



Eight projects developed in Spain are amongst the finalists competing for the **4th European eGovernment Awards 2009** - an initiative of the European Commission to stimulate innovation by identifying best practice examples using information and communication technologies in public sector organisations. This year 52 awards finalists from 17 countries are competing for the prizes. The winners will be announced on 19 November at the Ministerial eGovernment Conference 2009 in Malmö (Sweden). For the first time the finalist projects are accessible online through a virtual exhibition.

Selected finalists 2009: Spain

Spain has always been one of the most actively participating countries in the eGovernment awards. This year a total of 35 Spanish cases were submitted. Eight cases have been selected as finalists:

- **CFRPA** and **C3Cat** are examples of **citizen-centred eParticipation** initiatives;
- **MITYC** application helps citizens to find the nearest petrol stations with the lowest price;
- **012JCYL** shows how to optimise administrative information service;
- **BGEPS** improves Basque government's eProcurement platform;
- **eCatalunya** case provides a virtual meeting point for professional communities;
- **eTramits** public eService platform helps Barcelona-based citizens and companies to complete administrative procedures online;
- **RMD** is a regional initiative optimising resources and benchmarking.

In addition to the finalists, four other Spanish projects were recognised as good practices.

Participa en Andalucía (CFRPA)

Having a say in public policy

Category 2a: eGovernment empowering citizens

Participa en Andalucía

CFRPA is an eDemocracy platform created to encourage the active participation of citizens, local authorities and associations. CFRPA facilitates inter-communication and debate. It benefits the general public and civil society by actively engaging them in the development and approval of proposals through a user-friendly system. Citizens feel involved and part of a larger community. Public administrations can more closely monitor and tailor policies to meet the needs of the community. → www.participaenandalucia.net

Catalonia Citizen-Care-Centric approach to eGovernment (C3Cat)

Facilitating involvement and transparency

Category 2a: eGovernment empowering citizens



In shifting its attention to the interaction between citizens and public administrations, the C3Cat project focuses on the former's right to receive and the latter's duty to deliver the required services. C3Cat is based on an interactive approach and model for a solid organisational and operational structure. Launched in 2005, its operating costs have been reduced by 50% since its implementation, contributing greatly to the development of new services and bringing all stakeholders together by raising accountability, transparency and citizen involvement.

→ www.gencat.cat





Petrol Stations Geoportal (MITYC)

Petrol prices and information at the touch of a button

Category 2a: eGovernment empowering citizens

Ever spent hours and liters of petrol just to find a filling station? Geoportal MITYC solves this problem by providing Spanish citizens with information on petrol prices and opening hours of filling stations, thereby reducing the amount of money spent on cars and petrol. There are versions available for mobile telephones, personal digital assistants, and GPS devices to allow drivers accessing information on prices while driving. → <http://geoportal.mityc.es/hidrocarburos/eess/>



Castilla y León 012 citizen and administrative service (012JCYL)

Multi-channel information service brings Spanish communities together

Category 2a: eGovernment empowering citizens

In a large, sparsely populated region such as Castilla y León, the 012 public service is an administrative information service which has led to enormous savings in time and money. With its improved accessibility to information and extensively automated multi-channel service (telephone, email, fax, etc.), it is undoubtedly of great use to citizens. Updated daily and staffed by locals, it also contributes to the community's overall development. 012JCYL exports its content to many of the corporate portals in the region. → www.jcyl.es/



Basque Government's eProcurement System (BGEPS)

Tendering in an IT world

Category 3: eGovernment enabling administrative efficiency and effectiveness

BGEPS is a comprehensive and secure eProcurement system benefiting Basque public administrations and companies. The entire procedure of open, restricted and negotiated tenders is performed electronically, from the publishing of invitations for tender to the signing of contracts. Digital signature certificates guarantee the transfer and encryption of tenders submitted, as well as opening and decryption. → www.ogasun.ejgv.euskadi.net/r51-3712/en/



Boosting eGov Innovation through Communities of Practice (eCatalunya)

Web 2.0 for the dynamism of professional communities

Category 3: eGovernment enabling administrative efficiency and effectiveness

The eCatalunya platform provides a virtual meeting point for professional communities within the Regional Government of the Generalitat de Catalunya. This platform for cooperation between work and social networks allows professionals to participate in improving the organisation by providing and managing knowledge. Started in 2006, eCatalunya currently offers support to 53 communities organised in 1,100 groups with more than 15,000 registered users. → <http://ecatalunya.gencat.cat>





eServices Platform of the Barcelona City Council Tramits Online (eTramits)

User-oriented, accessible system cuts red tape

Category 3: eGovernment enabling administrative efficiency and effectiveness



eTramits is a public eService platform for citizens and companies. Using a digital certificate, target groups can access citizen and company folders to complete administrative procedures online. eTramits provides access and information to more than 1,000 municipal and other government office procedures. It makes it possible to complete the 90 administrative procedures that represent 80% of the volume handled by the Barcelona City Council.

→ www.bcn.cat/tramits

Red de Municipios Digitales/Digital Municipalities Network (RMD)

Networked municipalities

Category 3: eGovernment enabling administrative efficiency and effectiveness



red de
municipios digitales

The RMD is an initiative of the Regional Government of Castilla y León to increase and enhance digital public services offered by local administrations to citizens, companies and other agents. The RMD is currently a network of 17 town councils and nine county councils. This strategy focuses on co-financing projects, optimising resources and taking advantage of the experiences and plans undertaken by the network's municipalities. → www.jcyl.es/rmd

4th EUROPEAN eGOVERNMENT AWARDS 2009 – FACTS

- Submissions from 31 out of 34 eligible countries
- Total number of submissions: 259
- Number of finalists: 52 from 17 countries
- Number of finalists by categories:
 - Category 1: eGovernment supporting the Single Market - 5 finalists
 - Category 2a: eGovernment empowering citizens - 18 finalists
 - Category 2b: eGovernment empowering businesses - 6 finalists
 - Category 3: eGovernment enabling administrative efficiency and effectiveness - 23 finalists

4th EUROPEAN eGOVERNMENT AWARDS 2009 – CATEGORIES

- **Category 1. eGovernment supporting the Single Market:** strengthening the Single Market by increasing mobility for businesses and citizens in the EU;
- **Category 2. eGovernment empowering citizens:** improving access to public services for citizens;
- **Category 2b. eGovernment empowering businesses:** improving access to public services for companies, by creating business opportunities and generating savings for businesses (particularly SMEs);
- **Category 3. eGovernment enabling administrative efficiency and effectiveness:** making public services and administrative processes simpler and more efficient, thus reducing the administrative burden.

A separate **public prize** will be awarded based on the online votes cast by members of ePractice.eu (membership open to all).





EUROPEAN eGOVERNMENT AWARDS BACKGROUND

The purpose of the European eGovernment Awards is to support the implementation of European eGovernment policy and strategies and facilitate good practice exchange. In this context, since their launch in 2003 the Awards have been promoting the best ICT-based solutions for public services in Europe.

The European eGovernment Awards are organised every two years, coinciding with high-level EU Ministerial eGovernment conferences. Their aim is to monitor progress and identify policy and research priorities for the future. This year the 5th Ministerial eGovernment Conference, "Teaming up for the eUnion", is a European Commission-Swedish Presidency joint event. It will take place on 19-20 November 2009 in Malmö (Sweden). The European eGovernment Awards ceremony and Finalists Exhibition are integral parts of the conference.

VIRTUAL EXHIBITION

Virtual Exhibition of European eGovernment Awards is accessible at <http://www.expopolis.com/>

FURTHER INFORMATION

Awards website: www.epractice.eu/en/awards

Full list of finalists: www.epractice.eu/en/awards/finalists

5th Ministerial eGovernment Conference, 19-20 Nov 2009, Malmö (SE): www.egov2009.se

Press queries: info-eGov-conference-press@ec.europa.eu Tel: +32 2 299 45 31

EUROPEAN eGOVERNMENT AWARDS CONSORTIUM

- Center for European Public Administration, AT www.donau-uni.ac.at/verwaltung
- Danish Technological Institute, DK www.teknologisk.dk
- RSO S.p.A., Rome, IT www.rso.it
- P.A.U. Education, ES www.paueducation.com

