

# ANSSR: Economy Priorities and Progress Assessment Measures



# Chile

## *Eradicate Poverty and Become a Developed Economy*

Chile aims to eradicate the extreme poverty and become a developed economy by 2018. With this in mind the Ministry of Social Development (MSD) was created this year. This represents a fundamental step in Chile's efforts to achieve the objective of social development. The new Ministry will play a fundamental role as a driving force and coordinator of a more integrated and coherent social policy.

In order to advance in providing more efficient and focused social policies, the MSD establishes a new Undersecretary and creates an unified system of monitoring and evaluating (M&E) social policies which collects and embraces all social programs, evaluate them and generate continuous reports, working as an important input for budget discussion in Parliament. This new M&E system will allow knowing the amount received by each individual, where the social assistance is located and how each citizen can take advantage of it. The aim of the M&E system is to achieve a better allocation of resources and a more effective use of them.

## *Use Technologies to Improve Government Efficiency*

In terms of IT development and connectivity, Chile has been well evaluated by International Institutions. For instance the Economic Intelligence Unit in its digital economic ranking 2010 classifies Chile as number one in Latin America and tenth in the APEC region. The World Economic Forum, in the Networking Readiness Index 2010-2011, stands Chile in the 39<sup>th</sup> position among 139 economies (First in LA and 12<sup>th</sup> in APEC). Furthermore, the UN E-Government Survey 2010 puts Chile in the 30<sup>th</sup> place among 192 economies (First in LA and 10<sup>th</sup> in APEC).

Chile wants to take advantage of this relatively good position and makes improvements in three main areas: (1) Open government, (2) Citizen-centered service, and (3) IT solutions and standards for public efficiency enhancement. Chile conceives e-government as an integrated platform that will improve efficiency and quality in the delivery of public services to meet the needs and interests of citizens, promoting the use of IT to facilitate access and use of e-government services and information, and enhancing transparency and public participation. A government open data portal will serve citizens to access government data and to collect too, generating new solutions and knowledge. Government services and information from all government agencies will be integrated into a single website. A secure, single sign-on authentication and electronic signature will be provided for citizens and companies allowing them to access the whole Government system without being prompted to logon again at every government agency. Chile also considers that the creation of a unique and integrated government IT website (IT Dashboard) will allow gauging the progress of information technology investments over time in public institutions.

*Improving Business Environment*

During the last years, Chile has been working hard in improving the business environment, particularly for the SMEs. In the last year, one of the main focus areas has been to reduce significantly the time needed for starting a business. As a result of this work, the law N° 20.494 (issued on January, 2011) reduced from 22 to 7 days the time needed for starting a business (according to the Doing Business methodology). Additionally, there is a project of law (in Parliament since November 2010) which aims to reduce it to one day and to cut the costs for entrepreneurs. These efforts were recognized by the “Doing Business 2012” ranking of the World Bank, which classifies Chile 27 in this aspect (from 62 in “Doing Business 2011”).

## ANSSR Priorities

<b>Promoting effective and fiscally sustainable social safety net programs</b>			
Priority:	Developing a monitoring and evaluation (M&E) system in order to achieve a more coordinated, integrated and coherent social policy.		
Progress assessed based on:		<b>2010</b>	<b>2014</b>
	Indicator 1: Number of social programs evaluated by the Ministry of Social Development / Number of social programs applying for budget (yearly)	0%	100%

<b>Promoting open government, citizen-centered service, and IT solutions and standards for public efficiency enhancement.</b>			
Priority:	CITIZEN CENTRIC SERVICES: Improve delivery of public institutions' information and services to citizens and private actors		
Progress assessed based on:		<b>2010</b>	<b>2014</b>
	One-stop-shop Portal: Percentage of public institutions providing transactional services connected to the new portal	-	100%
	E-government services integration index: Percentage of public transactional services and information available.	-	75%
	Electronic identity widget: Percentage of citizens and business registered and using this widget	-	30%
Priority:	OPEN GOVERNMENT: Improve access to public information and participation		
Progress assessed based on:		<b>2010</b>	<b>2014</b>
	Transparency Portal: Revenue ranking, Percentage of public institutions connected.	-	100%
	Open Data Portal – Use and engagement Index: Public information datasets downloaded (increase rate regarding the previous year) and Number of visitors (increase rate regarding the previous year)	-	40%
	Open government participation platforms: ideas influence, comment on and contribute to solve common public problem/needs (Increase rate per period).	-	30%
Priority:	PUBLIC EFFICIENCY ENHANCEMENT: Improve efficiency of public institutions' service delivery through effective IT use.		
Progress assessed based on:		<b>2010</b>	<b>2014</b>
	IT Dashboard: Availability of a government IT portal and Number of institutions publishing their IT investments and associated impacts/benefits	-	100%
	Interoperability framework: Availability of a world-class suite of common interoperability standards	-	100%
	Interoperability framework: Number of public e-services using interoperability framework	-	40%
	Interoperability framework: Number of transactions. (Increase rate per period).	-	15%

<b>Promoting sustained SME development and enhanced opportunities for women and vulnerable populations</b>			
Priority:	Reduce the time needed for starting a business to improve the business environment particularly for the SMEs.		
Progress assessed based on:	Number of days according to the Doing Business Index		
	<b>2010</b> 22	<b>2011</b> 7	<b>2014</b> 1