



e-Government

## The Ministry of Finance and Public Administrations offers its technical support to the multilingual Telephone Reporting Service

- The co-operation between the Directorate General for Administrative Modernisation and the Directorate General of the Police means major savings in time and money.
- The service uses the SARA Network, the communications network used by public administrations, and makes use of the 060 telephone infrastructure.

**08 August 2012.** The Directorate General of the Police has set up the multilingual Telephone Reporting Service for receiving complaints lodged by tourists staying in Spain.

The service is offered in partnership with the Directorate General of Administrative Modernisation, Procedures and Promotion of Electronic Administration. Technical support is supplied by the Citizen Care Programme Office, which runs the 060 Network.

The service was launched using common infrastructures, such as the SARA Network, which provide a communication network for all Spanish administrations within a private network system. This allows all public organisations to communicate with each other and use all the electronic services they offer in complete safety.

The voice communications needed to provide the service from police stations has been integrated into the call centre used for the 060 line.

060 is the general information telephone service of the General State Administration, under the jurisdiction of the Directorate General of Administrative Modernisation, Procedures and Promotion of Electronic Administration, and is managed by the Citizen Care Programme Office. In 2011, it answered more than 2.3 million calls on subjects that included traffic, public employment, foreigner status, public administration directory, information on ID cards, passports, etc.

The shared use of the 060 telephone system, facilitated by the SARA Network, has meant major savings in time and money.

The Telephone Reporting Service will not be part of the services offered by the 060 line because it is aimed exclusively at foreign tourists.