

## Portuguese Citizen Spots Media Clipping

AMA - Administrative Modernization Agency  
[www.ama.pt](http://www.ama.pt)  
Portugal

The following information constitutes a selection of communication materials and activities concerning the **Citizen Spots**.



### 1. Relevant Media Clipping Selection

#### 1.1. Article published online on “Observador”

**Title:** [New system on the Citizen Spots allow the Citizen Card renovation in five minutes](#)

24<sup>th</sup> April 2019

This is an article mentioning a new service available online and, therefore, on the Citizen Spots, namely the renovation of the Citizen Card.

The waiting time for the citizens to renew their Citizen Card was becoming a problem in Portugal. The possibility of starting to do it online and on the Citizen Spots network made the process easier and faster.

*Note: “Observador” is an online news site, covering different subjects including politics, economics, sports, cultures, opinion, among others.*

## **1.2. Article published on the regional newspaper “Jornal do Fundão”**

**Title:** [Administrative Modernization: A step forward](#)

31<sup>st</sup> January 2019



In this article, Luís Goes Pinheiro, the Secretary of State Assistant and of Administrative Modernisation focus on the need of administrative modernization, and the importance of bringing it closer to the people, in all parts of the country, namely through the Citizen Spots network.

*Note: Jornal do Fundão is a local newspaper from the Beira Baixa Portuguese region.*

## **1.3. Article published in the local media**

**Title:** [New Citizen Spot inaugurated in Vila de Santa Maria de Sardoura](#)

04<sup>th</sup> March 2019



This is article talking about the opening ceremony of a new Citizen Spot hosted by the Secretary of State Assistant and of Administrative Modernisation, Luís Goes Pinheiro. This particular Spot resulted of a partnership between the Administrative Modernization Agency, the Municipality of Castelo de Paiva and the Santa Maria da Sardoura parish, the house of this new Spot.

#### **1.4. Article published in the daily national newspaper “Diário de Notícias”**

**Title:** [The Citizen Spot becomes mobile and meets all citizens](#)

13<sup>th</sup> December 2017

The official release of the pilot-project “Solidarity Citizen Spot” in a nursing home of Santa Casa da Misericórdia, is the main focus of this article. This initiative has the goal of making the online public services provided in the Citizens Spots available to people with reduced mobility, hospitalized or info-excluded, people that are not capable to go to the traditional Spots.

The article explains that the central piece of this initiative is the red suitcase where a trained Citizenship Mediator carries a laptop and a printer, allowing him to go mobile and meet the most vulnerable citizens in a regular basis.



*Note: With more than 150 years, “Diário de Notícias” is one of the portuguese leading daily newspaper with a nationwide coverage.*

## 1.5. TV Story in RTP

**Title:** [Solidarity Citizen Spot](#)

13 December 2017



This TV story in the “Eixo Norte e Sul” TV Show is also about the launch of the pilot-project “Solidarity Citizen Spot”, in a nursing home of Santa Casa da Misericórdia. Besides talking about the project itself, it also mentions the signature of a Protocol between AMA, the Santa Casa da Misericórdia and three parishes towards the implementation of this initiative.

*Note: RTP is the Portuguese public service broadcaster for television.*

## 1.6. News published in the newspaper “Mundo Lusíada”

**Title:** [Citizen Spot to open in São Paulo’s Portuguese consulate in March, 2017](#)

10 February 2017



This article presents an interview with the Secretary of State of Portuguese Communities Abroad, giving notice of the first Citizen Spot opening outside European territory.

The Portuguese consulate in São Paulo, Brazil, had almost 200.000 consular acts performed in 2016, the highest number throughout all Portuguese dependencies abroad. With the Citizen Spot, Portuguese citizens will now be able to perform 60 different services (from 10 different state departments), 50 of which totally free of charge.

*Note: "Mundo Lusíada" is a Brazilian reference newspaper for the Portuguese community living in Brazil.*

### **1.7. Article in the nationwide daily newspaper "Diário de Notícias"**

**Title:** [Costa inaugurates the first "Citizen Spot" in Paris](#)

12 June 2016

The article highlights the launch of the first Citizen Spot outside Portugal, in Paris, with the presence of the Portuguese Prime Minister António Costa and other governmental elements. 60 services will help Portuguese emigrants with various issues regarding national Public Administration.

António Costa made this announcement on the stage of the Portuguese party of Radio Alfa, which annually brings together thousands of people outside Paris. The President of the Republic, the Minister of Defense, the Secretary of State for Portuguese Communities, and elected deputies by emigration also attended the event.

*Note: "Diário de Notícias" is a Portuguese nationwide daily newspaper, covering a wide range of domains from politics to economy, finances, culture, society and articles of opinion.*

### **1.8. Article published in the economics news website "economias"**

**Title:** [The Citizen Spot: What it is and where to find it](#)

20 January 2017

This article highlights the Citizen Spots as a new way of connecting Citizens with the Public Administration, following the modernisation and administrative simplification policy set in place by the Portuguese government.

It is referred that through a digital assisted service delivery, citizens can perform a multitude of services, such as changing their address, obtaining criminal records and schedule health appointments, among many others.



*Note: "Economias" is a website that provides information and resources on economic themes concerning Portugal and the international landscape.*

### **1.9. Article published in the nationwide economics newspaper "Jornal de Negócios"**

**Title: [Government approves the opening of more 20 Citizen Shops and 400 Citizen Spots](#)**

24th November 2016

As announced by the former Minister of the Presidency and of Administrative Modernization, Maria Manuel Leitão Marques, the Government approved a resolution that establishes the rules regarding the Citizen Shops and Spots, clarifying the conditions for their installation.

By the end of 2017, 400 new Citizen Spots will be available in the national territory, with the collaboration of municipalities, accordingly to Maria Manuel Leitão Marques.

*Note: "Jornal de Negócios" is a daily newspaper dedicated to information on economy, covering also politics, justice and other. Is one of the major daily newspapers of Portugal.*

## **2. Communication and Dissemination Materials**

### **2.1. AMA's Official video presenting the e-Government Portuguese initiatives, namely the Citizen Spots**

**Title: [Portugal Today](#)**



This is an official video by AMA which presents several digital public services and eGovernment solutions that citizens have available in Portugal

## 2.2. AMA's tutorial video presenting the Citizen Spots

Title: [\*The Citizen Spot\*](#)

11 December 2015



This is a short and humorous video, highlighting the easiness of access to numerous services available at the Citizen Spots. It also shows the way the Spots simplify citizen's busy daily lives and interaction with public administration.

## 3. Pictures of Citizen Spots: citizenship mediators and double screens



