



Service charter from the Registration Assistance Office-General Registry of the University of Valencia

1. Introduction

In compliance with Law 39/2015 on Administrative Procedure, the University of Valencia (hereinafter UV) joins the obligation to have its own electronic record, in which the corresponding entry will be made of any document that is submitted or that is received from any administrative body, public body or entity linked to or dependent on them, as well as the corresponding output of official documents addressed to other bodies or individuals.

By joining the Registry Interconnection System (SIR), you are enabled both to send electronic documents to other Public Administrations and to receive electronic documents prepared by other Administrations or Organisations or that have been submitted by the interested parties.

The general electronic registry of the UV has 23 registration assistance offices (hereinafter OAMR), one in its electronic headquarters, and 22 in-person (one general registry and 21 auxiliary offices) and is fully interoperable and interconnected in the scope of the functions carried out by the University for the provision of the public service of higher education, in accordance with article 2 of the Organic Law 2/2023, of March 22, of the University System.



2. Objectives and purposes of the Unit providing the services object of the Service Charter

Electronic processing must constitute the usual action of Administrations and Public Sector organisations, in its multiple aspects of internal management, relationship with citizens and relationship between them.

The OAMRs, both general and auxiliary, carry out the functions that the legislation on administrative procedures entrusts to them, especially those related to the digitisation of documents submitted in person by interested parties not obliged to interact with the University through electronic media, to the issuance of authentic electronic copies that are incorporated into an administrative file, and to the issuance of the corresponding receipt documents that certify the date and time of submission of applications, communications and documents submitted by interested parties in said offices.

The General Electronic Registry of the UV is the means that this University makes available to citizens and other entities for the reception and forwarding of requests, documents and communications related to the procedures and actions within its jurisdiction in the terms established in article 16 of Law 39/2015 on Common Administrative Procedure of Public Administrations.



3. Contact information

Location:

Blasco Ibáñez campus

- **General Registration assistance Office**, located at 13 Blasco Ibáñez Avenue - level 1 46010 Valencia Tel.: 96 398 33 24 [Link](#). E-mail: registre@uv.es. Additional information on page 5.
- [Link](#) to the information from the Auxiliary Offices regarding Registration of the Blasco Ibáñez Campus

Burjassot-Paterna campus

- [Link](#) to the information from the Auxiliary Offices regarding Registration of the Burjassot-Paterna Campus.

Tarongers and Ontinyent campuses:

- [Link](#) to the information from the Auxiliary Offices regarding Registration of the Tarongers and Ontinyent campuses.

Additional information about the General Registry:

Form of access and means of transport to the General Registry: Access by public transport and bicycle:

- ❖ EMT lines (urban transport): 9, 12, 29, 30, 31, 70, 71, 79, 80, 81
- ❖ Metro: line 3, "Facultats" station.
- ❖ Bicycle access: can be done using the bike lane.

Business hours, means and places:

- Mornings - Monday to Friday from 9:00 a.m. to 2:00 p.m.
- Afternoons - Tuesday and Thursday from 4:00 p.m. to 5:30 p.m.
- Telematic electronic registration accessible at online office: 365 days a year, 24 hours a day.

Location map of the General Registry (Figure 1 and 2):



Figure 1. Location Rectorate

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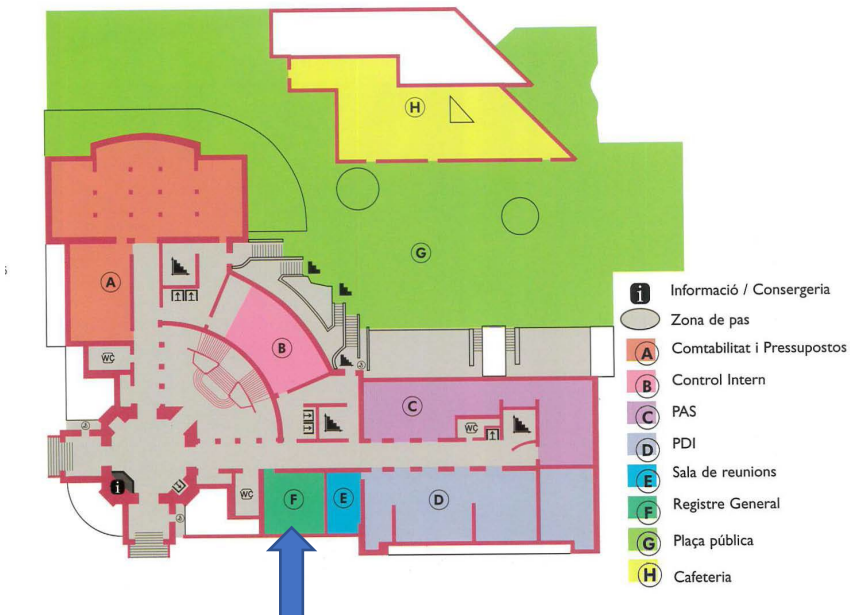


Figure 2. Location General Registry inside the Rectorate building



4. List of services provided

- a) Obtaining ACCV natural person certificates.
- b) Assistance to interested parties in the use and management of the Online Office UV.
- c) Assistance to non-obligated interested parties who choose to submit written request and/or communications and other annexed documents to the UV in our in-person offices.
- d) Reception of electronic entries sent by other registries (SIR).
- e) Record of entry of documents received by postal mail or courier.
- f) Sending entries and entry documents to the processing units; Management of rejections and resubmissions.
- g) Document output registration.
- h) Reception of electronic notifications addressed to the UV.
- i) Resolution of doubts and provision of information in reference to the services provided.
- j) Consultation of registry notes.
- k) Registration and forwarding of complaints and suggestions.
- l) Record of the covenants, arrangements and pacts made at our University.
- m) Issuance of an authentic electronic copy of official degrees, own degrees or official documents, issued by the UV.
- n) Maintenance and preservation of an electronic file of the entry and exit records of requests, writings and electronic communications corresponding to each calendar year, without prejudice to the computer applications that have been supplied.



5 Updated list of the regulations governing the services provided

Own regulations:

- General Electronic Registry Regulations of the University of Valencia. (CG 23-VI-2020) (DOGV 03/02/2022)
- Electronic Administration Regulations of the University of Valencia. (CG 23-VI-2020) (DOGV 03/02/2022)
- Resolution of November 27, 2019, of the Rectorate of the University of Valencia, by which the public service hours of the General Registry office, located at 13 Blasco Ibáñez Avenue, level 1- Rectorate Building.

General regulations:

- Law 39/2015, of October 1, on the Common Administrative Procedure of Public Administrations (BOE 02/10/2015). Modified by Royal Decree-Law 11/2018, of August 31 -(BOE 04/09/2018), by Royal Decree-Law 27/2020, of August 4 and by Royal Decree-Law 28/2020, of September 22.
- Law 40/2015, of October 1, on the Legal Regime of the Public Sector. (BOE 02/10/2015)
- Organic Law 3/2018, of December 5, on the Protection of Personal Data and Guarantee of Digital Rights (BOE 06-12-2018).
- Royal Decree 203/2021, of March 30, which approves the Regulations for the action and operation of the public sector by electronic means (BOE 31-03-2021).
- Order PCM/1382/2021, of December 9, which regulates the General Electronic Registry in the field of the General Administration of the State (BOE 11-12-2021).
- Royal Decree 203/2021, of March 30, which approves the Regulations for the action and operation of the public sector by electronic means. (BOE 31/03/2021)



6 Forms of user participation

- In-person attention, if the procedure requires it or for non-obligatory interested parties.
- Email: Through the account registre@uv.es all users can send us all types of queries, doubts and suggestions that they deem appropriate and to which we will respond as soon as possible.
- Telephone attention: telephone number 00 34 963983324 and extension 51209
- Telematic registration available 24 hours a day, 365 days a year: In the following [link](#) from the online office of the UV you can download a "General Instance" application submission model available to interested parties to process it both in person and through the [online office](#).

7 Forms for submitting suggestions, complaints and claims about the service provided

On the General Registry page itself there is the option to download the suggestions, complaints, claims and congratulations form in the following [link](#), to fill it out and either bring it in person so that it can be processed from any OAMR or so that the user himself/herself can carry out its processing electronically at the [online office of the UV](#). Once at the online office, click on the following route:

"Procedures"

"Featured requests"

"Bustia SQF – UV post box for suggestions, complaints and compliments"

We indicate link to [Operating regulations](#) for suggestions, complaints and compliments mailbox and [Procedure](#) to carry out the presentation process to complete the information.