
eGovernment in Galician municipalities

Introduction

Under the **Plan eGobierno 2013**, of the Government of Galicia, to the public (citizens, companies, organizations or entities) in its relationship with Regional administration, steps are being taken, aimed at improving the relationship between them, and thus achieve greater coordination and delivery of services.

On May 20 of 2010, is approved in Xunta de Galicia a collaboration agreement between the Government of Galicia, *Consellería de Presidencia, Administracións Públicas e Xustiza* and the *Secretaría Xeral de Modernización e Innovación Tecnolóxica*, (Department of the Presidency, Public Administration and Justice and General Secretariat for Modernization and Technological Innovation) with the *Federación Galega de Municipios e Provincias* (Galician Federation of Municipalities and Provinces FEGAMP) for the development of eGovernment in local authorities, in order to ensure electronic access to public utilities.

The development of eGovernment at the local level is a fundamental for the provision of public services with same quality to all citizens regardless of their place of residence.

eConcellos

The development of *eAdministration* in the Government of Xunta de Galicia, It is no possible without the consolidation in municipalities, this is a important goal, because generally municipalities are the first point to contact between citizens and administration.

The *eConcellos* plan is a initiative of the Government of Galicia, and has aim, besides to give support and advice in ICT to Galician municipalities, to development the electronic administration in Local Entities and ensure to citizens digital service delivery.

Main goals

- **Simplify and improve** procedures.
- Improve the **relationship** with citizens.
- Facilitating the **use of telematic services** of administrations to citizens.
- **Avoiding exclusion** not have the resources or knowledge.
- **Coordinate, enhance and complement** projects already underway.
- Improve the **integration** of **eGovernment**, with particular attention to municipalities of fewer than 30.000 inhabitants.
- Achieving an equal level in the **offer** and **quality** of **services** different administrations.
- Developing **interoperability** between Administrations (**A2A**).



The Government of Galicia will be link between Galician public entities, and State Government.

Development

This agreement, effective until December 2013, will ensure public access to telematics services.

The register model existing *Portelo Único* (Single Portal), is redefined by setting the integration of register from the regional administration, with the implementation of a telematic register, integrated with *Rexistro Xeral* (General Register) to enable the sending of documents to the municipalities online through of digital signature.

Equipment will be provided to 315 municipalities and four County councils, with an investment of approximately € 2 million.

One of the first steps is the creation of *Oficinas de Atención Presencial* (offices of attention to the public face) of the Xunta de Galicia, are free access points for citizens, equipped with the necessary resources so that they can complete administrative procedures of a telematic way.

A catalog of about *85 telematic procedures* that municipalities may choose. The procedures selected by each entity will be implemented, starting around 15 procedures in 105 municipalities.

This process will be accompanied by *training activities* for public employees, professionals, and citizens in general.

Also, be made available to institutions to transfer and adaptation of tendering (*eLicitacion*) and electronic invoicing (*eFactura*), electronic invoicing in the regional administration since February 2010.

With this new agreement will enhance and strengthen the *portal Eidolocal*, the Government of Galicia makes available to local authorities so that they provide information to the public (public area) and to serve as a means of communication, through network, between local and regional administration (private area).

Conclusion

Local entities will have at their disposal tools and means to **interoperate** and **interconnect** with other Public Administrations (national and European).

The Government of Galicia will promote the **cooperation** between administrations, and the availability of telematic services.

Reduced time to procedures and management.

The Government of Galicia through **training campaigns**, to entities and citizens, will be promote the use of ICT to achieve the Electronic Administration.

The entities will have the office **eConcello**, that will give them: technical and functional maintenance; support to deploy telecommunications solutions; support in FEESL projects (*State Fund for Employment and Local Sustainability*); assists in project development regional level that impact on the local level and support in the development of e-administration in municipalities.

The eGovernment offers to citizens, companies and organizations a greater **effectiveness** and **efficiency** in its relationship with administrations, as well as the relationship between different administrations.

Source:

<http://www.eidolocal.com/>

<http://imit.xunta.es/>