



GOBERNACIÓN

Departamento Archipiélago
de San Andrés, Providencia y
Santa Catalina



CITIZENS RIGHTS AND RESPONSIBILITIES

SERVICE TO CITIZENS

GENERAL SECRETARY

September 2018



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Departamento Archipiélago
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Santa Catalina



CITIZENS RIGHTS AND RESPONSIBILITIES DEPARTMENT OF SAN ANDRES, OLD PROVIDENCE, AND KETHLEENA

The Department Archipelago of San Andres, Old Providence, and Kethleena, in its interest of complying with the rights and satisfying the needs of its citizens, pledges to provide a respectful, equitable, non-discriminating, and diligent treatment, through an excellent, guaranteed, efficient, and timely service; contributing to what is established in the Political Constitution of Colombia of 1991, and enforceable pursuant to Numeral 5 of Article 7 of the Code of Administrative Process and Litigation, the Transparency and Rightful Access to National Public Information Law (Law 1712 of 2014) and the Decree 1166 of 2016, acknowledging and guaranteeing the rights of its citizens to:

1. Be treated with the proper respect, consideration, and dignity.
2. Be treated without discrimination of gender, race, national or any origin, language, region, political or philosophical belief.
3. Be provided services once inside the premises, and within the established working hours.
4. File petitions of any form; verbally or written, or by any other means without the need of a representative.
5. Have a file number assigned to their petition in order to follow up on their request.
6. Not be denied the reception and filing of any forms or respectful requests, and, in case of not being competent, refer their petition within the 5 days after being filed. In those cases when the petition has no documents or information annexed to it, within the 10 days after filing the petition, the petitioner will be requested to complete their documentation within a month time. If the petitioner does not comply with the request, the petition will be tacitly dismissed, unless before the due date, the petitioner asks for an extension of the same amount of time.
7. Expressly desist from their petition at any time, without prejudice of being capable of filing a new petition following all the legal requirements. However, the authorities can continue the act if considered necessary for the public interest; a resolution will be issued in this case.
8. Receive a timely and effective answer to their requests within the deadlines established to this effect. As a general rule, all petitions will be decided on within the 15 days after being filed; except from:
 - a) **Petition between authorities:** 10 workdays
 - b) **Petition for copies:** 10 workdays
 - c) **Petition for enquiry:** 30 workdays
 - d) **Petition for information:** 10 workdays
9. Be informed about the state of their petition.
10. Know about, unless under express legal reserve, the state of any act or procedure, and get copies, at their expense, of any relevant documentation.



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11. Obtain especial and preferential service if being handicapped, a child, adolescent, pregnant or elderly, and, in general, expressly vulnerable or helpless accordingly to the Article 13 of the Political Constitution of Colombia.
12. Demand compliance of the responsibilities of public servers and people who perform administrative functions.
13. Obtain information and orientation about the service offered by the Department Archipelago of San Andres, Old Providence, and Kethleena.
14. Make allegations and submit documents or other elements of proof in any administrative act they are interested in. Such documents will be analyzed and considered by the authorities.
14. Any other right that is recognized by the Constitution and the Law.

Public servers and collaborators of the Department Archipelago of San Andres, Old Providence, and Kethleena work together and are oriented to strengthen the relation between citizens and the management; we are in charge of receiving, processing, and provide an respond to each and every petition, complaint, claim, or suggestion (PCCS), always oriented to solve requests within the due dates established by the Law.

CITIZEN DUTIES

Additional to those listed in the Article 95 of the Political Constitution of Colombia, the following:

- Abide by the Political Constitution and the Law.
- Act accordingly to the covenant of good faith, keep from dilating the acts, and make or give, knowingly, false statements or documents or reckless claims.
- Exercise responsibly their rights and, in consequence, abstain from insisting on requests that are inadmissible.
- Keep a respectful treatment with the public servers and collaborators.
- Respect the line (queue) and turns assigned at the citizen service points.
- Care for the premises and elements supplied for your service, comfort and wellness.
- Submit all documentation required by the Law to be attended to.
- Use in a proper and respectful manner the communication channels of the Department Archipelago of San Andres and Old Providence.

To comply with this letter, the Department Archipelago of San Andres, Old Providence, and Kethleena provided its use users the following communication channels:

Face-to-face service: Francisco Newball Avenue 6-30 Coral Palace Building.

Service hours: From 8:00 AM to 12:00 PM and from 2:00 PM to 6:00 PM.

Phone Service: PBX (8)513 0801 - Telefax (8) 512 3466.



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Virtual Service: Webpage: www.sanandres.gov.co e-mail
address: servicioalciudadano@sanandres.gov.co

Signed in the original (Kept in the Archives of the Governor's Office)

ALAIN ENRIQUE MANJARRES FLOREZ

Governor (int.)

Department Archipelago of
San Andres, Old Providence, and Kethleena

**Respected User, we pledge to serve you with the respect, dignity, and quality you
deserve.**