Press release

e-Government

The UN recognises Spain for the comprehensive access that citizens have to online public services

- The international award is the most prestigious for excellence in public services

- At present more than 90% of procedures and services and 99% of the General State Administration's processes are accessible electronically

25 June 2012. The United Nations (UN) has awarded Spain with the second prize in the category "Improving the provision of public services" for the project "Complete electronic access for citizens to public services", carried out by the Ministry of Finance and Public Administrations through the Directorate General for the Modernisation of Administration, Procedures and e-Government.

The United Nations Public Service Awards are the most prestigious international awards to quantify excellence in public services. The award is the most prestigious worldwide and rewards the original contributions of public organisations from every country in the world. The presentation was made in New York during Public Service Forum held at the UN from 25 to 28 June 2012.

The project "Complete electronic access for citizens to public services" explains the steps for converting the General State Administration into a 21st century e-Government, following the introduction of the Public Service Electronic Access for Citizens Act (Ley 11/2007 de Acceso Electrónico de los Ciudadanos a los Servicios Públicos), its successive implementation phases and the results it has achieved.

E-MAIL
secretaria.prensa@minhap.es

This information may be used wholly or in part without the need to cite sources

ALCALÁ, 9
28071 - MADRID
TEL: 91 595 80 71/2
FAX: 91 595 84 66

Page 1 of 2

www.minhap.gob.es -

Almost all procedures are now online

At present more than 90% of procedures and services and 99% of General State Administration procedures are available to members of the public and companies online.

Some services are paradigmatic and well known to the public, such as the possibility of filing income tax returns online, consulting and paying traffic fines, renewing driving licences, etc. but there are many more options.

People can also request employment history certificates, apply for scholarships and grants, apply for pensions, file their VAT returns, evaluate a company's occupational risks, apply for healthcare cards, apply for Official Credit Institute (ICO) aid, sign validated and registered documents and time-stamp them without leaving the office or home, as well as many more procedures.

The mass use of e-Government services is an opportunity to transform and modernise public administrations which is already generating benefits in terms of substantial savings, improvements in environmental impact and reduced administrative workloads, all favouring the modernisation of Spain's companies and increasing their competitiveness and productivity.

The priorities of the Spanish Government include improving the Administration through the use of technology to provide a better service to citizens and save costs, making the Administration more efficient.

E-MAIL
secretaria.prensa@minhap.es

This information may be used wholly or in part without the need to cite sources

ALCALÁ, 9
28071 - MADRID
TEL: 91 595 80 71/2
FAX: 91 595 84 66

Page 2 of 2

www.minhap.gob.es -