OBSAE Bulletin
Relevant indicators

31/01/24

General use of services

Cases handled electronically – Scope: National Government (Source: Own elaboration. SIA)

Cases handled electronically	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
% cases handled electronically	NA*	90,31%	92,62%	90,43%	86,26%	86,71%	86,88%	85,69%	84,71%	81,75%
% cases for citizens handled electronically	NA*	93,93%	93,75%	87,83%	80,17%	81,37%	80,91%	78,93%	76,82%	73,42%
% cases for companies handled electronically	NA*	96,91%	99,07%	97,23%	98,91%	98,76%	99,00%	98,88%	98,92%	98,69%

% Volume of electronic handling (high impact)

More information in **DATAOBSAE**

2014
78,78%
66,50%
96,01%

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electrónica

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de Administración
Electrónica

administracion.gob.es
punto de acceso general

Services for citizens and companies

General Access Point (PAG) – Scope: Spain (Source: Own elaboration)

*Data until 31/01/24

General Access Point (PAG)	2024*	2023	2022	2021	2020	2019	2018	2017	2016	2015
No. of visits to the website	1.918.460	20.424.772	16.879.241	14.396.777	17.332.934	11.726.702	8.102.940	7.055.083	6.033.853	3.386.620

No. of visits to the PAG website

More information in DATAOBSAE

General Access Point (PAG)	2014
No. of visits to the website	3.256.849

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carpeta Ciudadana
administracion.gob.es

Mi Carpeta Ciudadana – Scope: Spain (Source: Own elaboration)

*Data until 31/01/24

Mi Carpeta Ciudadana	2024*	2023	2022
No. of accesses to Mi Carpeta Ciudadana	2.288.653	19.084.025	2.302.383
No. of new users	222.997	2.496.427	657.987
No. of mobile application downloads Mi Carpeta Ciudadana	267.546	2.255.560	307.197

No. of accesses to Mi Carpeta Ciudadana by channel (2023)

- 41,3 % Android
- 20,57 % iOS
- 38,13 % Web

Más información en DATAOBSAE

Change of address – Scope: Spain (Source: Own elaboration)

*Data until 31/01/24

Change of address	2024*	2023	2022	2021	2020	2019	2018	2017	2016	2015
No. of citizens user of the service	11.951	123.899	84.567	88.073	79.628	133.514	62.296	50.417	39.744	39.544
No. of total notifications to public administration bodies	37.108	358.305	210.428	210.008	192.433	214.010	241.940	190.083	139.875	147.973

No. of total notifications Change of Address

More information in **DATAOBSAE**

2014
38.311
140.371

Common Electronic Registry – Scope: Spain (Source: Own elaboration)

Common Electronic Registry	2024*	2023	2022	2021	2020	2019	2018	2017	2016	2015
No. of registry entries	444.000	5.292.796	5.085.362	4.850.701	5.372.955	1.696.816	1.010.885	405.852	42.269	5.264

No. of registry entries Common Electronic Registry by interested type

More information in **DATAOBSAE**

Common Electronic Registry	2014
No. of registry entries	2.737

FACe - Single Contact Point for e-Invoices – Scope: Spain (Source: Own elaboration)

FACe	2024*	2023	2022	2021	2020	2019	2018	2017	2016	2015
No. of e-invoices received	1.354.100	17.674.737	15.891.396	14.389.473	12.745.315	12.737.505	11.492.023	9.772.164	7.882.585	6.010.928
No. of adhesions with agreement (accumulated total)	8.874	8.867	8.753	8.528	8.448	8.379	8.300	8.193	8.090	7.904

FACE. % local entities registered

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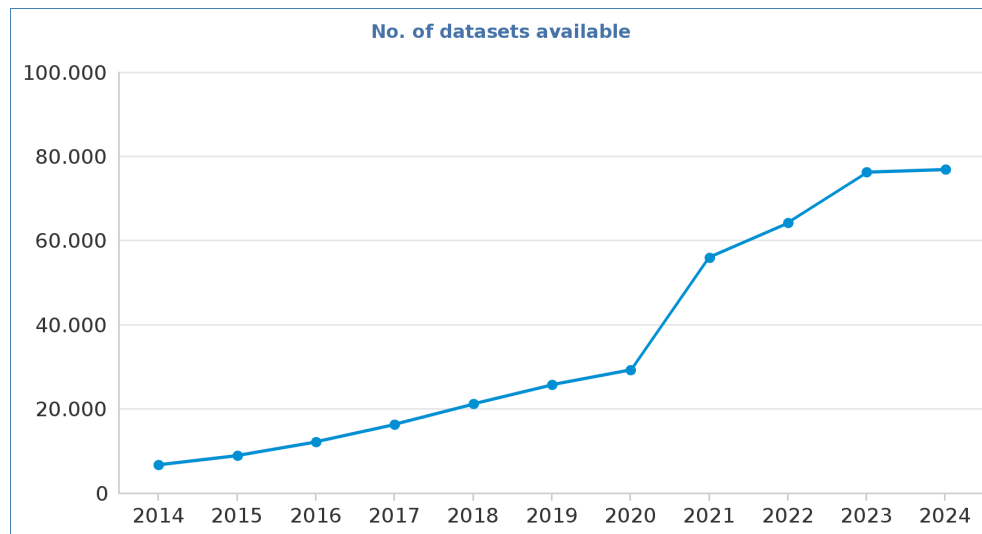de Administración
Electrónica

FACe	2014
No. of e-invoices received	884
No. of adhesions with agreement (accumulated total)	4.271

Public Sector Information reuse (RISP)

datos.gob.es Portal – Scope: Spain (Source: Own elaboration)

datos.gob.es | reutiliza la información pública

*Data until 31/01/24

datos.gob.es Portal	2024*	2023	2022	2021	2020	2019	2018	2017	2016	2015
No. of datasets available	76.967	76.344	64.322	56.103	29.397	25.834	21.264	16.412	12.262	9.003
No. of public bodies providers of datasets	244	246	170	161	140	140	130	112	97	93
No. of visits to datos.gob.es Portal	117.919	1.642.231	1.421.011	1.130.995	1.115.004	739.299	569.080	356.732	462.807	405.971

No. of datasets available

Visits to datos.gob.es Portal

More information in **DATAOBSAE**

More information in **DATAOBSAE**

2014
6.800
78
236.588

Interoperability

Platform for data and information exchange (PID) – Scope: Spain (Source: Own elaboration)

*Data until 31/01/24

PID	2024*	2023	2022	2021	2020	2019	2018	2017	2016	2015

PID	2024*	2023	2022	2021	2020	2019	2018	2017	2016	2015
No. of public bodies users PID (current year)	1.298	1.847	1.595	1.440	1.302	1.227	1.191	1.040	701	294
No. of data transmissions	36.558.329	378.075.050	261.711.182	187.200.325	154.698.136	124.453.437	80.959.530	77.141.826	50.058.490	53.596.776
No. of data transmissions – Identity	10.945.789	146.705.579	107.616.118	70.450.970	50.326.653	42.764.383	27.507.427	25.722.100	24.595.421	33.131.922
No. of data transmissions - Residence	2.691.188	19.237.434	19.867.737	13.687.378	11.923.604	10.508.800	9.661.366	10.411.248	9.699.124	8.915.025
No. of data transmissions – Tax obligations	1.284.184	11.388.559	10.109.108	7.438.368	7.972.980	7.261.582	4.774.571	1.662.542	1.466.112	1.057.664
No. of data transmissions – Social Services	1.508.138	13.752.855	11.953.502	8.557.801	7.396.539	5.093.464	6.493.467	3.956.879	3.766.095	3.943.686
No. of data transmissions – Social Security Treasury	2.105.379	19.677.615	10.798.094	7.110.716	7.756.434	2.966.150	2.575.247	1.997.447	1.037.922	858.216
No. of data transmissions - Unemployment	1.184.230	13.964.225	13.121.827	9.242.915	7.631.864	6.691.119	5.799.834	2.577.110	1.651.218	893.641
No. of data transmissions - Cadastral	1.410.536	8.357.075	9.383.991	3.629.860	2.926.853	2.701.011	2.683.112	1.814.007	938.228	565.772
No. of data transmissions - Education	1.264.593	17.847.473	7.730.786	7.376.421	5.359.613	3.106.222	1.296.150	1.012.812	780.830	1.519.887
No. of data transmissions – Civil registers	839.064	2.881.087	30.695.893	43.328.464	43.212.803	35.945.490	15.689.738	24.264.391	3.046.232	1.979.089
No. of data transmissions – Criminal records	379.094	4.548.976	3.587.488	3.659.572	1.925.052	2.208.665	1.151.453	1.271.492	1.168.594	2
No. of data transmissions – Drivers and vehicles	6.647.916	54.959.264	12.864.016	3.538.890	2.256.387	860.228	277.841	157.563	68.120	NA*
No. of data transmissions – Large Family	125.066	2.305.607	4.054.417	2.579.197	2.164.619	1.206.417	347.603	147.564	41.123	12
No. of data transmissions – Disability Degree	99.914	1.076.776	683.980	433.183	267.128	251.371	175.379	112.844	35.546	11

PID	2014
No. of public bodies users PID (current year)	138
No. of data transmissions	37.136.924
No. of data transmissions – Identity	21.278.356
No. of data transmissions - Residence	7.939.720
No. of data transmissions – Tax obligations	805.244
No. of data transmissions – Social Services	3.437.462
No. of data transmissions – Social Security Treasury	763.710
No. of data transmissions - Unemployment	658.387
No. of data transmissions - Cadastral	272.177
No. of data transmissions - Education	334.367
No. of data transmissions – Civil registers	1.252.468
No. of data transmissions – Criminal records	NA*
No. of data transmissions – Drivers and vehicles	NA*
No. of data transmissions – Large Family	1
No. of data transmissions – Disability Degree	1

PID	2024*	2023	2022	2021	2020	2019	2018	2017	2016	2015
No. of available exchange services in platform	197	196	177	155	141	127	124	91	81	76

PID – Adhesions autonomous communities and local entities (accumulated total)

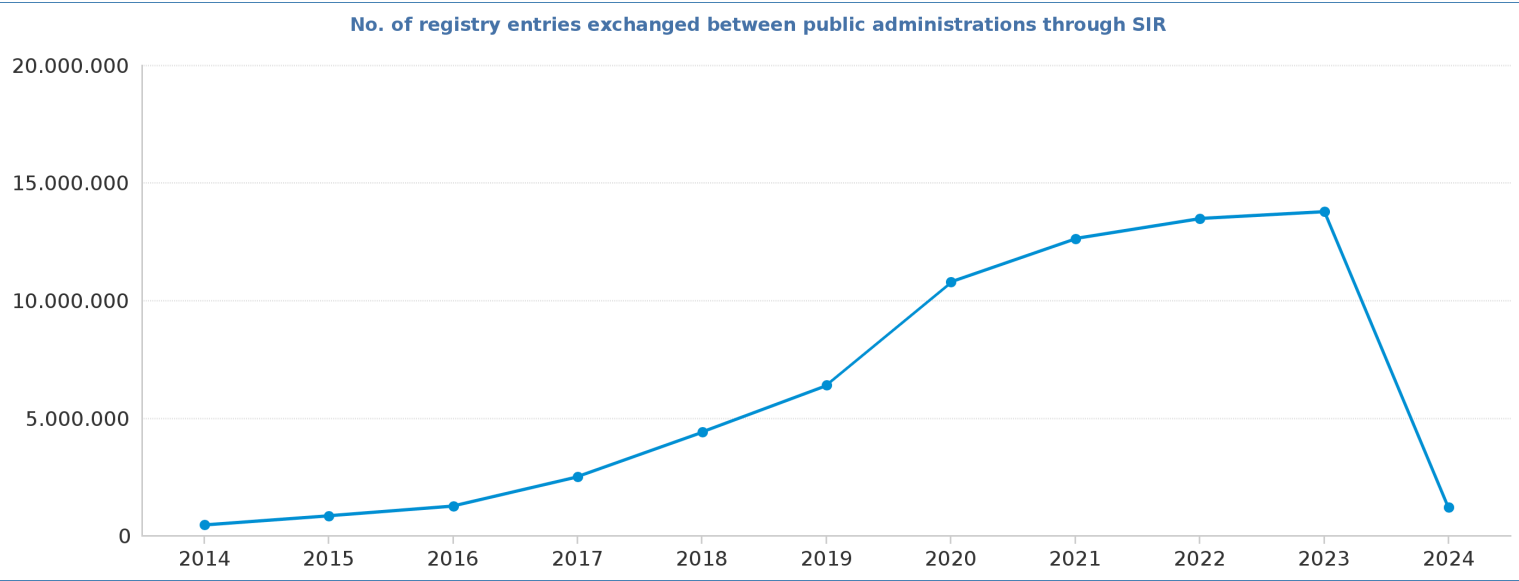| PID	2014
No. of available exchange services in platform	67

Register Interconnection System (SIR) – Scope: Spain (Source: Own elaboration)

*Data until 31/01/24

Register Interconnection System (SIR)	2024*	2023	2022	2021	2020	2019	2018	2017	2016	2015
No. of registry entries exchanged between public administrations	1.221.855	13.796.982	13.504.551	12.653.296	10.808.953	6.417.742	4.429.989	2.535.608	1.286.681	871.848
No. of active offices in SIR	16.565	16.541	15.922	14.505	13.496	12.039	7.119	5.413	3.953	3.531

SIR % Local governments registered

No. of registry entries exchanged between public administrations through SIR

More information in DATAOBSAE

2014
480.343
2.932

*Data until 31/01/24

INSIDE	2024*	2023	2022	2021	2020	2019	2018	2017	2016
No. of public bodies InSide (accumulated total)	9.701	9.600	8.823	8.288	1.982	1.703	1.371	888	400
No. Referrals of judicial records InSide	7.898	75.610	71.868	55.513	33.652	31.336	19.585	2.889	
No. Referrals of administrative records	336	3.926	3.364	2.355	1.362	634	175	1	
No. of files stored in InSide	7.372	71.577	66.775	56.405	33.703	31.102	21.146	11.026	264

No. of public bodies InSide (accumulated total) by organizational structure (2023)

0,89 %
0,85 %
0,3 %
10,56 %
10,84 %
76,55 %

- Local Government
- National Government
- Regional Government
- Others Institutions
- Administration of Justice
- Universities

No. of files stored in InSide by organizational structure

- National Government
- Regional Government
- Local Government
- Administration of Justice
- Universities
- Others Institutions
- No determined

More information in DATAOBSAE

More information in DATAOBSAE
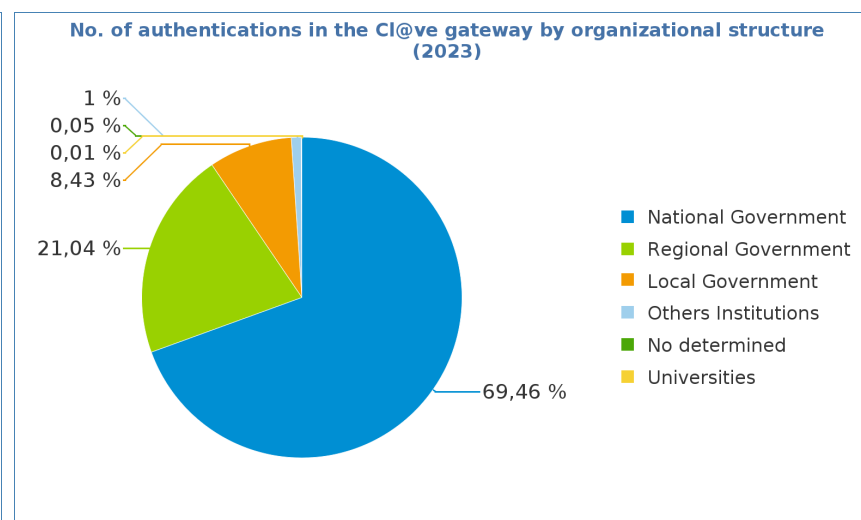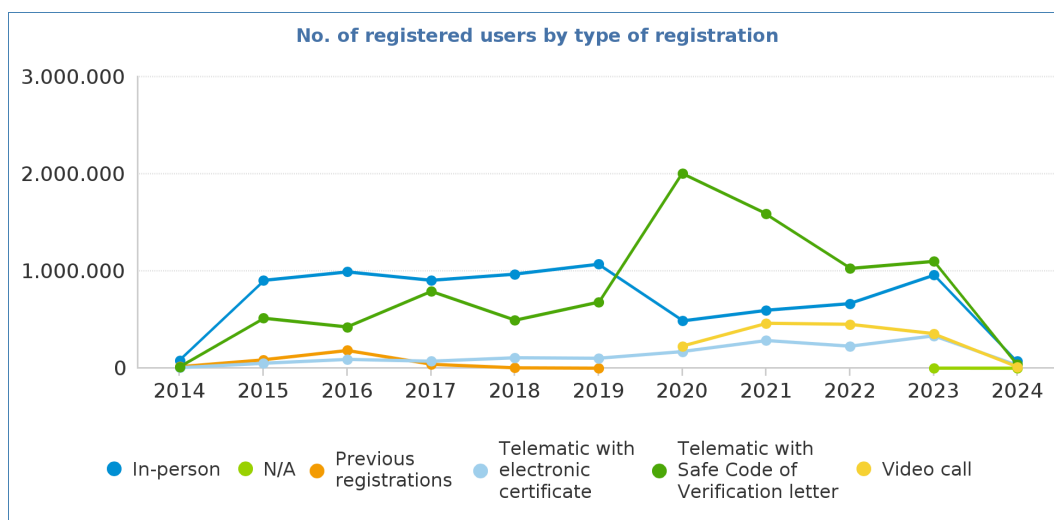
Identification and electronic signature

Cl@ve – Scope: Spain (Source: Own elaboration)

*Data until 31/01/24

CL@VE	2024*	2023	2022	2021	2020	2019	2018	2017	2016	2015
No. of registered users	148.972	2.750.312	2.368.444	2.929.706	2.888.569	1.853.905	1.571.302	1.808.354	1.688.237	1.555.023
No. of authentications Cl@ve gateway	70.080.780	759.309.295	914.749.691	603.694.396	340.352.460	173.322.962	54.858.349	8.405.259	NA*	NA*
No. of direct authentications through cl@ve PIN	4.372.020	102.657.899	74.004.151	57.778.997	39.533.745	18.054.616	9.797.903	6.197.590	4.442.366	3.385.630
No. of direct authentications through Cl@ve Permanente	3.406.790	58.346.498	54.924.313	53.653.340	41.557.976	16.862.951	10.906.382	7.502.115	NA*	NA*

No. of registered users by type of registration

No. of authentications in the Cl@ve gateway by organizational structure (2023)

2014
111.880
NA*
59.870
NA*

@firma - e-signature Platform	2024*	2023	2022	2021	2020	2019	2018	2017	2016	2015
No. of applications using @firma	2.030	2.027	1.972	1.672	1.672	1.672	1.658	1.576	1.480	1.399
No. of transactions	192.612.394	2.289.040.132	2.572.663.714	1.735.562.317	1.085.950.823	863.007.117	470.443.837	368.070.744	354.816.474	291.824.395
No. of public bodies integrated (accumulated total)	1.159	1.157	1.116	917	917	917	914	873	834	795

2014
1.314
124.038.310
762

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Autentica – Scope: Spain (Source: Own elaboration)

AutenticA

*Data until 31/01/24

Autentica	2024*	2023	2022	2021	2020	2019	2018	2017	2016
No. of authentications	1.930.530	23.339.735	20.413.496	14.043.740	7.411.889	5.454.132	2.123.330	240.367	45.594
No. of registered users (accumulated total)	255.471	250.969	245.248	193.212	159.880	125.708	78.417	14.298	1.946

No. of authentications AUTENTICA by type (2023)

- 10,86 %
- 89,14 %

■ Certificate
■ Password

No. of authentications AUTENTICA by application (2023) (3)

- 1,2 %
- 1,13 %
- 0,32 %
- 13,18 %
- 0,28 %
- 8,6 %
- 40,99 %
- 7,44 %
- 11,95 %
- 1,32 %
- 3,4 %
- 3,06 %
- 7,15 %

■ Administrative sanctions
■ Almacén
■ BADARAL
■ Funciona
■ GAMO
■ GEISER
■ National Government Portafirmas
■ Others
■ RCP
■ SIGP Portafirmas
■ SIGP Richweb
■ SIGP self-service
■ TRAMA

More information in **DATAOBSAE**

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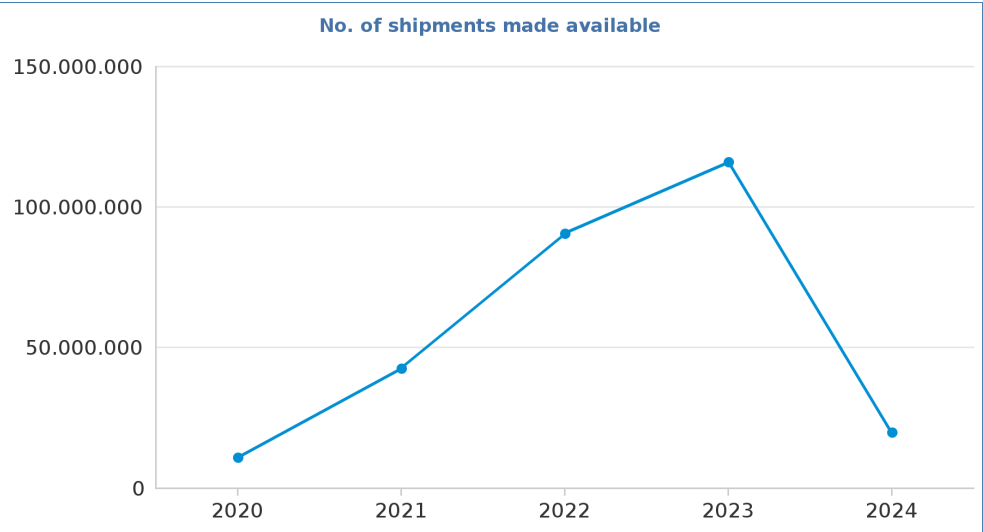OBSAE | Observatorio
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Electronic notifications

Single Enabled Electronic Address (DEHú) – Scope: Spain (Source: Own elaboration)

**Data until 31/01/24*
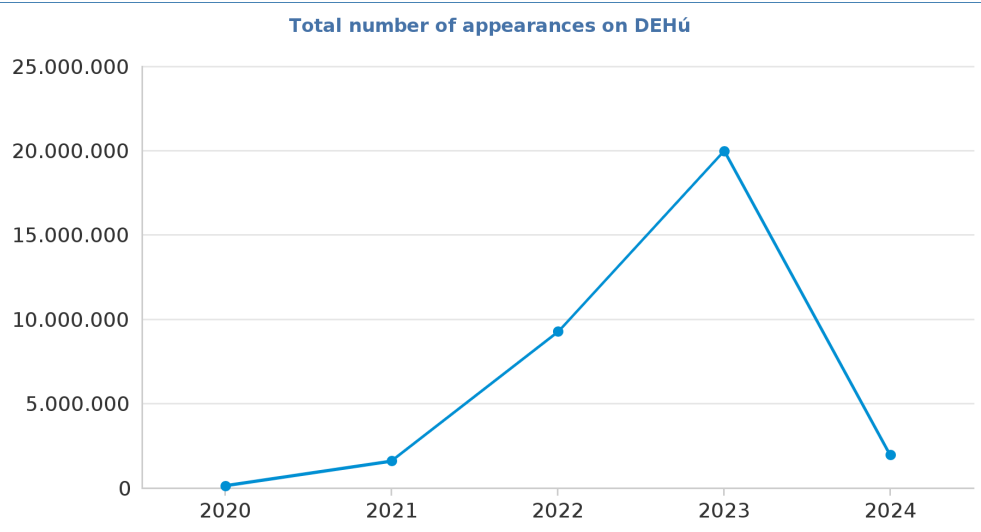
datos.gob.es Portal	2024*	2023	2022	2021	2020
No. of shipments made available	19.903.376	#########	90.738.387	42.750.336	10.898.585
Total number of appearances on DEHú	1.981.453	19.994.547	9.322.658	1.622.564	154.309

No. of shipments made available

Total number of appearances on DEHú

More information in **DATAOBSAE**

More information in **DATAOBSAE**

Notifica - Scope: Spain (Source: Own elaboration)

*Data until 31/01/24

notifica
SERVICIO DE ENVÍO DE NOTIFICACIONES

Notific@	2024*	2023	2022	2021	2020	2019	2018	2017	2016
No. of public bodies registered in NOTIFICA (accumulated total)	10.176	10.144	9.445	8.894	8.098	7.401	6.388	622	183
No. of notifications sent through NOTIFICA	3.166.863	39.565.350	34.881.108	22.356.730	16.770.042	11.733.118	5.550.064	1.736.251	18.047

No. of dispatches incorporated into NOTIFICA by organizational structure and type of dispatch (2023)

Legend: ■ National Government ■ Regional Government ■ Local Government ■ Universities ■ Others Institutions

More information in DATAOBSAE
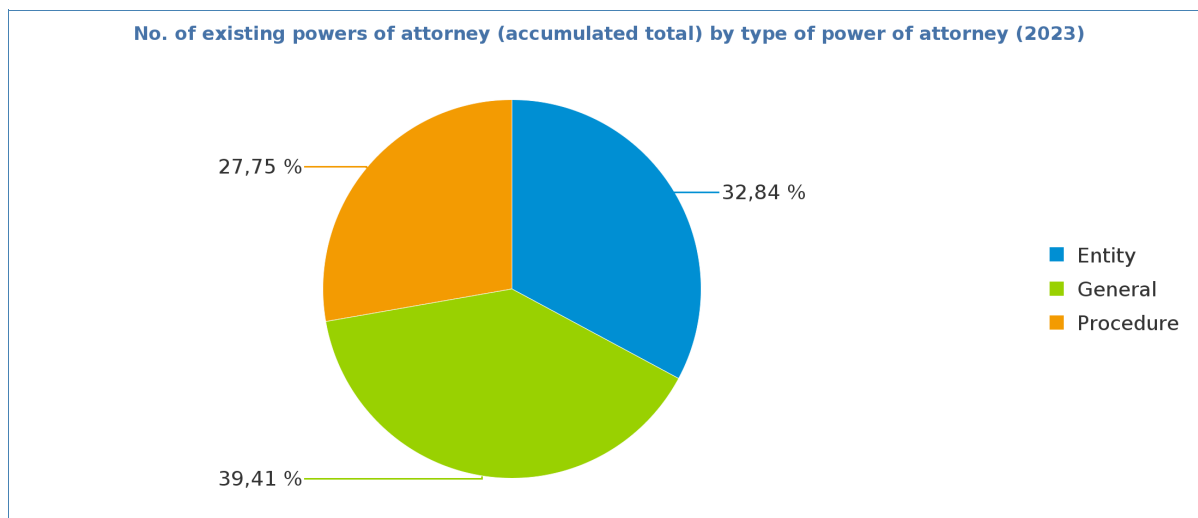
Powers of attorney

Electronic Registry of powers of attorney (REA) – Scope Spain (Source: Own elaboration)

*Data until 31/01/24

REA	2024*	2023	2022	2021	2020	2019	2018
No. of existing powers of attorney (accumulated total)	173.372	177.913	142.440	111.442	72.718	53.347	
No. of public bodies registered (accumulated total)	5.660	5.660	5.659	5.553	5.127	5.031	4.508

REA % Local governments registered

No. of existing powers of attorney (accumulated total) by type of power of attorney (2023)

- 27,75 %
- 32,84 %
- 39,41 %

- ■ Entity
- ■ General
- ■ Procedure

More information in DATAOBSAE

Observations

Data	Data supplied for a year or month indicate the value at the end of the year or month. In the case of official surveys or external reports this may vary. SIA data are provisional, have a consolidation period of 6 months. All data generated by own elaboration (National Government) have a consolidation period of 3 months
NA*	Indicates that data is not available when the bulletin has been generated.

(1) The general access point • PAG - www.administracion.gob.es - became operational on 29/10/2014 replacing site 060. The historical series considered the two sites together.

For more detail of all the indicators of electronic administration services provided by the SGAD, you can consult the: DATAOBSAE

(2) APPLICATION	**DESCRIPTION**
Almacén	Warehouse - sending and receiving large files
SIGP	Integrated System for Personnel Management
BADARAL	Information System of Assistance to Personnel Management
FUNCIONA	Public employee portal
GAMO	Automated Management of Official State Mobility
GEISER	Integrated Management of Registry Services
Portafirmas	Signature integration in workflows
RCP	Central Registry of Personnel
TRAMA	Processing of permits and incidents of the Secretary of State for Public Administrations
Mi Carpeta Ciudadana	New service put into production on September 12, 2022.