



FACILITA PERU

Comprehensive Platform for Digital Requests of
the Peruvian State

ABOUT **FACILITA**

Facilitates Peru was born in July 2020, with the mission of being a **web portal** that allows the digitization and agile management of **procedures, services and all types of requests through online**

This, as part of the digital transformation process that the Peruvian State has been carrying out.

GOB.PE SERVICES FACILITA PERU

Digital service that allows you to digitize requests for procedures; as well as, services and processes of public entities through:

- AIP procedures management
- Quick queries
- Templates (parts table, etc.)
- Simple forms

1,056

entities use the service

+1.3MM

Citizen requests

+13
thousand

+182
thousand

+501
thousand

+636
thousand

2020

2021

2022

2023

BENEFITS FOR ENTITIES AND CITIZENS:

- Secure and available 24/7.
- Friendly and accessible interface.
- Does not use entity resources (requires no software or storage).
- Reduce the use of paper.
- Saving time and costs.

Top 4 most requested procedures :

1. Virtual parts table
([ONP](#), [INIA](#), [AURORA](#), [BANCO DE LA NACIÓN](#), [UGEL](#), [ARMED FORCES](#), among others)
2. Financial assistance for cases of Orphanhood
3. Satisfaction survey
4. Access to public information



WHAT REGULATIONS SUPPORT IT?



Law N°. 31170

Law that provides for the implementation of digital party tables and electronic notifications.



Only temporary complementary provision





Entities that do not have a digital parties table, or similar, can use Facilita Perú for their implementation.



Resolution of the Digital Government Secretariat N°. 001-2021-PCM/SGD

Facilita Perú is established as a digital service that allows the creation of digital forms to access procedures and services provided by public entities.

WHAT ARE THE **OBJECTIVES** OF FACILITA ?

-  Be a tool that facilitates the **digital transformation** process , **thanks to the digitalization of procedures and services** of public entities that lack technological resources , in order to reduce connectivity gaps.
-  **Proactive and consistent** digital support service to user entities.
-  Ensure that **citizens are satisfied** with the digital services provided by Facilita user entities.
-  Continuously create **relevant solutions to digitize different procedures, services and processes** of provincial and district municipalities , at the national level, based on the identification of needs of citizens and user entities.