

Electronic Administration Coordination Office

Service Charter



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Annexe: Services and users table



A photograph of several students walking away from the camera on a paved path. In the foreground, a woman with long curly hair wears a denim jacket and a pink backpack. Next to her, a man wears a red backpack. To the left, another woman with long dark hair wears a light blue jacket. Further left, a woman with long blonde hair wears a grey jacket and a tan backpack. In the background, a man in a blue t-shirt is looking at his phone. The path is bordered by a brick building with large windows on the left and a grassy area on the right.

01

Presentation

Scope of action and organisational data

Presentation

We present the Service Charter for the UAB Electronic Administration Coordination Office, which defines the commitment we have to the university community and users in general, lists the available services and provides tools for monitoring compliance with the aforementioned commitment.

The central focus of our activities is to ensure the implementation, control and management of the tools and services that will enable the introduction and development of e-administration and record management at our university.

The goal is to provide information to the university community and the general public, and to offer advice and training to the staff members who will be using these tools.

We also have participation channels at the disposal of users which allow us to get their opinion on the services we offer, allowing us to continually improve the services and activities of the Electronic Administration Coordination Office.

Francisco Quesada Martos

Head of the Electronic Administration Coordination Office.

Scope of action and organisational data (1)

The Electronic Administration Coordination Office (OCAEE) is located in the Rectorat building. It consists of two units: the General Archive and the Registry Assistance Office (OAMR) and the Unit for Certification and Electronic Administration Projects (UCPAE).

Its activities are primarily aimed at the university community (students, academic and research staff, and technical, management and administrative and service staff).

It also serves the general public for the registration of records to be submitted to the administration at a single interconnected window, that is connected with the other administrations in Catalonia and Spain. The General Archive handles enquiries about the records held there.

According to the regulations in force, the General Archive manages the university's historic and central archive, lending of records and the destruction of records. It is also the unit in charge of creating, controlling and supervising the university's record management system.

Scope of action and organisational data (2)

The Registry Assistance Office (OAMR) manages and supervises registry processes for the entrance and exit of documentation within the UAB and also coordinates and provides support to decentralised registry points located mainly in the academic management offices in the various faculties and schools of the UAB.

The Electronic Administration Certification and Projects Unit (UCPAE) is responsible for managing its own electronic administration services (certification, identification, signatures, notifications and electronic communications).

The services offered are free of charge, but if any were to incur a cost, the user would be informed in advance.

Scope of action and organisational data (3)

Opening hours and access for members of the public

You will find the opening hours for in-person visits to the [General Archive](#) and the OAMR on their webpages and on the [UAB e-Office website](#).

However, the transformation brought about by e-Administration allows those who need to carry out procedures via the registry to access these at any time via the [e-Office](#).

Scope of action and organisational data (4)

Opening hours and access for members of the public. Contact (1)

Contact:

1. Email:

- Registre.General@uab.cat for Registry related issues.
- Arxiu.General@uab.cat for the Archive.
- idcat@uab.cat for requests and questions related to idCAT certificates.

2. Telephone No.: 93 581 2029, during normal opening hours.

3. In-person assistance is available on the ground floor of the Rectorat building during opening hours.

From September to June:

- Monday to Thursday 9 a.m. to 4 p.m.
- Fridays from 9 a.m to 2 p.m.

July and August:

- Monday to Friday from 9 a.m. to 2 p.m.

Scope of action and organisational data (5)

Opening hours and access for members of the public. Contact (2)

For idCAT certificate dispatch services and authentic electronic copies of records, please book an appointment in advance via [this link](#) by scanning this QR code with your mobile phone.



The opening hours for the decentralised registry points can be found by visiting [this link](#):

For questions related to its activities, please contact the Electronic Administration Certification and Projects Unit at Certificacio.Digital@uab.cat or, between 9 a.m. and 3 p.m., on 93 581 4139.

02

Mission and values

Mission

The Electronic Administration Coordination Office coordinates the development and implementation of the different elements of electronic administration. This includes the management of the University Registry and Archive, as essential elements to encourage the use of electronic administration, with the aim of improving the university's function as an institution, as well as rationalising and optimising resources.



Values

User-centred, where users are advised and provided with the instructions necessary to undertake the procedures they need to while responding to their complaints and suggestions.

Ongoing improvement, adapting processes to technological and regulation changes.

Efficiency, guaranteeing that the procedures are processed correctly while ensuring they are complied with in all aspects.

Respect when dealing with people and with diversity, without making distinctions of any type, supporting non-discrimination and promoting accessibility for all users.

Sustainability in the implementation of e-administration, adopting processes that encourage a reduction in paper and other waste such as toners, ink, plastic, etc.

03

What do we offer?

What do we offer? (1)

Within the framework of its functions for the implementation and development of e-administration, the OCAE works on the deployment of tools such as the UAB Official Registry, the signature portal, the record management system, notifications and digital certificates, and advises both members of the university community and the general public on their use.

To find out who each service addresses, please read the table of services and users in the [annexe](#).



What do we offer? (2)

General Archive (1)

Management of the UAB record Management System

Design, development, maintenance and updating of the set of policies, technical instruments and methodologies included in general administrative management.

Transfer of records

Process by which records generated or received by the various management units are transferred to the General Archive once they are no longer in routine use but still retain administrative, legal or historical value.

Loan and consultation of records

Management of loan requests and consultation of records held in the General Archive for both members of the university community and the general public.

What do we offer? (3)

General Archive (2)

Certified assessment and destruction of records

Application to all public records, once the active and semi-active phases have ended, of the record appraisal regulations, which determine their retention—on account of their cultural, informational or legal value—or their removal. The management of disposal is carried out confidentially and in a certified manner, in accordance with current regulations, and includes maintaining the university's record disposal registry.

Dissemination and publication of the records collection

Promotion of access to, knowledge of and appreciation of preserved documentary heritage, with the aim of making it accessible to the public, encouraging its social, educational and cultural use, and contributing to institutional transparency and collective memory.

What do we offer? (4)

Registry Assistance Office (OAMR) (1)

Registry assistance

Acting on behalf of the user to submit their applications to the Registry. Provision of the necessary information and advice to ensure that the procedure and the handling of the submitted applications and documentation are carried out correctly.

Issue of authentic copies

Creation of an authentic electronic copy of documentation issued by the UAB or for internal UAB procedures, adding, where appropriate, the secure verification code (CSV) and, when necessary, adding this documentation to the UAB's Electronic Office.

Record certification

Verification of the original paper record and its photocopy, and certification of the latter for the completion of procedures requiring this type of proof.

What do we offer? (5)

Registry Assistance Office (OAMR) (2)

Issue and revocation of the idCAT electronic certificate

Issuing the idCAT certificate to any individual, whether from the university community or the general public, by identifying the applicant and providing them with instructions for downloading and installing the certificate.

Revocation of the idCAT certificate in the event of loss or risk of fraudulent use by third parties. In such cases, a new electronic certificate will be issued immediately.

Management of authorisation for access to proprietary management tools

Processing staff hiring and dismissal processes at the UAB using the ERES 2.0 and CÒPIA registration services. Training sessions are provided for staff members who will work with these tools.

What do we offer? (6)

Unit for Certification and Electronic Administration Projects (UCPAE)⁽¹⁾

Issue and revocation of electronic certificates for public servants

Issue of T-CAT P digital certificates to UAB staff, management of the documentation, identification and delivery. Revocation in the event of leave of absence, change in position or loss of the device, as well as intervention in the application for certificates of representation.

Electronic authentication and signature systems

Knowledge about and advice and information on all matters relating to electronic authentication and signature systems. Definition of legal and technical requirements and technical support for users of these systems.

What do we offer? (7)

Electronic Administration Certification and Projects Unit (UCPAE) (2)

Management of e-administration components (1):

Electronic signature of documents

Tools such as a signature portal and establishment of protocols for the electronic signature of internal and external documents.

Validation of signatures

Verification of the validity of electronic signatures in received documents. This validation is key to ensuring the integrity and authenticity of administrative records.

Delegation of the use of personal or representative digital certificates (HSM-RedTrust)

Management of authorisations to delegate the use of certificates, ensuring compliance with legal requirements and traceability.

What do we offer? (8)

Unit for Certification and Electronic Administration Projects (UCPAE)⁽³⁾

Management of e-administration components (2):

Electronic notifications and communications

Management of the e-Notum tool. User support and permission configuration for sending legally valid electronic notifications. Management of potential incidents.

EACAT platform

Management of access to and use of the EACAT platform for inter-administrative processing. User support and permission configuration.

Personalised training and advice on e-administration tools

Conducting training sessions and preparing manuals and guides for staff on the use of certificates, electronic signatures and digital tools, as well as communicating any relevant regulatory or technological changes.

04

Rights and responsibilities

Rights and responsibilities (1)

You have the right to...

- Be attended to in a friendly, respectful and efficient manner.
- Obtain an appointment on the day and at the time you have booked, provided you have requested an appointment in advance.
- Require the fulfilment of all commitments that the OCAE has undertaken.
- Receive information about all the services offered by the OCAE and how it operates.
- Receive advice from OCAE staff when you are carrying out procedures and managing issues.
- Know the identity of the people responsible for OCAE services.
- Have the confidentiality of the data you provide to carry out your transactions protected.
- To submit your suggestions or complaints in person or online.
- Receive a response to the enquiries and requests you have made.

Rights and responsibilities (2)

You are responsible for...

- Making proper use of the facilities and equipment made available to the public and respecting the people who use the service.
- Treating the OCAE staff with respect and following their instructions.
- Respecting the service schedule by entering or leaving the premises at the designated opening and closing times or as requested by staff.
- Presenting an appropriate identity document (NIF, NIE or passport) when requested by service staff for the purpose of carrying out a procedure.
- Providing the documentation and information required to carry out the ongoing procedure.
- Report any irregularities, incidents or problems to the service managers.

05

Applicable regulations

Applicable regulations ⁽¹⁾

The principal legislation applicable to each of the areas of the OCAE is as follows (1):

Administration and electronic means

- [Royal Decree 203/2021, of 30 March](#)
- [Royal Decree 951/2015, of 23 October](#)
- [Law 39/2015, of 1 October](#)
- [Law 40/2015, of 1 October](#)

Archive

- [Regulations for the UAB archives](#)
- [Law 10/2001, of 13 July](#)
- [Law 20/2015, of 29 July](#)
- [Royal Decree 1708/2011, of 18 November](#)

Applicable regulations ⁽²⁾

The principal legislation applicable to each of the areas of the OCAE is as follows (2):

Registry

- [Regulations on the use of electronic means in the Universitat Autònoma de Barcelona](#)
- [Regulations for the General Registry in the Universitat Autònoma de Barcelona](#)
- [Royal Decree 203/2021, of 30 March](#)
- [Law 39/2015, of 1 October](#)
- [Law 40/2015, of 1 October](#)
- [Decree 76/2020, of 4 August](#)

Certification, identification and electronic signatures

- [Order VPD/93/2022, of 28 April](#)
- [Decree 76/2020, of 4 August](#)
- [Regulation \(EU\) 910/2014 of the European Parliament and Council of 23 July 2014](#)
- [Law 59/2003, of 19 December](#)

06

Participation mechanisms

Participation mechanisms

You can submit your enquiries, suggestions, complaints or praise via the following channels:

- The satisfaction surveys made available to users by the OCAE,
- The Opina UAB service,
- In person at the OAMR office or at decentralised registration points,
- Via the following telephone number 93 581 2029
- Via email by writing to the various units:
 - o.administracio.electronica@uab.cat
 - Arxiu.General@uab.cat
 - Registre.General@uab.cat
 - Idcat@uab.cat
 - Certificacio.Digital@uab.cat



07

Commitments and quality indicators

Commitments and indicators (1)

GENERAL ARCHIVE (1)		
SERVICE	COMMITMENT	INDICATOR
Management of the Records Management System	<ul style="list-style-type: none"> • Guarantee a minimum of two training courses a year on the Records Management System and its tools • Achieve a minimum score of 3 out of 5 in the training satisfaction survey 	<ul style="list-style-type: none"> • Annual volume of training courses • Level of satisfaction of the people attending the training courses
Transfer of records	<ul style="list-style-type: none"> • Process at least 80% of record transfers within a maximum of six months of receiving the request 	<ul style="list-style-type: none"> • Percentage of transfer requests resolved within the specified timeframe
Loan and consultation of records	<ul style="list-style-type: none"> • Ensure that at least 80% of the requested records are available within a maximum of three working days 	<ul style="list-style-type: none"> • Percentage of applications delivered within the specified timeframe

Commitments and indicators (2)

GENERAL ARCHIVE (2)		
SERVICE	COMMITMENT	INDICATOR
Certified assessment and destruction of records	<ul style="list-style-type: none">• Ensure the confidential and certified destruction of records and achieve a minimum score of 4 out of 5 in the evaluation of this service in the satisfaction survey for units and users	<ul style="list-style-type: none">• Level of satisfaction of the administrative units that eliminate records through the General Archive
Dissemination and publication of the UAB's records collection	<ul style="list-style-type: none">• Provide outreach activities for the UAB records collection, ensure online access to records collections and achieve a minimum score of 4 out of 5 in the evaluation of this service in the satisfaction survey for units and users	<ul style="list-style-type: none">• Level of satisfaction of users with the dissemination activities

Commitments and indicators ⁽³⁾

Registry Assistance Office (OAMR) (1)		
SERVICE	COMMITMENT	INDICATOR
Registry assistance	<ul style="list-style-type: none">Act with transparency by guiding and informing about the steps and legal requirements when submitting any application or document to the Administration, and achieve a minimum score of 4 out of 5 in the satisfaction survey for this assistance	<ul style="list-style-type: none">Level of satisfaction of attendees regarding registration
Issue of authenticated and certified copies of documentation	<ul style="list-style-type: none">Send the authenticated document to the applicant and, where applicable, deposit it on the UAB's Electronic Office, in at least 80% of cases within a maximum of 48 working hours. (Certifications are undertaken immediately.)	<ul style="list-style-type: none">Percentage of requests for authentic copies delivered within the specified timeframe

Commitments and indicators (4)

Registry Assistance Office (OAMR) (2)		
SERVICE	COMMITMENT	INDICATOR
Issue and revocation of the idCAT electronic certificate	<ul style="list-style-type: none">• Provide the user with the necessary information to carry out the download and installation of the certificate and obtain a minimum score of 4 out of 5 in the evaluation of this service in the users' satisfaction survey.	<ul style="list-style-type: none">• Level of satisfaction of users regarding the issue and revocation of the IdCAT certificate
Management of access authorisations to proprietary management tools (CÒPIA and ERES)	<ul style="list-style-type: none">• Manage at least 90% of hires and resignations within a maximum of 2 working days	<ul style="list-style-type: none">• Percentage of EACAT user management requests processed within the established timeframe

Commitments and indicators ⁽⁵⁾

Certification and E-Government Projects (UCPAE)		
SERVICE	COMMITMENT	INDICATOR
Issue of digital certificates for public servants	<ul style="list-style-type: none"> Manage T-CAT-P certificates (application, download and revocation) in a tailored manner and achieve a minimum score of 4 out of 5 in the evaluation of this service in the satisfaction survey of units and users 	<ul style="list-style-type: none"> Level of satisfaction of service users with the issue of digital certificates for public sector employees
Management of access authorisations to e-administration tools: institutional signature portal, HSM-RedTrust, electronic notifications and communications, EACAT platform.	<ul style="list-style-type: none"> Manage at least 90% of hirings and resignations within a maximum of 2 working days 	<ul style="list-style-type: none"> Percentage of requests to manage access authorisations to the electronic administration components within the specified timeframe
Tailored training and advice on e-administration tools	<ul style="list-style-type: none"> Provide tailored training and advice online and in person, and modules on e-administration tools and obtain a minimum score of 4 out of 5 in the evaluation of this service in the training satisfaction survey Resolve at least 90% of enquiries within a maximum of 3 working days 	<ul style="list-style-type: none"> Level of satisfaction with the training and advice on e-administration tools, measured by a survey Percentage of enquiries answered within the specified timeframe

08

Complaints procedure and corrective measures

Appeal options and remedial measures

To submit an appeal due to a failure to fulfil the commitments set out in the service charter, you must use the same channel as for complaints and suggestions, namely the Opina UAB service.

When there is a breach of any of the commitments set out in this service charter, the head of the Office will analyse the causes that led to it and will undertake the necessary actions to correct them and prevent their recurrence, taking into account the circumstances and the scope for action within their own competences.

The person using the service will receive, within a period not exceeding 15 working days, via the Opina service a written explanation or apology in which they will also be informed, where appropriate, of the corrective measures that will be undertaken to remedy the deficiency in the service provided.

Failure to fulfil service commitments does not imply the university's liability for damages.

09

Validation, approval and updating of the Service Charter

Validation, approval and updating of the Service Charter

This Service Charter has been reviewed and validated by a joint committee comprising representatives from the Research Management Area, the UISAD for Educational Sciences, the UAB Legal Office and the People Management Area.

The UAB Quality Committee, by delegation of the Governing Council, approved the charter in its definitive form on 25 February 2026.

This Charter will be updated at least every two years or whenever there are changes to the services provided or other substantial modifications. The procedure for the update will be the same as that for approval.

Internally, the Office will continuously monitor the degree of fulfilment of the commitments and, at least every two years, will submit a report on the results to the UAB Quality Committee.

Annexe: Services and users table



Annexe

SERVICES AND USERS TABLE					
Services	Students	PDI (Teaching and Research Staff)	PTGAS (Technical, Management , Administrati ve and Service Staff)	Citizenship	Companies / organisations
GENERAL ARCHIVE					
Management of the University's Record Management System			0		
Transfer of records		0	0		
Loan and consultation of records	0	0	0	0	0
Certified assessment and disposal of the organisation's documentation			0		
Dissemination and publication of the UAB documentary collection	0	0	0	0	0
Registry Assistance Office					
Registry assistance	0			0	
Issue of authentic copies and certification of documents	0	0	0	0	0
Issue and revocation of the idCAT electronic certificate	0	0	0	0	
Undertaking training activities			0		
Management of authorisation for access to proprietary management tools			0		
Electronic Administration Certification and Projects Unit					
Issue and revocation of digital certificates		0	0		
Authentication and signature of online procedures		0	0		
Management of authorisation for access to proprietary management tools		0	0		

