

el Periòdic News

ADMINISTRATIVE SERVICES

The telephone service of Procedures and Taxes has been extended for 12 continuous hours

The forecast maintained by the Government is that calls may increase between 10 and 20%

AGÈNCIES
ESCALDES-ENGORDANY

The Government's continuous telephone assistance service is extended until 8:00 p.m. This was conveyed last Tuesday by the Secretary of State for Digital Transformation and Telecommunications, Marc Rossell, highlighting the importance of this initiative in order to facilitate access to information for citizens and, at the same time, avoid unnecessary travel. With this change, telephone service will start at 08:00 and will continue, beyond the opening hours of the administrative buildings, until 20:00. This measure was launched two weeks ago as a pilot test, but the good reception it has received has allowed it to be implemented. It should be noted that in this pilot test there has been an increase in calls of around 10% and the forecast for the rest of the year is that calls may increase between 10 and 20%.

In relation to this, the Secretary of State for Digital Transformation and Telecommunications, Marc Rossell, stated that it was «a very satisfactory test because we were able to respond to citizens and companies who called outside the opening hours of the buildings». In fact, during this test, calls have increased between 5 and 10% compared to the previous hours. During this period, in addition, the Government has also been able to determine that 80% of the calls are to find out what documentation must be taken to the administra-



The Secretary of State for Digital Transformation and Telecommunications, Marc Rossell, during the presentation of the project.

tion or where they can find certain documentation.

The objective of this new measure, therefore, «is to allow the citizen to give a more immediate



MARC ROSSELL

SECRETARY OF STATE OF TDIT

«We received very satisfactory results during the test, responding outside opening hours»

«With this, we want to give the citizen a more immediate response, which will generate a clear improvement in the service»

te response» and at the same time, it will generate an «improvement of the service», asserted the Secretary of State, who also clarified that it will serve for «facilitate the digital transformation of Government services». A continuous service will be provided on the telephones 875 700 (Generic Government), 150 (Procedures) and 885 005 (Department of Taxes and Borders). In any case, the idea of the Executive is to gradually centralize everything in the first of these to facilitate communication. Rossell wanted to add that between these three telephone numbers, around 20,000 calls were received per month, the equivalent of two calls per minute, reports the ANA.

It should be noted that, within

this time slot, when it is not possible to respond to the request made by call, the telephone service will take over the task and send an email to the Government person responsible for the required information. For this reason, as soon as possible, you will be able to contact directly the citizen who has requested information and respond to their request, avoiding repeated calls from those interested. Finally, Rossell reported that work is being done on all the non-face-to-face channels such as the web, the electronic headquarters and the telephone service: «In this way, we offer better coverage to the citizen, facilitating a gateway to the Administration beyond normal opening hours to the public». ●

ANA / R. S.

NEWS

POLICIA D'ANDORRA



Four people injured in a collision between a van and a bus.

Collision between a van and a bus

The incident happened in El Tarter and four people were injured, the drivers of both vehicles and two female passengers on the bus

EL PERIÒDIC
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Tuesday morning, around 09.00 hours, there was a traffic accident at kilometer point 15 of the CG2, in El Tarter, in the ascending direction. The accident involved a van with Andorran registration and a regular bus.

As a result of the collision, the

two drivers of the vehicles involved were injured. The driver of the van, 29 years old, and the driver of the bus, 43 years old, suffered several injuries due to the impact. Apart from the drivers, two bus passengers, aged 20 and 21, were also injured. His injuries required medical attention, although their severity has not been specified.

The incident caused a temporary interruption of traffic in the area while the emergency teams attended to those affected and the vehicles were removed from the road. The authorities have launched an investigation to determine the causes of the accident and ensure that the necessary measures are taken to prevent future similar incidents. ●

EL PERIÒDIC



File image of a helicopter.

Rescue of a woman on Sant Vicenç d'Enclar path

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A mountaineer who was walking the path of Sant Vicenç d'Enclar, in Andorra la Vella, with her partner in the early hours of last Tuesday afternoon, had to be rescued by the Fire Department with the help of a helicopter. The reason for this rescue was that the woman could neither go forward nor go back, since, according to reports from the Fire Department, she was mentally blocked when she was at the top of the path all as a result of a small fall that blew the heatsink. The woman's fear following the incident prevented her from continuing the excursion and forced the emergency services to intervene. ●

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