



PERFECTIONING OF THE SYSTEM OF ATTENTION TO CITIZENS 2017.

PERFECTIONING OF THE SYSTEM OF ATTENTION TO CITIZENS

ARTICLE 63.- Every citizen has the right to direct complaints and petitions to the authorities and to receive the pertinent attention or answers and in an adequate term, according to the Law.



PERFECTIONING OF THE SYSTEM OF ATTENTION TO CITIZENS WITH THE USE OF ICT



Resolución 2/15

Resolución 69/14

Resolución 2/12

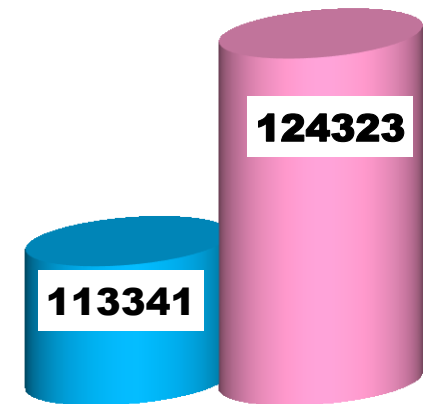
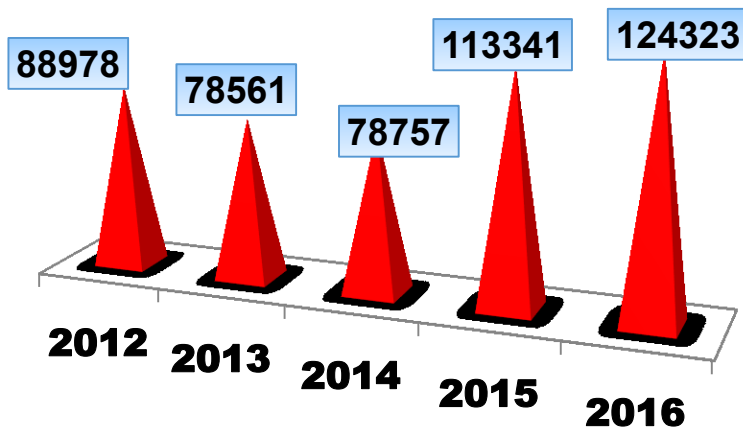


- **Greater identification of the citizens with the institution**
- **Identification of the most vulnerable segments of the population**
- **Improvement of the exchange with those who can not access the areas of attention**

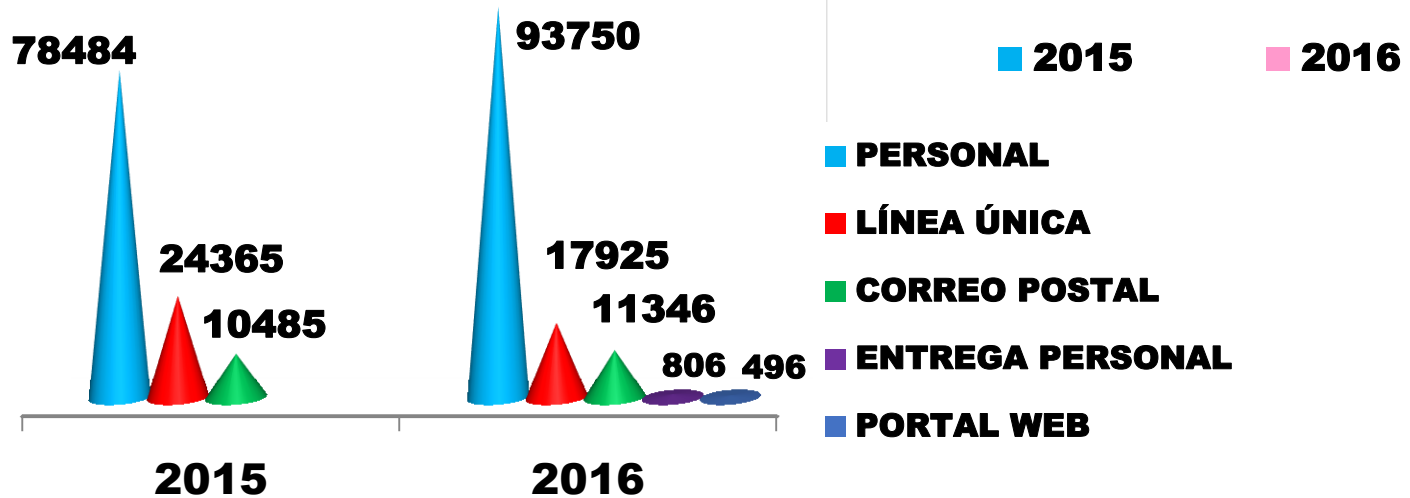
- **Through the Web Portal**, 496 citizens, 42 of them foreigners or Cubans temporarily or permanently resident abroad, have made contact.
- **E- mail**

EVOLUCIÓN DEL SISTEMA DE ATENCIÓN AL CIUDADANO

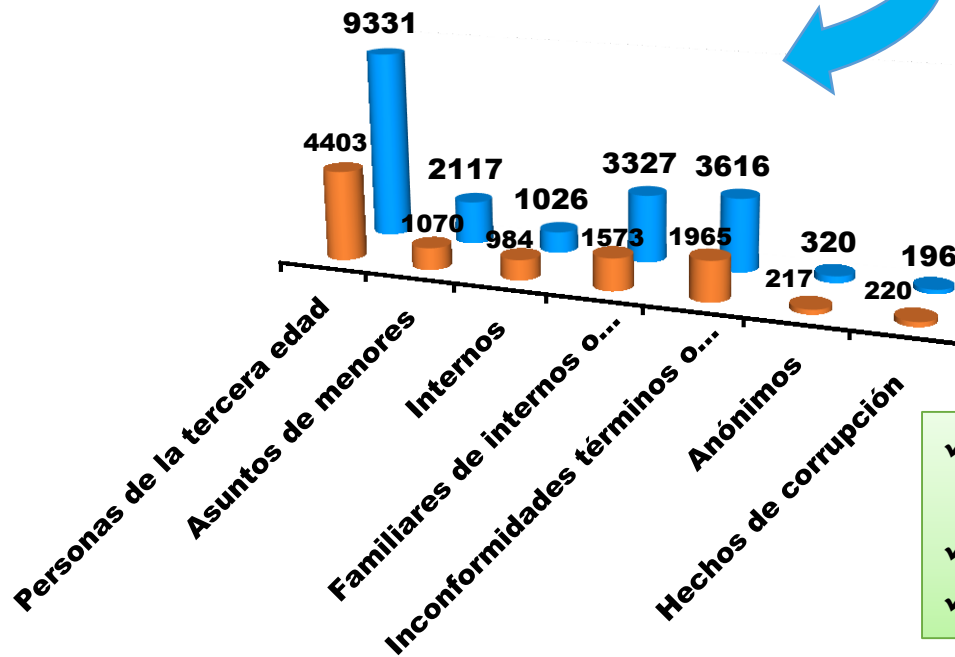
SERVER CITIZENS



SERVED CITIZENS



POPULATION SEGMENTS



- ✓ Procedures in the Municipal Offices of Housing or Physical Planning
- ✓ Conflicts with neighbors
- ✓ Breach of contracts

■ 2015 ■ 2016



- ✓ Penitentiary benefits
- ✓ Legal situation
- ✓ Medical care



Communication ways for the attention of citizens

A collaboration agreement was signed with the Federation of Cuban Women to use the Single Line in support of women victims of violence or any other type of discrimination.



LÍNEA ÚNICA
DE LA FISCALÍA GENERAL DE LA REPÚBLICA PARA EL CONTACTO DIRECTO CON
LOS CIUDADANOS.

 **0 802 12345**

LUNES - JUEVES / 8:00 am a 5:30 pm
VIERNES / 8:00 am a 4:30 pm



“Justice, equality of merit, respectful treatment of man, the full equality of Law: that is Revolution.”

“To hear fair complaints is a better way of silencing them than turning our backs with disdain to the complainants.”

Love' Martin

