CitCom

Benefits of Our Citizen Portal

For Citizens:

- **Simplicity and Accessibility:** The citizen portal gathers all city services and information in one place, accessible 24/7 from any connected device (computer, tablet, mobile). Citizens no longer need to browse different website pages to find what they are most often looking for.

- **User-Friendly Interface:** The citizen portal is easy to navigate regardless of the device used. The options provided are intuitive and easy to understand.

- **Information Personalization:** The calendar displays collection schedules for the citizen's specific sector.

- **Time Savings:** Updating personal contact information and accessing useful resources can be done in just a few clicks, representing significant time savings for citizens.

- **Personal Data Protection:** Authentication is done by sending a code, not a password. A secure webpage guarantees the confidentiality of citizens' personal data.

- **Citizen Participation:** A citizen space can integrate citizen participation tools (online consultations, surveys, participatory budgets, etc.), allowing citizens to express themselves on city projects and contribute to decision-making.

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For Municipal Authorities:

- **Improved Communication:** A citizen portal facilitates communication between the city and its citizens. The city can easily share important information, news, alerts, etc., and citizens can ask questions, submit suggestions, or file complaints.

- **Modernization of the City's Image:** A modern and intuitive citizen portal helps improve the city's image and position it as an innovative community close to its residents.

- **Request Management System:** The citizen portal allows for the centralization of citizen requests and keeps them informed about the processing of their inquiries.

- **Administrative Efficiency:** The dematerialization of administrative procedures (updating personal contact information, accessing resources, etc.) helps reduce costs and processing times.

- **Annual Database Update:** Our citizen portal allows for communication with citizens so they can validate the information in their profile and update it.

- **Strengthening Social Ties:** By facilitating communication and citizen participation, the citizen portal helps strengthen social ties and a sense of belonging to the community.