

PRESS RELEASE FROM THE OFICINA DE ATENCIÓN AL CIUDADANO (OAC)

NEW SYSTEM WILL HANDLE SOME 60 PROCEDURES THROUGH SINGLE OFFICE

Monday 30th July 2012

A new section of the **Oficina de Atención al Ciudadano (OAC)** (essentially the citizen's helpdesk) is now prepared to handle up to 60 different procedures under the umbrella of a single office, says Councillor **Cesc Camprubi**. In this office, **located in Avenida Amanecer above the Portal del Clot underground car-park**, residents can be guided through virtually all the often long-winded processes concerning local government procedures, such as informing of the status of each applicant's case and adequate warning should any required documentation is missing to try and speed up the notorious bureaucracy.

Entering the OAC, the resident needs to take a ticket from a vending machine just inside the door which will distribute enquiries between seven points with training multilingual staff. **Miguel Casalles**, the officer in charge of this section, explained that applications and enquiries generate internal communication with the appropriate department which should allow the case to be resolved within a single day or at least provide specific information on the estimated time for completion of the application or enquiry. This aims to simplify the application process, including removing the need for the applicant to travel between council offices. The OAC is also finalising an agreement with a bank to make payments of credit cards in the near future whilst Jávea is also signed up to the red.es government initiative which will allow online payments to be made directly from bank accounts.

The department has also been working hard on a project to introduce a virtual office - **Oficina Virtual de Atención Ciudadana (OVAC)** - which will enable some 50 procedures to be carried out online, an initiative that will be of great benefit to owners of second residences and holiday homes in Jávea, most of whom live outside of the country. Councillor Camprubi said that this reorganisation has placed Jávea amongst some of the most advanced eGovernment municipalities in Spain.

It is hoped that these new systems will help to generate information databases which will show which procedures are the most popular (and thus help to simplify them) or identify points where procedures are most prone to collapse and thus help develop an improved process. Considerable work has been done to prepare for this new system, including software development and the identification of the various internal processes of the town hall.

Amongst those processes that will be managed by the OAC will be the padrón registration, occupation and building licences, a number of application and registration procedures as well as attending to complaints and suggestions.