

## Modernisation of Registers

### The Citizens' Gateway to the Administration

The environment, the economic situation and essentially, the quality of citizen attention requires the Public Administrations to offer a service with tangible results in terms of effectiveness and efficiency.

One of the main initiatives set out in the basic principles of Law 11/2007, is the implementation of electronic registers, so that citizens do not have to travel to Administration offices to present their documentation, and can do so via electronic offices.

However, in spite of significant advances in e-administration, there is still an important digital divide which continues to foster an in-person citizen relationship with the Administration at the registry offices, and forces the implementation of mixed solutions to increase efficiency and reduce the unnecessary passing of papers and the derived costs.

In this respect, the Directorate General for Administrative Modernisation, Procedures and Promotion of e-Administration of the Ministry for Finance and Public Administrations has implemented the [Registry Interconnection System](#) initiative between the Public Administrations, through the ORVE and SIR services, combining synergies and willingness along with the rest of the Administrations and progressing towards the real modernisation of the Administration.

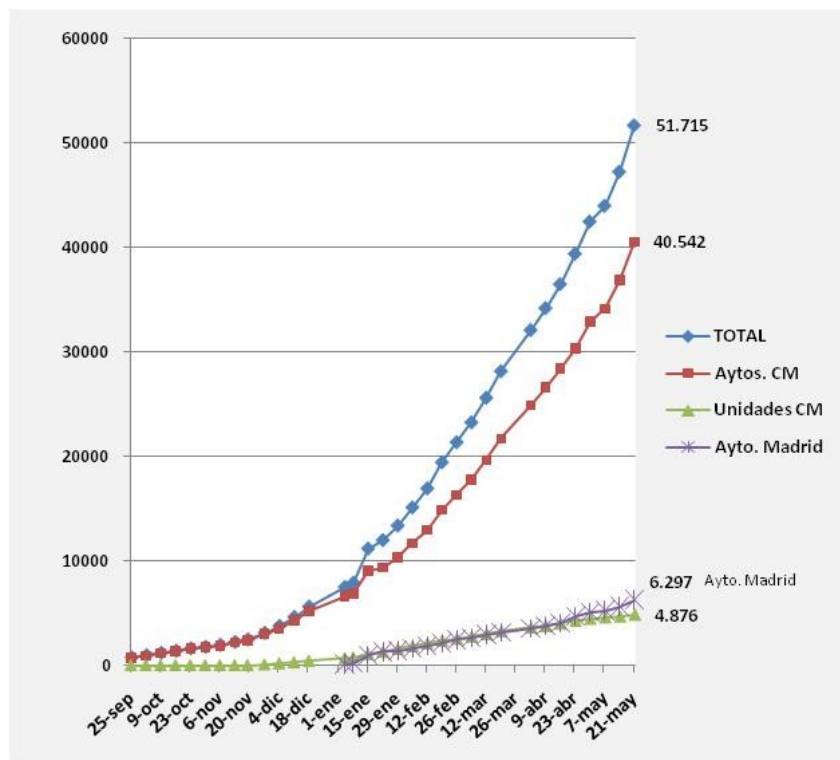
The Virtual Registration Office (ORVE) is a cloud service offered to all registration offices, which allows the citizen's documentation to be scanned at the registration offices, applying digitisation at the counter with full legal validity and sending this documentation to the destination via the Registry Interconnection System (SIR). Sending is immediate, regardless of the geographical location or level of the competent administration. The paper documentation is returned to the citizen and the documents are not kept, filed or forwarded; only the image of the documents is forwarded. In other words, paper is

eliminated at the registration and citizen attention offices, which are the gateway to the Administration.

This is possible thanks to the full integration of ORVE with the Registry Interconnection System (SIR), and with the effective application of the National Interoperability Scheme, particularly, Technical Standard SICRES 3.0

The gradual integration of Administrations and Bodies has commenced in the Community of Madrid, where all of the municipalities have signed up to the Integrated Office Framework Agreement. Since the implementation of the system in October 2012, a total of 360 offices have joined, in addition to covering an entire cycle, from initial data collection to in-situ training at offices.

Tens of thousands of documents have been exchanged and over 51,000 registry entries have been made on the platform. The growth in operations has reached an exponential evolution.



Of all the documents presented by citizens at the offices forming part of ORVE, more importantly, 94% have been fully digitised, sent electronically without passing papers

(returned to the citizen), which supports the viability of the registry modernisation procedure, and involves considerable savings with respect to the traditional method.

The integration of the Community of Madrid means that over 5 million inhabitants have access to the service in Spain.

Furthermore, cooperation agreements were signed with the Government of the Canary Islands and CORREOS (Post Office) at the end of May, to integrate all of their registry offices by December 2013. These agreements represent the integration of a further 2,600 registry offices on the platform and access to these services with optimum granularity in Spain. Due to their geographical peculiarities, the integration of the Canary Islands, including all Town Halls, Island Councils and Regional Offices will lead to a significant improvement in the quality of service provided to citizens, who will now see the reduction of barriers in their dealings with the Public Administrations.

On the other hand, CORREOS joins this important initiative as a complement to the integration of the rest of the Administrations. The integration of CORREOS will enable the citizen to present documentation at any of its 2,300 offices in Spain, with a reduction in its rates and making use of the extensive network and its wide capillarity.

Integration with the Town Hall of Gijon, the Principality of Asturias, the Provincial Council of Toledo, the Regional Government of Valencia is underway, as well as its extension to Local Entities in Castile and Leon, Canary Islands, Galicia, Balearic Islands, Region of Murcia, and Asturias as well as the general use of tools in the General State Administration to move forward in the integration of registry applications with the Registry Interconnection System. The mass expansion horizon for the project is 2013.

ORVE/SIR offers to:

- Bring the Public Administration closer to citizens, providing equal treatment and significantly reducing the digital divide, by integrating services in rural areas with large cities, by a simple “click”.

- Reduce processing commencement times (from weeks, to seconds), improving administrative cooperation and efficiency, overcoming the obstacles derived from the complex territorial structure and the different competences.
- Significant cost savings for all of the stakeholders: citizens and Administration (particularly in postal or courier costs), as well as the necessary logistics (receipt, storage, transport and filing).