

Electronic Apostille and Legalization 100% online

Ministry of Foreign Affairs Area responsible: Coordination of Apostilles and Legalizations, and Information Systems Coordination

The Apostille or Legalization process is a procedure that is managed 100% online, providing a 24x7 virtual service worldwide for all users, from wherever they are, without intermediaries and without the need to go in person. to the facilities of the Ministry of Foreign Affairs, which is available on the website www.cancilleria.gov.co

It is a technological solution that allows optimizing the use of technical, human and infrastructure resources, whose objective is the development of a comprehensive technological platform, centralizes everything related to the procedure, allows the application to be made, upload the documents, monitor and control, verification, study, payment and issuance of the final product, whether it is the electronic apostille or legalization, which are sent to the user's email or consulted and downloaded from the Website of this Ministry.

Products and knowledge

Both the apostille and the digitally signed electronic legalization only guarantee the origin of the base or underlying public document by certifying the signature and the quality in which the public official acted when signing the document, a signature that must previously be registered in the database. of the Ministry of Foreign Affairs. Both can be consulted online on the Website of this Ministry, in whose electronic registry both the apostille and the legalization can be validated, as well as the underlying base document on which it was issued.

Electronic Apostille: Proceeds between countries that are part of the Apostille Convention, being valid for any of those countries.

Electronic Legalization: Proceeds when the base document originates from or is destined for a country that is not a party to the Apostille Convention. This procedure requires more steps, following a chain of legalizations before entities of different States. It is only valid for one country.

Signature registration: It is the fundamental support to be able to carry out the process of apostilles or legalizations, since it allows comparing the signature that endorses the document with the one that is registered in the database of the Ministry of Foreign Affairs, at the same time that Entity, name and position or function performed by the public servant or diplomatic / consular agent, who certifies the base document, is verified. The signature record is completed 100% online from the Foreign Ministry's website, at no cost.

The type of knowledge generated by this good practice is of a legal nature compared to the documents that are legalized.

Actors

This good practice is carried out by the Internal Working Group on Apostilles and Legalizations of the Ministry of Foreign Affairs, a group that is made up of a Coordinator, administrative staff, operation leaders, a person in charge of registering signatures and a team of professional substantiating agents, accompanied by a supervisor.

But, the implementation of the online application or technological solution that continuously applies improvements and provides technical support, is developed by the Department of Information and Technology Management, GIT Information Systems of the Ministry.

The actors who benefit are national or foreign citizens who, both in Colombia and abroad, require the apostille or legalization process of a Colombian public document, in such a way that it is recognized or has legal effects in another country or so that a document foreign public has legal effects in Colombia, when it fulfills one of the legalization chains

Differential Approach

This good practice is a procedure of universal and equal access that benefits all citizens, facilitating their full coverage, under equal conditions.

The resources

The technological and financial resources that are required are aimed at building the software that systematizes the process and the hiring of sufficiently trained personnel for the operational, administrative and technology areas that are required for this purpose, as well as for the infrastructure and equipment necessary for the development of the operation, such as computer equipment, workstations, a headquarters for the operation and face-to-face service, storage servers.

The foregoing, recommending that its implementation in a first phase be face-to-face (50%) and virtual (50%), until progressively reaching 100% online. The administrative resources require the definition of the organizational structure of the Office or dependency on apostilles and legalizations, which includes the hiring of administrative personnel (Coordinator, Process Leaders and official responsible for the Registry of signatures) and personnel in charge of studying the applications (Professional Substantiating Agents).

Contribution to development

This good practice contributes to the 2030 Agenda Sustainable Development Goals, as it benefits the following SDGs:

Goal 9b. Support domestic technology development, research and innovation in developing countries, including by ensuring a policy environment conducive to industrial diversification and value addition to commodities, among other things.

Indicator 9.b. 1 . Percentage of the value added by the medium and high technology industry of the total value added. Although the innovation carried out by the Ministry of Foreign Affairs is not quantified within the technology industry of the private sector, the interoperability of the apostille system is the greatest added value of the process, as it guarantees the veracity of the documents without human intervention.

Goal: 16.6 . Create effective and accountable transparent institutions at all levels.

Indicator 16.6.1. Primary government expenditures as a percentage of the original approved budget, broken down by sector (or by budget codes or similar elements) With the implementation of the online Apostille and Legalization process, the Ministry of Foreign Affairs has shown a significant reduction in its administrative and operating expenses for the provision of the service: the staff that assisted the citizens in the offices was reduced and the use of physical resources within the dependencies was reduced. In addition, as they are electronic documents, they do not need to be printed, following the zero (0) paper guideline.

Goal: 16.6. Create effective and accountable transparent institutions at all levels.

Indicator 16.6.2. Proportion of the population that is satisfied with their last experience of public services. The satisfaction surveys carried out by the Foreign Ministry during the provision of services to citizens show their high satisfaction with the agile and efficient process of Online Apostille, and their observations have allowed improvements to be made to the service, such as the implementation of the payment button online and PSE, with Visa and Mastercard credit card .

Regarding the National Development Plan 2018-2022 "Pact for Colombia, Pact for Equity", the good practice contributes to the following:

- Legality:

- o Lines: Alliance against corruption. Colombia on the global scene.

- Entrepreneurship

- o Line: Simple state

- Equity

- o Line: Tools for a modern social policy connected to markets This good practice has been recognized by the Permanent Office of The Hague for the Apostille Convention, as a pioneer and innovator worldwide for the issuance of electronic apostilles, making use of the information and communication technologies.

On February 27, 2018, the good practice was recognized with the Seal of Excellence - Digital Government, due to the provision of high-quality digital service for citizens, by optimizing procedures, response times and management of these, every time that these are available on the Foreign Ministry's website, 24 hours a day, 7 days a week, including holidays.

The practice has been made known in the International Forums on the Electronic Apostille Program (e-APP), organized periodically by the Permanent Office of The Hague for the Apostille Convention, where Colombia has been recognized as an international benchmark in the matter, due to the innovation of its electronic apostille model, which has led to the interest of other Contracting States in learning about our experience.

At the local level, other State Entities have been trained on this practice, in order to publicize the development model, the securities contained in the electronic apostille and legalization and its multiple benefits in order to implement the automation of documents. through the interoperability of information systems, for the generation of reliable electronic documents with digital signatures.

References to the program

The publication regarding this good practice has only been at the institutional level, through the different official communication channels.

