prioritizing the least favored sectors, the country must advance towards the protection of the entire population against risks or contingencies that affect access to their fundamental rights in the areas of education, health, employment, among others, for which they must the institutions involved in this matter should act jointly.

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

<https://servicios2.mitic.gov.py/publicaciones-del-observatorio/>

<https://www.senatic.gov.py/observatorio>

The ICT Observatory is a technical unit, in charge of generating, integrating, consolidating, processing, and/or analyzing data related to the sector.

<https://drive.mitic.gov.py/index.php/s/eBMJLsHrAjsy75R>

ICT Survey of Public Officials 2021

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

Yes

No

121. If yes, please provide link and detail.

Citizen rating about the online service or procedure in the Single Government Portal

For example <https://www.paraguay.gov.py/oee/ips/986>

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

It is planned to be carried out very soon.

## 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] \***

<https://drive.mitic.gov.py/index.php/s/DxQyADzN9JrWarT>

Memorandum of understanding between the Ministry of the Interior and Safety of the Republic of Korea and The Ministry of Information and Communication Technologies of the Republic of Paraguay on the Digital Government cooperation center.

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

<https://drive.mitic.gov.py/index.php/s/DxQyADzN9JrWarT>

Memorandum of understanding between the Ministry of the Interior and Safety of the Republic of Korea and The Ministry of Information and Communication Technologies of the Republic of Paraguay on the Digital Government cooperation center.

THANK YOU

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

<https://www.paraguay.gov.py/gobierno-electronico>

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.