

GOVERNMENT OF PUERTO RICO
LA FORTALEZA
SAN JUAN, PUERTO RICO

Administrative Bulletin Number: OE-2020-047

EXECUTIVE ORDER OF THE GOVERNOR OF PUERTO RICO, HON. WANDA
VÁZQUEZ-GARCED, TO AMEND ADMINISTRATIVE BULLETIN NO. OE-2017-
020 REGARDING THE INTEGRATED SERVICES CENTERS (CSI)

- WHEREAS:** The Government of Puerto Rico is committed to promoting government efficiency and improving the services offered to citizens. As part of the efforts aimed at streamlining government services, an initiative emerged to create Integrated Services Centers (CSI, for its Spanish acronym) where citizens can carry out most of their government procedures or transactions and receive services, all in one place.
- WHEREAS:** On February 12, 2017, Administrative Bulletin No. OE-2017-020 was signed, “To Delegate Authority to the Secretary of State to Lead Efforts and Facilitate the Creation of the Integrated Services Centers”.
- WHEREAS:** This Executive Order established the public policy to promote the creation of the Integrated Services Centers throughout the Island.
- WHEREAS:** The provisions of the aforementioned Executive Order were signed into law under Act No. 238-2018, known as the “Government of Puerto Rico Integrated Services Centers Act.”
- WHEREAS:** Article 4 of the above-cited Law, delegates to the Secretary of State the power to create the administrative and operational structure to implement its provisions.
- WHEREAS:** The creation and establishment of the Integrated Services Centers requires direct collaboration with the agencies and instrumentalities of the Government of Puerto Rico.
- WHEREAS:** These Integrated Services Centers are a key element, not only to upgrade the services provided by the government, but also to provide our citizens with access to those services and bringing the Government closer to the people, which is an imperative duty of public administration. To date, twenty (20) Integrated Services Centers have been established throughout the Island.
- WHEREAS:** In order to ensure the proper functioning of these centers, the efficiency of services, and the satisfaction of citizens, it is

necessary to amend Administrative Bulletin No. OE-2017-2020 in order to adapt it to the operational reality of the Centers. This will not only result in greater benefits for our people, but it will ensure the continuity of the services offered by the Integrated Services Centers and will allow an improved administrative and operational organization of these centers.

THEREFORE: I, WANDA VÁZQUEZ-GARCED, Governor of Puerto Rico, by virtue of the powers inherent to my office and the authority vested in me by the Constitution and the Laws of the Government of Puerto Rico, hereby DECLARE and ORDER the following:

Section 1: Section 3 of OE-2017-020 is hereby modified to read as follows :

“SECTION 3: The Secretary of State is hereby delegated the authority to facilitate the creation of the Integrated Services Centers (CSI, for its Spanish acronym), as well as to ensure compliance with the public policy set out in this Executive Order in coordination with government agencies. *The agencies, corporations, or public entities of the Government of Puerto Rico represented in the Integrated Services Centers shall assign the necessary personnel to perform their corresponding duties at said Centers and guarantee the efficient operation of the Centers. The Secretary of State shall be required to ensure faithful performance of the duties and responsibilities of the heads of agencies with regard to this section and shall take appropriate measures to this end.*”

Section 2: Section 4 of OE-2017-020 is hereby modified to read as follows :

“SECTION 4: *Puerto Rico Innovation and Technology Services (PRITS)* shall coordinate with the Secretary of State or his/her authorized representative any initiatives aimed at providing the technology required for the operation of the Integrated Services Centers. *This office shall be responsible, in coordination with the Secretary of State or his/her authorized representative, for designing and implementing the necessary processes at all CSIs to define the response mechanisms to be used in the event of computer failures, speed problems, or the need for technical resources, particularly, the creation of an online CSI. They shall also be responsible for designing and implementing the Self-service Kiosks at all CSIs, with all online services*



available at the agencies. Furthermore, they shall design and build the computer configurations, diagrams, and facilities required for the operation of the CSIs scheduled for opening and/or construction.”

Section 3:

Section 5 of OE-2017-020 is hereby modified to read as follows:

“SECTION 5: All agencies, corporations, or public entities of the Government of Puerto Rico shall be required to facilitate the management of the Integrated Services Centers and to provide the information and resources required to achieve an affective operation and functioning of the Centers. If any agency, corporation, or public entity represented in the Integrated Services Centers lacks the necessary personnel to carry out the functions and objectives of Act 238-2018, it shall request the necessary personnel from another public entity by using the administrative detail or transfer mechanism or the provisions of the single employer; provided that said requirement shall be subject to the provisions of Act No. 8-2017, as amended, known as the “Administration and Transformation of Human Resources in the Government of Puerto Rico Act,” and other applicable acts. Any agency, corporation, or public agency having greater representation within the CSI (as defined by their number of employees) shall be delegated the responsibility to appoint the Center Director or Coordinator. It is hereby recognized that the assigned staff shall continue to be employed by their respective agencies, corporations, or public entities represented in the CSI and shall be governed by their provisions and rules as established in the collaboration agreements signed to operate the Centers. Agencies that undertook the commitment to be part of the CSI may not unilaterally remove any assigned employees and/or discontinue services without valid justification.”

Section 4:

A new Section 7 is added to Administrative Bulletin No. OE-2017-020, to read as follows:

“SECTION 7: All public entities’ Regional Directors shall maintain an effective communication with the Integrated Services Center Coordinator in order to ensure that the particular services offered by these entities are effectively provided without delay. If the

above is not carried out in an efficient manner and the services provided by the Center become affected, the official in charge of the source public entity shall take all necessary corrective and disciplinary measures subject to the provisions of their organic laws, regulations, or any other statutes governing the Human Resources of the Government of Puerto Rico.”

Section 5:

A new Section 8 is added to Administrative Bulletin No. OE-2017-020, to read as follows:

“SECTION 8: All agencies, corporations, or public entities are hereby ordered to negotiate any necessary agreements to enable the creation of the Integrated Services Centers under the current and applicable rule of law, within a period not to exceed fifteen (15) days upon identification of the Integrated Services Center that will become operational. Agencies shall be responsible for conducting all relevant negotiations or establishing collaboration agreements with the municipalities regarding all monthly rent, maintenance, utilities, and supplies costs and obligations, based on each agency’s available budget.”

Section 6:

A new Section 9 is added to Administrative Bulletin No. OE-2017-020, to read as follows:

“SECTION 9: “The Office of the Administration of the Transformation of Human Resources of the Government of Puerto Rico, in coordination with the Secretary of State, shall be required to create and implement the organizational structure of the Integrated Services Centers.”

Section 7:

Sections 7, 8, 9, and 10 of Administrative Bulletin No. OE-2017-020 are renumbered as Sections 10, 11, 12, and 13, respectively.

Section 8:

DEFINITION OF AGENCY. For the purposes of this Executive Order, the term “Agency” refers to any agency, instrumentality, office, or department of the Executive Branch of the Government of Puerto Rico, regardless of its name.

Section 9:

DEROGATION. This Executive Order supersedes any other executive order that may be inconsistent with the provisions herein, to the extent of such inconsistency.

Section 10:

NON-CREATION OF ENFORCEABLE RIGHTS. This Executive



Order is not intended to create any rights, substantive or procedural, enforceable at law or equity, by any person or entity, in any matter, civil, criminal, or administrative, against the Government of Puerto Rico or its agencies, officials, employees, or any other person.

Section 11: SEVERABILITY. The provisions of this Executive Order are separate and independent of each other, and if any part, section, provision, or sentence of this Executive Order is declared unconstitutional, void, or invalid by a court of jurisdiction and venue, such decision shall not affect the validity of the remaining provisions, which shall remain in full force.

Section 12: VALIDITY. This Executive Order shall enter into force immediately.

Section 13: PUBLICATION. This Executive Order must be filed immediately with the Department of State and the widest possible publication is hereby ordered.



IN TESTIMONY WHEREOF, I hereby issue this Executive Order under my signature and cause the Great Seal of the Government of Puerto Rico to be affixed in San Juan, Puerto Rico, on this 22nd day of June of 2020.

A blue ink signature of Wanda Vázquez-Garced, written in a cursive style.

WANDA VÁZQUEZ-GARCED
GOVERNOR

Enacted in accordance with the law on this 22nd day of June of 2020.

A blue ink signature of Elmer L. Román-González, written in a cursive style.

ELMER L. ROMÁN-GONZÁLEZ
SECRETARY OF STATE

A handwritten signature in blue ink, appearing to read 'JES', is positioned to the left of the certification text.

I, Juan E. Segarra, USCCI #06-067/translator, certify that the foregoing is a true and accurate translation, to the best of my abilities, of the document in Spanish which I have seen.