



GOBERNACIÓN

Departamento Archipiélago de San Andrés,
Providencia y Santa Catalina
Reserva de Biosfera Seaflower
Nit: 892.400.038-2



2022 ACCOUNTABILITY REPORT (May 30, 2023)

QUESTIONS AND ANSWERS

CIRCULATION CONTROL AND RESIDENCE OFFICE-OCCRE

- **As corruption is great, the Entity's telephone numbers must be made public so that we can communicate.**

Answer: The Entity's telephone number is 513 0801 Ext. 417 to raise the respective citizen complaints, which corresponds to an extension line of the OCCRE and keeps total confidentiality of the information provided by the user or complainant and likewise, you can contact us at cell phone number 318 521 2010.

- **More seriousness from some officials "They have no sense of belonging" some just work for a salary, but not because they want to do things well and with love.**

Answer: It is noteworthy that the officials and contractors who provide their services to the OCCRE's entity are trained in customer service and also on Population Control standards, in order to provide optimal service to the community and have a sense of belonging in all areas of the Entity to comply with the Mission - Vision of the Office of Control, Circulation, and Residence OCCRE.

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- **Go out into the streets (pedestrian pathway, docks, etc.) ask for the OCCRE; Why when police officers stop motorcycles, they only ask for identification document but not for OCCRE Card?**

Answer: The Entity has carried out several operations in different areas of the Departmental Archipelago and jointly with several authorities such as the Police, Colombian Migration, Air Force, National Navy and Army, obtaining favorable results, however, it should be noted that the National Police is not the competent authority to request the OCCRE document, since they are in charge of verifying the judicial situation of the citizen regardless of whether he or she is a permanent and/or temporary resident or not, and the Circulation and Residence Control Office, OCCRE, is the entity in charge of carrying out this verification in accordance with the provisions of Article 36 of Decree 2762 of 1991, in accordance with Article 19 of Decree 2171 of 2001.

PUBLIC SERVICES AND ENVIRONMENT

- **Which cemeteries have been fixed?**

Answer: The Department has invested resources to carry out the expansion and complementary works of the Harmony Hall Hill Cemetery.

- **Why was patrimony not considered in the construction of tombs at Harmony Hall? Should be long, not round.**

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Answer: The construction and expansion of the Harmony Hall Hill Cemetery tombs has been carried out by the Secretariat of Infrastructure within the framework of its missionary functions of execution and control of the department's infrastructure works.

- **Where will the Municipal Dog Shelter move to or plan to go? Since many hospital interns have reported that the animals make a lot of noise, barking, etc.**

Answer: Taking into account that the properties owned by the Department do not comply with the land use characteristics established by the Planning Secretariat (UPI-AGROPECUARIO, EQUIPAMENTOS), for the operation of a shelter and animal protection site; Therefore, the Department is currently studying permanently the Departmental Shelter for Fauna, which must comply with the requirements established for this type of work; however, it is important to indicate that the property located on San Luis route, formerly known as EEDAS S.A. E.S.P. warehouse, neighboring to the Clarence Lynd Newball Departmental Hospital, where the Departmental Fauna Shelter (Coso Municipal) currently operates, complies with the requirements established by the Planning Secretariat for this type of activity and with the basic requirements for its operation.

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SPORTS SECRETARIAT

- **What projects and actions have been carried out by the Secretariat of Sports for the adaptation and maintenance of the gym or recreational space that is located in front of the Industrial School?**

Answer: It has been in the interest of the Secretariat of Sports and Recreation to maintain in optimal conditions all spaces for sports and recreation practice, including the current sports venues and parks for which cleaning and preventive maintenance activities have been carried out; adaptation of green areas and reduction and removal of plant material.

Specifically, the park located in front of the Industrial School parallel to the New Ball Avenue is among the sites selected for the adaptation and provision of elements for practice that replace and complement the existing elements, and which make up the current park. We aspire before the end of the current government to complete the project as it was created.

- **When will the Hill community have a park where children can go and have fun?**

Answer: The entire Hill sector is and has been the foundation of great athletes who have given glory to the island sports, a condition that further ratifies the commitment of the Departmental Government.

In addition to this government's commitment to the island athletes, it is in the interest of the administration to adapt the largest number of spaces for

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recreation and sports in the different sectors of the island through the installation of bio-healthy parks prior to the end of the current government. While this is being carried out, the formation of work crews has been ordered for the preventive maintenance of sports venues and parks throughout the island, including the reduction and removal of plant material that has increased due to the beginning of rainy season.

Specifically, the most suitable spaces for the installation of bio-healthy parks along the Hill-Cove neighborhood are being defined together with staff from the infrastructure secretariat.

- **Do not get rid of baseball or basketball because they are two sports that have brought glory to the islands, do not replace them for skating or soccer, which are also sports. Baseball and basketball are our traditional sports.**

Answer: It is clear for the Departmental Government the roots of the island people with the sports disciplines of baseball and basketball and what sports culturally represents for the community of the islands, which is why it has decisively promoted participation in local, national, and international instances of our young athletes in the events in which we have been called for.

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SAFETY AND COEXISTENCE

What is this Secretariat doing in terms of constructions of more than two floors that do not use poly-shades, or fences when they are executing their works and things fall on the street, and there are no workers around checking or doing control.

Answer: One of the essential functions of the Police Inspectors, is focused on knowing in first instance the ordinary contraventions that deal with the National Police Code, Departmental Police Code, Police Manual, Citizen culture and coexistence and other special laws that regulate each case (Urban Control and Decoration, Commercial Establishments, Health, Consumer Protection, Public Space, Citizen Service).

In regards of the Urban Control, the Urban Police Inspector will know about the complaints related to construction regulations, ex officio or at the request of Planning or the interested party, that is why, once the Inspection has knowledge of constructions that do not comply with any of the obligations established in Article 135 of Literal D of Law 1801 of 2016, it proceeds in accordance with what is indicated in Article 223 of the aforementioned Law-National Code of Police and Coexistence, thus ensuring compliance with urban regulations.

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When a third party intends to build, this must be a safe and harmonious construction for which they will have to process the necessary permits before the competent entities and comply with their obligations within the authorized.

INFORMATION AND COMMUNICATIONS TECHNOLOGY - ICT

- **What was the mechanism to train the artisans, if they are union members or independent, and what did the training consist of?**

Answer: Through the initiative of the Ministry of Information and Communications Technology (ICT), Vende Digital, landed and replicated in the local context of the island of San Andres, the Departmental ICT Secretariat implemented the "Vende Digital SAI" program, a proposal that sought through the use and appropriation of digital tools, platforms and channels to generate real alternatives for the promotion and sale of products and services; and thus, generate greater economic income and positioning of their brands.

It should be noted that the initiative was implemented in a post-pandemic context, which evidenced the need for the dynamics offered by information technologies to be increasingly competitive in a demanding and changing market, and with the use of digital tools, strengthen and boost the local economy in the Archipelago.

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The program welcomed several groups, mainly from the tourism sector, however, the call and participation are always open to the entire community. Artisans, hairdressers, Fair Table cooks, fashion designers, manicurists, among others, participated. The program worked with several essential nuclei with independent artisans from the island, through theoretical-practical training: digital tools, brand, and digital marketing workshop; tools for online and digital sales and creation of professional audiovisual material.

In addition, participation in the program was certified, they were given a USB memory with audiovisual content of their brands, they had the advice of institutions such as the Chamber of Commerce for the formalization of their services and entities such as Bancolombia so they could know their portfolio of online payment alternatives. For a more digital Archipelago!

HEALTH SECRETARIAT

- **What is the reason why there is no consistency in the fumigation of mosquitoes and rodents in the Department?**

Answer: The Secretariat of Health, through the Vector-Transmitted Diseases Program, in accordance with the request made to the community in the last accountability hearing held on May 30, 2023, answers the question formulated for health in reference to fumigation.

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It should be noted that for Dengue and other Arboviro-sis-type diseases, three types of control can be implemented; the chemical (larval and adults), biological and physical, of which emphasis has been placed on the control of mosquito larvae, and physical control is promoted through the covering of tanks, collection of useless containers, among others. It should be noted that the actions in homes represent 90% of the impact required for the prevention of Dengue, taking into account that the main breeding sites for the *Aedes aegypti* mosquito are clean water tanks.

That the application of insecticides in space or with a vehicle-mounted machine is used for contingency cases, considering that fumigation is an activity that negatively impacts the air, soil, and water, producing deleterious effects in the short, medium, and long term, as well as resistance to insecticide. It is important to point out that the use of the same insecticide, prolonged in time, produces a shift in the resistance barrier of the insects, causing from one generation to another, weak-resistant individuals, to pass to a next generation of resistant individuals, having to resort to changing the insecticide for another of greater toxicity, with the effects that this entails.

Considering the above, it is important to note that as of May 31, 2023, the Department has reported a total of five (5) cases, which places the territory in the group of Departments that do not present a Dengue alert during the validity. Given the above, it is harmful and unnecessary to apply pressure with insecticides, if this does not correspond to the epidemiological reality of the Department.

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Regarding the use of rodenticides, it is indicated for actions to control outbreaks within the framework of contingencies due to outbreaks of leptospirosis, toxoplasmosis, typhus, hantavirus, calamity situations with environmental alterations, among others. The Department must promote the cleanliness of the surroundings, adequate waste management, adequate final disposal, among others, which has shared responsibilities between the community and the institutionality.

INFRASTRUCTURE

- **When will the repairs begin in the Lynval sector (roads) since last years they have been saying they are going to be fixed, as well as the sidewalks?**

It is projected to begin its physical execution at the beginning of August.

- **By which date will the remodeling of the Coral Palace be completed, with the fitting out of the offices on the third floor.**

Answer: It is projected to be finished in the month of August.

- **Why was patrimony not taken into account in the construction of tombs at Harmony Hall? Should be long, not round.**

Answer: The construction and expansion of the Harmony Hall Hill Cemetery tombs has been carried out by the Secretariat of Infrastructure within the

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framework of its missionary functions of execution and control of the department's infrastructure works.

- **Which cemeteries have been fixed?**

Answer: The Department has invested resources to carry out the expansion and complementary works of the Harmony Hall Hill Cemetery.

AGRICULTURE AND FISHING

- **The home garden program is good, but do we have to use plants from our food sovereignty and where will we get the water for the plants?**

-

Answer: The food sovereignty program has been carried out with seedlings of products that are traditionally planted in the Departmental Archipelago, such as cucurbits (pumpkin and sweet potato), fruits such as watermelon, melon, and papaya), vegetables such as (tomato, cucumber, sweet pepper), introduced products such as (chives), celery, eggplant).

The project has a hydrogel component that helps to avoid the need for a greater demand for water, the vast majority of the benefits are from the urban area.

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- **What about the lands owned by SAE, are the farmers the ones who are going to use them or are they going to give them to Community Actions?**

Answer: The land for agricultural activity has been delivered to agricultural-based organizations in the Departmental Archipelago of San Andres, Providence, and Santa Catalina Islands, to leverage productive projects that benefit the community and guarantee food security and sovereignty.

- **Why aren't the farmers' products brought to the market? Support them with promotion of their products.**

Answer: The Secretariat of Agriculture and Fisheries has been working with farmers and fishermen of the Department, in their organizational strengthening, in the presentation of their product and in technical assistance since most of them do not currently have products to offer to the consumer. Farmers have been periodically invited to use the space for such and the Secretariat has scheduled dates starting in July when there is a sustained production to carry out said activities.

- **Make a plan to eradicate or mitigate pests that attack plants and crops.**

Answer: The Colombian Agricultural Institute (ICA) is the competent entity for pest management, but the Secretariat, in coordination with them, is planning a massive campaign to contain the different pests that have been affecting trees and seedlings in the Department.

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MOBILITY

- **There is a lack of road signs on the 20 de Julio Avenue before the Bahia Sardina Hotel, where a section is a pedestrian pathway and at the same time accessible.**

Answer: In effect, the sector indicated above is a small part of the pedestrian area, where the transit of motor vehicles is allowed, however, its main function or its main reason is for pedestrian use, so the drivers of vehicles that transit in this area, should always be pending for pedestrians who will have priority. Despite the presumption about traffic priority in this sector, the accompaniment of the pedagogical group of the Secretariat of Mobility has been carried out and will continue, in order to increase the knowledge of the community about road education. We will also continue with the accompaniment of the traffic agents who have the competence granted to them by Law 769 of 2002, to remove vehicles among other various measures necessary to maintain order and control of the departmental roads. However, the possibility of being able to implement or include the corresponding road signs to have clarity, the priority of pedestrian traffic in this area and that together with the accompaniment of the educational group will be studied.

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- **Use proper paints on the streets because in less than three months they fade away.**

Answer: The paint required for road marking is a special paint with the intention of resisting the visualization of road markings for as long as possible, considering vehicular traffic and other components that will inevitably affect its appearance and sharpness. For the recent demarcation of the departmental roads, the use of this special paint was used, which meets the conditions required by the Ministry of Transportation and which, despite being a new paint technology for road signs, does not promise, like none does, its permanent durability, so proper maintenance and retouching of these demarcations will always be necessary between 3 to 8 months, depending on the variety of factors such as the amount of vehicular traffic, as well as climatic condition becomes a factor, which in the department further affects the durability of the paint due to humidity, the presence of sea salts and UV rays, which, as is common knowledge, can cause greater affectation to the appearance and sharpness of the paintings.

SUGGESTIONS

- **For some transit agents, it is necessary to give them something of human relations because they are failing (more work and less talk).**

Answer: We invite the community to make the respective complaints against the officials of the Secretariat of Mobility whenever it is considered that they are

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not fulfilling their function or are carrying it out improperly. In the first place, identify the respective official, who you consider does not duly perform his or her function to carry out the respective investigation.

In the same manner, it is highlighted that the Secretariat of Mobility carries out the respective inductions, socializations, and the respective mandatory courses in order to have a staff prepared to comply with their work.

- **Lack of traffic agents at the First Baptist School and Flowers Hill in the evening hours when classes are over with.**

Answer: Being a school zone, this area has the corresponding demarcation established by Law 769 of 2002 as well as speed bumps to safeguard the life and integrity of the students, as well as all passers-by in the sector.

- **How do you plan to organize traffic on the 20 de Julio Avenue between Cajasai and D1.**

Answer: In this sector, as you know, is an area with a lot of traffic due to the fact that it is a school zone and the D1 supermarket with lots of people; for this reason in the hours of greatest traffic, both vehicular and pedestrian (peak hours), the accompaniment of traffic agents is carried out, who are in charge of maintaining control and the safety of passers-by in this area.

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- **On the streets of D1 and Cajasai, there is a lot of disorder, and it is dangerous for pedestrians, what has the Mobility Secretariat done regarding this issue?**

Answer: As previously mentioned, as the high congestion in rush hours in this area is well known, it is accompanied by traffic agents, who ensure the safety and well-being of both passers-by and drivers who move through this area.

In the same way, we are always looking for all kinds of solutions for the well-being of everyone who circulates in these sectors. Due to the above and considering all the recommendations presented by the community, all the pertinent studies will be carried out to reduce the possibility of accidents on the streets of our department.

GOVERNMENT SECRETARIAT

- **What did the Secretariat of Government do regarding street vendors who takes up the streets with no control whatsoever?**

Answer: The Secretariat of Security and Citizen Coexistence has a control and surveillance group that controls the different street and/or stationary vendors who do not have a permit. In this order of ideas, the action begins through a visit of awareness that is reflected in a visit record for improper occupation of public space, then these records are sent to the police inspectors for them to proceed according to Law 1801 of 2016.

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EDUCATION SECRETARIAT

- **What mechanism will you implement to further support and invest in Higher Education?**

Answer: It is important to inform the community that the Department already has a public policy to strengthen higher education, which establishes the route for preparation, access, permanence, and successful graduation from higher education for the island population. One of the central ideas of the policy is the financing of higher and tertiary studies of the population, especially of the young population. Consequently, it is necessary to make use of the national policy to strengthen public higher education so that the island population can have access to it. It is also contemplated to continue with the allocation of resources to the departmental fund to continue benefiting students of Educational Institutions and especially those with the best achievement. Likewise, the consolidation of agreements with ICETEX to favor our students with forgivable loans for higher education, alliances with universities so that they assign special discounts for students from the islands who enter in the different academic programs they offer. In the same way, they are working with ICETEX to ensure that they support young people with living subsidy who travel to the mainland. Another form of investment that is contemplated corresponds to 5% of the direct allocations of royalty resources, in accordance with paragraph 1 of Article 40 of Law 2056 of 2020 and finally resources will be requested from the Special Assets Society - SAE, to allocate them to the higher education of our young people.

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- **How many teachers attended the diploma course in April 2022 and what was its cost?**

Answer: It is being informed that the Secretariat of Education did not carry out any diploma course during 2022, therefore, no education resources were used for this purpose.

- **Why have teachers who are under contract has not been appointed on property? since there are more than 40 and there is a law that they must appoint Raizal teachers and they have not done so, some have been under contract for more than 6 years?**

Answer: Currently the Secretariat of Education does not have any teaching relationship by contract, in the case of teachers who are provisionally hired, the Secretariat of Education cannot name or link them permanently until the National Civil Service Commission opens calls for those positions. Therefore, it is important to be clear that the Ministry of Education is the one who defines the number of teachers that must be appointed by institution according to their needs.

PLANNING SECRETARIAT

- **Why, when they approach to ask for a building permit, they do not visit the properties nor verify the use of the land?**

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Answer: In accordance with the procedure established by the Single National Decree 1077 of 2015, "By means of which the Single Regulatory Decree of the Housing Sector, City and Territory is issued", for the process of urban construction license it is not required to visit the property object of the request. The foregoing and taking into account that a review of the project is carried out from the legal, urban, architectural, and structural point of view based on the documentation provided by the applicant that refers to the property, established in Resolution 1025 of 2021, issued by the Ministry of Housing, City and Territory, related to the documents that must accompany the applications for urban planning licenses and modification of current urban planning licenses.

It should be noted that within the framework of the review, the land use applicable to the project is verified and only projects that comply with it are approved.

- **Why when they authorize a repair of a two-story building, do they authorize more?**

Answer: The floors that are authorized have to do with those allowed in each Planning Unit.

Thus, in the example you proposed, if there is a two-story building and the norm allows 4 floors, it is feasible that the interested party request an extension license for those two more floors that the norm allows. The regulations applicable to each Island Planning Unit can be verified in the

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Departmental Decree No. 363 of 2007, which complements and adjusts the Island Planning Units contained in Decree 325 of 2003.

PATHWAY MANAGEMENT

- **A call to attention to the management of the pathway that the use of Bose sound system are still being played at a high volume on the beach and the disorder continues.**
- **More control, not from 7 to 8 a.m., supervise between 12 and 3 p.m. and more on weekends and holidays.**

Answer: Through the Pathway Management, we have been monitoring the use of loudspeakers, which are prohibited by the Departmental Administration.

Joint operations have been carried out with other Secretariats such as Government, Planning and Tourism in conjunction with entities such as the Police, who is the competent authority to carry out the seizure of said elements.

The Management will continue to carry out educational and socialization activities regarding the prohibition of loudspeakers on the pedestrian pathway.

Additionally, there is a team, which carry out daily tours verifying the collection of waste by the cleaning company, verification of overflows at critical points in order to notify the competent company Veolia so they can take immediate action over said dumping points.

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TOURISM SECRETARIAT

- **What are the plans to strengthen community tourism? It is one of the pillars of tourism, the right to work, convention 169.**

Answer: In reference to the strengthening of community tourism, the Secretariat has been working with the different associations related to the environment, on training issues, support for the formalization and development of services, participation in events and fairs for the promotion of products.

In the same manner, an economic strengthening and reactivation project financed with resources from the General Royalty System was developed. This project seeks to strengthen cultural actors through design and production. 5 associations were benefited (SAiwonet, Seven Colors, RIMM, Asoposadas, and Fair Table), 10 cultural managers as well as 5 micro-entrepreneurs, all related to community tourism.

- **What achievements were made at the London World Travel Market Fair (November 7-9, 2022).**

Answer: The World Travel Market (WTW) is one of the most important international tourism fairs in the world, therefore it is one of the best platforms to promote the destination on the European continent, since the main and most important tourism actors of said continent participate in it. We have seen how year after year the number of visitors from these countries to the Archipelago has grown; Spain, France, and England are now among the top

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Departamento Archipiélago de San Andrés,
Providencia y Santa Catalina
Reserva de Biosfera Seaflower
Nit: 892.400.038-2

10 countries from which visitors are received, which is a great achievement for the Island and on which work must continue.

SOCIAL DEVELOPMENT SECRETARIAT

- **What is the Social Development office doing to target or rehabilitate all the homeless on the island.**

Answer: From the Homeless program of the Secretariat of Social Development, a group of vulnerable people who are in this condition has been targeted, so the work team is in constant communication with them to mitigate the different situations that are associated with habitability on the street, such as:

- **Guarantee access to Health:** By means of a census list report to the Secretariat of Health, access to health is guaranteed. In the same way, the periodic visits that are made to the population and when a health situation that must be addressed is detected, the team accompanies the homeless person so they can be treated at the hospital; in the same manner the necessary orientation and corresponding accompaniment are provided when they need it.
- **Identification document:** The Secretariat is taking the corresponding steps so that all homeless people have their identification document.

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- Health Brigades: With the support of the Secretariat of Health, the State Social Enterprise - Clarence Lynd Newball Hospital, or other entities, are organized for the population or, the corresponding procedures are carried out for the access of the population to these services.
- Approach to Support Network: Within the work carried out by the team and through the approach to the population, it is possible to establish the family support network, which due to the habitability situation are broken or fractured.

SECRETARIAT OF CULTURE

- **Which is practically lost; the schools have diverted them; we must create public policies.**

Answer: With the flag program of the Secretariat of Culture, the Raizal Culture has been rescued with the articulation of the Sandino Manuel Ellis Artistic Training School, EFASME, the transmission of knowledge is carried out in different areas with 23 categories ranging from traditional music, followed by Creole language, choral direction, typical dances, musical production, training in wind instruments and musical instruments where the main objective is to train integral musicians and preserve the cultural legacy that characterizes us as a Raizal Ethnic Population.

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- **Where the Culture Councils and Heritage Watch Council are? there is a lot of exclusion. What is the mechanism they are using to choose the representatives of the Councils, what is their profile and why we do not know who they are?**

Answer: Through an articulated work with the Ministry of Culture, we request support to provide solidity to the different Councils that are under this agency. We are waiting for the concept of the aforementioned Secretariat to update the existing regulations.

- **What efforts have you made for the island's artisans?**

Answer: The steps taken to benefit the craft sector are aimed at supporting the pension of cultural managers and artists from San Andres and Providence. The Secretariat of Culture has been taking actions to exalt the work and contribution they make to our culture with the management of the transfer of resources to Colpensiones corresponding to the collection of 10% of the Procultura stamp which is reserved for the social security of creators and cultural managers and must be used to finance the Complementary Social Service of Periodic Economic Benefits.

Beneficiaries 2019-2020= 3

Beneficiaries 2021-2022= 8

Benefited 2022= 2

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