

# IMPROVING SERVICES IN THE NATIONAL REGISTRY (RNEC) CITIZEN THE CIVIL

TEAM 88

## BUSINESS PROBLEM

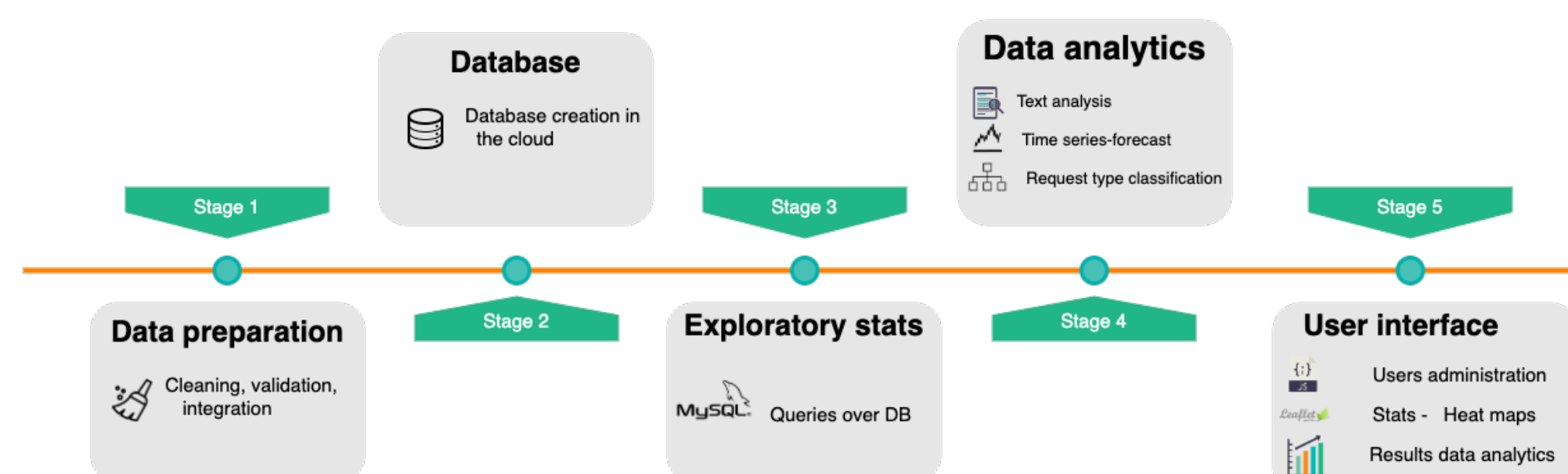
The RNEC is in charge of guaranteeing Colombians their identification and organizing the electoral process. As disposed by the National Policy of Services Citizen Efficiency, the RNEC must give an efficient, timely, and quality service to the citizens. To do so, they have a requests unit to receive and answer the citizens requests, complaints, claims and suggestions. However, the RNEC has not an integrated yet any data science techniques to exploit the data submitted by citizens and improve the quality of the services offered.



## BUSINESS IMPACT

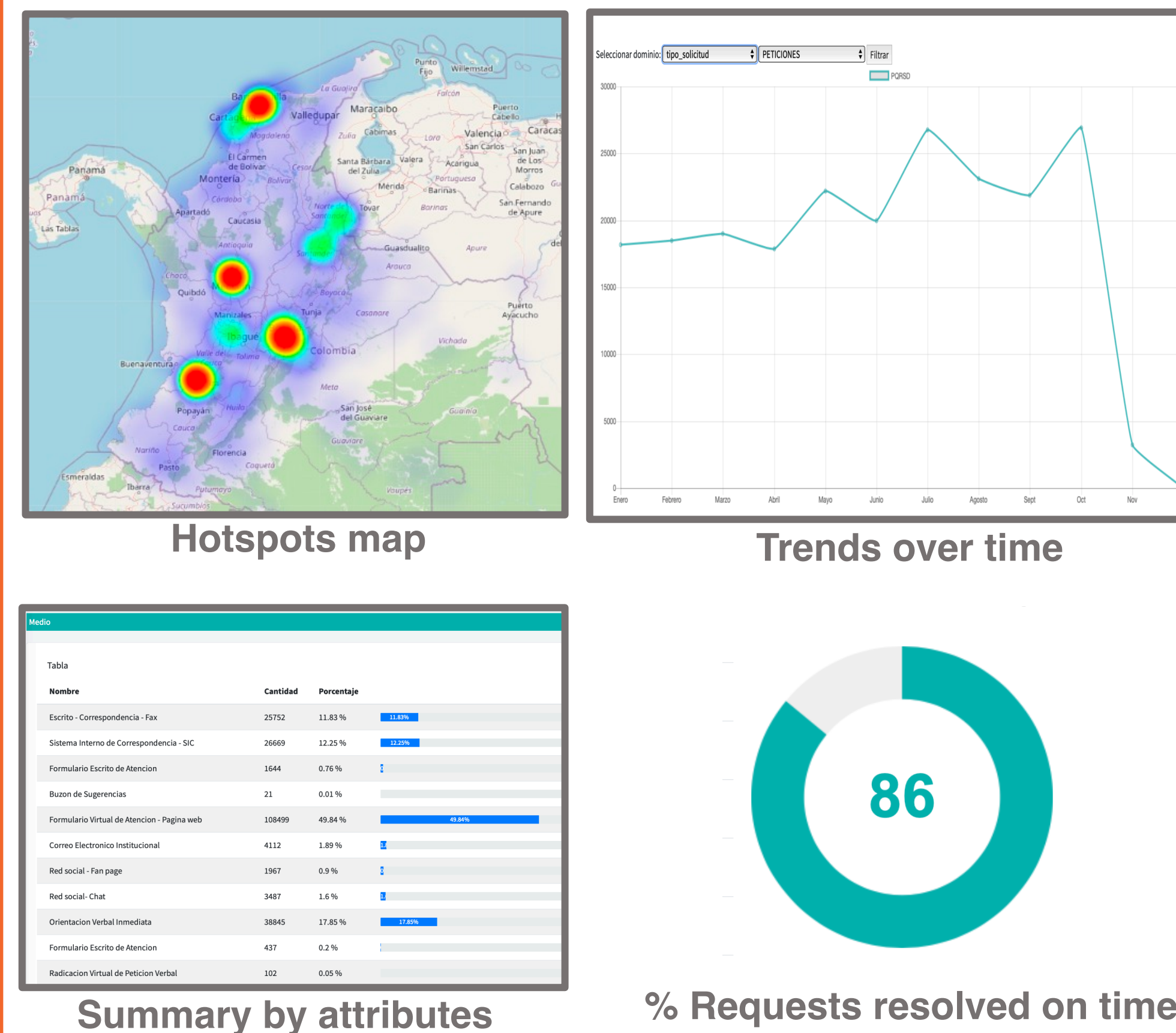
Implementation of data science techniques will help identify critical factors of service dynamically, improve response times and make decisions in real time to improve the services offered. It will also strengthen the mechanisms to prevent, investigate, and punish corruption, as well as to improve the effectiveness of public control.

## THE SOLUTION

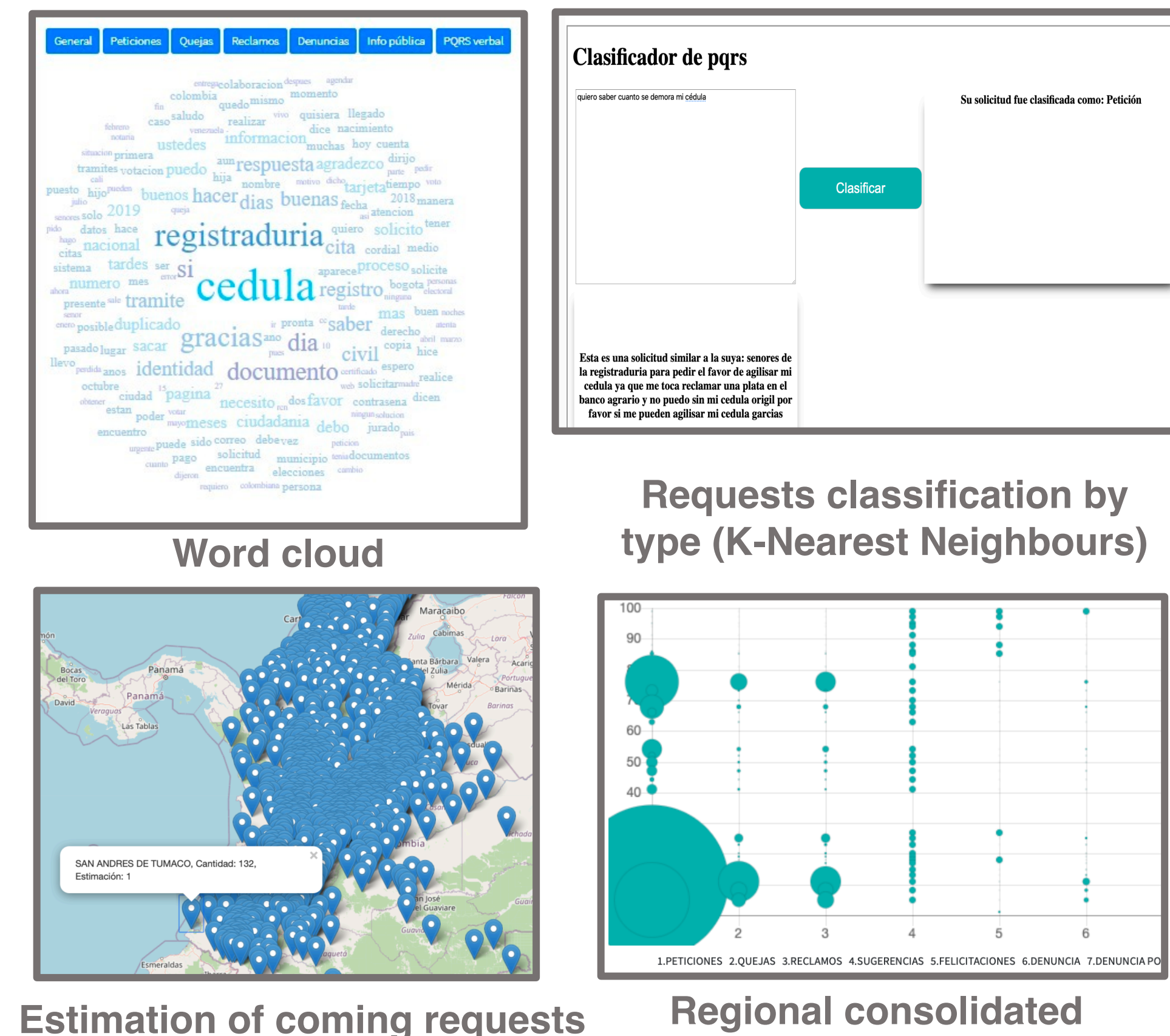


Web-based solution that helps monitor the status of the citizens requests submitted to the RNEC and assess those areas that require more attention to improve the quality of the services.

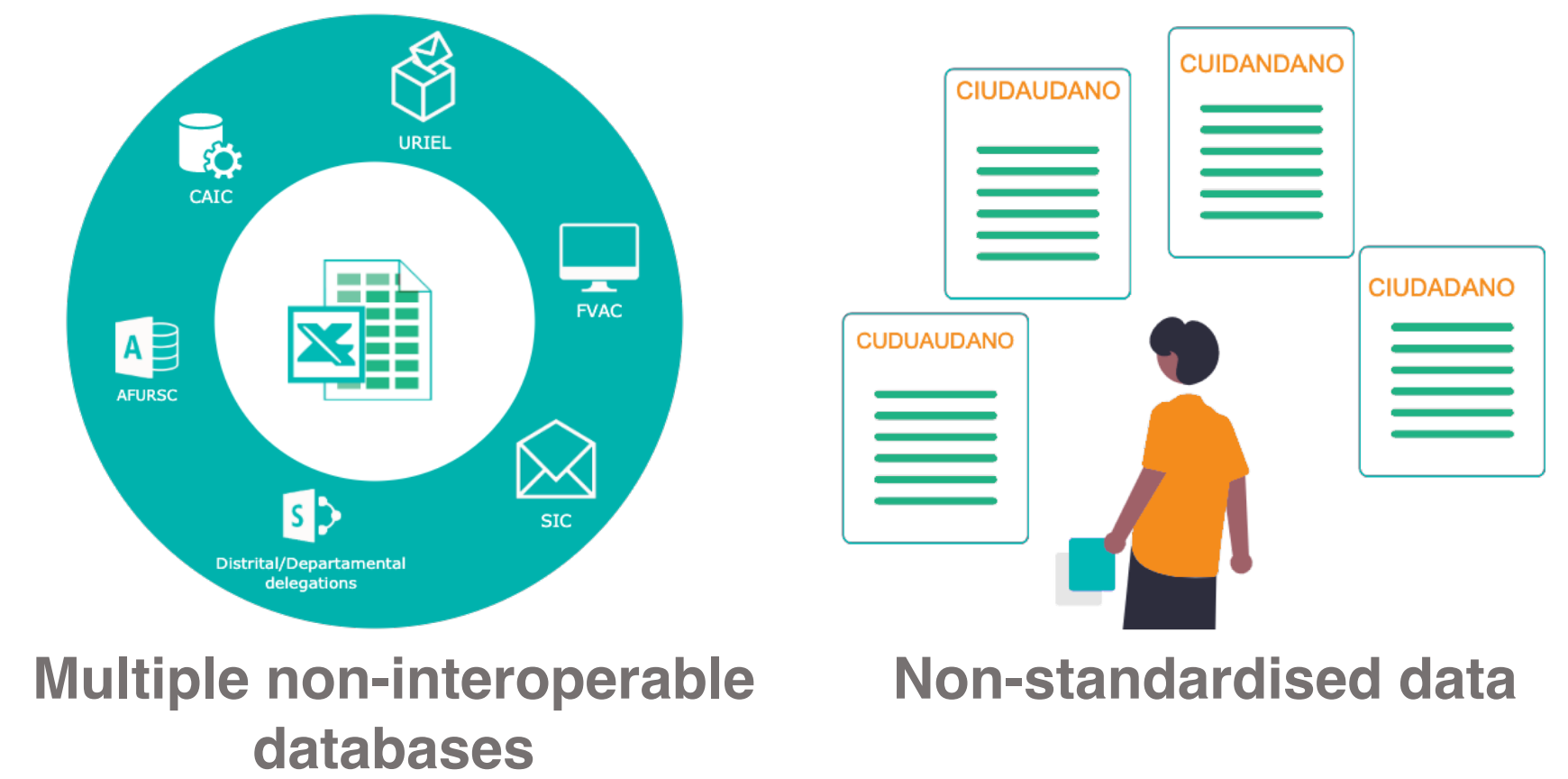
## Easy visualisation of requests status



## Analytics



## CHALLENGES



## CONCLUSIONS AND FURTHER WORK

The Colombian transparency law established that all the government institutions must implement and manage the requests formulated by the citizens. In this sense, our solution is easily transferable to any Institution in order to comply with these legal requirements and identify opportunities to improve the quality of the services they offer.



Future work requires to create an operative and interoperable system that:

