

## Engagement of the Chilean Comptrollers' General with citizens through consultation:

### Oversight suggestions and Online Complaints

Throughout 2012, the National Audit Office of the Republic of Chile (CGR, for its acronym in Spanish) reinforced their active commitment to build links with civil society, and has done so by launching a Website dedicated exclusively to civic participation:

[www.contraloria.cl/NewPortal2/portal2/ShowProperty/BEA%20Repository/Sitios/Ciudadano/Inicio](http://www.contraloria.cl/NewPortal2/portal2/ShowProperty/BEA%20Repository/Sitios/Ciudadano/Inicio)

Citizens can engage with the SAI by sending:

#### Oversight Suggestions

Through an online form, citizens can send the CGR auditing proposals concerning public entities (opting to attach supporting information) that will be analyzed for future auditing activities and for oversight scheduling. Later, when the audit process is completed and the reports are announced, **those who provided information will be notified**. This not only stands as a civic engagement activity, but also as an accountability exercise by the CGR regarding the impact that civil society contributions have.

#### Online Complaints

Through an online form, it is possible to issue complaints regarding events that could merit an investigation by the CGR over sectors that are subject to auditing. The form includes a description field with the action or omission reported, the possible responsible bodies and any other useful record for the investigation, including any supporting documents. The CGR analyses the complaints and takes them into consideration when auditing a pertinent sector, **and notifies the complainant about the course of action taken**.

It is important to note that the participation Website includes a virtual application to see the process status of the complaints and suggestions made to the CGR that can be monitored based on the year and assigned folio number. At the same time, the site incorporates explainer videos about the way in which the participation channels operate, including a glossary and index of frequently asked questions (there also is an email contact address for questions). All this accounts for the efforts by the CGR to promote a civic culture committed to external auditing, and a public that is highly informed.

It is worth mentioning that the CGR publishes information on the number of complaints and suggestions presented over time, as well as the processing of the complaints (which entities were most reported and/or suggested to be audited), the geographic distribution of the requests, and the type of resulting actions taken. The average processing times of the complaints and suggestions are also analyzed and made public, based on the number of workdays taken to answer the citizen; a graphic also outlines the status of auditing processes, depending if they have been processed or are still pending.

In short, the comprehensiveness of this civic participation policy not only reveals itself as a bidirectional communication channel with the citizens, but also as a valuable tool to generate trust from the public, create engagement, train and inform. Moreover, it is a far-reaching accountability policy by the entity that shows through the generation of statistics the importance of consolidating civil society linking strategies through time.