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PRESENTATION

The Caldas Government is a public entity that develops all its functions within the framework of legality. In that sense, he is aware of the categorical manifesto expressed by the National Constitution that links general prosperity with the good service provided by the State to all its associates.



Under the vision of a coordinated Public Administration, which responds in a timely and orderly manner to the commitments made with citizens, citizen service has been established as a National Policy through document CONPES 3649 of 2010.

Through this document, the Caldas Government adopts Citizen Service Protocols, seeking to unify and capitalize on the experiences that lead to success in its execution, optimize resources, improve response times and levels of satisfaction of the citizens who consult, at the same time that our public servants are qualified around the axis of excellence in the provision of the service.

It is expected to generate a positive impact on the interaction between citizens and public servants, with conceptual tools that allow the necessary actions for strengthen and improve the provision of the service.

SCOPE

This document is to the public servants of the Caldas Government who interact with citizens through the different channels of care provided by the entity.

OBJECTIVE

Specify the general guidelines that serve as a tool for the entity, and in particular for those who relate directly to citizens, so that public servants know what is expected of them in their relationship with the citizen, thus promoting the culture of excellence in service provision.

EXPECTED RESULT

Materializing the protocols established in this document through specific actions aimed at citizens, will significantly improve their level of satisfaction and confidence in the management developed by the entity, strengthening the participation of citizens in activities executed by the public administration.

“The value of a nation is nothing other than the value of the individuals that compose it.”

John Stuart Mill

ATTRIBUTES OF GOOD SERVICE

The Caldas Government has different channels of attention understood as the spaces and means available to citizens to express and process their requests, complaints, claims, and requests and receive guidance regarding the issues that are competent for the entity. There are attributes that characterize good service and that are common to all service channels.



Respectful	•Recognize the value of all citizens without ignoring their differences and specific needs
Trustworthy	•Respond as expected by the citizen and in accordance with the regulations
Nice	•Provide a service based on respect, kindness and, in general, good customs, giving citizens the importance they deserve
Empathic	•Place yourself in the place of the citizen, recognizing the reality that lives and feels
Inclusive	•Serve all citizens with the same quality without any distinction or discrimination
Cash	•The service responds to the needs and requirements of citizens

General guidelines

- The public servants, in charge of paying attention to the citizen, must have extensive knowledge about the protocols, strategies, formats, scripts, forms, etc., defined by the Caldas Government to respond to citizens' requests.
- The provision of public service is a vocation for our staff. Therefore, none of them receives money, gifts or any kind of gift from citizens in exchange for the provision of good service. This carries both criminal and disciplinary sanctions and goes against the guiding principles of the entity.
- Each citizen has a particular context that must be understood to respond to his or her specific needs and requirements. In that sense, the public servants of the entity must offer a personalized treatment to each citizen, adopting an attitude of service through listening, respect, warmth and agility, always providing a precise and clear orientation.

Attention to altered people

On some occasions, citizens who express disagreement may be approached by being obfuscated, upset or confused. In these cases, it is important to keep in mind the following recommendations:

- Listen carefully to the citizen without interrupting him until he has finished expressing his disagreement, avoiding an argument.
- Maintain an adequate body, gesture and verbal attitude that does not reflect aggressiveness, trying to look the citizen in the eye and reflecting a friendly disposition.
- Do not mention the state of mind of the citizen or ask him to calm down. The server must convey a sense of calm and possibly thereby manage to calm the annoyance of the citizen.
- Demonstrate awareness about the citizen's malaise through phrases such as "I understand" and move on to provide the citizen with alternative solutions.
- Evaluate the cause of the citizen's discomfort, verifying that it is not repetitive, otherwise, the immediate boss must be informed to find a substantive solution.

Verbal and non-verbal communication

The verbal and nonverbal communication between the citizen and Government, can significantly affect their perception of the service received. Here are some guidelines to keep in mind so that the citizen gets a good impression.

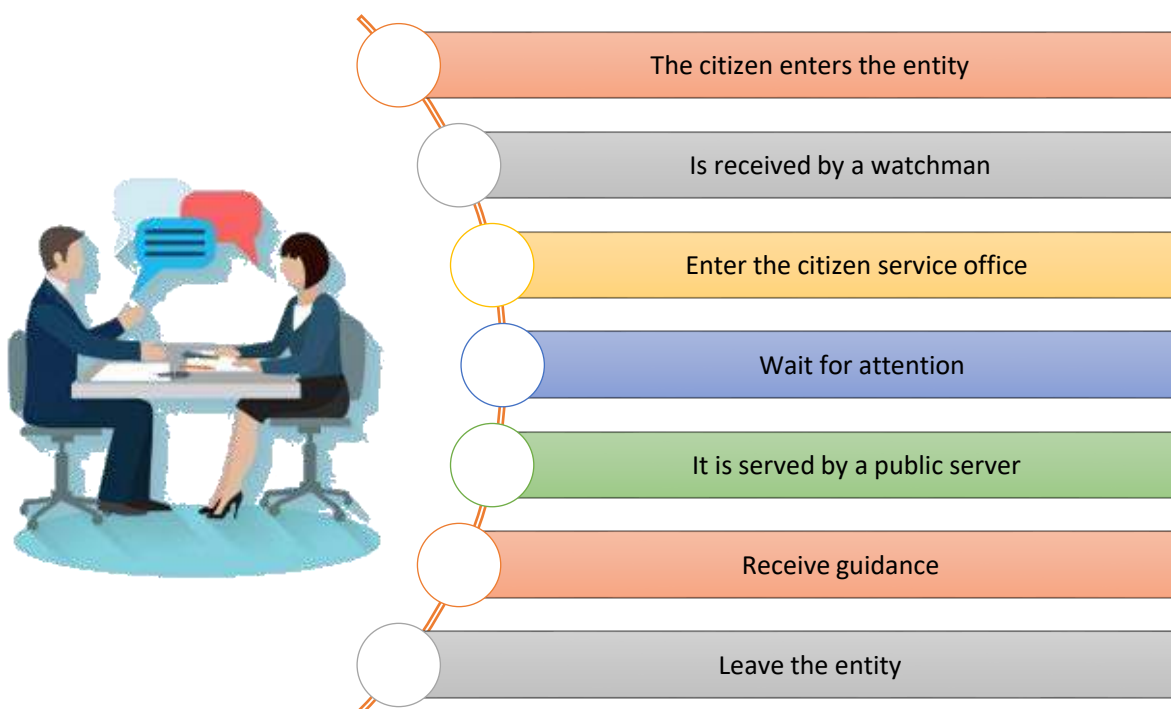
- You should avoid using technical words, using a simple and easy to understand language for the citizen. If you require the use of acronyms or abbreviations, be sure to explain them first, what is common to you may be unknown to the citizen.
- You need to use polite phrases: "please", "with pleasure", "it is a pleasure to serve you".
- Avoid speaking with regionalisms and head the sentences with "sir" or "madam" when addressing him / her.



PRESENT CARE PROTOCOL

In the face-to-face service, the citizen goes in person to the facilities of the Caldas Government interacting face to face with the public servants of the entity in search of the resolution of their needs and requirements.

The service cycle that takes place in the entity for face-to-face care is as follows:



The public servants of the Caldas Government that have a presence during the face-to-face care must take into account the following recommendations:

- The personal presentation influences the perception of the citizen on the image of the entity and the public servant who attends it. Avoid using too pronounced necklines, short skirts, very striking accessories, ripped pants, tennis and sports equipment shirts or that contain material related to your political, religious preferences, etc. The work context admits a formal dress that generates reliability when interacting with citizens.
- Avoid behaviors in the presence of citizens that may cause discomfort such as the consumption of food and beverages, chewing gum, putting on makeup, using your mobile device or talking with your co-workers (unless it is required to complete the citizen's attention). In this way, it gives citizens the importance they deserve and prevents them from perceiving disinterest on their part.
- Your job should be neat and clean, free of elements beyond the work you are doing. The competent personnel must clean the citizen service office before the start of the working day.
- Public servants must have knowledge of the distribution of bathrooms, dependencies and emergency exits located inside the institution, as well as payment and photocopying points, if any, to be able to refer the citizen to them if so requires they must also have knowledge of the procedures for emergency care to act in the event that one occurs.

- The position with which the server confronts the citizen reflects his attitude. Rigid postures should be avoided and neck, back and shoulders relaxed. The facial expression must be consistent with the verbal treatment provided to the citizen, maintaining eye contact with him.
- The tone of voice should be modulated according to the context of the real situation with a clear and simple language.
- The public servant must immediately greet the citizen entering the care office, in a courteous manner and without waiting for him to greet first.
- Complying with working hours is important. Try to arrive 10 minutes before the start of the day to organize your job and be ready. In this way, it respects the time of citizens waiting to be treated.

Watchmen

- Make eye contact with the citizen when he enters the entity offering a smile. Avoid looking at it with distrust.
- Security personnel should be aware of the location of the citizen service office, and if possible, of the distribution of the other units within the entity to guide the citizen on where to go.
- Greet the citizen politely: "Good morning / afternoon," "Welcome."
- Inform the citizen about the need to check their bags / briefcases / packages in order to guarantee the safety of all those who enter there. Once informed, in a cordial and respectful manner proceed to review the elements.



Citizen assistance group

The citizen assistance group is responsible for receiving requests, complaints, claims, requests and other requirements from citizens. For the reception of these documents, public servants of the citizen assistance office must take into account the following recommendations.

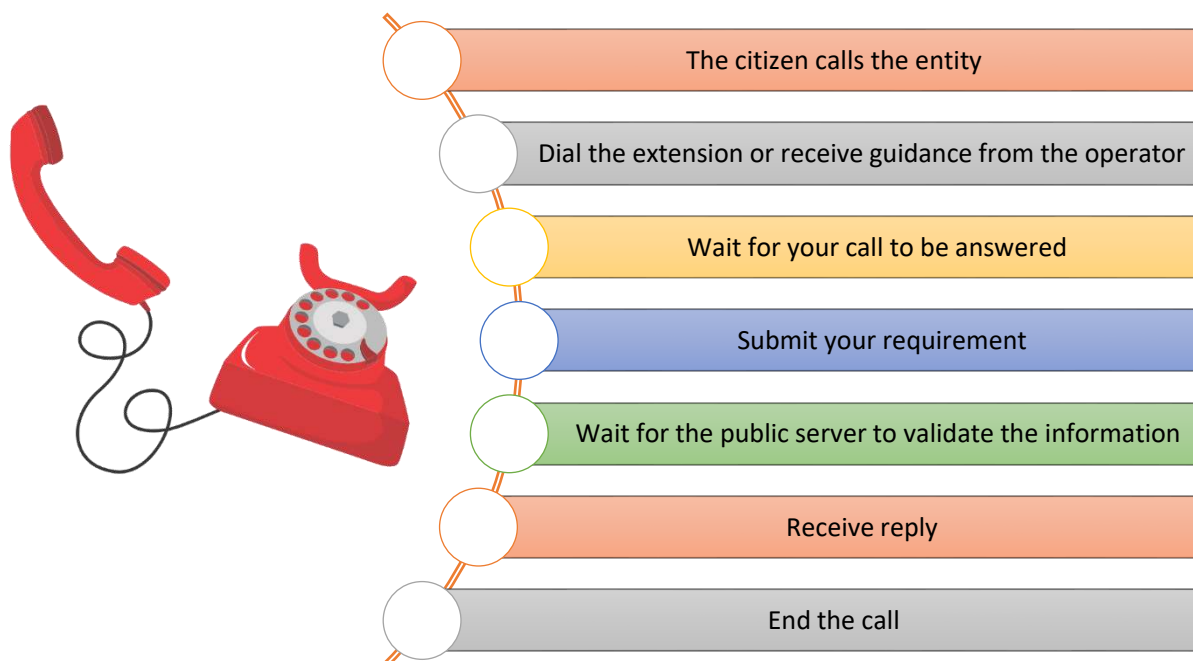
- Kindly greet "Good morning / afternoon, my name is (...), what I can do for you?" Manifest a facial and body expression of readiness for service.

- Ask the citizen his name to address him, putting "Lord" before mentioning it.
- Verify that the citizen brings with him all the necessary documents to carry out his procedure, as established by the entity for the specific procedure or service.
- If the citizen does not bring the necessary documents in their entirety, the citizen need to return once the documentation is complete.
- If the missing documentation can filled out at the point of service, let the citizen know and if required, collaborate with the completion.
- If the citizen's requirement corresponds to another agency, tell him what it is and how to get there. If the citizen insists that his request received, he must proceed to receive the request and give him the procedure he deserves.
- Verify that you understand the citizen's need with phrases such as: "I understand that you require ..."
- If you must leave your job, explain to the citizen the reasons why you should do so and tell their When you will return. When you retourn, you should say "Thanks you for waiting"
- If the citizen's request cannot be resolved immediately, provide him with information about the approximate time in which he will receive a response and the means by which he will sent.
- As a rule, always verify that all the tasks requested by the citizen have completed by asking at the end of the service: "Is there anything else I can serve you?"
- Say goodbye with a smile and reiterating your disposition: "We are here to serve you," "It is with pleasure."

TELEPHONE CARE PROTOCOL

Through the telephone channel, the Goverment provide information to the citizen in time.

The service cycle that takes place in the entity for telephone service is as follows:



The public servants of the Caldas Government that participate in the telephone service must take into account the following recommendations:

- At the time of starting the conversation with the citizen, remove from your oral cavity objects that may hinder vocalization and the emission of the voice such as pens, chewing gum, candy, etc.
- The interlocutor can also perceive body postures and attitude. Maintain a natural posture and relax and an attitude of kindness and respect throughout the call.
- Know the use of all the functions that the phone has.
- You need to breathe calmly and to vocalize the words in order to the message is clearly been understood. Use a slightly slower speed than you would normally use in person.
- Keep an updated list of the different dependencies of the entity and their respective extension handy in case you need to forward the call. It is important that you present the extension number to the citizen in the event of the communication been suspended, you can communicate directly with the corresponding agency.
- If you must transfer the call, inform the citizen that you must wait in line to communicate it with the competent agency. Inform the answering server, the name and requirement of the citizen and then transfer the call. It is essential to verify that indeed, there will be someone available

to assist the citizen; it is annoying for the citizen to transfer the call to another extension where no one answers.

- If you do not receive an answer when dialing the extension, resume the call with the citizen and request contact information (email, cell phone and / or landline). Tell the citizen that he will inform the person in charge of your request and he will contact you.
- Try to answer the call before the third ring.
- When answering the call, identify yourself and ask the citizen for his name
- Have available a sheet of paper on which you can write down the relevant points referred to the citizen's request. Listen carefully, without interrupting, before responding.
- If you must put the call on hold, explain to the citizen the reason for doing so and the approximate waiting time.
- If the call waiting time is long, resume the call from time to time and explain how the management is going.
- If the request cannot be resolved immediately, notify the citizen of the causes and inform the date and means by which he will receive a response.
- If the request can be resolved at the time, provide the complete information. Make sure that the citizen has clear information.

You need to verify the citizen has understood the information offered and the tasks were finished: Is advisable to tell them: "Is there anything else I can help you with"?

- Say goodbye kindly and wait for the citizen to hang up first.

***"The only stable state is one in which all
citizens are equal before the law."***

Aristóteles

PROTOCOL FOR THE SERVICE LINE 01-8000.

The instructive protocol of telephone attention to the citizen of the line 018000916944 is oriented to the delivery of guidelines for the people

responsible for the attention of said channel, with the purpose of giving timely and quality answers to the citizen that in the exercise of social control you want to make a complaint.

Objective

El presente protocolo pretende unificar criterios y entregar lineamientos para tener en cuenta al momento de brindar atención al ciudadano que acceda a la línea 018000916944. Cabe señalar que estos lineamientos deberán ser aplicados por los funcionarios o contratistas responsables de la atención al público definidos para atender este canal.

Scope

The protocol applies to the attention of line 018000916944 for facts that arise and that compromise the departmental administration. Additionally, the criteria established in the guidelines for submitting allegations of corruption in the Caldas Government will taken into account.

Legal scope

- Political Constitution of Colombia Article 2. They are essential purposes of the State: to serve the community, promote the general prosperity and guarantee the effectiveness of the principles, rights and duties enshrined in the Constitution;
- Facilitate the participation of all in decisions that affect them and in the political, administrative and cultural economic life of the nation; defend national independence, maintain territorial integrity and ensure peaceful coexistence and enforcement of a just order.
- ARTICLE 20. The Political Constitution assert the freedom to express and disseminate their thoughts and opinions, to inform and receive truthful and impartial information, and to establish mass media. These are free and have social responsibility. The right to rectification should guarantee under fair conditions. There will be no censorship.
- Law 1755 of June 2015, "By means of which the Petition Law is regulated and a title of the Code of Administrative Procedure and Administrative Litigation is replaced.
- Law 1755 of 2015 Article 13. Object and Modalities of the Petition Right before Authorities. Everyone has the right to submit respectful petitions to the authorities, in the terms indicated in this Code, for reasons of general or particular interest, and to obtain prompt and complete resolution on the same.

- Law 1755 of 2015 Article 15. Presentation and filing of petitions. Requests may be presented verbally and must be recorded, or in writing, and through any suitable means for communication or data transfer. Resources will be presented in accordance with the special rules of this Code.
- Decree 2623 of July 13, 2009 "by which the National System of Citizen Service is created", which is led by the National Planning Department, constituted as the coordinating body for the Public Administration of the national order, of the policies, strategies, programs, methodologies, mechanisms and activities aimed at strengthening the administration at the service of the citizen.
- Law 1474 of June 12, 2011, "By which regulations are issued aimed at strengthening mechanisms for the prevention, investigation and punishment of acts of corruption and the effectiveness of public management control"
- Law 1437 of 2011 "Code of administrative procedure and administrative litigation"; from which the formalities and terms are extracted to attend the requests and requests presented by the citizens before any entity of the State.
- Law 1712 of 2014 "By means of which the Law of Transparency and the Right of Access to National Public Information is created and other provisions are enacted".
- Law 190 of June 6, 1995 "by which rules are set to preserve morality in public administration and provisions are established in order to eradicate administrative corruption."
- Law 734 of February 5, 2002 "Article 34, numerals 19 and 34 states that they are the duties of the competent public servants, to issue internal regulations on the rights of 6 petition. Receive process and resolve complaints and complaints filed by citizens in the exercise of surveillance of the administrative function of the State.

Definitions

- **Right of petition:** It is a fundamental right enshrined in article 23 of the political constitution and the pertinent of Law 1755 of 2015 that empowers any person to submit respectful requests to the authorities, either for reasons of general or private interest and to obtain a prompt, complete resolution. In addition, background on it. Through the right of petition, you can request recognition of a right, that a legal situation be resolved, that a service be provided, request information, copy of documents, make inquiries, complaints, complaints and claims and impose resources, among others proceedings, it does not need to be

invoked as such, does not need a lawyer and is free. These can be received directly from the citizen or by virtue of transfers made by other entities.

- **General interest petition:** Request that involves or concerns the generality, that is to say, there is no individualization of each and every one of the petitioners that could be involved, the subject matter of the petition does not affect the petitioner individually and directly, but refers to reasons of general convenience.
- **Information Request:** It is the requirement made by a citizen about an administrative fact, act or situation that corresponds to the nature and purpose of the Entity.
- **Document Request:** It is the requirement made by the citizen that includes the issuance of copies and the breakdown of documents. Everyone has the right to access and consult documents that rest in public offices and that a copy of them is issued, provided that said documents are not classified or reserved in accordance with the Political Constitution or the Law or do not relate to the national defense or security.
- **Complaint:** It is the story that a citizen makes, in compliance with his duty of solidarity, to inform the Directorate of the existence of irregular facts regarding the performance of one or more of its servers and / or contractors, in order to activate the mechanisms of corresponding investigation and sanction.
- **Claim:** Verbal or written manifestation of dissatisfaction made by a natural or legal person regarding the breach or irregularity of any of the characteristics of the services offered by the Entity.
- **Suggestion:** It is a council or proposal made by a user or institution for the improvement of the Entity's services.
- **Forest:** Document management system

SERVICE CYCLE

The service cycle consists of the following stages.



Entry:

- Validation at the beginning of the working day of the telephone line.
- The official must have a broad knowledge of the procedures, services, extensions and areas of the Government.
- The official must know the operation of the management system of the Government.
- The official must know the use of all telephone functions.
- The official must answer the maximum telephone line at the third ring of the same.
- The official must know the list of decentralized entities or those with which the Government is related.

Greet:

- Answer the call kindly, respectfully and without the use of terms that give the feeling of overconfidence.
- The greeting should be in the following terms: "Good morning or afternoon, I respond to the complaint line of the Caldas Government, my name is ... what I can do for you?"

User identity validation:

- Validate the name of the citizen who wishes to make the complaint. Write it down in a visible place to call it by name in the course of the call.

- This validation must be carried out by means of the following question: with whom I speak.
- If the citizen states that he does not wish to give his name, the official will inform the citizen about the channel available electronically to file this kind of anonymous complaints, about which he must attach the respective evidence to be taken into account

Requirement Identification:

- Listen carefully taking note of the important aspects of the case that the citizen exposes with the purpose of making a first filter and determining if it falls under the category of complaint or corresponds to a PQRS. In the latter case, the official must inform the citizen that the call will be transferred to one of the officials of the citizen service window in extensions 1241 and 1242 because it is a requirement other than a complaint.
- In the event that the officials responsible for receiving PQRS are unable to receive the call, the person responsible for the attention of the complaint line must make the respective filing of the request.

Categorization of the requirement:

- This activity is necessary to identify if the citizen's request effectively meets the criteria established in the document to interpose acts of corruption in the Caldas Government.
- For this exercise, the official must use one of the following phrases: Sir or Madam, please describe to me the facts (the what, who or who, when) through which you are making the complaint. Those facts of which you describe, can support them with some evidence? Documents, photos, statements, videos, audios.
- In the event that the person does not have any evidence to support their complaint, the citizen will be asked if it is possible to obtain them in order to register. In case the answer is negative, it will be informed about its registration and the time available to issue a response.

Registration of the requirement in the FOREST system:

When the requirement is validated, the official who answers the call will give the user two options for registering the complaint.

- The first option is to register the complaint through the call, for which the official will use the FOREST system of the Government. The official must carry out the usual process of filing correspondence by registering all the necessary data for it, such as contact details of the user and the motivated part of the complaint.
- The second option is to explain to the citizen how to make the complaint through the virtual channel to file requirements, which is available on the website www.caldas.gov.co - citizen assistance section - Petitions, complaints, claims, complaints, suggestions, and congratulations PQRS.

Wait time:

- The user must announce the waiting time, in which the official will file the request in the FOREST system.
- During the waiting period, the official must guarantee permanent contact with the citizen.
- Sir (a)... I am registering your complaint, please stay on the line.
Sir ... I am finishing registering the complaint, please wait a moment.

Confirmation of the complaint by the FOREST system:

- The official must read the facts recorded to the citizen with the purpose of confirming that these correspond to the complaint.
- If there is any disagreement or observation by the citizen, the official must comply with the recommendations and modify the previously registered. The phrase to you used in this case will be the following: Sir (a)... I will proceed to read what will be registered in the system, you must indicate to me if it is correct.

Filing of the complaint in the FOREST system:

- When the official validates and confirms the citizen's complaint, he will proceed to file it in the FOREST system.
- The FOREST system will generate a filing number, which will be informed to the citizen for the respective follow-up.

- The official will proceed to explain to the citizen the mechanisms provided by the Caldas Government to follow up on his complaint (validation of the application through the website of the Caldas Government - citizen assistance section - Petitions, complaints, claims, complaints, suggestions , and congratulations PQRSD.

Departure:

The citizen must reminded of the name of the person with whom he interacted during the call and end the conversation with a cordial and respectful farewell.

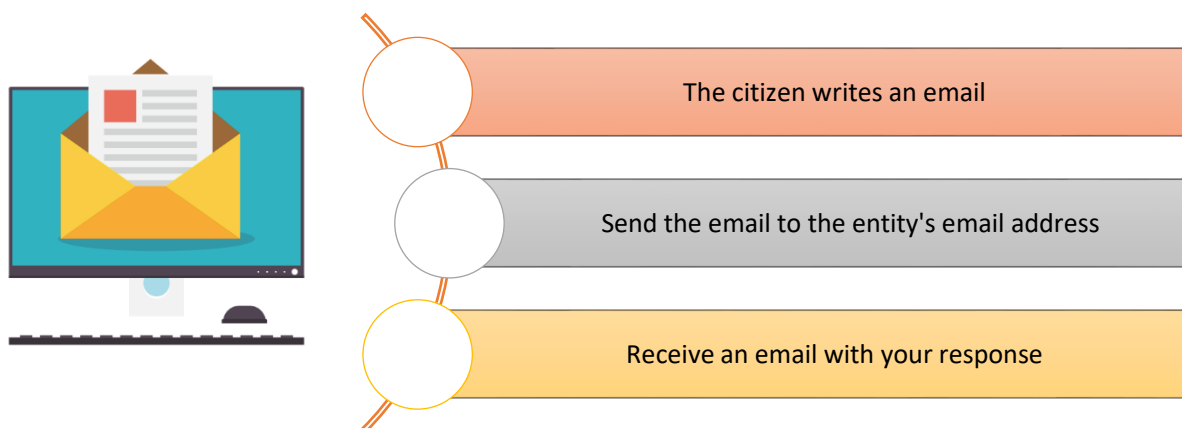
Example: Lord ... Remember that I speak with Diana Diaz, have a good day, we are here to serve you.

VIRTUAL CARE PROTOCOL

It includes all means of citizen service provided through information and communication technologies.

Email

The service cycle that takes place in the entity for citizen service through email is as follows:



Public servants of the Caldas Government responsible for emails should follow the recommendations presented below:

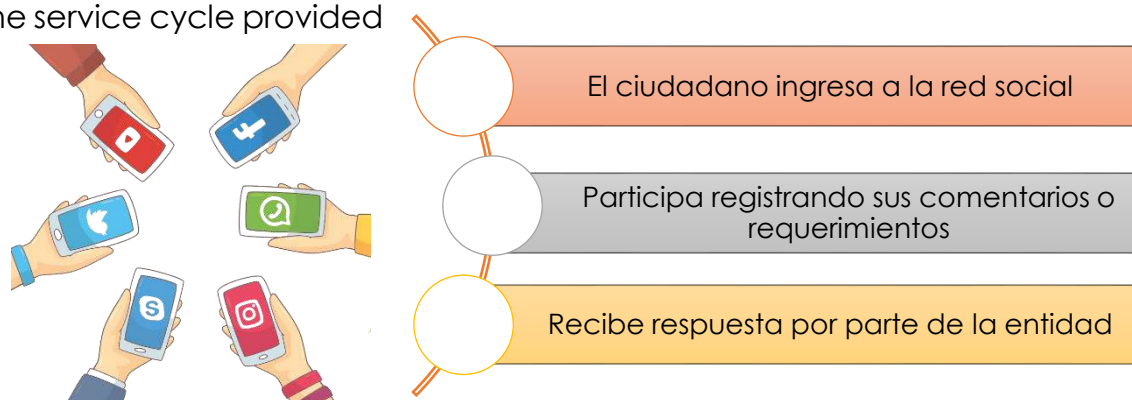
- Third parties cannot handle the emails of public servants; they are the responsibility of each person in charge.

- The Citizen requests must always answered from the official email of the entity.
- The emails of public servants cannot use for personal issues, or to distribute or send chains, messages, or any content other than the work environment.
- Only the emails that reach the official e-mails of the entity should answered and not the personal e-mails of the officials.
- Evaluate the competence to respond to the citizen's email. If the request must sent to another entity, do so and give notice to the citizen.
- The communication must be initiated, stating the date and general content of the request submitted by the citizen: "In response to your request for date (...), related to (...)".
- The extension of the communiqué must be the necessary one and bring the information clearly and concisely to facilitate the understanding of the message by the recipient. Write short sentences, and if the message is too long, divide it into several paragraphs.
- Do not write lines of more than 80 characters, or use capitals, exclamation marks or bold letters if not strictly necessary.
- If you must attach documents in the reply email, consider who the recipients are, they may not have the software required to read the attachment. Save it in a format that most software can read and prevent it from being very heavy. Notice your content in the body of the message.
- By signing the message, verify that all the information (name, email, position, telephone) appears below so that the citizen identifies it and, if necessary, contacts you.
- Check the wording, spelling and clarity of the message before sending it.

SOCIAL NETWORKS

The virtual spaces of citizens are changing. The portals and websites are not enough to interact with the citizens that feed today on the information offered through social networks. It is necessary to understand that citizens have become accustomed to a two-way dialogue between themselves and with other interlocutors through the different social networks, these being an indispensable space to listen to what citizens have to say. In its commitment to citizen participation, the Caldas Government has a presence in different social networks.

The service cycle provided



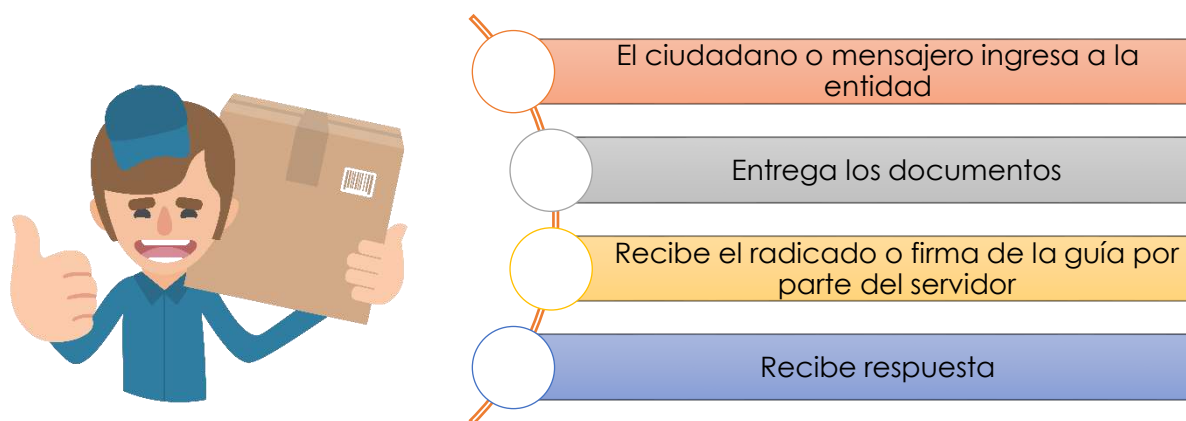
there is as follows:

The public servants of the Caldas Government responsible for the management of social networks should follow the recommendations presented below.

- The public servants of the Caldas Government responsible for the management of social networks should follow the recommendations presented below.
- Establish internal mechanisms for consulting social networks to remain aware of the messages received.
- Do not reveal personal information of citizens within the body of the response.
- Use the same response structure for comments of the same type, but adding particular details in each one in such a way that it does not look like the response of a robot.
- Take into account the grammar and spelling of the response messages.
- Try to use short texts in updates and tools to highlight important publications. Use images and videos to give more visibility to the information.
- Develop participation exercises such as surveys, taking into account issues that are of interest to citizens.

CORRESPONDENCE PROTOCOL

Through this channel, citizens can send their written communications either personally or through a courier company. The service cycle that takes place in the entity for correspondence is as follows:



The public servants of the Caldas Government responsible for handling the correspondence must follow the recommendations presented below:

- Have at hand the necessary elements for the reception and filing of correspondence.
- Say hello: "Good morning / afternoon, my name is (...), what I can do for you?" Manifest a facial and body expression of readiness for service.
- Ask the citizen his name to address him, putting "Lord" before mentioning it.
- Receive the documents that the citizen wants to file or that the courier delivers. Verify that the matter is the responsibility of the entity. If not, inform the citizen or the messenger so that they can address the competent entity. If the citizen insists on filing it, then receive it.
- If it is not the competence of the entity, refer it to the competent entity in the shortest possible time and inform the citizen about it.
- If a courier delivers the envelope, sign the sender's guide or return.
- If the citizen delivers the envelope, uncheck it to review its contents and annexes.

- Assign a filing number to the document in order of arrival. Record the date and time of receipt in the system.

***“Nothing releases our greatness as the
desire to help, the desire to serve”***

Marianne Williamson

Preferential attention

Citizens in particular situations such as older adults, pregnant women, minority ethnic groups, vulnerable population, people with disabilities, people of short stature, children and adolescents, should be given priority attention by part of the officials.

Older adults and pregnant women

Attend this group in order of arrival. Once they enter the entity, they should be guided so that they are located in the areas intended for them.

Boys, girls and teenagers

This group has priority in attention to other citizens. They may submit requests related to matters of their particular interest. You must listen carefully to the citizen and grant a treatment reserved to your requirement. No doubt or disbelief should be expressed about what the child or adolescent is requesting. The language to address them must be consistent with their age and not use appellants such as "child", "mijito", "young", among others, always address them by name.

Vulnerable people

Within this group, victims of violence, displaced persons and people in extreme poverty are recognized. Avoid victimizing these groups by listening carefully to their requests and guiding them without showing any kind of prevention. This type of citizens must be dignified through a quality service.

Minority ethnic groups

It includes the indigenous, palenqueras, raizales, afrocolombianas and gypsy communities. Under the premise of providing preferential quality care, the public servant must first verify whether the citizen can communicate in Spanish or if an interpreter is necessary to meet his request. If the entity has one, you must informed to come to the office to provide support. If the entity does not have an interpreter, it should considered if someone who can communicate with the public servant accompanies the citizen. If none of these situations is possible, the citizen will asked to communicate by means of signs; although it may be a costly process, an attitude of patience and willingness to provide the service by the official is required.

PROCEDURE FOR EMBERA LANGUAGE CARE

- Register by electronic or written means provided by the Caldas Government the PQRSD received in embera language
- Registration in FOREST platform through the mechanisms established for receiving PQRSD.
- Request formally through this platform, the support of an ethno-educator attached to the Department of Education of the department to translate the document into Spanish.
- Once translated, it sent to the office of attention to the citizen and this one directs it to the competent secretariat for its management.
- Once the response generated, it sent back to the citizen service office through the FOREST platform in Spanish.
- The citizen service office refers the ethno-educator assigned to the Department of Education of the department to answer in Spanish to translate it into embera language.
- The citizen service office refers the ethno-educator assigned to the Department of Education of the department to answer in Spanish to translate it into embera language.
- The ethno-educator translates the response into embera language and sends it to the citizen service office through the FOREST platform.
- The citizen service office sends the response in embera language to the citizen.

PERSONS WITH DISABILITIES

Public servants must recognize the different capacity situations to recognize the users belonging to this group. The citizen must be treated with respect, with naturalness and avoid uncomfortable behaviors such as mocking laughter, reckless comments, double-meaning looks, speaking in a childish tone, pampering his head, etc.

Attention to people with visual disabilities

When a blind person or with some degree of visual impairment is presented to the citizen service office, preferential attention should be given. Orient it during the reception of your request and with the tasks that must be performed: "In front of you is the format, on your right you will find the pen". If the people are with a guide dog, do not consent or play with the animal, do not separate them. When delivering documents, state clearly what documents they are. If the person asks help to mobilize, hold his hand on his shoulder or arm. If you must retire for any reason from your job, you must inform the citizen of the reasons and upon returning tell him that he has arrived.

Attention to people with hearing impairment

Deaf, hard of hearing or hearing-impaired people can present themselves to the citizen service office. Speak in front of the person, articulating the words without exaggeration, in a leisurely and clear way. Avoid covering your mouth or turning your face, so that it makes it easier for the citizen to read their lips. Take particular care with body language that in this situation can be very relevant. If you do not understand, what the citizen is trying to communicate, ask him to write it or repeat it.

Attention to people with deaf blindness

Inform the citizen who is present there, touching him in a delicate, respectful and gentle way on his arm or shoulder. Allow the person to complete a task completely before indicating the next step. Vocalize the words correctly. If the person comes with a companion, ask them what the citizen has preferred means of communication is.

Attention to people with physical or motor disabilities

Do not change the person's help instruments such as crutches, cane, walker, etc. If the citizen is in a wheelchair, stand in front of him / her at a minimum distance of one meter.

Care for people with cognitive disabilities

Provide information visually, with clear and concrete messages. Be patient, not only when speaking but also when listening to the citizen, keep in mind that the person may require more time to understand the concepts and provide the information requested by you.

Care for people with mental disabilities

Identify the people need by asking short questions, in a clear and simple language. You must confirm that the citizen assimilated the information. Avoid arguments or criticisms that may generate discomfort or irritability in the citizen.

Attention to people of short stature

If the citizen service office does not have the conditions, necessary to serve this group of citizens, it is necessary to find the solution that suits people with small stature. Do not treat the citizen as a child, but according to their chronological age.



LETTER OF TREATMENT DESIGNED TO THE CITIZEN

In compliance with the provisions of Law 1437 of 2011 (Code of Administrative Procedure and Administrative Litigation) through circular number 027 of December 28, 2017, the Caldas Government issues the letter of dignified treatment to the citizenship in which They specify the rights and duties of citizens before the authorities and the duties of the latter vis-à-vis citizens

Rights of the people before the authorities

1. Be treated with respect and dignity.
2. Submit requests verbally, in writing, or other means of communication and without the need for proxies before any dependency of the Caldas Government.
3. Obtain updated information and guidance on the requirements that the standards require, making use of the different channels of communication of the entity and outside the hours of service to the public, that is, through electronic or technological means: <https://caldas.gov.co>
4. Know the status of any action or procedure, unless there is a legal reserve; If there is no legal reserve, you can obtain information from public records and records according to the terms provided by the Constitution and laws, obtaining copies of the respective required documents, which will be paid on your own.
5. Get a quick response to your requests, according to the deadlines established by law.
6. Receive special and preferential attention in the case of people with disabilities, children, adolescents, pregnant women or older adults, as well as people in a state of defenselessness.
7. Children and adolescents may directly submit applications, complaints or claims according to their interest, in relation to their personal well-being and special protection, which will have priority in the turn.
8. Children, people with some type of disability, pregnant women, and elderly will have priority in the turn.
9. Demand the confidentiality of your information.
10. Demand compliance with the responsibilities of public servants and individuals who fulfill administrative functions.

11. Formulate testimonies and provide documents or evidence in any administrative action of which you are interested, so that these documents are valued and taken into account by the authorities at the time of deciding, you have to be informed about the corresponding result.
12. Any other that recognizes the Constitution and laws.

Duties of the people before the authorities

1. Comply with the Political Constitution and laws.
2. Act according to the principle of good faith, give true testimonies and deliver true documents. Avoid actions that delay the processes, do not give testimonies or deliver false documents, and do not make reckless or threatening statements.
3. Responsibly exercise their rights.
4. Treat public servants respectfully.
5. Respect the ranks and / or shifts assigned at citizen service points.
6. Take care of the facilities and the elements provided for your service, comfort and well-being.
7. Keep updated the information of your contact and / or news of the family nucleus.
8. The breach of the duties cannot be used by the administration as a pretext to ignore the rights claimed by the people, it generates sanctions of the case according to the law.

Duties of the authorities

1. Treat all people respectfully and give prompt attention.
2. Ensure attention at times that meet the needs of citizens and with a minimum of forty hours a week.
3. Serve all the people who enter our offices within the established business hours.
4. Establish a shift system in accordance with the needs of the service and new technologies, for the orderly attention of requests, complaints, complaints or claims, facilitating priority treatment for

people with disabilities, children, adolescents, pregnant women or older adults, as well as people in a state of helplessness.

5. Issue, make visible and update annually the letter of dignified treatment to the citizen, specifying the rights and the means available to guarantee them.
6. Establish the specialized unit for the function of attention to complaints and service to the citizen.
7. Adopt technological means to process, resolve requests, and facilitate the use of alternative means for those who do not master the respective technology.
8. Adapt spaces to consult files and documents and provide a comfortable and orderly attention to the citizen.
9. All others that indicate the Constitution, the law and the regulations.

CHANNELS

Correspondence: Carrera 21 between Calles 22 y 23 de Manizales, Colombia.

PQRS email address: atencionalciudadano@gobernaciondecaldas.gov.co

Email address judicial notifications: sjuridica@gobernaciondecaldas.gov.co

Telephone: 01 8000 916944; Local: (57) 68 98 24 44

Web page: <https://caldas.gov.co/>

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- Documento CONPES 3649 de 2010. Política Nacional de Servicio al Ciudadano.
- Documento CONPES 3785 de 2013. Política nacional de eficiencia administrativa al servicio del ciudadano y concepto favorable a la



nación para contratar un empréstito externo con la banca multilateral hasta por la suma de USD 20 millones destinado a financiar el proyecto de eficiencia al servicio del ciudadano.

- Circular número 027 del 28 de diciembre de 2017 de la Gobernación de Caldas
- Vectores infográficos tomados de Freepik. www.freepik.es