e-Government: The case of Perú

Ing. Luis Bullón Salazar, PhD.
GERENTE GENERAL RENIEC
• PERÚ - RENIEC
Total Area
1 285 216 Km²

Capital: Lima

24 Departments + Callao

Total Population
33 203 158 Hab.

Population by Age

<table>
<thead>
<tr>
<th>Group</th>
<th>Population</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minors</td>
<td>10 107 042</td>
<td>30.44 %</td>
</tr>
<tr>
<td>Adults</td>
<td>23 096 116</td>
<td>69.56 %</td>
</tr>
</tbody>
</table>

Genre Population

<table>
<thead>
<tr>
<th>Gender</th>
<th>Population</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>16 554 156</td>
<td>49.87 %</td>
</tr>
<tr>
<td>Men</td>
<td>16 644 743</td>
<td>50.13 %</td>
</tr>
</tbody>
</table>

Official Language

- Spanish
- Quechua
- Aimara
OVERVIEW OF e-GOVERNMENT
PERÚ

- 1995: Law Nº 26497 - RENIEC
- 2000: Digital Law
- 2013: Law Nº 29985 - Electronic money transaction and issuers
- 2016: Law Nº 1246 – Administrative simplification through interoperability
OVERVIEW OF e-GOVERNMENT
PERÚ

- 2016: Law Nº 1247 – Justice – Digital Notification
- 2016: Law 1306 - Digital Clinic History (Health)
- 2016: Law Nº 1º310 – Simplification of Labour documents, digital payroll and contracts.
- 2017: D.S. Nº 004 – 2017 – PCM-Implementation of biometric in the verification of fingerprints to all TELCOS
- 2017: Law Nº 1338 – National Register of all mobile equipments sold by the TELCOL. Citizen Security
• DIGITAL GOVERNMENT STRATEGY - PERÚ
Primary Drivers of e-Government

- **Value Driven Citizens**: Improve citizens' quality of life and enhance social security
- **Collaborative e-Government**: One stop shop, safety/security
- **Citizen Driven Trust**: Engage in eGovernment
- **Technology Driven**: Interoperability/Digital Documentation
- **Economic Cost Driven**: Reduction of transactional cost
Interoperability

- 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

Source: ONGEI, International Seminar of Digital Identity, August 2015
A constitutionally autonomous public body

Created on July 12, 1995; Law N° 26497
FUNCTIONS

IDENTIFICATION SYSTEM
Keeping the Unique Registry of Identity updated

CIVIL REGISTRATION SYSTEM
Registration of births, marriages, divorces and deaths

ELECTORAL SYSTEM
Preparation of 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

Birth Certificate

Facilitating the exercise of Fundamental Rights

Marriage Certificate

Democracy

Legal Security

Others

National and citizen security

Death Certificate

IDENTITY
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
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 IDENTITY

REGISTRY DATA (RUPN)

BIOMETRY

GEOLOCATION

Digital Certificates
Civil and Identity Register: Smart Identity Card

4 types of use

Basic Data of Identity

Advanced Data of Identity (ICAO)

Biometric Application (MOC/Match on Card)

PKI Application (Digital Identity)
Civil and Identity Register: Smart Identity Card

1,000 forms of application

Electronic Vote
Property
Job
Justice
Electronic Invoice
Transportation (Drivers License)
Citizen Security
Health and Social Security
Education
Social Programs
Banking and Financial Services
Payment Services
International Trade
Police Record Certificate
Creation of Companies
Electronic DNI
Integration of Municipalities to the Civil Registration System

Digital Services
- Digital Identity
- Biometry
- DNIE
- Georeferencing
- DNI Delivery

Integration of Agencies to the Identification Registration System

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

Institutionality
- Electoral Processes
- Citizen Security
- Legal Security

Interoperability

Consultation

Integration of Agencies to the Identification Registration System

Security of the applicant's data

Innovation

Regulation
Organization
Technology
INNOVATIVE SERVICES

- Identification of all ten fingerprints
- Multiservices Virtual Platforms (Continous 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

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

INTEGRATED SYSTEM OF DOCUMENTARY PROCEDURE

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**

<table>
<thead>
<tr>
<th>SERVICE/TYPE OF ENTITY</th>
<th>TOTAL 2011</th>
<th>TOTAL 2012</th>
<th>TOTAL 2013</th>
<th>TOTAL 2014</th>
<th>TOTAL 2015</th>
<th>TOTAL 2016</th>
<th>TOTAL TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL</strong></td>
<td>76,274,035</td>
<td>96,544,373</td>
<td>99,530,703</td>
<td>113,864,917</td>
<td>157,938,074</td>
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</tr>
<tr>
<td><strong>PRIVATE</strong></td>
<td>34,964,579</td>
<td>39,549,752</td>
<td>45,638,814</td>
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</tr>
<tr>
<td>Dedicate Línea</td>
<td>29,464,889</td>
<td>33,314,574</td>
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<td>45,962,787</td>
<td>62,450,169</td>
<td>246,157,451</td>
</tr>
<tr>
<td>Internet</td>
<td>4,878,774</td>
<td>5,347,613</td>
<td>5,622,829</td>
<td>5,417,808</td>
<td>6,208,161</td>
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<td>33,442,085</td>
</tr>
<tr>
<td>Biometric</td>
<td>620,916</td>
<td>887,565</td>
<td>1,973,464</td>
<td>3,339,680</td>
<td>7,681,891</td>
<td>8,402,175</td>
<td>22,905,691</td>
</tr>
<tr>
<td>WEB</td>
<td>0</td>
<td>3,686</td>
<td>20,248</td>
<td>21,934</td>
<td>27,899,720</td>
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<td><strong>PUBLIC</strong></td>
<td>41,309,456</td>
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<td>442,710,464</td>
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<tr>
<td>Dedicate Linea</td>
<td>32,893,194</td>
<td>43,310,566</td>
<td>33,549,858</td>
<td>38,437,254</td>
<td>63,841,412</td>
<td>85,597,658</td>
<td>297,629,942</td>
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<td>5,089,277</td>
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<td>5,721,722</td>
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<tr>
<td>WEB</td>
<td>3,271,745</td>
<td>8,407,516</td>
<td>14,756,435</td>
<td>23,638,160</td>
<td>27,899,720</td>
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<th>Service/Type of Entity</th>
<th>2011</th>
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### Dedicate On Line Services

<table>
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<tr>
<th>Sector</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Sector</td>
<td>52,40%</td>
</tr>
<tr>
<td>TELCO</td>
<td>32,60%</td>
</tr>
<tr>
<td>SUNAT + MTC</td>
<td>12,40%</td>
</tr>
</tbody>
</table>

### Biometric

<table>
<thead>
<tr>
<th>Sector</th>
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</tr>
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<tbody>
<tr>
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<tr>
<td>TELCO</td>
<td>50,10%</td>
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<td>5.721.722</td>
</tr>
</tbody>
</table>

#### 2017 Dedicate Linea (US$ 0,09)

<table>
<thead>
<tr>
<th>Ranges</th>
<th>Tasa</th>
<th>Tasa Desc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 500000</td>
<td>0,3</td>
<td></td>
</tr>
<tr>
<td>500001 - 1000000</td>
<td>0,27</td>
<td>0,10</td>
</tr>
<tr>
<td>100001 - 1500000</td>
<td>0,24</td>
<td>0,10</td>
</tr>
<tr>
<td>150001 - 2000000</td>
<td>0,22</td>
<td>0,10</td>
</tr>
<tr>
<td>200001 - 2500000</td>
<td>0,20</td>
<td>0,10</td>
</tr>
<tr>
<td><strong>Precio Base 2017</strong></td>
<td>0,30</td>
<td></td>
</tr>
</tbody>
</table>

#### 2017 Biometric (US$ 0,42)

<table>
<thead>
<tr>
<th>Ranges</th>
<th>Tasa</th>
<th>Tasa Desc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 30000</td>
<td>1,40</td>
<td></td>
</tr>
<tr>
<td>30001 - 240000</td>
<td>0,84</td>
<td>0,40</td>
</tr>
<tr>
<td>240001 - 360000</td>
<td>0,42</td>
<td>0,50</td>
</tr>
<tr>
<td>360001 - 500000</td>
<td>0,27</td>
<td>0,35</td>
</tr>
<tr>
<td>500001 - 720000</td>
<td>0,27</td>
<td>0,30</td>
</tr>
<tr>
<td>720001 - 1250000</td>
<td>0,19</td>
<td></td>
</tr>
<tr>
<td><strong>Precio Base 2017</strong></td>
<td>1,40</td>
<td></td>
</tr>
</tbody>
</table>
Identify Population vs cober identification (ENAPRES)
Cover  Population with N-ID in Vulnerables Zones: 2012 - 2016
Register of decease and percentage of cover

- Registrados ocurridos en el año
- Registrados ocurridos en otro año
- Cobertura (Proyección INEI)
Identify Population with N-ID by age

- **De 65 años a más**
  - 2016: 99.0
  - 2015: 98.7
  - 2014: 98.1
  - 2013: 97.6
  - 2012: 98.1
  - 2011: 98.1

- **De 18 a 64 años**
  - 2016: 99.5
  - 2015: 99.3
  - 2014: 99.4
  - 2013: 99.3
  - 2012: 99.1
  - 2011: 99.0

- **De 4 a 17 años**
  - 2016: 99.4
  - 2015: 99.1
  - 2014: 99.0
  - 2013: 99.0
  - 2012: 99.0
  - 2011: 99.0

- **De 0 a 3 años**
  - 2016: 95.1
  - 2015: 94.2
  - 2014: 93.5
  - 2013: 93.5
  - 2012: 94.0
  - 2011: 91.7

- **De 3 a 4 años**
  - 2016: 95.8
  - 2015: 95.8
  - 2014: 95.8
  - 2013: 95.8
  - 2012: 95.8
  - 2011: 95.8

- **De 5 a 9 años**
  - 2016: 91.0
  - 2015: 91.0
  - 2014: 91.0
  - 2013: 91.0
  - 2012: 91.0
  - 2011: 91.0

- **De 10 a 14 años**
  - 2016: 95.0
  - 2015: 95.0
  - 2014: 95.0
  - 2013: 95.0
  - 2012: 95.0
  - 2011: 95.0

- **De 15 a 17 años**
  - 2016: 97.0
  - 2015: 97.0
  - 2014: 97.0
  - 2013: 97.0
  - 2012: 97.0
  - 2011: 97.0
FOR A MODERN PERU

Digital Democracy

Democratic Strengthening

State Transformation

Access to Public Information

Electronic Services and Procedures

Transparency

Accountability Reports

Citizen Involvement

Efficacy and Efficiency

Multiple Channels

Digital Government
### Confianza en Instituciones

<table>
<thead>
<tr>
<th>INSTITUCIONES PUBLICAS</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. RENIEC</td>
<td>55%</td>
<td>59%</td>
<td>67%</td>
<td>83%</td>
</tr>
<tr>
<td>2.</td>
<td>40%</td>
<td>49%</td>
<td>59%</td>
<td>63%</td>
</tr>
<tr>
<td>3.</td>
<td>45%</td>
<td>45%</td>
<td>45%</td>
<td>57%</td>
</tr>
<tr>
<td>4.</td>
<td>34%</td>
<td>51%</td>
<td>42%</td>
<td>55%</td>
</tr>
<tr>
<td>5.</td>
<td>44%</td>
<td>43%</td>
<td>45%</td>
<td>55%</td>
</tr>
<tr>
<td>6.</td>
<td>43%</td>
<td>39%</td>
<td>52%</td>
<td>50%</td>
</tr>
<tr>
<td>8.</td>
<td>33%</td>
<td>37%</td>
<td>43%</td>
<td>48%</td>
</tr>
<tr>
<td>7.</td>
<td>37%</td>
<td>39%</td>
<td>39%</td>
<td>43%</td>
</tr>
<tr>
<td>9.</td>
<td>31%</td>
<td>23%</td>
<td>32%</td>
<td>36%</td>
</tr>
<tr>
<td>10.</td>
<td>23%</td>
<td>23%</td>
<td>27%</td>
<td>25%</td>
</tr>
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</table>
The today citizens are very connected”
They are waiting for 100% of digital services