

THE UNECE CONVENTION ON ACCESS TO INFORMATION, PUBLIC PARTICIPATION AND ACCESS TO JUSTICE IN ENVIRONMENTAL MATTERS (AARHUS CONVENTION)

TASK FORCE ON ACCESS TO INFORMATION

ELECTRONIC INFORMATION TOOLS: CASE STUDY BY SPAIN/

MAIL BOX OF THE GENERAL DIRECTORATE OF SUSTAINABILITY OF THE COAST AND THE SEA

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I. Description

1. Brief description:

Mailbox to which citizens can direct their queries on issues related to the sustainability of the coast and the sea

- 2. **Type:** governmental
- 3. **Scope:** international
- 4. **Working language(s):** spanish
- 5. **Target users:** public in general
- 6. **Starting year:** 2009
- 7. **Budget and funding source:** public budget
- 8. **Contact:**

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II. Implementation

9. Policy, legal and institutional context:

Law 27/2006, of July 18, regulating the rights of access to information, public participation and access to justice in environmental matters (incorporates Directives 2003/4 / EC and 2003/35 /EC).

- 10. **Partner organizations involved:** central services of the Ministry for Ecological Transition in Madrid and the peripheral coastal services.
- 11. **Stakeholders involved, their expected benefits:**
- 12. **User needs and methods of their assessment:**
- 13. **Technology choice:** email

III. Evaluation

- 14. **Results:** In 2018 there were 1141 requests attended
- 15. **Efficiency gains:**
- 16. **Risks:**
- 17. **Challenges encountered (please indicate resolved or not):**

On some occasions citizens do not distinguish between environmental information and the request for information based on the Law on Transparency of the Administration, whose objective is different from environmental information. This slows down the process since the request must be transferred to the body responsible for the requests related to the Transparency Law.

- 18. **Lessons learned:**

- **19. Conditions for successful replication:**

The rapid collaboration of the units responsible for providing detailed information is essential to effectively serve this citizen service mailbox.

- **20. Overall assessment of the tool:** useful for the citizens