

Una manera de hacer Europa



BUENAS PRÁCTICAS

Actuaciones Cofinanciadas

IT Tool allowing citizens to identify themselves and sign electronically. EDUSI "Valdepeñas ON"

Valdepeñas City Council

**Programa Operativo
Plurirregional de España**

Año 2022

Fondo Europeo de Desarrollo Regional

GOOD PRACTICE: IT TOOL ALLOWING CITIZENS TO IDENTIFY THEMSELVES AND SIGN ELECTRONICALLY FOR THE PRESENTATION OF APPLICATIONS, TO ACCESS AND CONSULT DOSSIERS AND ELECTRONIC NOTIFICATIONS AND TO SIGN CONTRACTS WITH VALDEPEÑAS TOWN COUNCIL.

INTRODUCTION

The purpose of this document is to identify and characterise a “Good Practice” in terms of communication related to operations financed by the European Union supported by the “Valdepeñas On” Strategy for Integrated Sustainable Urban Development (ISUD).

The communication is made in relation to the commitment made by the Town Council of Valdepeñas, as a “Light Intermediate Body” [*Organismo Intermedio Ligero*] in the “Urban Axis” of the Multiregional Operational Programme for Spain 2014-2020 (POPE), to inform the Managing Authority of an action or experience which, because of its content, innovative nature or possible extension to other organisations or Town Councils managing Integrated Sustainable Urban Development (ISUD) Strategies, might constitute “Good Practices”.

The action forms part of Line of Action 1: “Improvement in access to, use and quality of the technologies (Electronic administration)”, with the total amount for the operation being €94,380. The support provided by the ERDF is €75,504, which is 80% of the total.

The operation is estimated to have an impact in the Valdepeñas area of action and, more specifically, on those citizens who interact via electronic means with the Town Council of Valdepeñas, whether natural persons or legal entities, and irrespective of their location.

DESCRIPTION OF THE GOOD PRACTICE

The purpose of this operation is to improve the Valdepeñas Town Council electronic administration platform and, in turn, comply with the legal and interoperability obligations required by the current legislation, with the most important example being Laws 39/2015, of 1 October, on Common Administrative Procedure and 40/2015, of 1 October, on the Public Sector Legal System, and other additional regulations including the National Interoperability Framework, the National Security Framework and the European General Data Protection Regulation.

Continuing along these lines, the aim of this project is to align the Town Council's applications with the solutions proposed by the MINHAFP (Ministry of Finance and Civil Service) through the CTT (Technology Transfer Centre), in order to offer citizens the possibility of interacting with the administration in a more agile and similar way to that offered by other public authorities.



THE CRITERIA FOR THE IDENTIFICATION AND SELECTION OF THE GOOD PRACTICE ARE AS FOLLOWS:

1. THE ACTION WAS APPROPRIATELY DISSEMINATED AMONG THE BENEFICIARIES, POTENTIAL BENEFICIARIES AND THE GENERAL PUBLIC.

There was broad dissemination of the operation **CONTRACT FOR DEVELOPMENT OF INTEGRATION AND IMPROVEMENT OF THE ELECTRONIC ADMINISTRATION PLATFORM**, from the planning stage through to execution and implementation, particularly intended for the persons and organisations benefiting from the scope of action.

In terms of **regulatory communication**, the Valdepeñas Town Council website and the State Contracting Platform published the invitation to tender announcement and the corresponding terms and conditions, the award announcement and the announcement of formalisation of the contract on 12/12/2018, specifying that the contract dossier forms part of the “Valdepeñas ON” ISUD and that it is 80% co-financed by the European Regional Development Fund (ERDF), as part of the Multiregional Operational Programme for Spain (2014-2020).

A notice of the operation was also displayed, explaining the European Union co-financing through the European Regional Development Fund (ERDF) and featuring the slogan “Una manera de hacer Europa” [A way to make Europe], to ensure it was seen by all members of the public.



Notice displayed at the Town Council main entrance (Plaza de España).

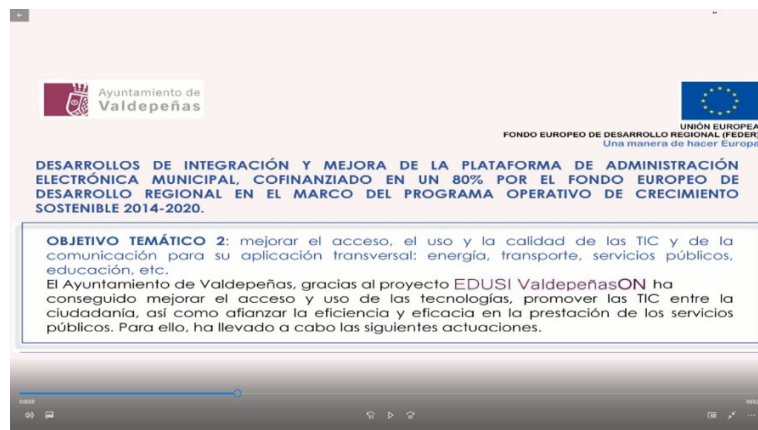
The operation was also publicised on the website: <http://edusi.valdepenas.es>.

As regards the additional communication:

- An advert and a video explaining the operation were made and viewed on TeleValdepeñas, the local television channel, to inform the town’s inhabitants of the operation.

[Watch advert](#)

[Watch video.](#)



Screen shot of the advert broadcast on TeleValdepeñas with ERDF advertising.

- Advertisements were published in the local and provincial digital and printed press, detailing the different actions in the operation.



Scanned image of the print newspaper Lanza of 22 November 2019.

- A press conference was given on 10 February 2020.



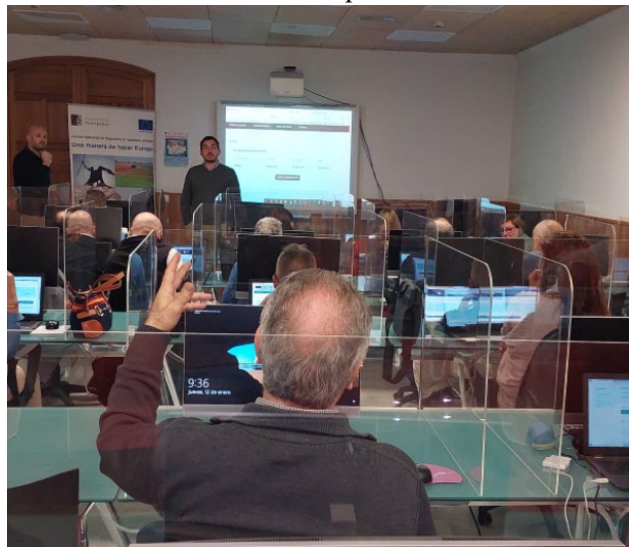
- In 2023 another dissemination campaign was carried out, comprising:
 - o A campaign in the local digital press, disseminated in several digital newspapers: See links: [Valdepeñas Digital](#), [Valderec](#), [El Eco de Valdepeñas](#)



El Ayuntamiento de Valdepeñas acerca a la ciudadanía el acceso a la Administración Electrónica



- A campaign on local radio stations, broadcast on the following stations: Cadena Ser, Onda Cero and Radio Surco. [Cadena Ser advert](#), [Onda Cero advert](#), [Radio Surco advert](#).
- Valdepeñas Town Council employees were given training on the new features implemented on the electronic administration platform.



Training of municipal employees on the electronic administration tools

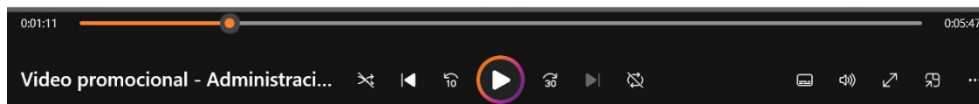
2.- THE OPERATION INCORPORATES INNOVATIVE ELEMENTS.

The innovative elements of this operation involved the following integrations which have enabled an improvement in the use of electronic systems to interact with Valdepeñas Town Council. These elements are the following:

- Integration with Notific@, enabling online notifications to be made available in the enabled electronic address (DEH) and citizens' folder [*carpeta ciudadana*] of the General State Administration (AGE), increasing and facilitating the possibilities available to citizens and companies to receive their notifications electronically.
- Implementation of Cl@ve and Cl@ve-Firma for the identification, authentication and electronic signature of citizens. This, together with the campaign to promote the use of Cl@ve, represents considerable progress in terms of the relationship between citizens and Valdepeñas Town Council.
- Port@firmas of the General State Administration (AGE). The current municipal file manager has been integrated with the "signatures folder" [*portafirmas*] for the electronic signing of administrative documents by personnel who do not belong to the Valdepeñas Town Council, thereby avoiding unnecessary travel and notably speeding up administrative activity.
- Modification and simplification of the procedure for receipt of documents in the General Entry Register, which has improved times required to respond to citizens, dispensing with the use of paper and creating electronic documents from hard copy or other electronic format documents quickly and simply.



Gracias a este proyecto, el Ayuntamiento permite el acceso a la tramitación electrónica mediante la identificación con DNI electrónico (DNle), certificado electrónico y el sistema cl@ve, basado en claves concertadas.



The innovative nature of the action has become evident, given that the guidelines issued by the General State Administration require integration by the Local Authorities of these cross-cutting solutions. This highlights the Town Council's commitment to interoperability and the use of joint solutions.

3.- THE RESULTS OBTAINED MEET THE OBJECTIVES SET.

The execution of this good practice has enabled the municipal electronic administration platform to be aligned with the cross-cutting solutions of the General State Administration. This alignment brings obvious benefits for citizens in the use of electronic media. Some of these benefits are explained below:

- Collection of electronic notifications via the single Enabled Electronic Address (DEHú), as a complement to them already appearing on the Town Council's website. Natural persons and/or legal entities have access to the notifications issued by the Town Council via the general access point set up by the General State Administration.
- Access to the administrative information and the submission of applications via the Cl@ve system. This system applies in general to all levels of the Administration, creating a uniformity that facilitates citizen access.
- The integration of the platform with the General State Administration "Signatures Folder" [*Portafirmas*] supposes: elimination of costs of sending documentation for signing by third parties external to the Town Council, reduction in processing times and reduction in the number of unnecessary trips made.

In quantitative terms, an increase can be seen in the percentage of incoming and outgoing registrations in the Town Council compared to previous years. (Source: municipal electronic administration platform):

- 2019:
 - Total incoming registrations: 31,664.
 - Registrations made in person: 16,612 (52.46%).
 - Registrations made online (website): 3,534 (11.16%).
 - Others (online: electronic invoicing (FACe), interconnected registration system (SIR), etc.): 11,518 (36.38%).
- 2020:
 - Total incoming registrations: 27,694.
 - Registrations made in person: 10,649 (38.45%).
 - Registrations made online (website): 6,106 (22.05%).
 - Others (online: FACe, SIR, etc.): 10,939 (39.50%).
- 2021:
 - Total incoming registrations: 30,859.
 - Registrations made in person: 10,093 (32.71%).
 - Registrations made online (website): 9,190 (29.78%).
 - Others (online: FACe, SIR, etc.): 11,576 (37.51%).
- 2022:
 - Total incoming registrations: 33,250.
 - Registrations made in person: 10,859 (32.65%).
 - Registrations made online (website): 10,301 (30.79%).
 - Others (online: FACe, SIR, etc.): 12,090 (36.56%).

4.- CONTRIBUTION TO SOLVING A REGIONAL PROBLEM OR WEAKNESS.

The use of electronic media to interact with the public authorities has obvious benefits, but it may also widen the digital divide between citizens. One of the elements addressed by the current operation is access to electronic media via the Cl@ve platform, which can be considered a state-wide standard. To strengthen the use of this platform, in 2019 the Town Council became a Cl@ve Registration Office. This allows any citizen in Valdepeñas and its local region who visits the offices of the Valdepeñas Town Council, and who meets the established requirements, to apply for registration on the Cl@ve platform, and thereby interact through electronic media with the Town Council and/or other Public Authorities.

The elimination of paper in the document registration process also reduces the waiting time for registration and processing of administrative procedures, and also contributes to comprehensive electronic processing of dossiers and files. This means that citizens can access their applications and dossiers initiated for consultation at any time.

5.- HIGH DEGREE OF COVERAGE OF THE POPULATION FOR WHOM IT IS INTENDED.

It is evident that the good practice described has resulted in an increased use of electronic media to interact with the Valdepeñas Town Council, as evidenced by the data provided in section 3.

In parallel, in recent years the Town Council has offered services that have fostered interaction via electronic media with the public authority, such as: implementing registration offices for FNMT (National Mint) and Cl@ve electronic certificates, to enable identification and electronic signing operations. Consequently, providing means for electronic interaction together with the development of communication channels and the integration with the joint services of the General State Administration, has allowed the Town Council, on the one hand, to complete the degree of regulatory compliance and, on the other, bring the electronic administration closer to the citizens of Valdepeñas.

Another example is contracts. There has been a change from a model based on documents being sent by post or natural persons or legal entities attending in person to sign a document, to 100% of public contracts being signed via electronic media. In 2020 the volume of contract dossiers was 54 and in 2021 it was 57, many of which were divided into batches.

The use of the Port@firmas platform allows the immediate signing of administrative documents, such as contracts or deeds, which results in reduced processing times for the corresponding supply or provision of the contracted services.

6.- HORIZONTAL CRITERIA OF EQUAL OPPORTUNITIES AND NON-DISCRIMINATION HAVE BEEN TAKEN INTO ACCOUNT.

The operation carried out in this good practice comply with the criteria of equality and non-discrimination. The use made of joint and cross-cutting systems promoted by the General State Administration complies with the non-discrimination requirements because of the choice of technology and the criteria of interoperability required in Law 40/2015, of 1 October, on the Public Sector Legal System.

The platforms integrated as a result of this good practice comply with the objectives set by the Nacional Interoperability System, in terms of reuse and interoperability with other Public Authorities and with citizens, and also contributes to a general improvement in the interoperability of the municipal electronic administration platform.

All of the above results in benefits in terms of accessibility, equality and sustainability, not only in Valdepeñas Town Council, but in the Public Administration as a whole.

7.- SYNERGIES WITH OTHER POLICIES OR PUBLIC POLICY INSTRUMENTS.

The use of joint technologies, as a result of the good practice described, and specifically those addressed in this operation, establishes synergies with the other Administrations, given that, explicitly, those people who use electronic media via these technologies, apply it to electronic media interaction in general.

Both Cl@ve (and Cl@ve Firma) and notific@ are considered nowadays to be technologies used by all the Public Authorities; consequently, a person who becomes a user of these services can extrapolate their use to interaction with other Authorities, thereby fomenting the use of electronic media in this field.

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