



**REGIONAL TRAINING TO MEASURE SDG 16  
IN LATIN AMERICA AND THE CARIBBEAN**  
PEACE, JUSTICE AND STRONG INSTITUTIONS  
Every Thursday (online) | April 22th – June 3rd, 2021



**UNODC**  
United Nations Office on Drugs and Crime



UNITED NATIONS  
**HUMAN RIGHTS**  
OFFICE OF THE HIGH COMMISSIONER



Agenda for Participants – Webinar 4

## Corruption and Satisfaction with public services

[SDG indicators 16.5.1, 16.5.2 & 16.6.2]

Thursday, 13 May 2021, from 8:00-9:30hrs Guatemala City, San Salvador | 9:00-10:30hrs Mexico City, Panama, Lima, Bogotá | 10:00-11:30hrs Caracas, Santiago, Asunción | 11:00-12:30hrs Buenos Aires, Montevideo

Title	Panelist
<b>Introduction</b>	
<b>Presentation:</b> Measuring SDG Indicators 16.5.1 & 16.5.2: Bribery: Public Officials and Businesses	Mr. Roberto Murguía-Huerta, Project Specialist, UNODC-INEGI Center of Excellence
<b>Guest speaker:</b> Measuring corruption in households and business	Mr. Mario Santillana, Deputy Director General of National Surveys of Government, Public Security and Justice, National Institute of Statistics and Geography INEGI, Mexico
<b>Guest speaker:</b> Gender and corruption: challenges for its measurement	Ms. Jennifer Sarvary Bradford, Corruption and Economic Branch, UNODC
<b>Q&amp;A – subject to time</b>	
<b>Presentation:</b> Measuring SDG Indicator 16.6.2: Satisfaction with public services	Ms. Mariana Neves, Governance Statistics Specialist, Oslo Governance Center, UNDP
<b>Guest speaker:</b> Experience of measuring the satisfaction of public services through surveys	Mr. Juan Berton, Consultant in applied social research, Agency for Electronic Government and the Information and Knowledge Society AGESIC, Uruguay
<b>Q&amp;A – subject to time</b>	
<b>Closing</b>	

*Moderates: Mr. Rolando Ocampo, Chief of the Statistics Division, Economic Commission for Latin America and the Caribbean (ECLAC)*

More information: [unodc-mexico.cde.estadistica@un.org](mailto:unodc-mexico.cde.estadistica@un.org) | [UNODC-INEGI Center of Excellence](#)

[UNODC](#) | [UNDP Oslo Governance Center](#) | [UNDP LAC](#) | [USAID- UNDP InfoSegura](#) | [OHCHR](#)



Center of Excellence in  
STATISTICAL INFORMATION ON GOVERNMENT,  
CRIME, VICTIMIZATION AND JUSTICE



infoSEGURA