



e-Government: The case of Perú

Ing. Luis Bullón Salazar, PhD.
GERENTE GENERAL RENIEC



AGENDA

PERU - RENIEC



DIGITAL GOVERNMENT STRATEGY - PERU



RENIEC – e-NID/CRVS



PRODUCTS AND SERVICES



CONTINUOUS REGISTRATION





- **PERÚ - RENIEC**





Total Area	
1 285 216 Km2	
Capital: Lima	
24 Departments + Callao	
Total Population	
33 203 158 Hab.	
Population by Age	
Minors	10 107 042
	30.44 %
Adults	23 096 116
	69.56%
Genre Population	
Women	16 554 156
	49.87%
Men	16 644 743
	50.13%
Official Language	
Spanish	
Quechua	
Aimara	



OVERVIEW OF e-GOVERNMENT PERÚ

- ☐ **1995: Law N° 26497 - RENIEC**
- ☐ **2000: Digital Law**
- ☐ **2013: Law N° 29985 - Electronic money transaction and issuers**
- ☐ **2013: D.S. N° 081-2013-PCM – Policy on e-Government - Digital signature regulation**
- ☐ **2016: Law N° 1246 – Administrative simplification through interoperability**



OVERVIEW OF e-GOVERNMENT PERÚ

- ☐ **2016: Law N° 1247 – Justice – Digital Notification**
- ☐ **2016: Law 1306 - Digital Clinic History (Health)**
- ☐ **2016: Law N° 1°310 – Simplification of Labour documents, digital payroll and contracts.**
- ☐ **2017: D.S. N° 004 – 2017 – PCM-Implementation of biometric in the verification of fingerprints to all TELCOS**
- ☐ **2017: Law N° 1338 – National Register of all mobile equipments sold by the TELCOL. Citizen Security**

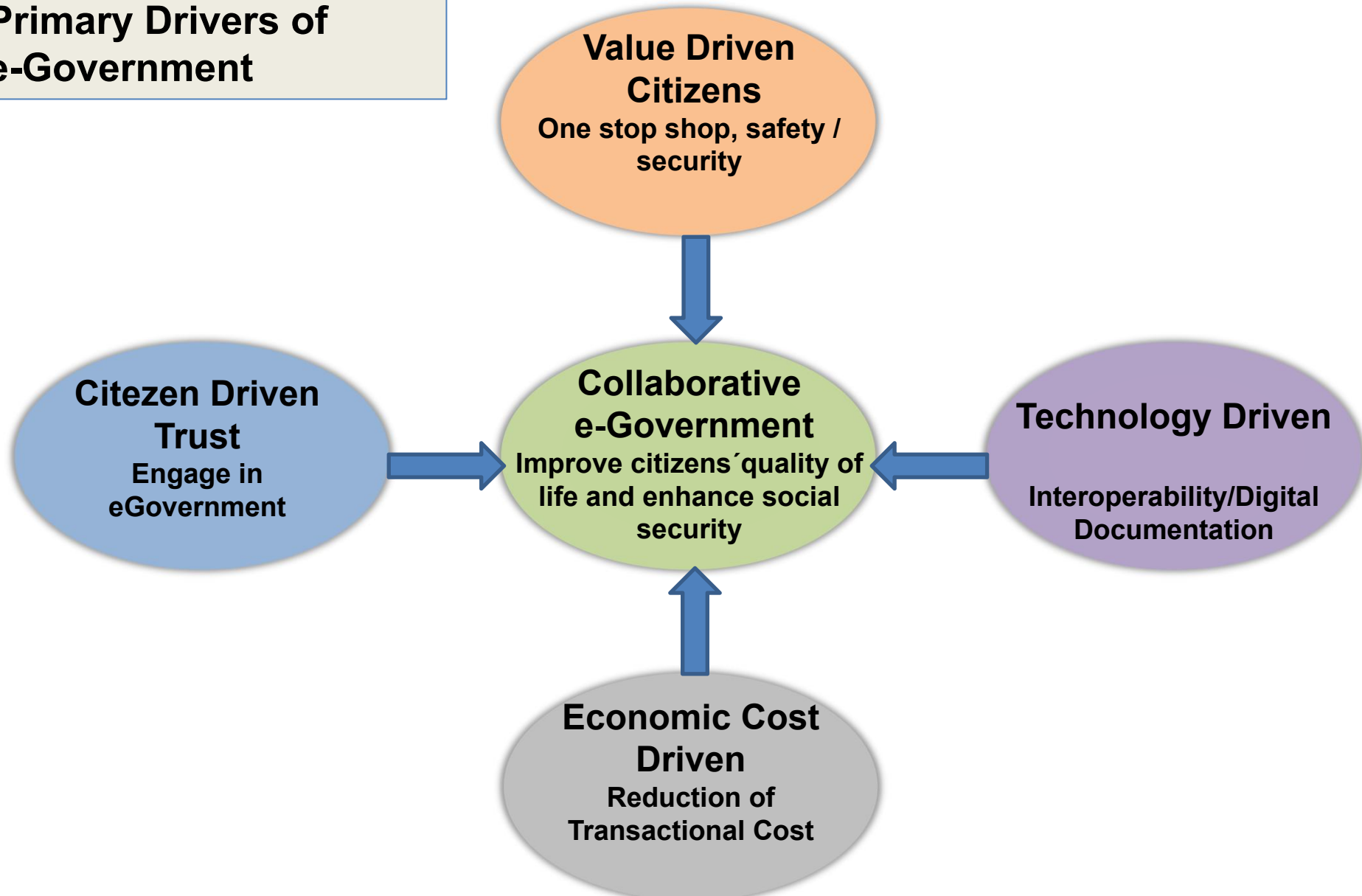


- **DIGITAL GOVERNMENT STRATEGY -
PERÚ**





Primary Drivers of e-Government





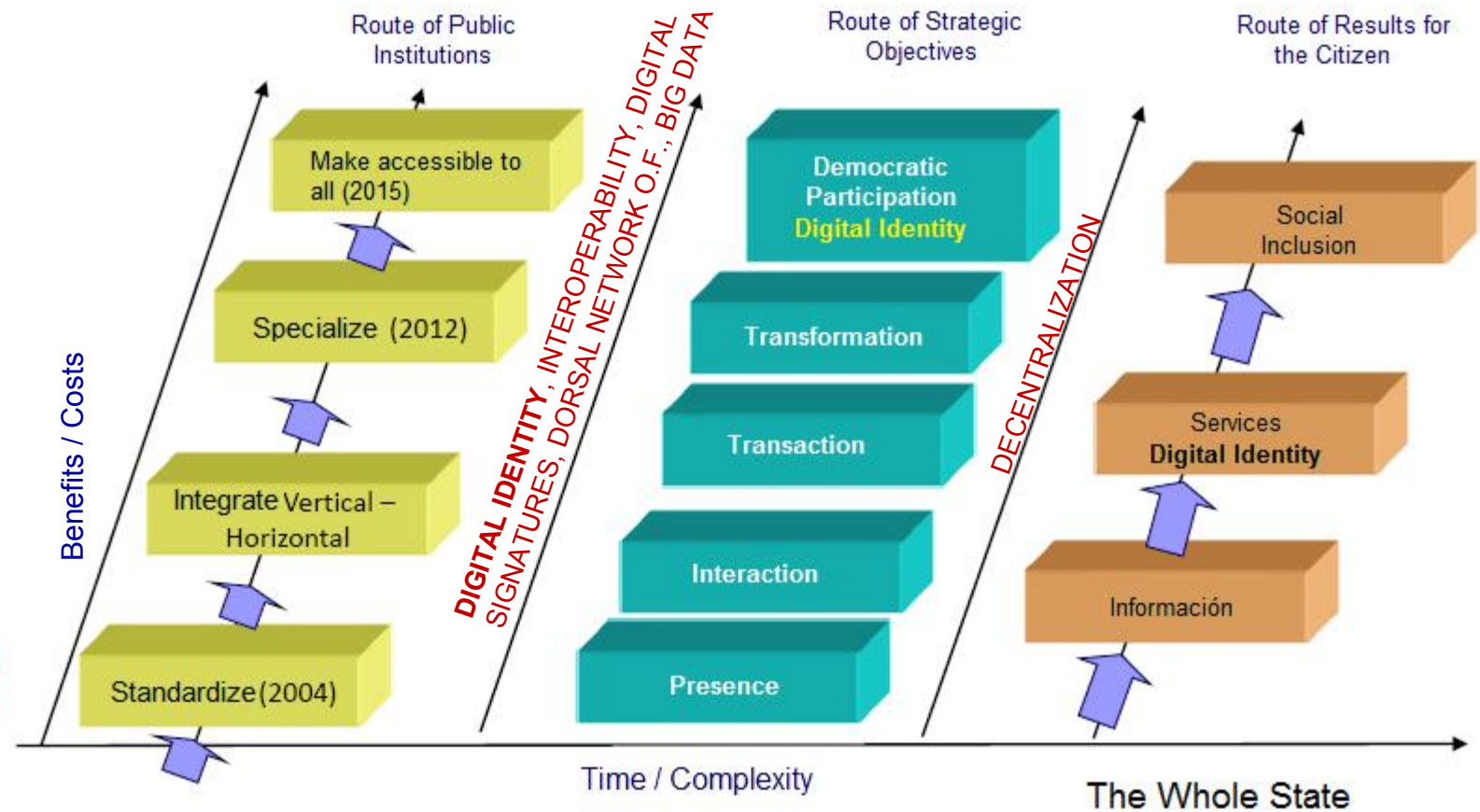
Interoperability

STRATEGY

- ❑ One-stop-shop service platform;
- ❑ Advanced search features (index content from dozens of government websites);
- ❑ Digital ID features that enable different systems to seamlessly exchange information;
- ❑ Online tracking system that permits citizens to check on the status of online transactions; and
- ❑ National website or portal used by people for all government digital transactions.



Digital Government Strategy ... and its sustainability in time





RENIEC – e-NID/CRVS



RENIEC



REGISTRO NACIONAL DE IDENTIFICACIÓN Y ESTADO CIVIL

(NATIONAL REGISTRY OF IDENTIFICATION AND CIVIL STATUS)

A constitutionally
autonomous public body

Created on July 12, 1995;
Law N° 26497



REPÚBLICA DEL PERÚ
DOCUMENTO NACIONAL
DE IDENTIDAD DNI

CUI

Primer Apellido

Segundo Apellido

Prenombres

Sexo

Fecha de Nacimiento

Fecha de Emisión

Grupo de Votación



0000000376

RENIEC



REGISTRO NACIONAL DE IDENTIFICACIÓN Y ESTADO CIVIL

Technology that identify us

12:29:13 PM

FUNCTIONS

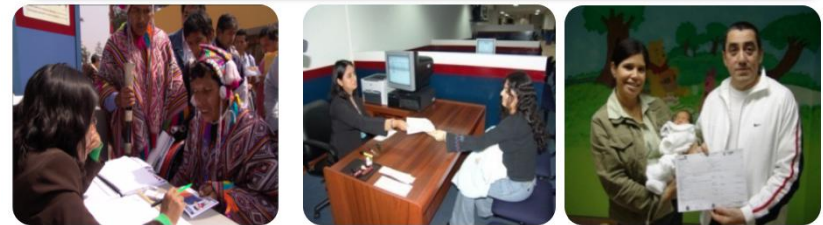
IDENTIFICATION SYSTEM

Keeping the Unique Registry of Identity updated



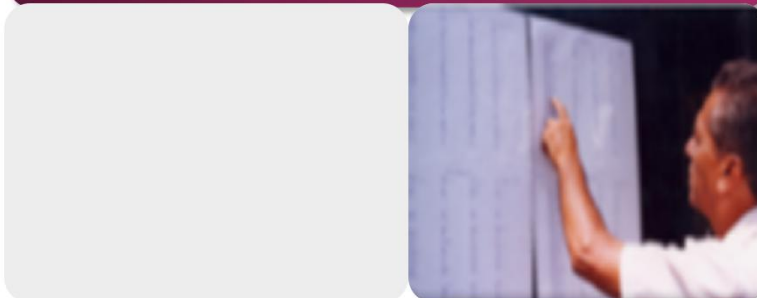
CIVIL REGISTRATION SYSTEM

Registration of births, marriages, divorces and deaths



ELECTORAL SYSTEM

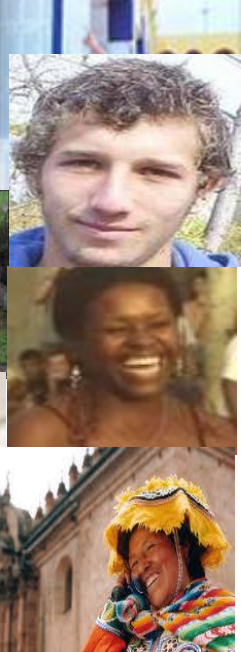
Preparing the Electoral Roll and Verification of Residence



CERTIFICATION AND DIGITAL REGISTRY

Certification and Digital Registry
(Law. N° 27269, D.S. N°052-2008-PCM)





IDENTIFY

**Marriage
Certificate**

Others

IDENTITY

**Birth
Certificate**



**Death
Certificate**



**Facilitating the
exercise of
Fundamental
Rights**

Democracy

Legal Security

**National and
citizen security**



INTER-
OPERABILITY

Peruvian State Cloud

Tramitation Site/
Digital Services

Unique
Window

Electronic Address/
Citizen's File

Digital Services

Digital Identity

Digital Certificates (PKI)



Secure e-government transaction

Digital Certificates(PKI)

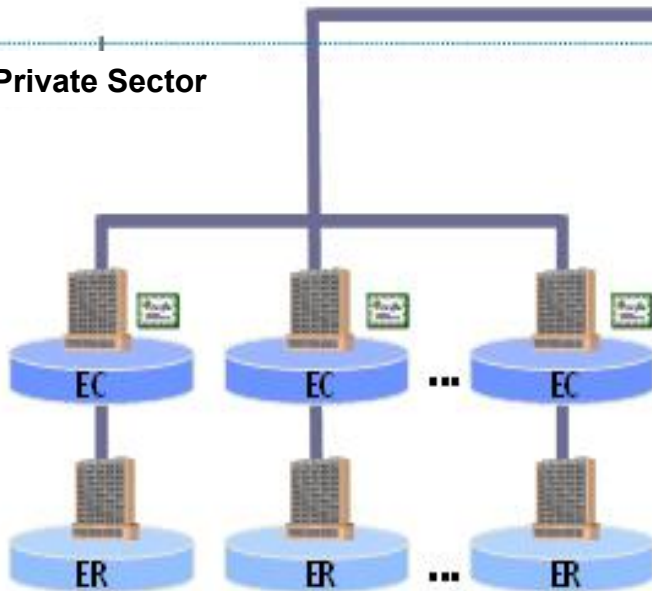
Law of Digital Signatures and
Certificates N° 27269 - 2000
Reglamento D.S. N°052-2008-PCM



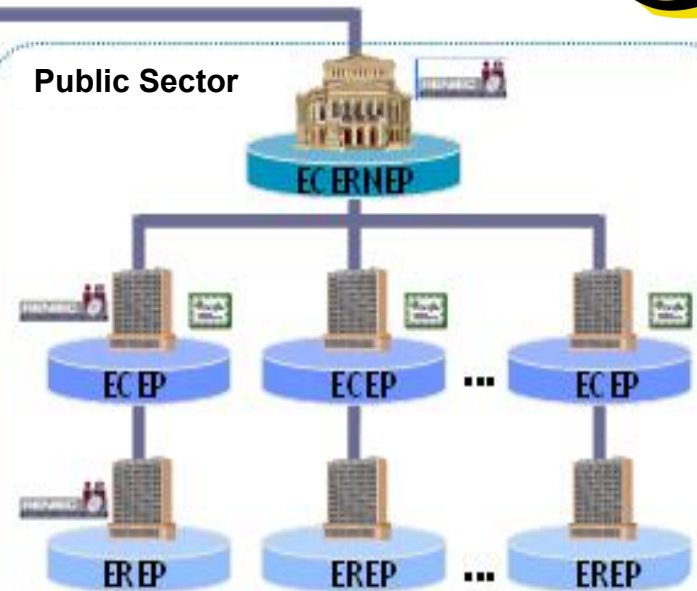
indecopi



Private Sector



Public Sector





Civil and Identity Register: Smart Identity Card

“Technological Convergence” used to innovate
and provide better service to citizens

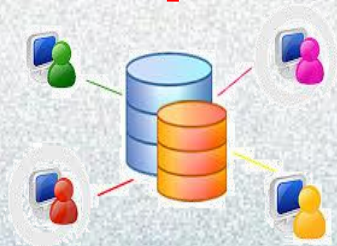


Complete Data
(ICAO)

Images:
print – facial

Address of
regular
residence

Digital
Certificates



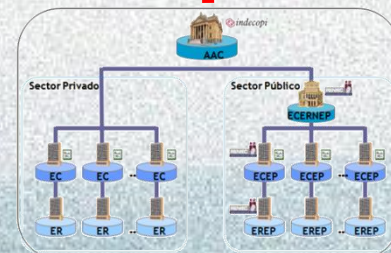
**REGISTRY DATA
(RUIN)**



BIOMETRY



GEOLOCATION



**DIGITAL
IDENTITY**





Civil and Identity Register: Smart Identity Card

4 types of use

**Basic Data
of Identity**



**Advanced Data
of Identity
(ICAO)**

ICAO Logical Data Structure (LDS)		
MRZ Data	ISO SC 37	ISO SC 37
Name Nationality Sex Issuing State Document No. Date of Expiry	 JPEG/JPEG2000 Compressed CBFF: FACIAL IMAGE DATA FORMAT	 WSQ Compressed CBFF: FINGERPRINT IMAGE DATA FORMAT

**Biometric
Application
(MOC/ Match
on Card)**

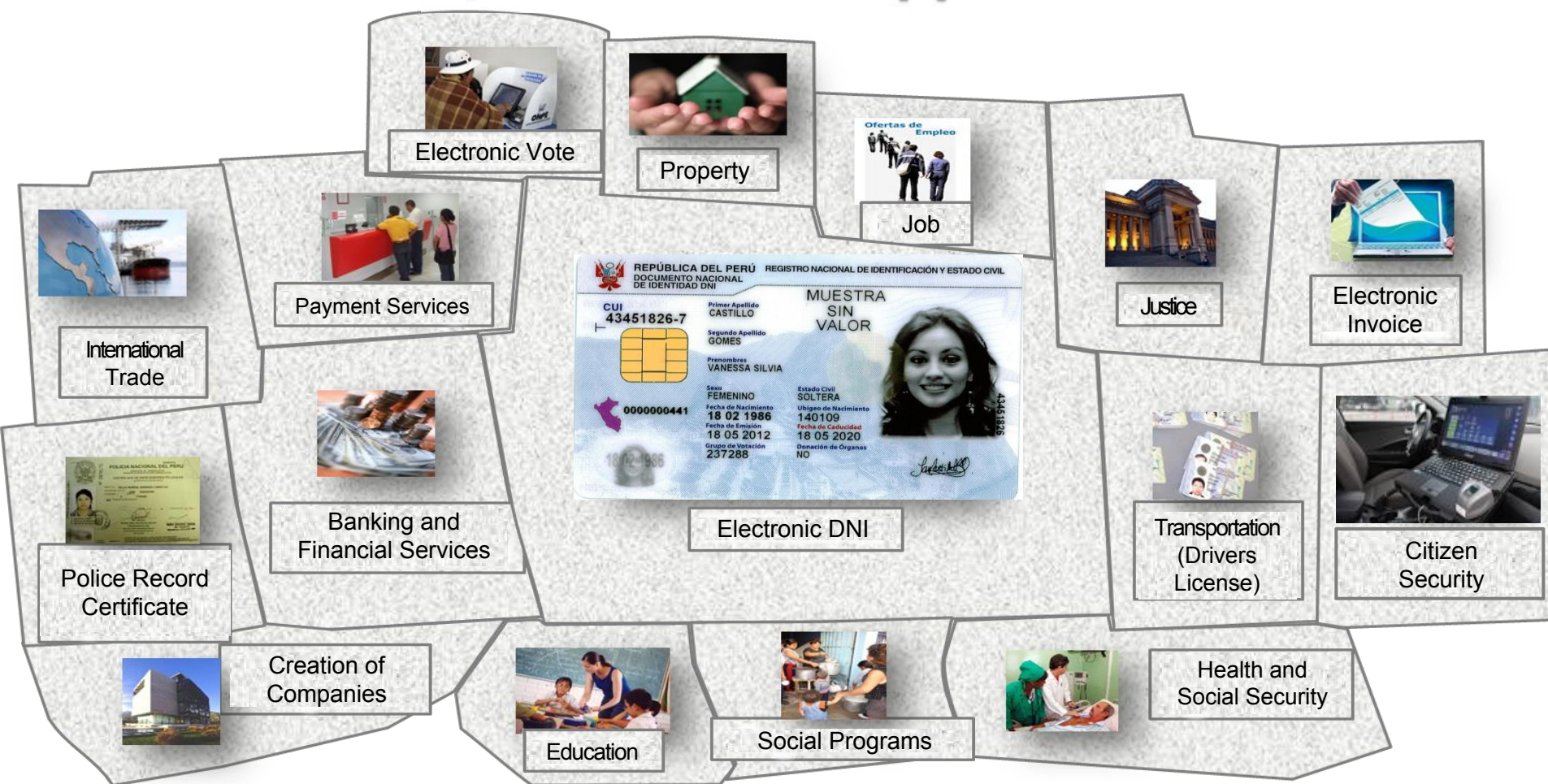


**PKI
Application
(Digital
Identity)**



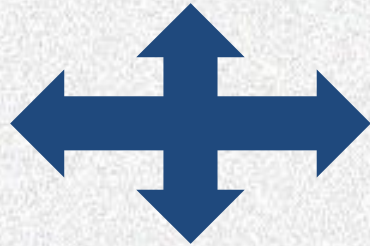
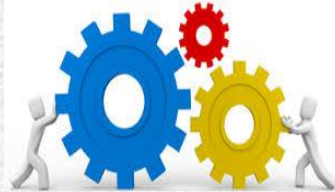
Civil and Identity Register: Smart Identity Card

1,000 forms of application





Integration of Municipalities to the Civil Registration System



Integration of Agencies to the Identification Registration System

Digital Services



- Digital Identity
- Biometry
- DNle
- Georeferencing
- DNI Delivery



- Mobile Apps
- Use of Social Networking

Agreements

- Web Searches
- Online Searches
- Web Services
- Digital Certificates

Public Institutions



Private Institutions



Institutionality

- Electoral Processes
- Citizen Security
- Legal Security



Interoperability

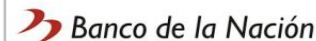


Internal Channels

- Agencies
- ORAs
- Web/PVM

External Channels

- Local governments



Channel Diversity



Security of the applicant's data

Regulation
Organization
Technology





Products and Services



INNOVATIVE SERVICES



**Identification of
all ten fingerprints**



**Multiservices Virtual
Platforms**

(Continuous improvement)



**Residence
Audit**



**Free Campaigns
(Vulnerable Sectors)**



**Data verification in
intelligent patrol cars
(Citizen Security)**

PRODUCTS AND PROCESSES DESIGN

New Technology



PVM



Live picture



Face Recognition

Organizational Knowledge



Face-to-face training



Focus Group



Expert Panelists



Beneficiaries : 40 thousand

Benefits:

- **Paperless: Savings of 2 million soles per year**
- **It can be done anywhere**
- **Less time: from 25 to 2 days**



DOCUMENTARY PROCEDURES WITH DIGITAL CERTIFICATES

INTEGRATED SYSTEM OF DOCUMENTARY PROCEDURE

Control del Flujo de Documentos



SIA
RENIEC



Consultas



- 1. Decrease in printouts
- 2. Administrative Efficiency
- 3. Trust in electronic means



Authentication and Digital Signature



- **CONTINUOUS REGISTRATION**





NUMBER OF CONSULTS MADE BY ENTITIES OVER EXTERNAL SERVICES
BY YEARS ACCORDING TO THE TYPE OF ENTITY AND SERVICES, 2011 - 2016

3,300 ENTITIES - 2016

SERVICE/ TYPE OF ENTITY	AÑO						
	2011	2012	2013	2014	2015	2016	TOTAL
TOTAL	76.274.035	96.544.373	99.530.703	113.864.917	157.938.074	201.087.523	745.239.625
PRIVATE	34.964.579	39.549.752	45.638.814	45.679.999	59.856.525	76.839.492	302.529.161
Dedicate Línea	29.464.889	33.314.574	38.042.521	36.922.511	45.962.787	62.450.169	246.157.451
Internet	4.878.774	5.347.613	5.622.829	5.417.808	6.208.161	5.966.900	33.442.085
Biometric	620.916	887.565	1.973.464	3.339.680	7.681.891	8.402.175	22.905.691
WEB				0	3.686	20.248	23.934
PUBLIC	41.309.456	56.994.621	53.891.889	68.184.918	98.081.549	124.248.031	442.710.464
Dedicate Linea	32.893.194	43.310.566	33.549.858	38.437.254	63.841.412	85.597.658	297.629.942
Internet	5.089.277	4.988.279	5.081.209	5.493.533	4.885.922	4.602.162	30.140.382
Biometric	55.240	288.260	504.387	615.971	1.454.495	2.803.369	5.721.722
WEB	3.271.745	8.407.516	14.756.435	23.638.160	27.899.720	31.244.842	109.218.418



NUMBER OF CONSULTS MADE BY ENTITIES OVER EXTERNAL SERVICES BY YEARS ACCORDING TO THE TIPOY OF ENTITY AND SERVICES, 2011 - 2016

SERVICE/ TYPE OF ENTITY		AÑO						TOTAL
		2011	2012	2013	2014	2015	2016	
TOTAL		76.274.035	96.544.373	99.530.703	113.864.917	157.938.074	201.087.523	745.239.625
PRIVATE		34.964.579	39.549.752	45.638.814	45.679.999	59.856.525	76.839.492	302.529.161
	Dedicate							
	Linea	29.464.889	33.314.574	38.042.521	36.922.511	45.962.787	62.450.169	246.157.451
	Internet	4.878.774	5.347.613	5.622.829	5.417.808	6.208.161	5.966.900	33.442.085
	Biometric	620.916	887.565	1.973.464	3.339.680	7.681.891	8.402.175	22.905.691
	WEB				0	3.686	20.248	23.934

Dedicate On Line Services	
Sector	%
Financial Sector	52,40%
TELCO	32,60%
SUNAT + MTC	12,40%

BIOMETRIC	
Sector	%
Financial Sector	24,40%
TELCO	50,10%



**NUMBER OF CONSULTS MADE BY ENTITIES OVER EXTERNAL SERVICES
BY YEARS ACCORDING TO THE TIPY OF ENTITY AND SERVICES, 2011 - 2016**

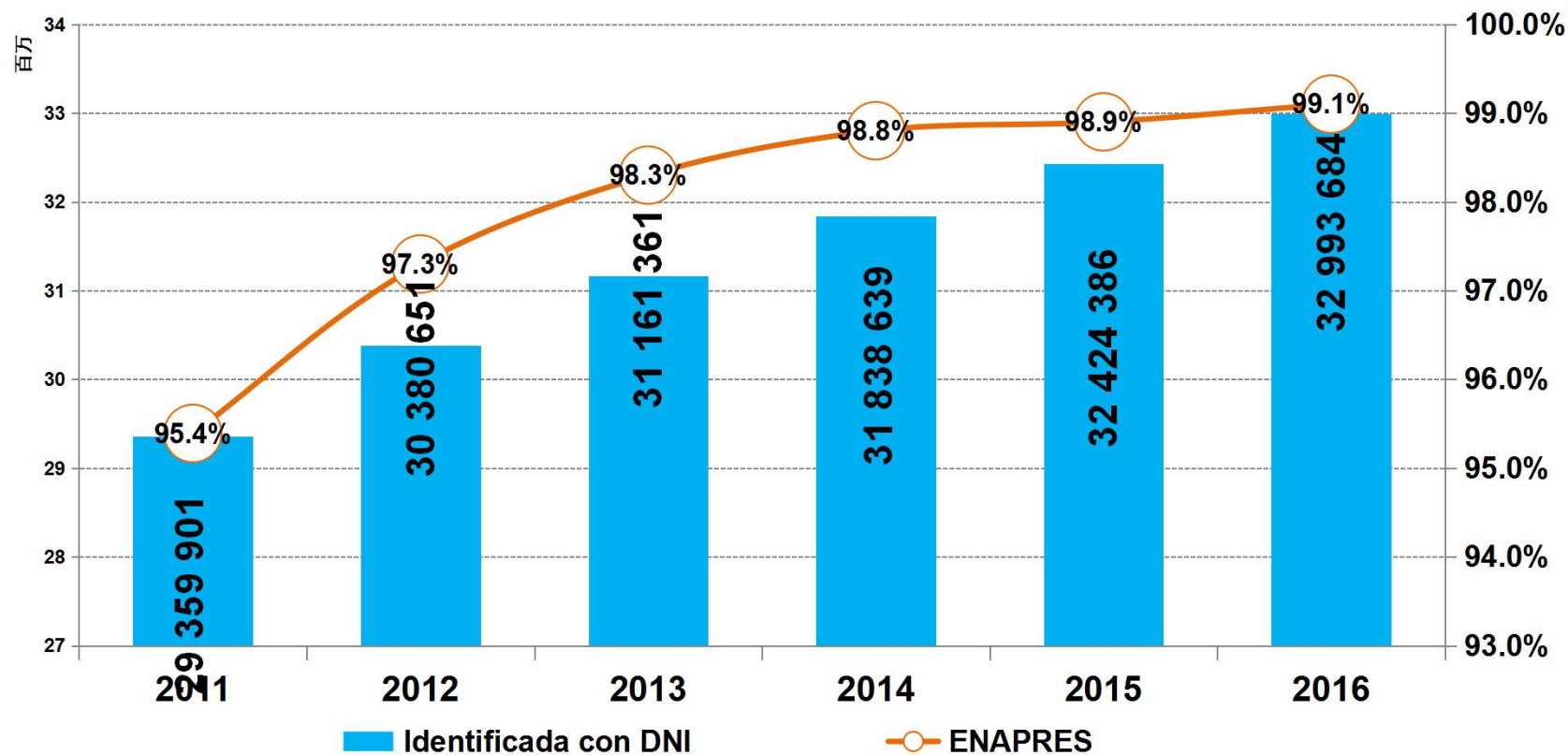
SERVICE/ TYPE OF ENTITY		AÑO						
		2011	2012	2013	2014	2015	2016	TOTAL
TOTAL		76.274.035	96.544.373	99.530.703	113.864.917	157.938.074	201.087.523	745.239.625
PUBLIC		41.309.456	56.994.621	53.891.889	68.184.918	98.081.549	124.248.031	442.710.464
	Dedicate							
	Linea	32.893.194	43.310.566	33.549.858	38.437.254	63.841.412	85.597.658	297.629.942
	Internet	5.089.277	4.988.279	5.081.209	5.493.533	4.885.922	4.602.162	30.140.382
	Biometric	55.240	288.260	504.387	615.971	1.454.495	2.803.369	5.721.722
	WEB	3.271.745	8.407.516	14.756.435	23.638.160	27.899.720	31.244.842	109.218.418

2017 DEDICATE LINEA (US\$ 0,09)			
RANGES		TASA	TASA DESC.
0	500000	0,3	
500001	1000000	0,27	0,10
1000001	1500000	0,24	0,10
1500001	2000000	0,22	0,10
2000001	2500000	0,20	0,10
PRECIO BASE 2017		0,30	

2017 BIOMETRIC (US\$ 0,42)			
RANGES		TASA	TASA DESC.
0	30000	1,40	
30001	240000	0,84	0,40
240001	360000	0,42	0,50
360001	500000	0,27	0,35
500001	720000	0,27	0,30
720001	1250000	0,19	
PRECIO BASE 2017		1,40	

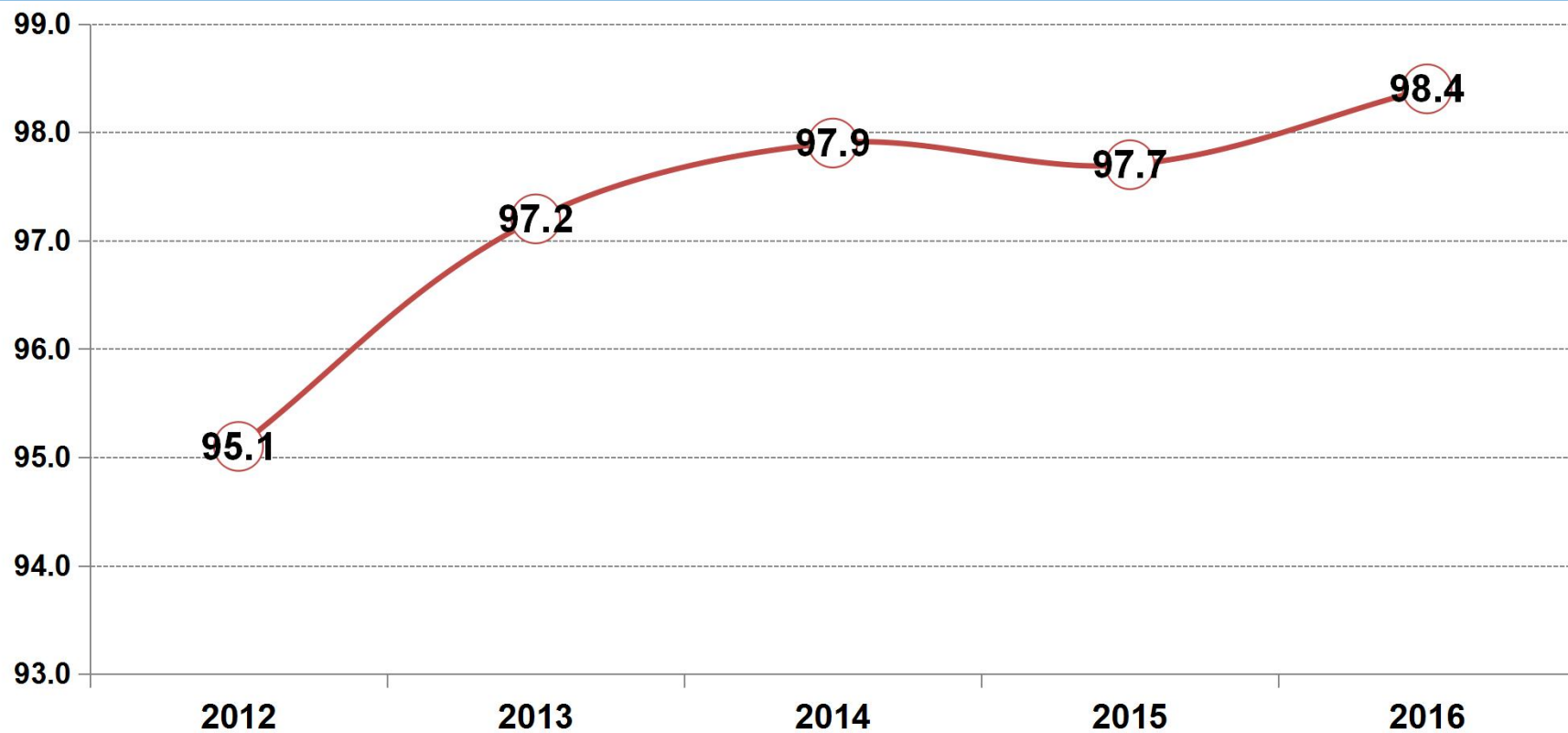


Identify Population vs cover identification (ENAPRES)



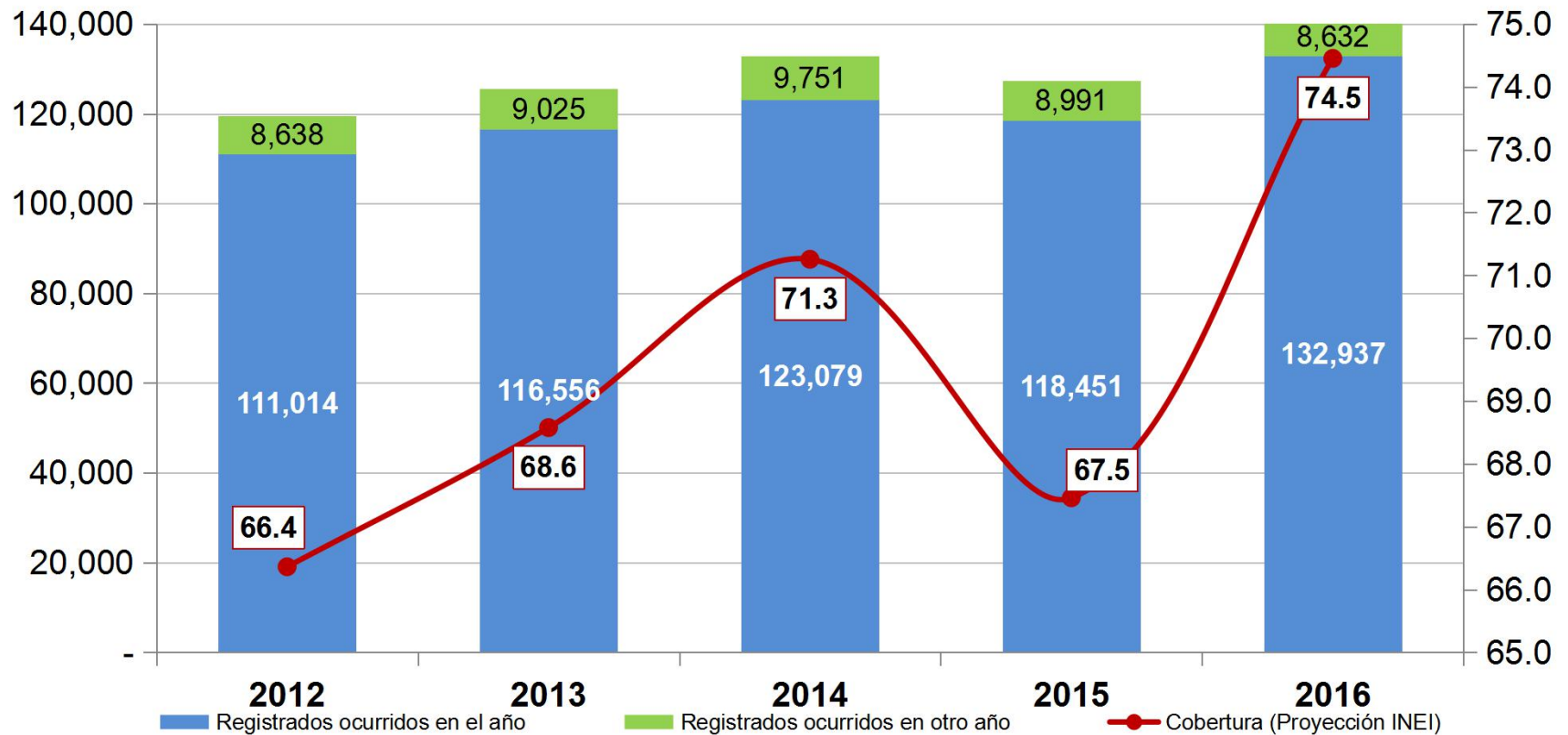


Cover Population with N-ID in Vulnerables Zones: : 2012 - 2016



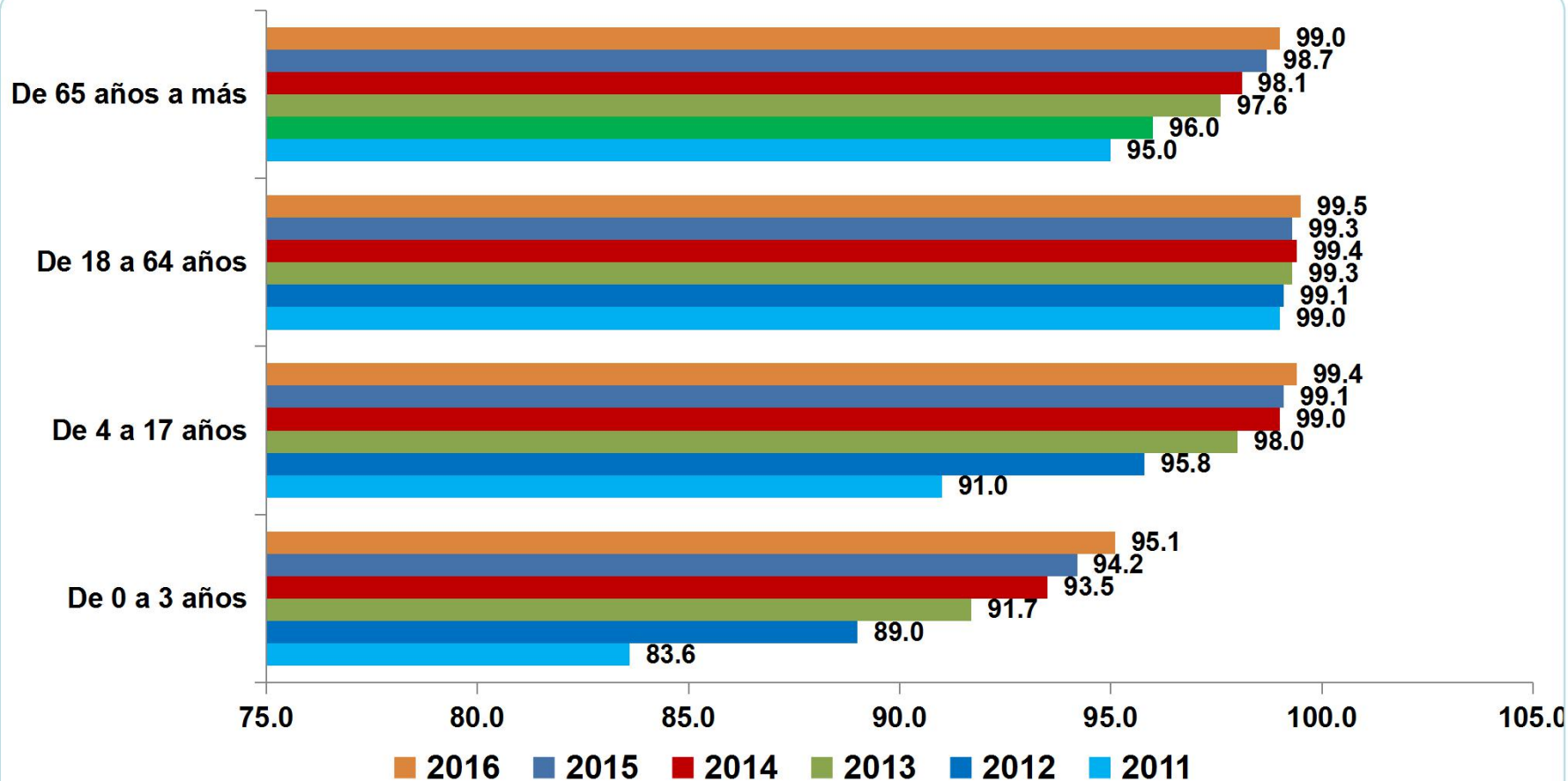


Register of decease and percentage of cover



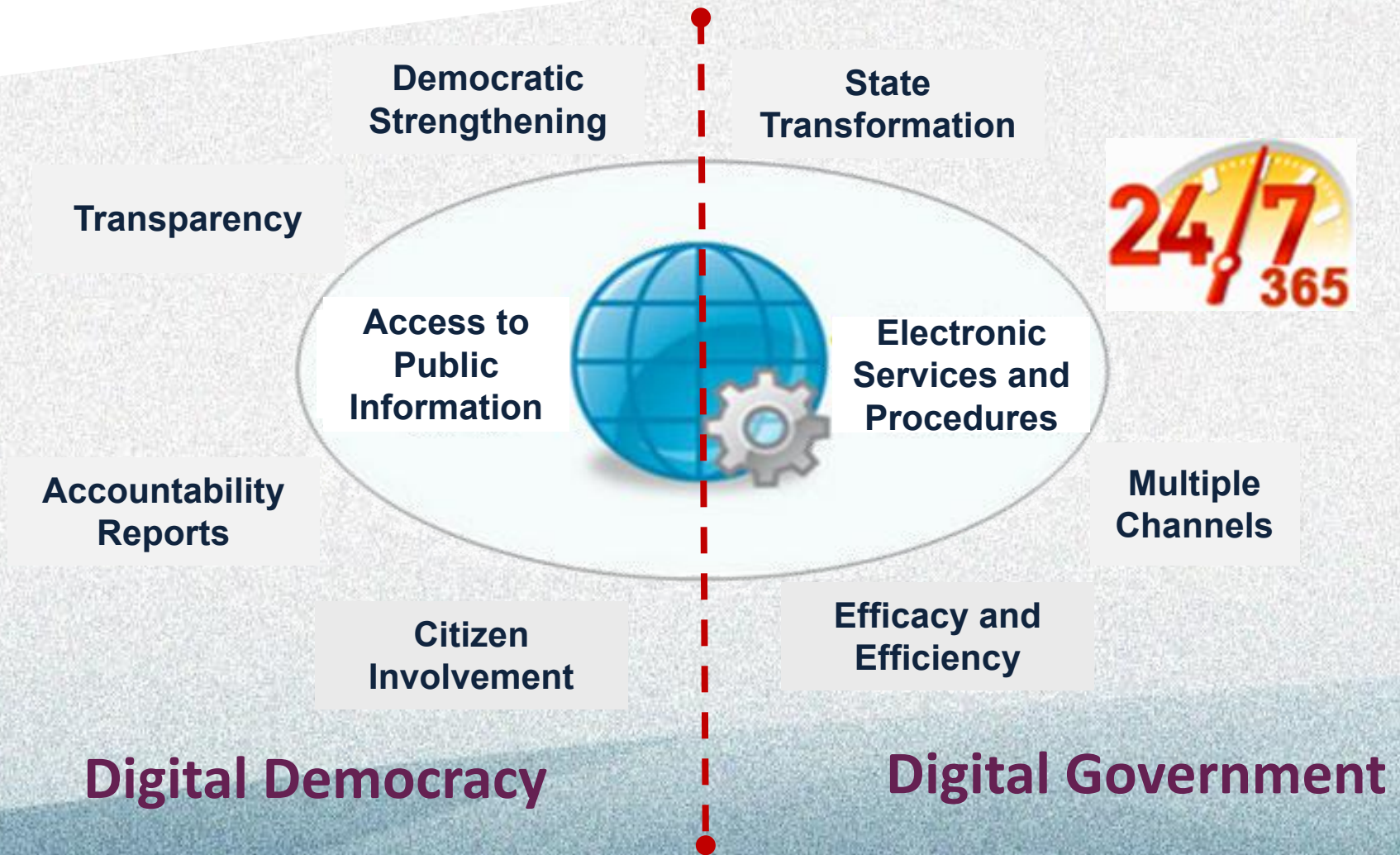


Identify Population with N-ID by age





FOR A MODERN PERU





Confianza en Instituciones

INSTITUCIONES PUBLICAS	2012	2013	2014	2015
1. RENIEC	55%	59%	67%	83%
2.	40%	49%	59%	63%
3.	45%	45%	45%	57%
4.	34%	51%	42%	55%
5.	44%	43%	45%	55%
6.	43%	39%	52%	50%
8.	33%	37%	43%	48%
7.	37%	39%	39%	43%
9.	31%	23%	32%	36%
10.	23%	23%	27%	25%



**The today citizens are very connected”
They are waiting for 100% of digital services**



**...better from de
Government**