

ChileAtiende: A one-stop shop for public service delivery

Title of the governance practice: ChileAtiende a one-stop shop for public service delivery

Summary of the governance practice

ChileAtiende is a project launched in January 2012 seeks to bring the state closer to its citizens, by providing a multichannel and multiservice network for public service delivery (one-stop shop).

Short description of the governance practice

ChileAtiende seeks to bring the State closer to its citizen, by providing a multichannel and multiservice network for the delivery of public services (one-stop shop). The network includes the following channels:

- 209 Offices geographically distributed across the country to cover most of the population;
- Digital Channel: a website that provides information on more than 2,500 benefits and services in simple citizen language;
- Call Center: provides information and orientation on public services and benefits and
- ChileAtiende Vehicles: vans that reach remote and rural areas to provide public services.

The project was launched in January 2012. It was inspired by the compared experiences of Canada, Singapore and Australia, and designed by seizing an opportunity to reuse pre-existing capacities. The offices and the Call Center are owned by the Instituto de Previsión Social, an entity with expertise in delivering services to citizens. The website on the other hand, evolved from ChileClic, a previous effort to concentrate information on public services on the internet. The project is governed and managed by an appointed board.

Achievement/Outcome of the governance practice

Before 2012, if a Chilean citizen needed to interact with the state to obtain a public service, they had to work out which agency delivered the service they needed, where they were located and how to contact them.

The initiative is expected to have saved USD 30 million in infrastructure investments (estimate calculated as the amount of investment that institutions of the ChileAtiende network would have to spend in infrastructure). Additionally, organisations participating in Chile Atiende are expected to have saved USD 0.48 Million through shared services (estimate calculated using average operating costs of the network branches). Lastly, from January 2012 to August 2013, citizens saved USD 30 Million in travel and opportunity costs.

Source: (OECD) Digital Government Toolkit (<http://www.oecd.org/governance/digital-government/toolkit/home/>). This toolkit is designed to help governments in the implementation of the OECD Recommendation on Digital Government Strategies. By comparing good practices across OECD Member countries, this site can guide decision-makers in using digital technologies to encourage innovation, transparency, and efficiency in the public sector Observatory of Public Sector Innovation (https://www.oecd.org/governance/observatory-public-sector-innovation/innovations/page/chileatiende.htm#tab_description).