

Una manera de hacer Europa



BUENAS PRÁCTICAS

Actuaciones Cofinanciadas

Implementation of the electronic office in the city council and expansion of network infrastructures

Burriana City Council

**Programa Operativo
Plurirregional de España**

Año 2022

Fondo Europeo de Desarrollo Regional

IMPLEMENTATION OF THE ELECTRONIC OFFICE IN THE CITY COUNCIL OF BURRIANA AND EXPANSION OF NETWORK INFRASTRUCTURES.

Burriana City Council

The implementation of the Burriana electronic headquarters, carried out by the city council, aims to improve the use and quality of technologies and communication with the local administration.



The project has had two differentiated pillars of action: on the one hand, the development of computer programs and, on the other, the interconnection of management centres.

Regarding computer systems, document management applications (GESTIONA), accounting applications, video minutes, municipal register, and a specific application for the police have been implemented.

The connection of municipal networks and services has required new security devices, the core of the network has been migrated to a data processing centre in a 10G environment, and the processing capacity has been expanded by updating the virtual infrastructure with the acquisition and assembly of new IT cabinets and direct fibre optic links with external headquarters, and uninterruptible power supply and fire extinguishing systems have been implemented.

One of the most far-reaching results is launching the Virtual Citizen Office (OVC) service through the website <https://carpetaciudadana.burriana.es>. A new online portal that allows you to carry out bureaucratic procedures that were previously done in person.



The implementation and execution of this service includes maintenance of the platform until 2026 and has been carried out under the direction and supervision of the Department of Information and Communication Systems and Technologies (STIC). The department has received training in different aspects of the OVC and has coordinated the revenue and treasury departments for its implementation.

The project cost of 711,570 euros, which has been co-financed by the FEDER Fund at 50%, meaning a subsidy of 355,785 euros.

2. The role of the ERDF in the action has been conveniently disseminated among the beneficiaries, potential beneficiaries and the general public.

EU Logo permanent plaque at the Electronic Headquarters



1. Press. Radio slots.

A 28" long radio spot has been published, announcing the creation of the Citizen Folder to access all local administration procedures. The wedge indicates that the action has been developed within the framework of the EDUSI Strategy of Burriana and indicates the co-financing of 50% of the FEDER funds in Spain's multi-annual regional operational program.

The spot was broadcast on the SER station during the last week of December 2022. It has been inserted 32 times in different programs that have covered the time slots from morning to night. In some cases, the spot has been preceded by a presentation by the announcers.

2. Press. Articles in newspapers.

Press activities since the launch of the Virtual Citizen Office have achieved great visibility. Two publications stand out in the press, one in the digital press and the other in the printed press.

Digital press in different media:

elperiodic.com.

https://www.elperiodic.com/burriana/burriana-simplifica-tramites-burocraticos-nuevo-portal-online_872633

<https://www.elperiodicomediterraneo.com/comarcas/2022/12/26/gestion-municipal-burriana-clic-innovacion-virtual-transparencia-castellon-impuestos-80394275.html>

This media published the news on its Facebook page and it was shared 16 times:

<https://www.facebook.com/elperiodic/posts/pfbid02NZrfcokoSRkYcwVzAxd2oXrwaTUzmtwFRZbY5zC8qwjfRWvYixsvu2fZ76B5QNvDI>

Printed press.

In El Mundo newspaper in the Castellón edition:

EL MUNDO CASTELLÓN AL DÍA, MIÉRCOLES 29 DE DICIEMBRE DE 2022

CASTELLÓN

Burriana ultima el servicio de la Oficina Virtual Ciudadana

Se trata de un servicio impulsado gracias a los Fondos Europeos Edusi en la localidad

C. A. D. BARRIANA
El Ayuntamiento de Burriana ha puesto en marcha el servicio de la Oficina Virtual Ciudadana (OVCC) que permitirá acceder a un conjunto de datos tributarios, del padrón o de contratos, así como a la obtención automática de documentos relacionados con estos datos, y disponible las 24 horas del día para ciudadanos y personas jurídicas.

Se trata de un servicio que ha recibido un presupuesto de 37.500 euros, a través de la cofinanciación del Fondo Europeo de Desarrollo Regional (FEDER) en el marco de la Estrategia de Desarrollo Urbano Sostenible e Integrado (EUSI) del Programa Operativo de Crecimiento Sostenible.

Según ha destacado la alcaldesa, María José Safont, este nuevo servicio permitirá acercar la accesibilidad y una mayor cercanía de la Administración respecto a la ciudadanía, intentando que la relación entre ambas partes sea fluida y sencilla.

Además, la OVCC permitirá a la ciudadanía acceder a los datos de la Oficina Virtual Ciudadana (OVCC) que permitirá acceder a un conjunto de datos tributarios, del padrón o de contratos, así como a la obtención automática de documentos relacionados con estos datos, y disponible las 24 horas del día para ciudadanos y personas jurídicas.

Concretamente se trata del impuesto de construcciones, instalaciones y obras (ICIO), la tasa de licencia responsable de obras y la tasa de licencia de ocupación de suelo (LCO) o renovación, y tasa de licencia de segregación de parcelación, segregación y división de fincas. Al efecto, se pretende incorporar progresivamente la totalidad de los conceptos tributarios que tienen definidos el sistema de automatización en las ordenanzas fiscales municipales.

Otra de las funcionalidades que a juicio de la regidora «resulta de siendo interesante para la ciudadanía como entidades gestoras», es la posibilidad de comprobar la veracidad de los documentos oficiales expedidos por el propio Ayuntamiento, ganando así en seguridad.

La puesta en marcha de la carpeta implica también que en el primer trimestre de 2023 se dará el traslado de un manual de uso a las entidades gestoras y a la ciudadanía que estará disponible en la oficina de recaudación al



La alcaldesa, María José Safont, junto a los técnicos, ultimando el sistema. c. a. n.

ha asegurado Safont, «se reducen considerablemente y avanza la gestión de tramitación, como a las rentas, tesorería, recaudación y STIC». De hecho, ha precisado la ciudadanía que estará disponible en la oficina de recaudación al

elperiódic.com
26 de diciembre de 2022

Para realizar algunas gestiones ya no hará falta acudir presencialmente al Ayuntamiento



elperiódic.com

Burriana simplifica sus trámites burocráticos con un nuevo portal online
El Ayuntamiento de Burriana ha puesto en marcha el servicio de la Oficina Virtual Ciudadana (...)

40 8 comentarios 16 veces compartido

Me gusta Comentar Compartir

3. Press. Advertisements/Banners in digital press

Oficina Virtual Tributaria y de Padrón

MAGNÍFIC AJUNTAMENT DE BORRIANA

UNIÓN EUROPEA
Una forma de fer Europa

Borriana, fem camí transformant la nostra ciutat

Millorant els serveis a la ciutadania.
L'Ajuntament de Borriana crea l'Oficina Virtual Ciudadana.



VALIDACIÓN ACARAVAM DE DOCUMENTS ELECTRONICS

CALENARI FISCAL

AUTOLICENCIACIONS SOBRE CERTIFICAT

3. The performance incorporates innovative elements

The innovative use identified for the virtual office of the Burriana City Council is having a citizen service application that allows citizens to be served in relation to any administrative procedure and in any municipal office. This application has been adapted for mobile devices.

Video minutes. Allows the implementation of telepresence instruments. It incorporates a system to manage municipal minutes by integrating video recordings and documents with electronic signatures. This system will enable you to have the agenda of the plenary session, the documents with electronic signature and the video recording of the municipal plenary sessions to certify the act legally.

The interdepartmental interconnection achieves access to information, segmented by type of user, guaranteeing the security measures inherent to access to information. With this, the following is possible:

- Executive debt consultations with the city council itself
- Historical consultation of IBI information
- Consultations of the municipal register

The benefits for citizens are the savings in procedures by dispensing with having to present certificates that the city council already has.

The benefit to management is improved efficiency by automating procedures. In the case of traffic fines, collection from fines has increased.

4. Adequacy of the results obtained to the established objectives:

This operation has allowed us to achieve the following results in relation to the stated objectives:

Improve the electronic headquarters platform, digitizing all information and increasing administrative efficiency.

Improve the transparency portal with Open Government methodology.

Expand telematic tools for citizen participation.

Increase the exchange of information between municipal services and buildings.

5. Contribution to the resolution of a problem or weakness detected in the territorial scope of execution:

This operation contributes to achieving the challenges of the EDUSI of BURRIANA:

Study, implement and evaluate the city council's transparency portal to bring the council's information closer to the citizens and promote citizen confidence in public bodies.

Evaluate, improve and promote the use of the electronic office as a means of management between citizens and the administration.

6. High degree of coverage of the population to which it is directed:

The number of users who have access to this new service is the entire population: 34,544 people.

The entire municipality benefits because it is a new universal service, which is available for the whole population simply online with individual devices, or also, to end the possible digital divide, being able to go to the City Council offices in person. where they provide the same service.

7. Consideration of the horizontal criteria of equal opportunities and non-discrimination, as well as social responsibility and environmental sustainability:

This operation contributes to the general principles of non-discrimination, gender equality and sustainable development to the extent that:

Regarding gender equality, the non-use of non-sexist language will be taken into account in the writing of all administrative and technical documentation.

Regarding sustainable development, it is intended that this measure contributes to the fight against climate change and more sustainable urban mobility to the extent that it will reduce the load of paper that is currently produced.

8. Synergies with other policies or instruments of public intervention

This operation has an integrated character with other operations to the extent that it contributes to achieving objectives in different operations. Not only in its Thematic Objective, since it contributes to promoting ICT through actions in electronic administration, but we can also relate it to Thematic Objective 6 (Conserve and protect the environment and promote resource efficiency) since This operation aims to promote sustainable development and improve the environment.

Specifically, and within the DUSI Strategy, more actions have been carried out regarding the Modernization of Administration, such as:

- Improvement of existing infrastructure: New CPD and a network connection between buildings by fibre optics.
- New management platform for the Local Police
- New citizen security system through Smart City.

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