

## Holguin Portal at the people's reach along two years and looking forward

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Through the digital address [www.holguin.gob.cu](http://www.holguin.gob.cu), and with the motto in this new anniversary "Committed to the People", our platform systematically updates timely information for the population, in addition to responding to the comments of each Internet user.

And like the big factories or sugar mills, every year the Portal demands improvements, changes and superior developments. Thus we arrived at the new year and the second anniversary with a new image and design.



Alexander Rojas Rojas, Head of the Communication Department of the Provincial Government of People's Power in Holguin, says that "the new visuality corresponds to the suggestions made in terms of design, visuality and functionality, which shows a product with a better finish and adjusted to the criteria of the Internet users, in addition to the breadth of services provided through the platform.

"We were born in the web 2.0, considering the interaction with people. In the section "Dialogue" the user can post concerns and receive the response of the agency, organization or institution involved. Everything to guarantee the permanent feedback with the people",

expressed Alexander Rojas on his first anniversary.

At that time, we had 3,774 comments. Today the site has 9,442 in total. Or what is the same: 1.50 times more than those generated in the first year.

That tells us that people trust and see the platform as an effective tool for their concerns. And although unfortunately not all of them come with resources, each one of the more than nine thousand questions has its answers in a period of approximately seven days. Of course, some are more complex, or the entity or organization has not yet reached the climax of the country's call to computerize and facilitate the processing of citizens digitally. But people are always grateful.