

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

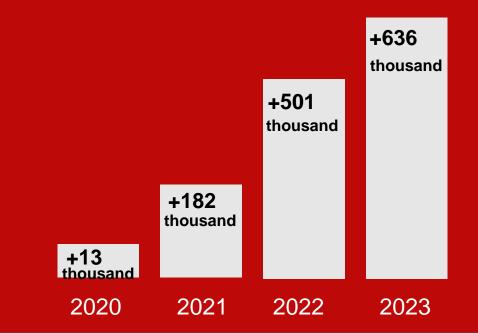
This, as part of the digital transformation process that the Peruvian State has been carrying out.

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



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:

- 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





Law N°. 31170

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

WHAT REGULATIONS SUPPORT IT?



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.



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.

WHAT ARE THE OBJECTIVES OF FACILITA?

- **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.