



## BCN POINTS

# Solution

**Bcn points are self-service points where citizens can do different procedures with the public administration without requesting an appointment. There are 45 terminals around the city in different facilities. They can provide information about public administration procedures, perform the procedure, print the result of the produce, and allow to pay taxes and fines.**

## Objectives

**To avoid queues for simple procedures, provide a new channel to speed up the most common processes and make it easier to access city information.**

## Impact

**Citizens highly use the Bcn points. Bcn points allow people to perform procedures with the administration while doing other activities, making them very convenient. It reduces the digital divide because it facilitates digital access to administrative procedures, and it is very easy to use.**

## Key words

- **Reduce inequalities,**
- **Digital,**
- **Procedures**
- **Proximity**



**DESK  
RESET**