

Day 4 – Thursday, 29 November 2007
Parallel Sessions – Session 4A 1.30pm-3.30pm

Speaker: María Elena Pérez-Jaén

Position: Information Commissioner

Organisation: Federal District of Mexico Institute of Access to Public Information
INFODF, Mexico

Presentation Title: Strengthening Access to Public Information in the Capital of
Mexico: Telephone System (Call Center) TEL-INFODF

For more than a year since its creation, the Federal District Institute of Access to Public Information (INFODF) has become one of the most respected and recognized councils of its kind. The exercise of the right of information has increased significantly in Mexico City during this time.

In October 2006, the INFODF implemented an electronic system to process requests for governmental information known as INFOMEX. This system is the equivalent to the Electronic System for Information Requests (SISI for its initials in Spanish) created by the Federal Institute for Public Information (IFAI) a few years earlier operating at the national level.

Despite these electronic systems, 75% of the population of Mexico City – a metropolitan population of more than 20 million, encompassing 16 political entities and 40 municipalities -- does not have access to the internet. Of course, a much larger portion of the population has access to a telephone line.

With this in mind, the INFODF has recently implemented a unique and ambitious project designed to broaden the right of public access to information utilizing the telephone. Called TELINFODF, this innovative program gives all the population – regardless of social or economic status – the ability to request information and seek guidance with respect to the process of public information access as well as access to personal data by phone.

These systems, and other similar actions, have been and will continue to be developed by the INFODF for the purpose of contributing to make for every Mexican the right of information a reality and to contribute to the further development of a true culture of transparency. It is our hope that this system can be adopted by other states within Mexico and throughout the world to enhance the basic fundamental right of citizens to governmental information.