ORDINANCE ON ELECTRONIC GOVERNMENT

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PREAMBLE

I.

Barcelona City Council recognizes the major changes taking place as a result of the incorporation of information and communication technologies (ICTs) in people’s daily lives, in their social and working environment, in the activity of businesses and institutions and in human and economic relations. A new environment is emerging, which is rightfully called the information and knowledge society because these intangible assets are now the raw material and the main asset for generating wealth and developing nations.

These changes represent opportunities, which until recently were unimaginable, in the areas of social welfare, education, employment, better access to public services, better public services and new forms of government. However, they also represent a risk to social cohesion, new forms of criminal activity, and forms of control and exercising control in an undemocratic manner.

All public authorities, each from within their own jurisdiction but acting in coordination with one another, must accompany and promote the development of the information and knowledge society, guaranteeing the rights of their citizens and social cohesion. In addition, public administrations must promote the use of these technologies by the public and within Public Administration itself, exploiting the full potential of the technologies to improve public services and transform administration.

This complex and multidimensional approach can be found in many international declarations, such as the European Charter of Rights of Citizens in the Information and Knowledge Society promoted by Barcelona City Council from within Eurocities, and which was the subject matter of an institutional declaration by a plenary session of Barcelona City Council on 18 March 2005.

Barcelona City Council has been at the forefront both in promoting the information and knowledge society and in the intensive use of ICTs, especially Internet, as an instrument for attending to its citizens, improving municipal services, internal management and participation in governing the city. It is in this sense, in keeping with the proposals made by the European Commission and the OECD, that we shall use the concept of e-Government, i.e. the application of ICTs and the tools for organizational change to improve public services and democratic processes.

II.

In order to promote even further the use of technology in the City Council’s relations with the public and businesses, and to take full advantage of its benefits, a set of regulations must be established to determine the public’s rights and responsibilities in this area, regulate the conditions, guarantees and legal effects of the use of electronic means in relations with the public, and establish the general principles of activity for the municipal authorities in this area, especially the procedure for incorporating administrative procedures into e-Government. The regulations must also afford full legal security, as well as flexibility and efficiency, to the vast efforts that have been made and are still being made to provide information, consultation, processing and participation services via Internet or on-line channels in general.
The Ordinance explores ways that are fairly new in administrative legislation. The European Union has recently issued general directives, and Spain has been adapting some of its laws to the reality of new technologies. However, there is still no set of regulations or doctrine of reference that can be incorporated or adapted directly on a local level. Indeed, with the exception of a few specialized Spanish national agencies, it is not easy to find Spanish administrations that have incorporated Internet on such a large scale and as successfully as Barcelona City Council.

There are two risks inherent in attempting to incorporate new technologies, both of which this Municipal Ordinance endeavors to avoid: firstly, the transposition to the Internet environment of structures, processes and procedures that are applicable to conventional public administration, without recognizing the specific characteristics of this medium, and without making use of its potential to improve usability and efficiency; and secondly, to expect the public-sector use of Internet to develop in the same way as the private-sector use, overlooking administrative legislation, which necessarily establishes special guarantees and conditions.

The regulations must preserve and promote as much as possible those elements that are specific to the e-Government development model in Barcelona, such as orienting service towards citizens, particularly those who regularly use Internet and on-line channels in general; flexibility and decentralization in managing the medium; integration with corporate databases and applications; exploiting the potential of technology to the full; and, in particular, the ambition to be well accepted and used by citizens and businesses.

Finally, the Ordinance must facilitate the ambitious, but realistic and balanced, development and implementation of e-Government in our own context. This means that it must be tailored to our society, our municipal organization and the availability and maturity of technologies.

III.

Administrative legislation has traditionally taken into consideration –as elements inspiring all its rules and procedures– the principles of effectiveness and efficiency in administrative proceedings, institutional loyalty and coordination, and –an element particularly relevant to this text– transparency and greater service to the public.

These principles of administrative legislation have usually been difficult to apply to regulations beyond the legally applicable and binding, though also abstract, scope of the general principles. Factors often derived from the application of the regulations in the physical and organizational reality of the administrations have made it necessary to explain the scope of this collection of extremely innovative principles. However, one advantage of the introduction of ICTs is that physical and organizational limitations can be reduced, thus helping to accomplish the aforementioned principles.

Therefore, this Ordinance, which consolidates the use of what is certainly today’s most practical and effective tool for communicating with institutions, is moving in the same direction as the overall objectives of current legislation.

From a general point of view, the specific legal grounds of its provisions can be found: directly in the mandate imposed upon the administrations by article 103.1 of the Spanish Constitution, which links the legitimacy of exercising administrative powers to the principle of serving the general interest objectively; and in the principles of efficiency, coordination, transparency and participation defined in article 3 of Law 30/1992, of 26 November, on the legal regime for public administrations and common administrative procedure and, on a local level, in article 6 of Law 7/1985, of 2 April, regulating the bases of local government.
Moreover, in the section that regulates the relations between the Administration of Barcelona City Council with other administrations, this Ordinance is based on the principal established in article 4 of the aforementioned Law 30/1992, as the principle of institutional loyalty.

From a more specific point of view, there are three regulatory provisions that can undoubtedly be considered as the conceptual and legal foundation of the regulations.

The first is the provision established in article 45 of the aforementioned Law 30/1992, giving a clear mandate to promote the use of ICTs –or, to quote the original text: “electronic, computing and telematic techniques and media”– in public administration activity and in such public administrations exercising their powers.

The second, which is particularly relevant in our context, is the set of provisions that we could consider to be visionary in the Municipal Charter of Barcelona, approved through Law 22/1998, of 30 December, which not only defines, in article 39, the forms of administrative information as a guarantee of maximum public participation, including the possibility to consult databases, files and records by telephone or on-line, but also, in article 41, defines providing a service for citizens to access municipal information and information through on-line systems as a genuine responsibility of municipal administrations.

The third provision is article 70 bis of the Law on the bases of local government, introduced through Law 57/2003, on measures for modernizing local government, which establishes that local authorities shall be under the obligation to “promote the interactive use of information and communication technologies to facilitate participation and communication with residents for filing documents, implementing administrative procedures and surveys and, where applicable, making public enquiries”.

From a formal point of view, this Ordinance is adopted on the basis of the self-organizing powers established for local authorities in article 4 of the Law on the bases of local government, and in article 8 of the revised text on Municipal Law and local government in Catalonia, approved by Legislative Decree 2/2003, of 28 April, with the formal requirements, based on its function, set out in article 26 of the Municipal Charter of Barcelona.

Finally, and in the specific area of the application of ICTs to legal relations, the Ordinance is based on the Spanish national laws regulating such application, in particular, Organic Law 15/1999, of 13 December, on personal data protection and the regulations developing it.

IV.

As chapter 1 points out, the purpose of the Ordinance is to regulate the use of ICTs in legal and administrative relations between the citizens and the whole of the Municipal Administration, including consulting administrative information and data held by the Municipal Administration and implementing procedures via electronic means. This entails an ambitious undertaking to promote the use of technologies and modernize all areas of municipal administration so that the public will have the same level of service in all these areas.

Chapter 2 is the most important part of this Ordinance because it is where citizens’ rights and responsibilities are recognized and, therefore, where the Municipal Administration’s obligations and guarantees regarding the use of ICTs in administrative relations are also recognized. Some of the provisions in the Institutional Declaration of Adhesion to the European Charter of Rights of Citizens in the Information and Knowledge Society meet these criteria, and are fulfilled in administrative relations. Nevertheless, a list of the responsibilities and conditions for the
responsible use of e-Government by the public is included, principally for pedagogical purposes, but also for practical purposes.

**Chapter 3** establishes the general principles of activity of the Municipal Administration in e-Government, which inspire the spirit of the Ordinance and will inspire all future development thereof. It obligatorily maintains the principles of legal and technical security and of confidentiality and privacy of personal data. It also establishes principles regarding service to the citizen, some of which are very recent, such as: simplifying administration, technological neutrality and interoperability; the principles of proportionality, efficiency, transparency and accessibility, etc. to promote actively the adoption of these technologies by the citizens of Barcelona and from within the Municipal Administration. There is also a section on cooperation with other administrations, which is essential for the development of a Public Administration which is truly transparent, accessible and close to the citizen.

**Chapter 4** is dedicated to identification systems in the different types of relations between citizens and the City Council. In general, it is established that identification is not required to consult general and administrative information. For those procedures and administrative procedures that require the accreditation of the intent of the citizen, it generally promotes the use of the approved electronic signature and, in the future, the electronic national identity card, but for certain, specific, less-significant procedures and in the subsequent development of the provisions of the Ordinance, lighter secure identification systems that are easier for citizens to access may be accepted, in keeping with a principle of proportionality and extension of technology.

**Chapter 5** reaffirms a policy that has presided over the City Council’s activities in the use of ICTs, in particular Internet and on-line media in general, and has been particularly successful in many sectors of society, especially amongst regular Internet users. The aim is to guarantee maximum dissemination, via all electronic means, of all types of information that the City Council has available. It is established that it is compulsory to publish all public administrative information via electronic means, and an electronic bulletin board will be created to publish information that citizens must legally be notified of through a municipal edict.

**Chapter 6** regulates the different phases or procedures of the general electronic administrative procedure, certificates and certification, ensuring coexistence between e-processing and processing on paper. It also regulates the system for representation and power of attorney, facilitating citizens’ activities in e-Government, albeit directly or through their legal representatives. The mechanism established in the Ordinance for incorporating administrative procedures into e-processing deserves special comment. Although there are few references in e-processing, there is a trend to regulate separately, in this type of text, the components and modules of general administrative procedure (register, archive, notification, etc.) and to transpose these to the virtual world, irrespective of the content, the specific way it is organized, the demands of the technology and, especially, the effective use that citizens make of each procedure. In the municipal regulations, the procedures are gradually being incorporated into e-processing according to criteria for effectiveness, cost and efficiency, and the procedures invoke the organizational and technical modules required in each case to provide the citizen with a complete, integral service.

**Chapter 7** regulates the general system for the functioning of the electronic register, the electronic document archive and the conditions for citizens accessing the electronic registers and archives.
As previously stated, one of the particularly new and important aspects of this Ordinance is the mechanism established for incorporating municipal procedures into e-processing, which is the subject matter of chapter 8. The general conditions for incorporation, from the point of view of competence and procedure, is determined through the so-called Regulated Incorporation Project, which includes the organizational, technological and legal analysis of the incorporation proposal. Legal importance is attached to the municipal catalogue of electronic administrative procedures, which will be published on the city’s web site.

This chapter and the provisions contained in the transitional regime must allow firm measures to be taken to introduce e-Government gradually and efficiently throughout Barcelona City Council. The catalogue of procedures will be produced immediately and those procedures that are already available through the municipal web site or off-line through agreements with different groups, professional associations and public administrations will be incorporated into e-processing, as will some new procedures, such as those for the Business File. Other procedures will gradually be added until we accomplish, in the short term, our objective of implementing most municipal procedures via electronic means. During this incorporation process, the shared e-Government modules, such as the register, notification, archives, etc., will also be implemented. The annexes to the Ordinance include a list of 77 procedures that are already available through the municipal web site, and 10 other procedures that can be executed through secure external networks.

The final provisions authorize establishing the provisions required for developing the Ordinance and, in particular, drafting a municipal program to promote e-Government, including organizational, legal, technical and budgetary measures, and establish the undertaking to tailor all other municipal regulations to the Ordinance and disseminate it actively both via electronic means and on paper.

**CHAPTER 1. GENERAL PROVISIONS**

**Article 1. Purpose**

1. This Ordinance regulates the use of electronic means in the Municipal Administration of the city of Barcelona to comply as effectively as possible with the principles of administrative transparency, proximity and public service, derived from article 103 of the Spanish Constitution and from general administrative legislation.

2. In view of the foregoing, the purpose of this Ordinance is:

   a. To establish the rights and responsibilities that must govern relations between citizens and the Municipal Administration via electronic means.

   b. To establish the general principles for promoting and developing e-Government in the Municipal Administration.

   c. To regulate the conditions and legal effects of the use of electronic means for administrative procedures.

3. The purpose of this Ordinance is also to establish the principles regulating the incorporation of municipal administrative procedures into e-processing, pursuant to the provisions of article 45 of Law 30/1992, on the legal regime for public administrations and common administrative procedure.
Article 2. Subjective scope

1. This Ordinance shall apply to the following institutions, hereinafter jointly referred to as “Municipal Administration”:

   a. Administrative bodies of Barcelona City Council.
   b. Autonomous Community bodies associated with Barcelona City Council.
   c. Public business entities associated with Barcelona City Council.
   d. The rest of the entities associated with or dependent on Barcelona City Council and consortiums in which Barcelona City Council is directly or indirectly the majority representative, when they exercise administrative powers.
   e. Companies and subcontracted entities rendering municipal public services, if so provided for in the contract or approved by their governing bodies, as part of their relations with Barcelona City Council and its citizens, in rendering the municipal public services and exercising their administrative powers.
   f. The City Council shall promote the signing of this Ordinance by all other organizations and entities in which it is represented.

2. This Ordinance shall also apply to citizens, construed as individual or corporate persons, when they use electronic means in their relations with the City Council and with any of the other entities referred to in paragraph 1 above.

Article 3. Objective scope

1. This Ordinance shall apply to all procedures conducted by the Municipal Administration via electronic means, and specifically to the following:

   a. Administrative legal relations with citizens.
   b. Citizens consulting administrative public information and administrative data held by the Municipal Administration.
   c. Implementing the administrative procedures incorporated into e-processing, in accordance with this Ordinance.
   d. The processing of information obtained by the Municipal Administration while exercising its powers.

2. The general principles in this Ordinance shall apply to correspondence from citizens that is not subject to administrative legislation, and particularly to notifications, claims and complaints, suggestions, questions put to municipal bodies and petitions, and other forms of participation, insofar as they are not subject to any specific regulations.

3. This Ordinance defines the principles upon which electronic means relations between the Municipal Administration and other administrations are based.

4. For the purposes of this Ordinance, electronic means shall be construed as any mechanisms, equipment, facilities or systems for processing and sending information that make it possible to produce, save or process data or information that could be incorporated into an electronic medium or to send said data or information through electronic communication networks, including telecommunications and broadcasting networks.
CHAPTER 2. RIGHTS AND RESPONSIBILITIES

Article 4. Citizens’ rights within the framework of e-Government

1. Within the framework of the access to and use of municipal e-Government, citizens have the following rights:

a. The right to communicate with the Municipal Administration via electronic means, file documents, implement procedures and, in general, exercise their rights recognized under administrative legislation, validly and securely.

b. The right to demand that the Municipal Administration communicate with them via electronic means and obtain documents in electronic format.

c. The right not to file documents that are in the possession of the Municipal Administration or the other public administrations with which Barcelona City Council has entered into an information-exchange agreement.

d. The right to benefit from high-quality electronic content, which is accessible, transparent and comprehensible.

e. The right to access administrative information, registers and archives via electronic means.

f. The right to participate in decision-taking processes and in the improvement of electronic means municipal management, and to receive a reply to requests and enquiries.

g. The right to access and use e-Government, irrespective of suffering from any physical or mental disability.

h. The right to receive training and support in the use of e-Government.

i. The right to access and use e-Government irrespective of the technological tools used.

j. The right to personal data protection and confidentiality, and all of the other rights established in data protection laws, in particular the right for the personal data submitted not to be used for any other purpose.

k. The right to privacy and security in their correspondence with the Municipal Administration and in any correspondence sent by the City Council containing the citizen’s data.

2. These rights shall be exercised in accordance with the applicable regulations and the provisions of this Ordinance.

Article 5. Citizens’ responsibilities within the framework of electronic means administrative relations

1. Within the framework of the use of electronic means in administrative activities and relations with Municipal Administration, and in order to guarantee that information, correspondence, processes, and e-Government applications operate correctly and are well managed, citizens shall assume the following responsibilities:

a. To use e-Government services and procedures in good faith, avoiding misuse.

b. Within the framework of e-Government, to provide the Municipal Administration with truthful, complete and accurate information for the required purposes.

c. To identify oneself in electronic means administrative relations with the Municipal Administration, when so required.

d. To protect the personal and non-transferable identification data used in electronic means administrative relations with the Municipal Administration.
To respect the right to privacy, confidentiality and security and all other data protection rights.

2. The Municipal Administration shall ensure the fulfillment of these responsibilities in accordance with the applicable regulations and this Ordinance.

CHAPTER 3. GENERAL PRINCIPLES

Article 6. Organizational principles of e-Government

The activities of the Municipal Administration of Barcelona in general, and the activities to promote e-Government in particular, must be based on the following general principles:

a. The principle of public service

The Municipal Administration shall promote the incorporation of information and procedures into e-Government to accomplish as effectively as possible the constitutional principles of administrative transparency, proximity and public service.

b. The principle of administrative simplification

In order to simplify and integrate administrative processes and procedures and improve public services, the Municipal Administration shall take advantage of the efficiency of using e-Government techniques, in particular, eliminating all procedures and steps considered irrelevant and redesigning the administrative processes and procedures in accordance with the applicable regulations, fully exploiting the possibilities derived from information and communication technologies.

c. The principle of promoting electronic means

The Municipal Administration shall prioritize the use of electronic means in all its activities, particularly in its relations with citizens, and shall, therefore, apply the appropriate human and material resources and adopt the necessary measures to that end.

The Municipal Administration may provide incentives to encourage citizens to use electronic means.

d. The principle of technological neutrality

The Municipal Administration shall guarantee that the activities regulated in this Ordinance be carried out irrespective of the technological tools used, so that it is the technological evolution per se and the adoption of the technologies in society that determine the use of the technological media deemed to be most appropriate at each time.

e. The principle of interoperability

The Municipal Administration shall guarantee the adoption of interoperability standards and, while respecting criteria on security, technical appropriation and cost, shall ensure that the information systems used by the Municipal Administration are compatible with and can
be recognized by the information systems used by citizens and other administrations. The Municipal Administration shall promote the use of open-source software in e-Government.

f. The principle of confidentiality, security and data protection

In promoting e-Government, the Municipal Administration shall guarantee the protection of the confidentiality and security of citizens’ data, in accordance with the regulations on data protection and the other regulations on the protection of the confidentiality of citizens’ data.

Special protection shall be afforded to citizens’ personal data and all the shared information used by the different departments and entities forming part of the Municipal Administration. These departments and entities shall be under the obligation to communicate the data required to keep the shared information documented and up to date.

g. The principle of transparency

The Municipal Administration shall facilitate maximum dissemination, publicity and transparency of the information in its archives and on its administrative activities, in accordance with all other legislation and the provisions of this Ordinance.

h. The principles of effectiveness, efficiency and economy

The introduction of electronic means into the Municipal Administration shall be based on the principles of effectiveness, efficiency and economy. In particular, the electronic means shall be introduced according to the following criteria:

- The impact and use by the citizens of the municipal services in question.
- The population sectors to which it is targeted.
- The improvements achieved as a result of rendering the service.
- The integration of the systems for relations with citizens, with the rest of the organization, and with the municipal information systems.
- The level of technical, organizational and financial input required.
- The maturity and availability of the technologies.

i. The principle of cooperation

In order to improve public service and management efficiency, the Municipal Administration shall establish agreements and contracts with professional associations and other associations and entities to foster relations with their associates and clients.

j. The principle of participation

The Municipal Administration shall promote the use of electronic means in exercising the rights to participation, in particular the right to petition, the right to a hearing and public information, public initiative, enquiries, lodging complaints and claims and making suggestions.

Moreover, the Municipal Administration shall also encourage public debate and the expression of ideas and opinions through the different tools comprising the electronic means, in any case complying with the principles of good faith and responsible use.
Article 7. General principles on the dissemination of electronic administrative information

The dissemination, via electronic means, of administrative information of general interest and of information that the Municipal Administration is obliged to make public shall be implemented in accordance with the following principles:

a. The principle of accessibility and usability

The Municipal Administration shall guarantee the use of simple systems for obtaining information of public interest quickly, securely and comprehensibly.

The Municipal Administration shall promote the use of unified criteria for searching for and viewing information, allowing for the wider dissemination of information, in accordance with the criteria, and international and European standards, on accessibility and document processing.

The Municipal Administration shall make the necessary means available to citizens with disabilities so that they can access the administrative information via electronic means, in accordance with the generally accepted criteria and standards.

b. The principle of completeness and accuracy of information published by the Municipal Administration.

The Municipal Administration shall guarantee that when accessing information via electronic means, the documents obtained shall be identical in content, and faithful to, the equivalent document on paper or in the format in which it was published. The availability of electronic information should not impede or restrict individual service in public offices or through other traditional means.

c. The principal of up-to-date information

The different bodies within the Municipal Administration shall keep up to date all administrative information that can be accessed electronically. Electronic publications shall state the date on which they were updated.

d. The principal of ensuring personal data protection

The Municipal Administration shall take full advantage of the technology available from time to time to guarantee the rights inherent in personal data protection and implement the security measures to prevent the monitoring of personal data without just cause or consent.

e. The principal of open consultation of universal- and open-access information resources

The Municipal Administration shall guarantee access, without requiring identification, to the administrative information which, under the Municipal Charter of Barcelona, can be accessed by any member of the public.

Article 8. The general principles of the electronic administrative procedure

Implementing administrative procedures with the Municipal Administration shall be based on the following general principles:
a. The principal of non-discrimination on grounds of the use of electronic means

The use of electronic means may not entail discrimination or disadvantage for citizens in their relations with the Municipal Administration. In that respect, systems for communicating on-line with the Administration can only be made compulsory and exclusive if so established by law, in inter-administrative relations, in legal and tax relations and in special relations, in accordance with applicable legal regulations.

b. The principle of monitoring procedures and administrative documents

The Municipal Administration shall take the necessary measures to establish adequate and comprehensible systems and procedures, allowing citizens to find out at any time, via electronic means, information regarding the status of their procedure and track their administrative procedures and documents, without prejudice to applying the technical measures required to guarantee the privacy and protection of the personal data of the persons in question.

c. The principle of intermodality of media

Under this Ordinance and the regulations developing it, a procedure initiated through one medium may continue through another, different medium, provided that the integrity and legal security of the entire procedure is maintained.

Procedures incorporated into e-processing may be implemented via any electronic channels or media determined in the incorporation process, pursuant to the provisions of chapter 8.

Article 9. Principles upon which the development and promotion of inter-administrative cooperation in e-Government are based

Inter-administrative cooperation within the framework of the Municipal Administration of Barcelona shall be based on the following general principles:

a. The principle of inter-administrative cooperation and collaboration

In order to improve public service and management efficiency, the City Council shall promote entering into any agreements with the Open Administration Consortium for Catalonia and all other public administrations, to apply the provisions of this Ordinance, in particular and inter alia, those regulating technical standards and establishing mechanisms for exchanging and sharing information, data, processes and applications.

Barcelona City Council shall make its e-Government applications available to the community, in particular to local entities and other public administrations.

Barcelona City Council shall publish the agreements it has signed with other public administrations in order to comply with this principal.

b. Principles of limited access and availability

The Municipal Administration shall provide other public administrations with the data it holds on the interested persons in electronic format, specifying the conditions, conventions
and functional or technical criteria required to access said data with maximum guarantees of security and integrity.

The availability of the data referred to in the previous paragraph shall be strictly limited to data required by public administrations to perform their duties and process and settle any procedures that fall under their jurisdiction. Access to said data shall be on the condition that the interested party has granted consent or that legal regulations provide for such access.

CHAPTER 4. IDENTIFICATION, ACCESS TO INFORMATION AND CITIZENS FILING WRITTEN DOCUMENTS

Article 10. Identification tools and certification of the intent of citizens

1. Identification and certification of intent of citizens in their relations with the Municipal Administration can be implemented through the following mechanisms:

   a. An approved electronic signature, unless a specific rule adds any further requirements for the identification and certification of the intent of citizens.
   b. Other types of e-signatures.

2. Barcelona City Council may, either directly or through agreements and contracts with other entities, provide the mechanisms for identifying and certifying intent for those citizens who so request it, having first specifically verified the person’s identity.

3. The use of the electronic national identity card shall render it possible to identify citizens, pursuant to the provisions of the applicable regulations.

4. The Municipal Administration shall promote the use of the electronic identification systems that are most widely used in society, and establish agreements with the corresponding certification entities.

Article 11. Identification requirements for citizens to access electronic administrative information

1. All citizens shall have free access to the following information, and identification shall not be required to that end:

   a. Information on the municipal organization and services of general interest.
   b. Enquiries on general provisions and regulatory information.
   c. Information included on the electronic bulletin board.
   d. Official Barcelona City Council publications.
   e. Dossiers required for public information.
   f. Other information which may be generally accessed.

Without prejudice to citizens’ right to the free and anonymous access to information referred to in this section, the Municipal Administration may request non-personal data from the citizens, in order to improve municipal services or for statistical purposes.

2. Pursuant to the provisions of paragraph 1 in article 37 of Law 30/1992, of 26 November, on the legal regime for public administrations and common administrative procedure, citizens can
freely consult the e-documents stored by the City Council referring to procedures completed on the enquiry date.

In order to ensure that the aforementioned right can be exercised carefully, and not abusively, citizens must identify themselves through the electronic means determined by Barcelona City Council, which record the identity of the person requesting information and the information requested.

3. Pursuant to the provisions of paragraphs 2, 3, 5 and 6 of article 37 of Law 30/1992, of 26 November, on the legal regime for public administrations and common administrative procedure, access to regulatory documents, documents containing data relating to people’s intimacy, files that have not been closed and files and archives referring to paragraphs 5 and 6 of Law 30/1992, of 26 November, on the legal regime for public administrations and common administrative procedure, is restricted to the persons who meet the conditions established under law in each case.

In order to ensure that the right to enquiry is exercised by citizens legally entitled to do so, the municipal services shall require the identification of citizens through any of the secure electronic identification procedures specified in article 10 of this Ordinance.

**Article 12. Requirements for identification and certification of the intent of citizens for filing written documents**

1. The use of an approved electronic signature shall be sufficient for identifying and certifying the intent of citizens filing written documents in any procedure incorporated into e-processing through the procedure established in this Ordinance.

2. In this incorporation procedure, other types of electronic signatures can be established if they can guarantee security and integrity in identifying and certifying the intent of the citizen, and the following criteria shall be taken into account:

   - The characteristics of the electronic channels that have been approved for the procedure.
   - The proportionality between the requirement and the importance of the particular procedure, in the legal sphere of the citizens.
   - The formal demand for a signature on the written document filed by the citizen, established in the regulations on general administrative procedure.
   - The level of legal security, according to the risks inherent in the operation.
   - The availability of the technology and the resources of Barcelona City Council.

3. The e-documents filed by citizens must include the mechanism for identifying and certifying the intent of the citizen, defined in each case, pursuant to the provisions of paragraph 2 above.

4. Pursuant to the provisions of article 71 of Law 30/1992, of 26 November, on the legal regime for public administrations and common administrative procedure, the Municipal Administration shall require individuals to rectify any formal defect derived from failing to comply with the requirements on identity, integrity and authenticity established in this article.
CHAPTER 5. THE DISSEMINATION OF ADMINISTRATIVE INFORMATION VIA ELECTRONIC MEANS

Article 13. Information on the organization and on services of general interest

1. The Municipal Administration shall provide, via electronic means and at least through the City Council web site, information on:
   a. Its organization and powers.
   b. The services commissioned upon it or rendered by it, indicating the specific details of each service.
   c. The administrative procedures that it processes, stating the essential requirements and the time required for settling procedures and serving notice thereof, as well as explaining the meaning of administrative silence.
   d. The contact details, such as the postal address, telephone number and e-mail address.

2. Any other information on questions and matters of general public interest may be disseminated via electronic means, including information that may contribute to a better quality of life for citizens and of special significance to society, such as information on health, culture, education, social services, the environment, transport, commerce, sport and leisure.

3. The information shall state the administrative body that has provided it and the date on which it is updated.

Article 14. Administrative information

The Municipal Administration shall provide via electronic means all administrative information that it is under the obligation to make public by law or under a court decision, while maintaining its obligation to specify which administrative body produced the published act or order. For example, the Municipal Administration shall make the following information public:

   a. Governing bodies decisions
   b. Municipal Ordinances
   c. The municipal budget and management reports
   d. Town planning projects
   e. Public information announcements
   f. Public contract procedures
   g. Subcontracting and subsidies procedures
   h. Staff recruitment procedures
   i. Forms for municipal procedures

Article 15. Regulatory information

Barcelona City Council shall guarantee that its regulations shall be available and can be accessed on-line. On-line access to the Municipal Gazette shall be guaranteed.
Article 16. Quality and security on the municipal web site

1. The services on the municipal web site shall be operative 24 hours a day, all year round. When it is expected that, for technical reasons, the web site or some of its services, may not be operative, users must be notified thereof as soon as possible and informed which alternative means are available for consulting information.

2. The security of web pages of entities to which this Ordinance applies shall be ensured, thus guaranteeing the authenticity and integrity of the digital information contained therein.

3. The municipal web site shall meet the standards for accessibility and quality recommended for public administrations. In particular, the services, information and procedures, which are the subject matter of this Ordinance, shall be accessible from the main open-source Internet browsers and operating systems.

4. The entities referred to in article 2 of this Ordinance are in no way responsible for the information obtained from external sources that do not depend upon them, or for the opinions that may be expressed on the pages of the municipal web site by people not associated with said entities.

Article 17. Electronic bulletin board

1. The electronic bulletin board shall provide electronic access to the information that, by law or under a court decision, must be made public or announced through edicts. Access to the electronic bulletin board shall not require any kind of special mechanism for identifying the citizen.

2. The electronic bulletin board may be consulted through the municipal web site, from terminals installed at Barcelona Town Hall, and from other electronic access points to be determined. Access must be available to everyone, and assistance must be provided for the effective consultation thereof.

3. The electronic bulletin board shall be equipped with the systems and mechanisms to guarantee the authenticity, integrity and availability of the content, pursuant to the provisions of article 45.5 of Law 30/1992, of 26 November, on the legal regime for public administrations and common administrative procedure. In particular, for the purposes of calculating the correct deadlines, a mechanism shall be established to ensure that edicts state the date and time of publication on the bulletin board.

4. The electronic bulletin board shall be available all year round, 24 hours a day, through the municipal web site. When it is expected that, for technical reasons, the electronic bulletin board may not be operative, users must be notified thereof as soon as possible, and informed about which alternative means are available for consulting information.

Article 18. Official publication

1. The dissemination of information and documentation via electronic means does not substitute the publishing of regulations and acts that must be published in an official gazette. Notwithstanding the foregoing, the dissemination of information and documentation via electronic means may complement publishing said regulations and acts in official printed
gazettes when the limitations of the paper format mean it is not compulsory to publish the full content of the published regulations or acts.

2. The Municipal Administration shall in any case guarantee electronic access to the official gazettes in which the public information of Barcelona City Council is published.

**Article 19. Incorporating content into the administrative information available via electronic means**

The content shall be incorporated into the administrative information available via electronic means in accordance with the principles established in this Ordinance, and priority shall always be given to the publication of administrative information which must be published by law or under a court decision.

**CHAPTER 6. THE ELECTRONIC ADMINISTRATIVE PROCEDURE**

**Article 20. Procedures incorporated into e-processing**

1. Barcelona City Council shall gradually incorporate municipal administrative procedures into e-processing, in accordance with the incorporation procedure and the general principles of activity established in this Ordinance.

2. Through the procedures referred to in the previous paragraph, it is possible to request information, make enquiries and requests, lodge claims, make allegations, send and receive invoices and bills, challenge resolutions and administrative acts and, in general, exercise the rights and powers recognized under administrative legislation.

**Article 21. Identification and certification of the intent of administrative bodies**

1. Pursuant to the provisions of article 45 of Law 30/1992, of 26 November, on the legal regime for public administrations and common administrative procedure, in relation to article 3 of Law 59/2003, of 19 December, on e-signatures, public staff and administrative bodies shall be identified through an approved electronic signature.

2. The administrative acts of entities forming part of the Municipal Administration may be pronounced automatically, provided that the requirements on administrative acts established in the applicable administrative regulations and in this Ordinance are fulfilled.

**Article 22. Initiation**

1. In accordance with the conditions established in this Ordinance, administrative procedures incorporated into e-processing may be initiated via electronic means, at the request of the citizen, by filing an application at the electronic register regulated in this Ordinance.

2. The electronic applications referred to in the previous paragraph must contain the applicant’s approved electronic signature or any other mechanism for identifying and certifying the intent of the citizen, established in the regulations developing this Ordinance, pursuant to the provisions
of article 70 of Law 30/1992, of 26 November, on the legal regime for public administrations and common administrative procedure.

**Article 23. Administrative acts, correspondence with citizens and validity of e-documents**

1. Administrative acts and decisions passed by the Municipal Administration and correspondence with citizens via electronic means must meet the requirements on security, integrity and preservation provided for in article 45.5 of Law 30/1992, of 26 November, on the legal regime for public administrations and common administrative procedure.

2. The provisions established in this article shall not apply to correspondence exchanged outside administrative procedures, which is regulated by the City Council and does not need to comply with said provisions, on account of the sensitivity of the correspondence.

3. Documents produced via electronic means sent by individuals in the course of their relations with the Municipal Administration shall be considered valid, provided that the authenticity, integrity and preservation are certified, pursuant to the provisions of this Ordinance and the regulations developing it. The Municipal Administration shall promote the use of internationally recognized standard formats.

**Article 24. Representation requirements and certification**

1. Citizens may act through representatives in their administrative procedures before the Municipal Administration via electronic means, in accordance with general legislation and this Ordinance. In those cases, the validity of procedures is subject to the certification of the representation.

2. Certification for representation for electronic means procedures can be obtained through any of the following procedures:

   a. By submitting a power of attorney in electronic format.
   b. Through e-signature certificates, stating the type of representation and accepted by Barcelona City Council, in accordance with this Ordinance.
   c. Through a declaration of power of attorney by the representative and the subsequent verification of the representation in the registers of the Municipal Administration or other administrations or entities with which Barcelona City Council has entered into a collaboration agreement.
   d. When the procedure so permits and it is deemed appropriate, the Municipal Administration may, at any time, request proof of the power of attorney from the proxy.

**Article 25. E-processing of procedures**

1. The programs, applications and information systems that are approved for processing administrative procedures via electronic means must guarantee checking deadlines, stating the date and time and identifying those responsible for procedures, as well as respecting the correct order for processing files.

2. The administrative bodies must guarantee that the interested parties' right to a hearing and citizens' right to public information may be exercised via electronic means, where appropriate.
3. The interested party may request and obtain information on the status of the procedure through the forms established in the incorporated procedures.

4. The City Council may inform the interested party on the status of the procedure at the e-mail address provided to that end.

**Article 26. Filing documents and statement of compliance**

1. It is not necessary to file documents that are in the possession of the Municipal Administration or other public administrations with which Barcelona City Council has entered into a collaboration agreement. This right shall be exercised in accordance with the applicable regulations for each procedure.

2. The entities to which this Ordinance applies shall encourage substituting the filing of documents certifying the fulfillment of requirements with a statement of compliance from the interested party stating that said requirements are met and undertaking to furnish proof thereof, at the request of the Municipal Administration.

3. The information contained in these declarations can be verified in the Municipal Administration registers or the registers kept by other administrations or entities with which Barcelona City Council has entered into a collaboration agreement.

**Article 27. Electronic administrative certificates and data transmission**

1. In accordance with the principles of administrative simplicity and interoperability between administrations, the City Council shall encourage the elimination of certificates and, in general, documents on paper, which shall be replaced, wherever possible, by electronic certificates and e-documents or through data transmission.

Whether in the case of electronic certificates and e-documents or in the case of data transmission, the issuing, processing and effects of the same shall be governed by the provisions of this Ordinance, and shall strictly comply with the regulations on personal data protection, as well as all other regulations on administrative procedure.

2. Within the framework of the principles of this Ordinance, the City Council shall encourage entering into agreements with public and private entities, whether they issue or receive certificates or administrative documents, in order to simplify the process for obtaining, transmitting and, if necessary, validating e-documents and electronic certificates sent by data transmission. The certificates provided for in the current regulations on administrative procedure and acts can be provided as electronic certificates, which are fully valid and effective, in accordance with the following specifications:

   a. Within the framework of an administrative procedure, Barcelona City Council, as the authority responsible for the procedure, may request, via electronic means, the transmission of data held by other administrations and which are necessary for performing its duties.

   b. In order to respond to the requests of the administrations with which agreements have been signed, the City Council shall install automatic real-time data transmission mechanisms.

   c. In order to replace a certificate on paper with the transmission of the corresponding data, the owner must have granted his/her express consent to the data transmission in
accordance with regulations on personal data protection, except in the cases provided for under law. If the owner does not grant his/her consent, the interested party must request and provide the relevant certificate.

d. Any transmission of data, whether by Barcelona City Council or by other administrations with which an agreement has been executed, shall be implemented at the request of the processing body or entity and shall include the required data and the owners thereof, as well as the reason for which the data are required. The application must state that the express consent of the owners in question has been granted, as described in the previous paragraph, unless such consent is not required by law.

e. The request and receipt of the data must be recorded on the file by the acquiring body or organization. For the purposes of verifying the origin and authenticity of the data by auditing bodies, mechanisms shall be established so that such bodies can carry out the controls they deem necessary.

f. In order to guarantee the identity of the requesting Administration and the issuing Administration, as well as the integrity, authenticity and confidentiality of the data transmitted, both the request and the data transmission must include the approved electronic signature of the relevant administrative body.

3. Barcelona City Council shall establish the mechanisms required for producing electronic administrative certificates, which shall serve exactly the same purpose as the certificates on paper. The content of these certificates may be printed, in which case the written signature shall be replaced by an electronically generated verification code, which shall enable the authenticity to be verified by accessing the archives of the issuing body or organization on-line.

a. At the request of the citizen in question, the City Council shall issue electronic certificates on the data it holds. This procedure shall be included in the catalogue of procedures incorporated into e-Government, which is regulated in this Ordinance.

b. Instead of certificates on paper, the citizen may submit to the Municipal Administration electronic certificates issued by other administrations obtained on-line or through the electronic certification of the certificate on paper.

Article 28. Electronic certification and transfer of documents on paper

1. Electronic certification of e-documents and documents on paper shall be implemented through a secure digitalization procedure, which includes the approved electronic signature of the Municipal Administration staff that issued the certification and guarantees the authenticity and integrity of the copy. Electronically certified documents shall be considered authentic copies for the purposes of article 46 of Law 30/1992, of 26 November, on the legal regime for public administrations and common administrative procedure.

2. The incorporation of documents on paper into the administrative procedures that have been incorporated into e-processing shall be implemented through the electronic certification of documents on paper.

3. Electronically certified documents may be valid both for the specific procedure for which the certification has been issued and for any other procedure through the Municipal Administration.

4. When a procedure initiated electronically cannot be fully processed in electronic format, the corresponding body shall produce, via certification, a copy on paper of the electronic requests, notifications or other documents so that the file can still be processed.
5. When e-documents are transferred to copies on paper, the copy shall bear the certification of the staff member who certifies that the version on paper is an exact copy of the original e-document. These documents shall be considered authentic copies for the purposes of article 46 of Law 30/1992, of 26 November, on the legal regime for public administrations and common administrative procedure.

6. The e-documents may be transferred to copies on paper through automatic procedures. In that case, the document on paper shall incorporate a mechanism that enables its content to be validated with the identification of the original e-document. The original e-document can be accessed through an e-mail address provided by the City Council.

Article 29. Completion

1. Pursuant to the provisions of article 45.3 of Law 30/1992, of 26 November, on the legal regime for public administrations and common administrative procedure, all procedures that commence and end in electronic format guarantee the identification and exercise of powers by the body that, in each case, is recognized as the competent authority.

2. The final decision in an electronic procedure must meet the requirements provided for in article 89 of Law 30/1992, of 26 November, on the legal regime for public administrations and common administrative procedure, and must be accompanied by the approved electronic signature of the administrative body responsible for passing the act or decision.

3. The transfer of e-documents, including those that must be recorded in decision and minute books, while these books do not exist in electronic format, shall be implemented in accordance with the certification procedure established in this Ordinance.

Article 30. Notification by electronic means

1. For those administrative procedures incorporated into e-processing, electronic notification shall be implemented via electronic means when the interested party has designated this as his/her preferred means of notification.

2. The interested parties may accept electronic notices for all procedures between them and the Municipal Administration or for one or several procedures. For electronic administrative procedures initiated at the request of the citizen, acceptance of electronic notification shall be assumed, unless the interested party has expressed otherwise via the electronic means provided by the City Council.

3. For the effectiveness of the provisions of this article, any interested party who has expressed the desire to be notified via electronic means must have an e-mail address that meets the legal requirements provided for in article 59 of Law 30/92. Barcelona City Council may offer citizens e-mail accounts that are specifically designed for receiving notices from the Municipal Administration.

4. The e-mail address shall be valid indefinitely for the purposes of notices, unless: the owner requests to revoke or modify it; the individual person has passed away or the corporate person has ceased to exist; an administrative or court decision orders that the address be rendered invalid; or three years have passed without it being used for notices, in which case the interested party shall be informed so that he/she can state his/her desire to keep it active and, failing that, the e-mail address shall be invalid.
5. Notice shall be deemed to have been served for all legal purposes when the interested party accesses his/her e-mail. The notification system must certify the date and time at which the notice is received by the interested party’s e-mail account and is accessed by the notified citizen, as well as any technical reasons preventing that from occurring.

6. When there is evidence that the notice has been received in the e-mail account and ten calendar days elapse without the content of the notice being accessed, it shall be considered that the notice has been rejected for the purposes of article 59 of Law 30/1992, of 26 November, on the legal regime for public administrations and common administrative procedure, unless, on the initiative or at the request of the interested party, it is found that for technical or material reasons it was impossible to access the interested party’s e-mail account.

7. While the procedures are being processed, and only based on justified technical reasons, the interested party may ask the organization or entity in question not to send subsequent notices via electronic means, in which case any other medium permitted under article 59 of Law 30/1992, of 26 November, on the legal regime for public administrations and common administrative procedure, can be used.

CHAPTER 7. REGISTER, ARCHIVES AND ACCESS TO E-DOCUMENTS

Article 31. Electronic register

1. The Barcelona City Council on-line register is created.

2. The provisions approving the incorporation of procedures into e-processing shall determine which documents and formats shall be included in the on-line register, as well as the operative conditions in respect thereof.

3. The on-line register shall, for all purposes, be included in the council’s general register and shall be voluntary for citizens, except for the cases where its use is compulsory by law or under the rules on the creation of future on-line procedures regulating the filing of requests, written documents or notifications through said register.

4. Access to the on-line register shall be available 24 hours a day, all year round. The entry and/or exit date shall be certified through an electronic date- and time-assignment service. For the purposes of calculating deadlines, documents received on a non-working day shall be considered to have been received on the next working day. The on-line register shall use the official date and time.

5. The filing of requests, written documents and notifications on the on-line register shall have the same effect as filing the same through any other means permitted under article 38.4 of Law 30/1992, of 26 November, on the legal regime for public administrations and common administrative procedure.

6. The on-line register shall automatically send acknowledgement of receipt of the e-documents filed, stating the entry code assigned to the document. This receipt must comply with the provisions of article 23 of this Ordinance.
7. When it is expected that, for technical reasons, the register may not be operative, users must be notified thereof as soon as possible, and whilst the situation persists.

Article 32. Electronic document archive

1. The Municipal Administration may archive electronically all documents produced as a result of performing its duties, thus complying with the terms provided for in article 45.5 of Law 30/1992, of 26 November, on the legal regime for public administrations and common administrative procedure, and with Law 10/2001, of 13 July, on archives and documents. The reproduction, in electronic format, of documents on paper shall be implemented in accordance with the certification procedure provided for in this Ordinance.

2. The e-documents archive shall be created in accordance with current legislation on document management with regard to the classification table, description method and preservation calendar.

3. The media used for storing the e-documents shall have the security measures required to guarantee the integrity, authenticity and preservation of the archived documents and, in particular, to identify users and monitor access.

4. Barcelona City Council may establish agreements with other entities for the permanent archiving of its e-documents, provided that these agreements meet the guarantees stipulated in the previous paragraph.

Article 33. Preservation of, and access to, electronic administrative registers and archives

The preservation of, and access to, the documents stored in electronic means shall be governed by the provisions of this Ordinance on access to information, and by the principles and regulations on the protection of confidentiality and data privacy, as well as by rulings handed down by the municipal body responsible for the evaluation of, and access to, the documents.

CHAPTER 8. INCORPORATION OF PROCEDURES INTO E-PROCESSING

Article 34. Mechanism for the incorporation of procedures and mechanisms into e-processing

1. Barcelona City Council shall agree to process administrative procedures via electronic means, in accordance with the provisions established in this chapter.

2. The characteristics of the procedures incorporated into e-Government must be defined, in each case, in the relevant regulations on developing this Ordinance, based on the relevant Incorporation Project, in accordance with the following articles.

3. The provisions established in this chapter shall also apply to the following:

   a. The process for modifying procedures that have been incorporated into e-processing.
   b. The system for the specific tools and services of e-Government.
c. Entering into collaboration and cooperation agreements with other administrations and e-Government entities, without affecting any other regulations that apply to the agreements.
d. Procedures for communication and relations with other public administrations.

Article 35. Incorporation Project

The Incorporation Project must contain the following:

1. The report justifying the incorporation.
2. The identification of the procedures being incorporated.
3. The identification of the electronic channels that have been authorized for processing the procedure.
4. The systems for the identification and electronic certification of the intent of the citizen for each of the procedures being incorporated, where necessary.
5. The programs and electronic applications that shall be used for the procedures being incorporated.
6. The report on personal data protection and risk assessment.
7. The report on the technical and organizational implications of the incorporation.
8. The report on the information management and life cycle of the documentation, including guarantees and needs for preservation and its availability.

Article 36. Approval of the Incorporation Project

1. The body in the City Council responsible for processing the procedure must draft the Incorporation Project, which must include the content referred to in the previous article.

2. Once completed, the Incorporation Project must receive a favorable report from the bodies responsible for general administration, organization and information systems, and from the municipal legal services, which must comment on the aspects under their jurisdiction.

3. The aforementioned bodies must produce the report within one month. If one month should elapse and the report has not been issued, it shall be deemed to be favorable.

4. For the purposes of paragraph 4 in article 45 of Law 30/1992, of 26 November, on the legal regime for public administrations and common administrative procedure, the mayor must grant the final approval to the Incorporation Project.

Article 37. Barcelona City Council catalogue of electronic procedures

Once approval has been granted for the incorporation of a procedure into e-processing, it shall be included, for the purposes of providing information to citizens, in the Barcelona City Council catalogue of electronic procedures, which shall be published on its web site.

TRANSITIONAL PROVISIONS

First. Incorporation of current procedures

The procedures for which e-processing can currently be used (listed in the annexes attached to this Ordinance), albeit through the City Council web site or other on-line channels, shall be
considered to have been incorporated into e-processing and shall be included in the Barcelona City Council catalogue of electronic procedures as soon as the Ordinance comes into force.

**Second. Procedures in progress**

This Ordinance shall not apply to procedures initiated before it comes into force.

**Third. Electronic bulletin board**

The electronic bulletin board regulated under this Ordinance shall begin functioning within a maximum period of one year after this Ordinance has come into force.

**Fourth. Electronic notification**

The City Council shall set up electronic notification for procedures in respect of which this is required as soon as the decrees for incorporation into the catalogue of electronic procedures are approved.

**Fifth. Electronic register**

The City Council shall provide access to the electronic register for procedures in respect of which that is required as soon as the decrees for incorporation into the catalogue of electronic procedures are approved.

**Sixth. Electronic archive**

The Barcelona City Council Commission for e-Government (CAEB), created by Decree passed by the Mayor’s Office on 10 May 2004, shall be commissioned with a technical proposal for the organization and implementation of the electronic municipal archive, which must be published within a maximum period of one year after this Ordinance has come into force.

**FINAL PROVISIONS**

**First. Development and execution of this Ordinance**

Pursuant to the provisions of article 26.d of the Municipal Charter of Barcelona, the mayor has the powers to establish the provisions for developing and executing this Ordinance.

**Second. Monitoring and implementing the Ordinance**

The Barcelona City Council Commission for e-Government (CAEB) shall be commissioned with proposing to the governing bodies of the Municipal Administration actions for developing, monitoring and assessing the application of this Ordinance.

**Third. Dissemination of the Ordinance**

As soon as this Ordinance has been approved, the City Council shall disseminate it via electronic means and prepare an edition on paper to distribute it to citizens, particularly amongst groups and entities that are particularly affected by the application hereof. The
development of this Ordinance shall provide for the dissemination and training actions for the staff serving the Municipal Administration.

Fourth. Regulations for new procedures

Once this Ordinance has come into force, any regulations introduced for new administrative procedures, or modifications to existing regulations, shall provide for the possibility of on-line processing and shall comply with the conditions and requirements established in this Ordinance. Such regulations shall adhere to the incorporation procedure established in chapter 8 of this Ordinance.

Fifth. Adaptation to municipal regulations

Barcelona City Council undertakes to tailor its municipal regulations to the provisions of this Ordinance.

Sixth. Coming into force

This Ordinance shall come into force the day after it is published.
ANNEX I: Municipal procedures available at present through the Barcelona City Council portal www.bcn.es

Information, public service and participation
1. City Council Service for dealing with incidents, making claims and complaints, suggestions, enquiries and petitions to municipal authorities.
2. Consult documentation or lost property held in the safekeeping of the Municipal Lost Property Office (enquiries).
3. Application to post a notice on the City Council electronic bulletin board (introducing data and producing application form).
4. Public hearing (introducing data and producing application form).

Citizens
5. Register or change of address in the municipal census (application).
6. Receipt of residence as recorded on the municipal census (application or procedure completed electronically for users in the citizen file).
7. Certificate of registration on the census signed by the City Council secretary (introducing data and producing application form).
8. Receipt of cohabitation details on the municipal census (application or procedure completed electronically for users in the citizen file).
9. Enquiry at the polling station during elections (enquiry).
10. Registration at the Municipal Register of Civil Marriages (introducing data and producing application form).
11. Deletion from the Municipal Register of Civil Marriages (introducing data and producing application form).
12. Duplicate certificate of registration at the Municipal Register of Civil Marriages (introducing data and producing application form).
13. Consult census data through the citizen file (enquiry for identified users).
   13.1 Consult personal data on census
   13.2 Consult personal data on cohabitation.

Tax Authorities
14. Voluntary payment of capital gains tax (calculation thereof and produce voluntary tax payment form).
15. Allegations or appeals against taxes and fines (introducing data and producing application form).
16. Allegations or appeals against traffic fines (application)
17. Standing order for paying municipal taxes and rates (procedure completed electronically).
18. Certificate evidencing payment of municipal taxes (application or procedure completed electronically for identified users).
19. Duplicate receipts for the voluntary payment of municipal taxes (procedure completed electronically).
20. Application for tax rebates (introducing data and producing application form).
21. Application for notification of outstanding debt (application).
22. Change of holder in respect of property tax (introducing data and producing application form).
23. Appointment with the Municipal Tax Institute (procedure completed electronically).
24. Payment by credit card or charged to current account (procedure completed electronically, external link).
25. Change of tax address and/or address for notices (introducing data and producing application form).
26. Splitting municipal taxes and fines (application).
27. Negative debt certificate with Barcelona City Council (application or procedure completed electronically for identified users).
28. Amending typing errors with regard to name, surname, tax number and minor errors in the address for notices (introducing data and producing the application form).
29. Voluntary payment of vehicle tax (calculation thereof and produce voluntary tax payment form).
30. File on companies and entities (enquiry by identified users)
   30.1 Consult tax details.
   30.2 Consult tax headings (property, vehicle, business tax, waste collection, “keep clear” signs).
   30.3 Consult tax headings paid by standing order.
   30.4 Consult taxes (paid and outstanding).
   30.5 Consult capital gains.
   30.6 Consult fines (paid and outstanding).
31. Electronic register of business tax (application or procedure completed electronically for identified users).
   31.1 Registration on the business tax electronic register.
   31.2 Conciliation of business tax on electronic register.
32. Electronic register of vehicle tax (application or procedure completed electronically for identified users).
   32.1 Registration on the vehicle tax electronic register.
   32.2 Reconciliation of vehicle tax on electronic register.
33. Electronic register of property tax (application or procedure completed electronically for identified users).
   33.1 Registration on the property tax electronic register.
   33.2 Reconciliation of property tax on electronic register.
34. Consult tax details through citizen file (enquiry for identified users).
   34.1 Registration of citizen file.
   34.2 Consult tax details.
   34.3 Consult owner of property tax.
   34.4 Consult owner of vehicle tax.
   34.5 Consult paid and/or outstanding taxes.
   34.6 Consult paid and/or outstanding fines.

Territorial aspects, town planning and housing
35. Copy of topographical and town planning plans and plans for land divided into plots in the Cartographic Information Point (enquiry).
36. Enquire about the procedure for carrying out works (enquiry or procedure completed electronically).
37. Enquire about the status of files on works’ licenses (enquiry).
38. Enquire about the status of files on activities’ licenses (enquiry).
39. Information on aid to refurbish buildings, residences and commercial property (enquiry).
40. Aid for refurbishment: municipal campaign “Barcelona, posa’t guapa” (introducing data and producing application form).

Economic and professional activities
41. Enquire about the procedure for commencing an activity and the urban compatibility thereof.
42. Certificate of registration and/or deletion of business tax (application).
43. Supplier’s portal for consulting public bids, awards and the status of the invoices of suppliers of Barcelona City Council (enquiry).
Social affairs
44. Application for a Pink Card for persons over the age of 60 to obtain a reduction in the price of public transport (introducing data and producing the application form).
45. Application for a Pink Card for disabled persons to obtain a reduction in the price of public transport (introducing data and producing the application form).
46. Register as a volunteer to accompany or monitor disabled persons at municipal sports facilities (procedure completed electronically).

Animals
47. Registration on the Municipal Pet Register (calculation and produce voluntary payment form).
48. Deletion or amendment of data on the Municipal Pet Register (procedure completed electronically).
49. Application for municipal action on colonies of pigeons and parrots (introducing data and producing the application form).

Traffic, vehicles and transport
50. Notify the city police of a road accident (procedure completed electronically for identified users).
51. Authorization for special transport on city roads (application for identified users).
52. Sketch of traffic light or road signal installations (introducing data and producing the application form).

Communication and image
53. Borrowing photographs and videos of Barcelona and municipal services (introducing data and producing the application form).
54. Use of corporate image and its elements (introducing data and producing the application form).

Education
55. Pre-enrolment and enrolment to secondary cycle in child education and primary and secondary education cycle, for public schools (print application).
56. Pre-enrolment and enrolment for public nurseries (print application).
57. Pre-enrolment and enrolment for higher secondary education courses and professional training, middle and upper levels (print application).
58. Pre-enrolment and enrolment for plastic arts and design (print application).

Maintenance of the city and the environment
59. Enquire about the day on which furniture and domestic appliances are collected free of charge (enquiry).
60. Report excessive noise (introducing data and producing the application form).
61. Application for inspection of combustible facilities (introducing data and producing the application form).
62. Consult information on urban waste by large producers (enquiry).
63. Application to extend the water rate limits for domestic use (print application).

Safety
64. Report on the activities of the Barcelona Fire Brigade (introducing data and producing the application form).
**Roads**

65. Permit to hold cultural, leisure or sports activities in Barcelona (introducing data and producing the application form).
66. Permit to assemble advertising structures (introducing data and producing the application form).
67. Application for a permit to install banderolees and placards on public roads (introducing data and producing the application form).
68. Application to construct entrance ramps on pavements (introducing data and producing the application form).
69. Certificate for change of street name and/or number (introducing data and producing the application form).
70. Request to affix street name plates (introducing data and producing the application form).
71. Authorization to organize bonfires on Sant Joan (introducing data and producing the application form).
72. Notify the city police if moving residence (application for identified users).
73. Permit for recording and/or photograph sessions on public streets (application for identified users).
74. Reserve parking for heavy cranes (application for identified users).
75. Reserve parking on the public street for vehicles or other elements (application).
76. Application for residence plate in green zone (application).
77. Use of porch in the Olympic Village (introducing data and producing the application form).

* Description of how processes operate:
  - **Application**: introduce and validate data (personal documentation, address, etc.) and electronic communication to person responsible for processing.
  - **Enquiry**: introduce and validate data (personal documentation, address, etc.) and obtain result on-line.
  - **Produce application form**: introduce and validate data (personal documentation, address, etc.), produce application form and print it out so that it can be filed.
  - **Procedure completed electronically**: introduce and validate data (personal documentation, address, etc.) and procedure completed electronically.
  - **Produce voluntary tax payment form**: introduce and validate data (personal documentation, address, etc.), quota calculated, voluntary tax payment form produced and printed out to proceed with payment.
  - **Print application form**: print application form.
ANNEX II: Municipal procedures with other administrations, companies and professionals via electronic services with restricted access

Citizens
1. Electronic notification of change of citizen’s address by Barcelona City Council to other public administrations.
2. Telematic request of residence details by other public administrations to Barcelona City Council.

Tax Authorities

Traffic, vehicles and transport

Social affairs
8. Telematic notification from Barcelona City Council to Generalitat de Catalunya (Autonomous Government of Catalonia) with regard to an application for minimum income integration.

Common municipal services
10. Requests for tax information made by Barcelona City Council to the Spanish Tax Office for tax or non-tax purposes.