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Data Exchange in the Public Administration

Reduction of administrative burden and great benefits for citizens and Public Administration agencies

Law 30/92, on the Legal Regime of Public Administrations and Common Administrative Procedures (LRJPAC), passed in 1992, already envisages (Article 35.f) citizens' right in administrative procedures to refuse to submit again documents already in the possession of the intervening Public Administration agency. Endorsed by Law 11/2007, on Citizens' E-Access to Public Services (LAECSP), such right was not really being exercised.

Thanks to the query and verification service of the Data Mediation Platform (SVD), aimed at **making it easier for Public Administration agencies to comply with Article 6.2.b of Law 11/2007 in refraining from requesting documents already in the possession of the Public Administration (at national, regional or local level)** in the administrative procedures requiring them, documents are replaced by a query sent to the Data Mediation Platform. Thus, the agencies or bodies in charge of said administrative procedures can automatically check the required information online: identity, residence, tax and social security status, unemployment benefits, cadastral information, education, and so on.

In this way, they spare citizens unnecessary document submission and prevent fraud in administrative requests or procedures.

The system draws on the reuse of previously available basic services; for instance, those offered by the MINHAP certificate validation platform, @firma and the message specification defined in the Paper Certificate Replacement Project (SCSP), which takes everything into account for data transmission between Public Administration agencies to meet all the relevant legal requirements.

Currently, more than 100 agencies and bodies in the public sector are using this platform.

The system is now undergoing a service expansion stage, and the following data services are available:

Issuing agency	Service
General Police Department (DGP)	Verification of identity
	Identity queries
National Institute of Statistics (INE)	Verification of residence
Public Employment Service (SPEE-INEM)	Unemployment status
	Unemployment benefits to date
	Unemployment benefits per date
Ministry of Education, Culture and Sports	Non-university degrees
	University degrees
General Land Registry	Cadastral information
	Cadastral certificates
Social Security General Treasury (TGSS)	Social Security contributions
	Social Security registration

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Tax Agency (AEAT)	No pending tax obligations for: Hiring in the Public Administration Driver's licence Aids and subsidies Residence and work permits for foreign citizens
National Institute of Social Security	Retirement and pension benefits (temporary disability, maternity)
Institute of Senior and Social Services (IMSERSO)	Dependency information
Registry Office (Judiciary)	Births Deaths Marriages
General Insurance Service (Ministry of Economy and Competitiveness)	Certificates for: Insurance and reinsurance brokers Pension plans and funds Insurance and reinsurance companies Solvency

Table 1. Services available as at 31 December 2012

The services/data to be added in the first half of 2013 include residence (with latest register variations), trade income tax in Navarra and the Basque Country and legal residence.

The operation of the SVD system has resulted in:

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- Improved services provided by the Public Administration to citizens, saving time and money thanks to the fewer documents required.
- Better data quality by avoiding fraud, misreadings and mistakes. The data are verified by the intervening body against the sources, thus improving efficiency and effectiveness in the Public Administration.
- Enhanced internal efficiency in public organisations, with more efficient processing of larger numbers of files.
- More organisational interoperability between departments and bodies in the Public Administration.
- Simplified administrative procedures.

The table below shows the project's most relevant data.

Transferor	2011	2012	TX increase	Savings index	Savings in 2011	Savings in 2012
DGP	14,424,640	18,965,341	31.48%	1	14,424,640	18,965,341
INE	2,497,981	2,573,100	3.01%	10	24,979,810	25,731,000
TGSS	63,799	730,288	1,044.67%	5	318,995	3,651,440
AEAT	2,083	175,147	8,308.40%	5	10,415	875,735
EDUCATION	5,426	17,332	219.42%	20	108,520	346,640
SPEE–INEM	82,786	106,555	28.71%	10	827,860	1,065,550
LAND REGISTRY	2,767	35,992	1,200.76%	10	27,670	359,920
OTHERS	0	2,928			0	0
	17,079,482	22,606,683	32.36%		40,697,910	50,995,626

Table 2. Data transmission by service and savings for citizens

Conclusions

Serving agencies, bodies and departments at every level in the Public Administration (national, regional and local governments), the data intermediation platform has aroused great interest and demand from over 100 using organisations.

It is the cornerstone of interoperability in the Spanish Public Administration, a key tool meant to make life easier for citizens in their relations with the Public Administration, saving about €51 million in 2012 (€2,38 per data transmission and a total 22.6 million transmissions) and reasonably expected to experience steady double-digit growth in the next few years.

Project's facts and figures:

- **Number of information providers:** 12 (with change of address)
- **Number of data TX:** 22.6 million
- **Estimated savings for citizens:** €51 million
- **Number of services available:** 29 synchronous and 25 asynchronous (with change of address)
- **Organisations in the public sector using the platform:** more than 150
- **Data TX increase 2011–2012: 32.36%**
- **Increase in savings in the past year: 25.30%**

Performance can improve in the next few years, as new certificates, transferors and transferees join the platform.