



SFP

SECRETARÍA DE
LA FUNCIÓN PÚBLICA

Comprehensive system of citizens' reports and complaints (SIDECA)

August 22, 2016

I. What is SIDEC?

It is an **agile, modern** and **user-friendly** system for citizens to present reports and complaints of acts and omissions of federal public officials in the exercise of their functions, which may constitute a probable administrative liability.

It also provides citizens the monitoring of their reports and complaints to their conclusion.

<http://www.gob.mx>

II. Diagnosis of the previous system



It only allowed the submission of information through e-mail, in an open field.






The citizens could monitor their requests only in person.

The citizens were noticed two weeks later which authority was in charge of processing their report or complaint.

The internal audit bodies (OICs) did not initiated the investigation until they had received the complaint in person (2 to 4 weeks later).

III. Advantages of SIDEC

The citizens:

-  Can present their complaints or reports 24 hours a day, 365 days a year online, using a format, or by telephone. The system offers help through an online chat.
-  Can send the evidence that supports their saying (photos, videos, audio, text, among others).
-  Obtain through the system or telephone operator, a folio and a password that will allow them to monitor their complaints.
-  Can consult online the authority which will process their report until its conclusion (next business day).
-  Will be able to monitor their reports in every stage of the investigation process until its conclusion.

IV. Internal Advantages of SIDEC

It has real-time information on the status of the complaints and reports.

You can search the complaint or report by its file number, public official, citizen or by type of behavior.

When processed electronically, the OICs receive the information the next business day, so that times of initiation of the investigation are substantially reduced.

Communication with citizens is immediate.

VI. Mobile app

Soon SIDEC will have a **mobile app** with which the citizen, through a mobile device, will be able to file a complaint or a report against public officials and track its completion.

VII. Legal framework

Federal Law of
Administrative
Liability of
Public Officials

Agreement
establishing the
comprehensive
system of citizens'
reports and
complaints.
Published in the DOF
09.12.2015

Guidelines for the
assistance, research
and conclusion of
reports and
complaints.
Published in the DOF,
25.04.2016.



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Thank you

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