Lenguaje Claro — Colombia's National Plain-Language Programme, Tested by an IDB Randomised Trial on a Bogotá Property Letter

Digital Inclusion · Good practice · Colombia

Quality score: 72/100

Evidence strength: Strong

Summary

Colombia's DNP runs a national plain-language programme (2015 guide, 2018 civil-servant course, Red LC network). An IDB randomised trial found a plain-language Bogotá property letter cut citizens' learning costs, though both versions were still poorly rated.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	0/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-11-11

Departamento Nacional de Planeación (DNP) — Programa Nacional de Servicio al Ciudadano — accessed 2026-11-11

IDB Working Paper IDB-WP-983: The Importance of Clarity (RePEc) — accessed 2026-11-11

IDB publication page — accessed 2026-11-11

Proyecto de Ley 282/2025C de lenguaje claro — Cámara de Representantes — accessed 2026-11-11

DNP — Curso de Lenguaje Claro — accessed 2026-11-11

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