



## 25<sup>th</sup> UN/INTOSAI Symposium

### Sub-theme 3

Innovative approaches to enhancing the transparency of and accountability for the COVID-19 responses

## Innovation through intensive data use for efficient auditing

Jorge Bermúdez

Comptroller General of the Republic of Chile



OVERSEEING THE RESPONSIBLE  
USE OF PUBLIC RESOURCES

## COVID-19 as a corruption crisis

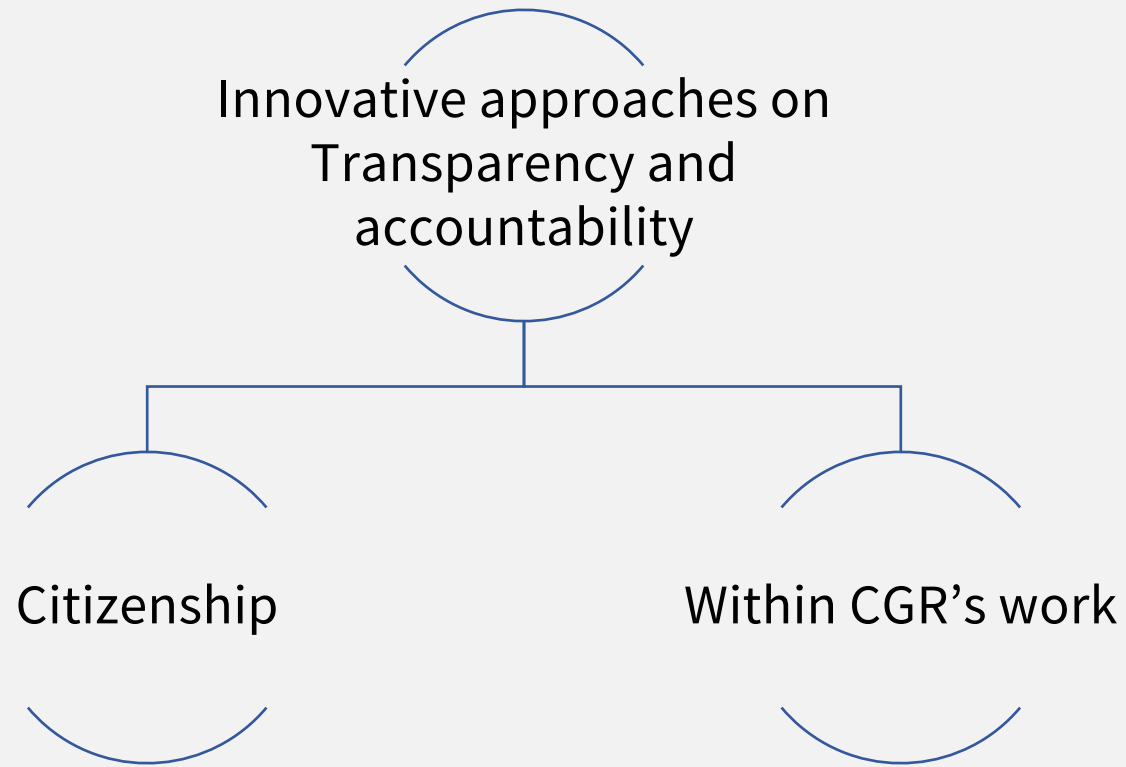
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Health systems: a vulnerable area for corruption

Corruption has diverted funds from investment in health care: Where corruption is systematic, governments tend to spend less on healthcare

More than 2/3 countries score below 50 in the Global Corruption Perceptions Index 2020. Chile is ranked in 25<sup>th</sup> place

## The use of Data and IT in SAIs as a way to innovate



*The case of the Office of the Comptroller General of the Republic of Chile*

**Innovative approaches on transparency and  
accountability for citizens**

# Citizens engagement through open data



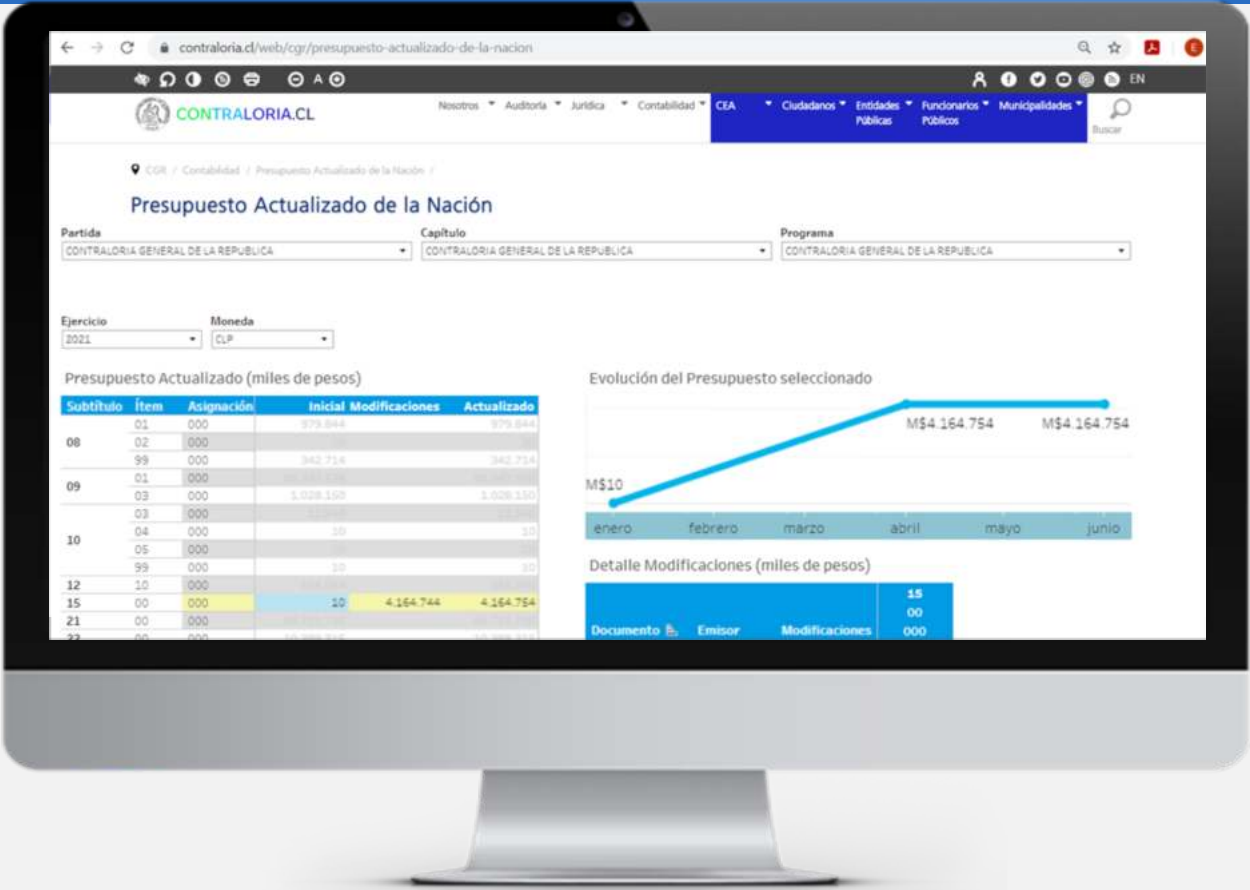
[www.contraloria.cl](http://www.contraloria.cl)

# COVID-19 microsite



*More data sources for citizens*

# Up-to-date National Budget site

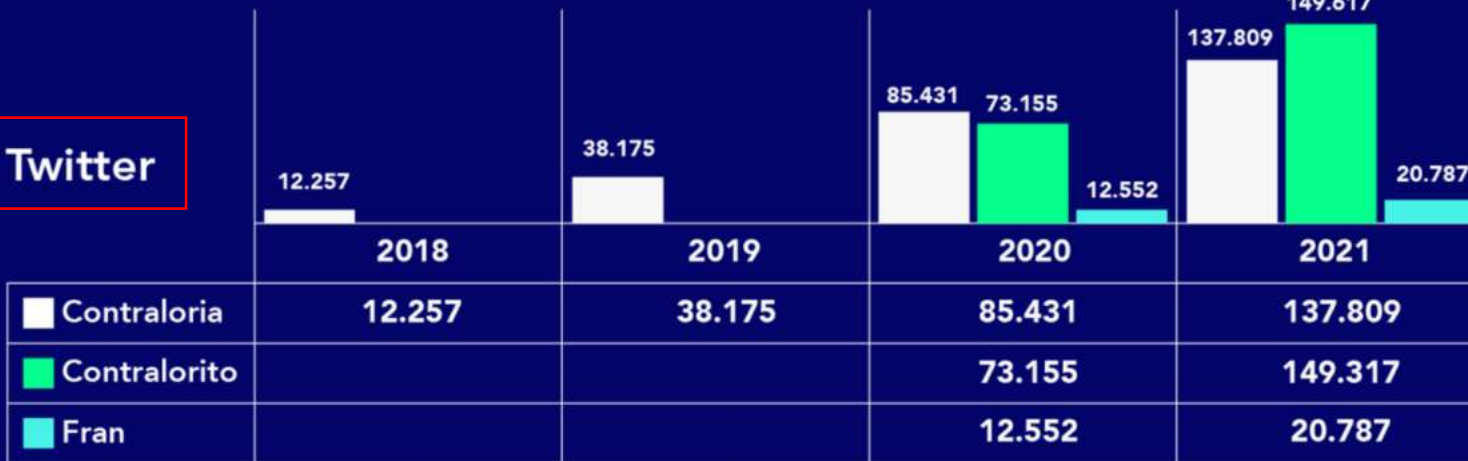


More data sources for citizens

# Social Media

## CGR's growth on social media

### Twitter

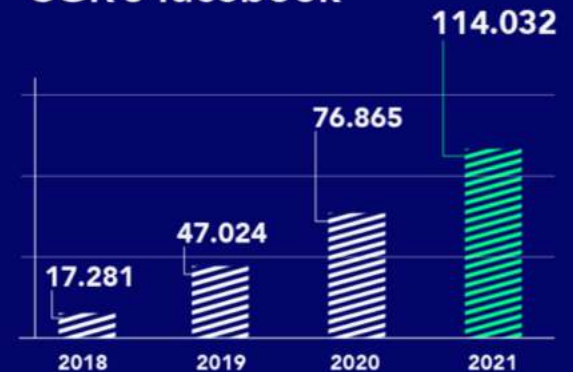


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## CGR's Instagram



## CGR's facebook



More data sources for citizens



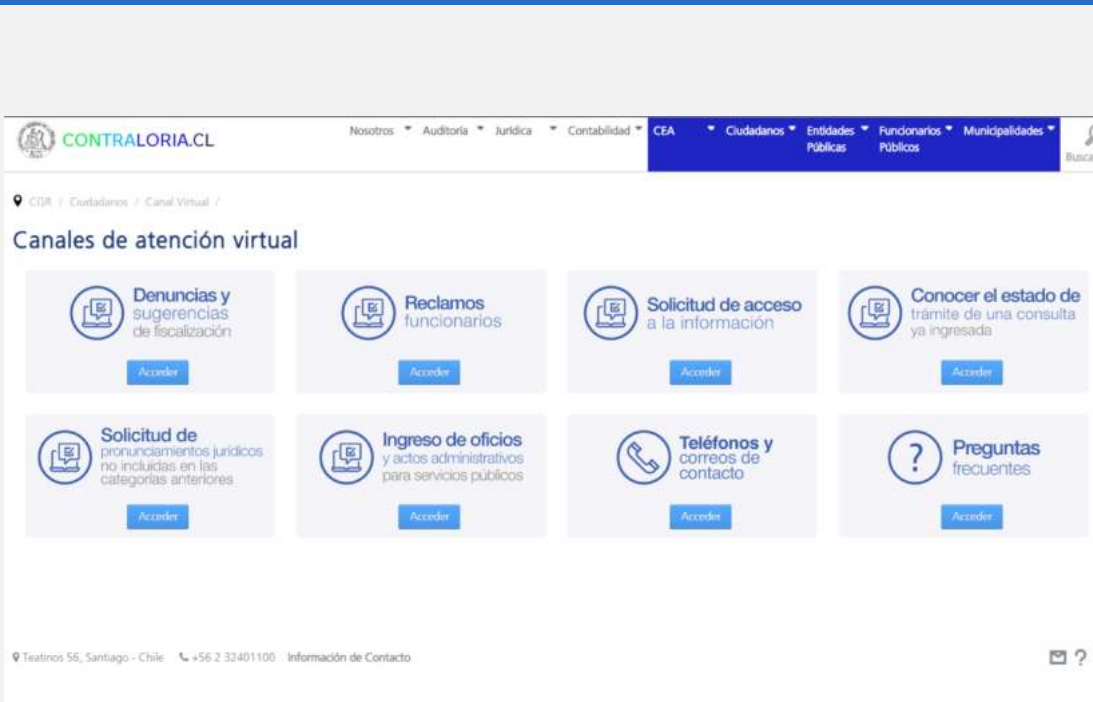
## Social Media

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*More data sources for citizens*

# Electronic processing of complaints



## Amount of complaints

More complaints received  
96% of increase compared to 2019  
751% of increase since 2015



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More data sources for citizens

**Innovative approaches on transparency and  
accountability within Contraloría's work**

## Use of IT in the Comptroller's Office

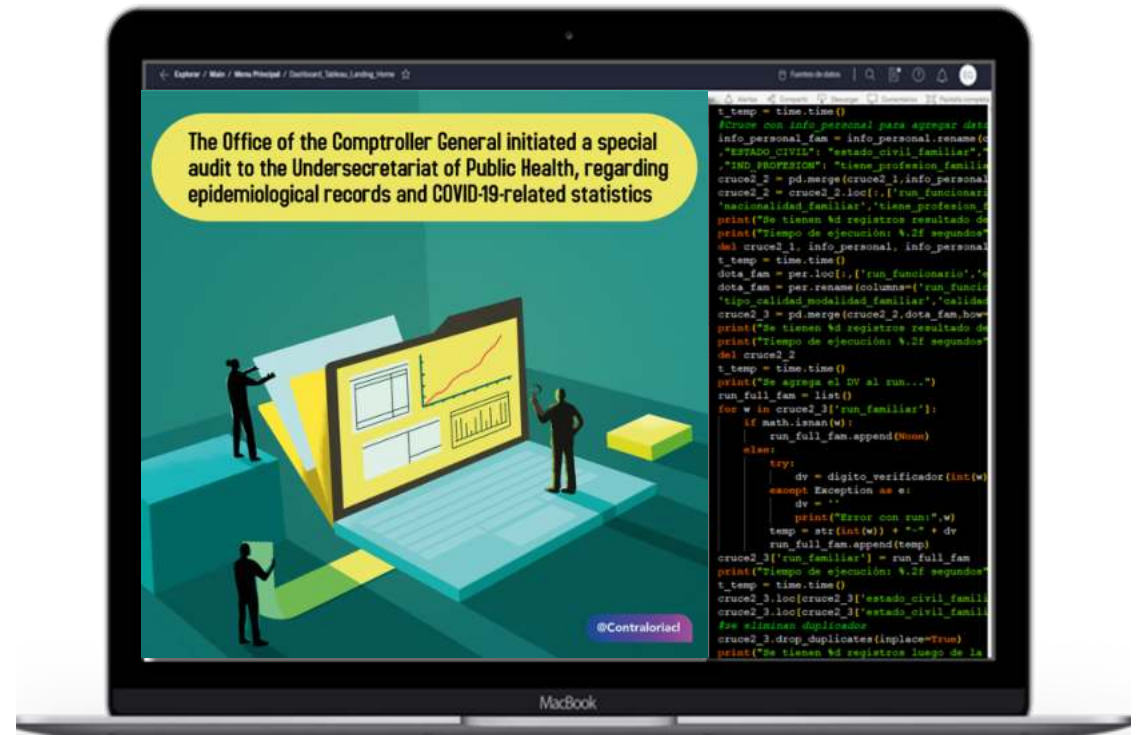
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Oversight of Public  
procurement

Prevention of conflicts  
of interest within the  
State Administration

*Intensive use of data for legal control*

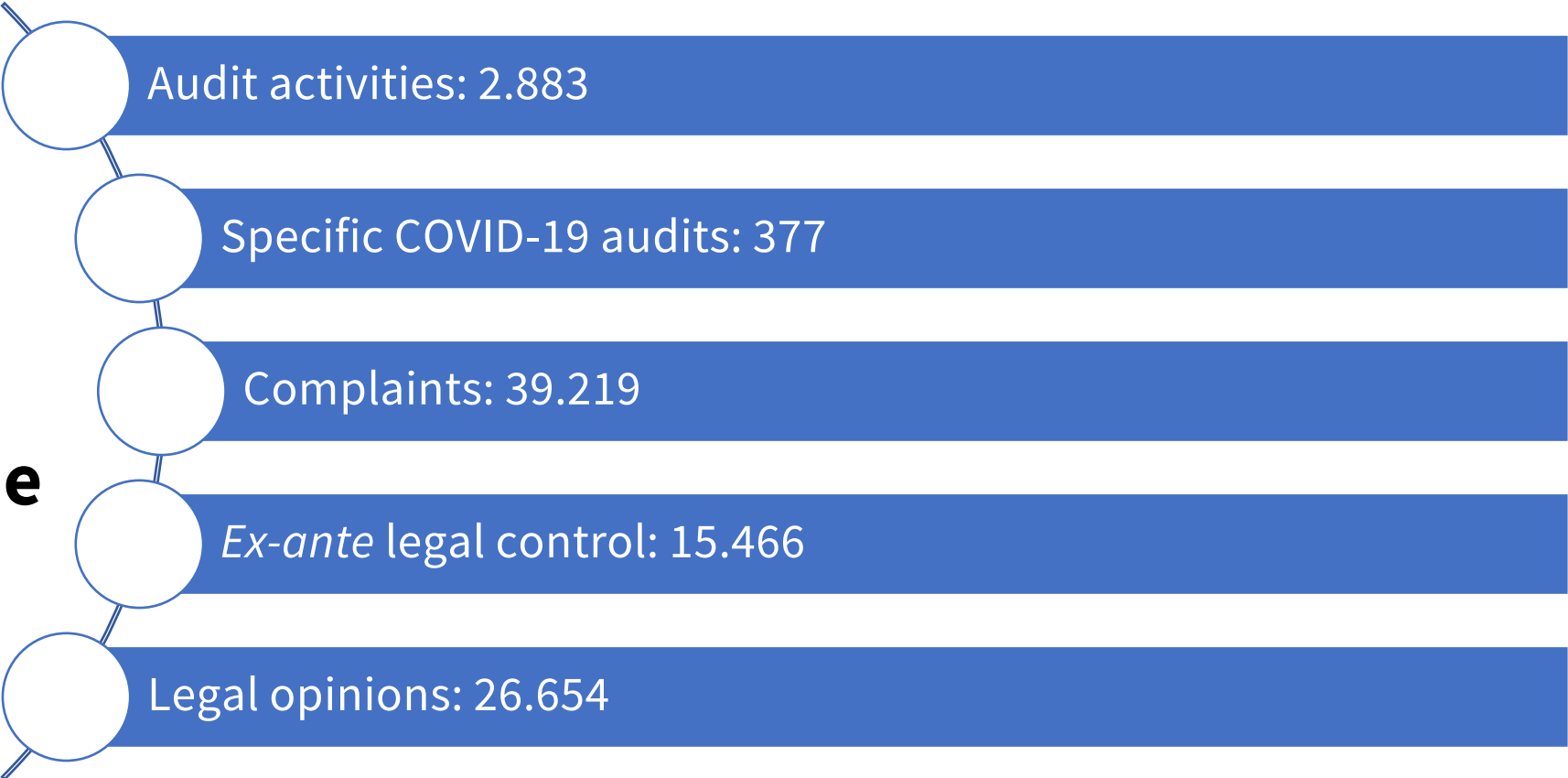
# Use of IT in the Comptroller's Office



*Intensive use of data for auditing*

# 2020 Overall look

**Control is  
not on  
quarantine**



*Intensive use of data for control*



# Strategy 2021- 2024

## TRUST

### INNOVATE

To be an agile and adaptable organization

- 1 Foster the development of civil servants to contribute to the wellbeing of citizens
- 2 Transform CGR in a data-driven organization
- 3 Promote collaborative work as a tool for institutional strengthening

### CONNECT

To perform a control that actively responds to the environment

- 4 Collaborate with the public function strengthening through initiatives considering a preventive approach
- 5 Increase citizen participation in high impact processes
- 6 Influence at national and international levels in instances that promote public control as a pillar for a better democracy

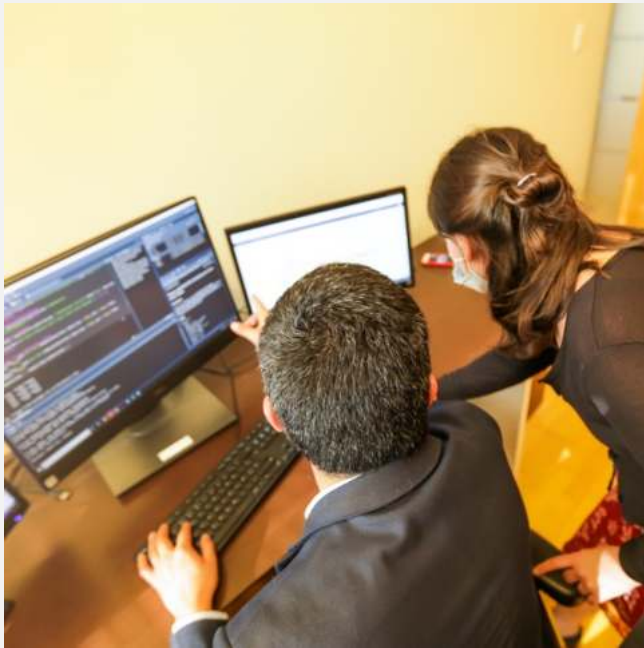
### IMPACT

To contribute to a Good Administration with objective information on the use of public resources

- 7 Prioritize a transversal control in high impact areas, promoting an efficient performance of the Public Sector
- 8 Align all our work towards the promotion of integrity and the fight against corruption
- 9 Produce useful information for the Administration's decision-making processes

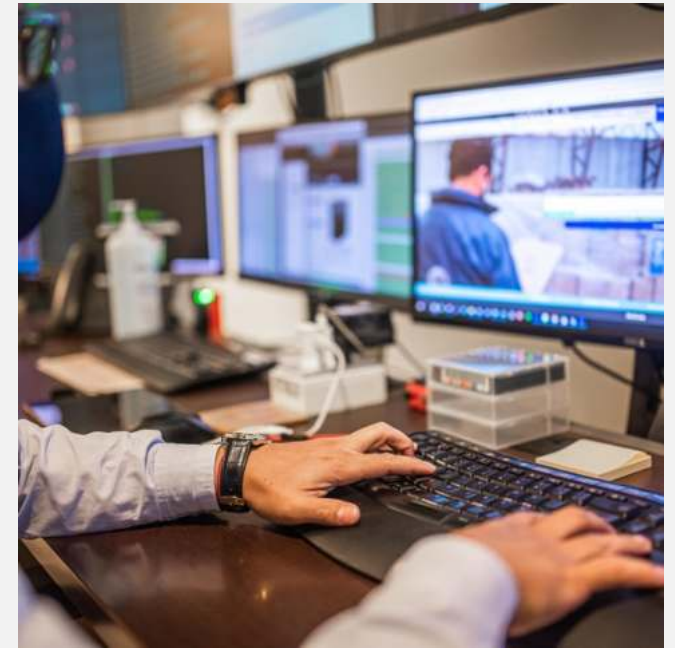
# Becoming a data-driven organization

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**Capacity building for data analytics**

**Improving IT architecture capacities**



**Amplifying databases**





OVERSEEING THE RESPONSIBLE  
USE OF PUBLIC RESOURCES