



Capital
Digital



MADRID

Digital Register of Inhabitants

Towards 100% of Registration Services available Online

SMARTCITY
EXPO WORLD CONGRESS

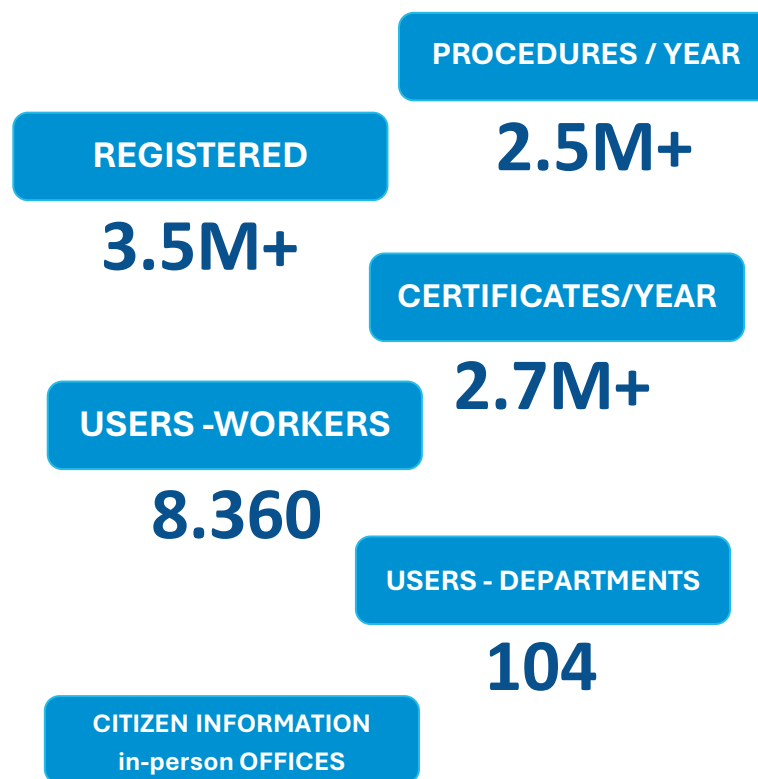


01.

CORE APPLICATION



SOME DATA ABOUT THE APPLICATION



02.

ON-LINE PROCEDURES



PROCEDURES ONLINE AVAILABLE

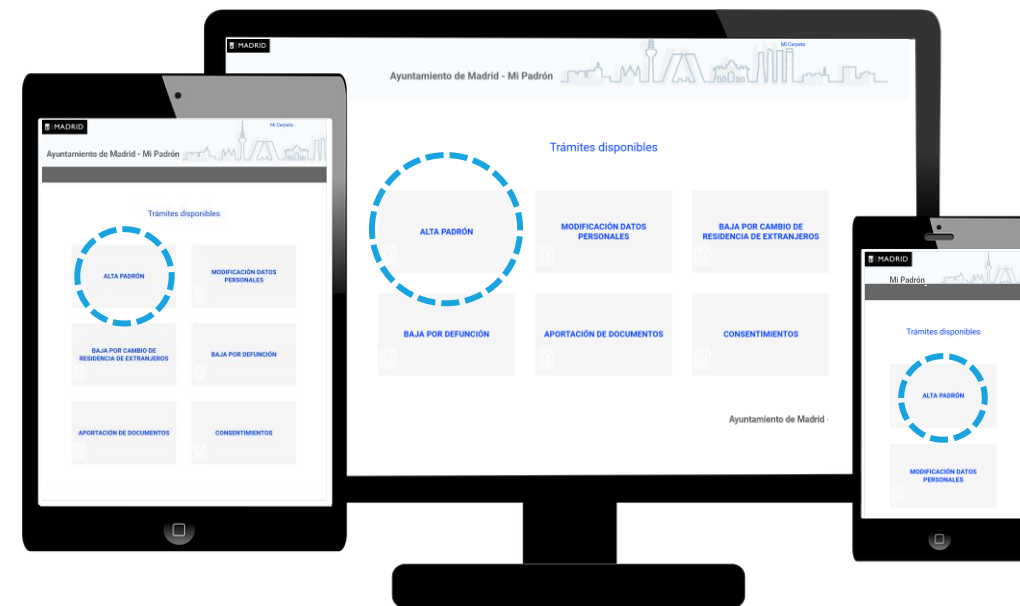
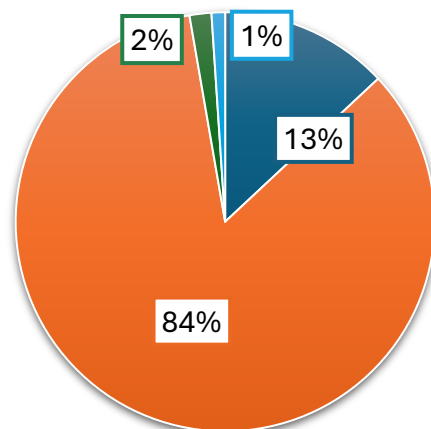
■ Procedures initiated by Council

- Confirmation and renewal for foreigners

■ Procedures initiated by citizen on electronic office

- Change of personal data information (13%)
- Register new resident inhabitant (84%)
- Withdrawal due to change of residence for foreigners (2%)
- Withdrawal due to death (1%)

Distribution Procedures initiated by citizen on electronic office



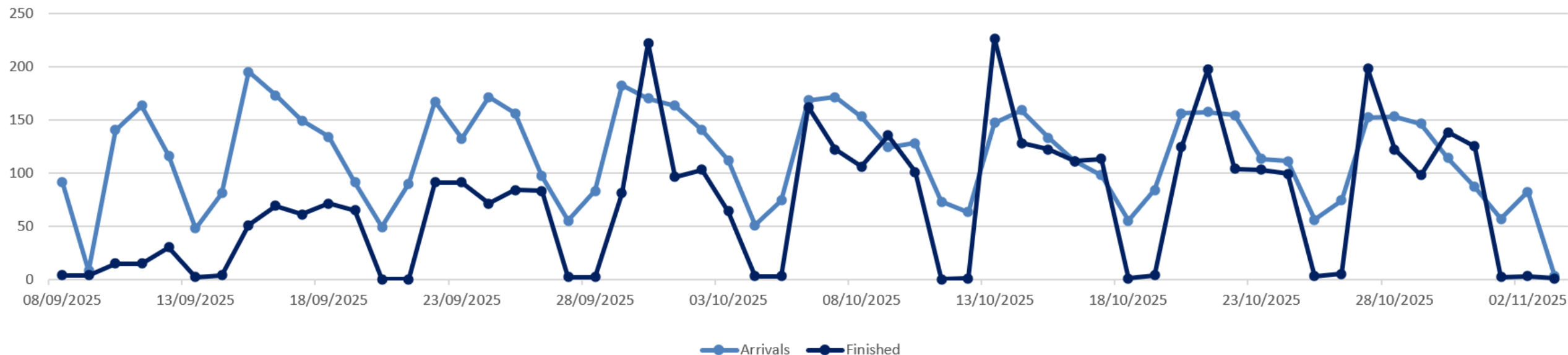
REGISTER NEW RESIDENT IN HABITANT

- It represents for between 40% and 45% of the registration procedures.
- Available since September 8th, 2025.
- First Council that offers this procedure 100% online to the citizens in Spain.

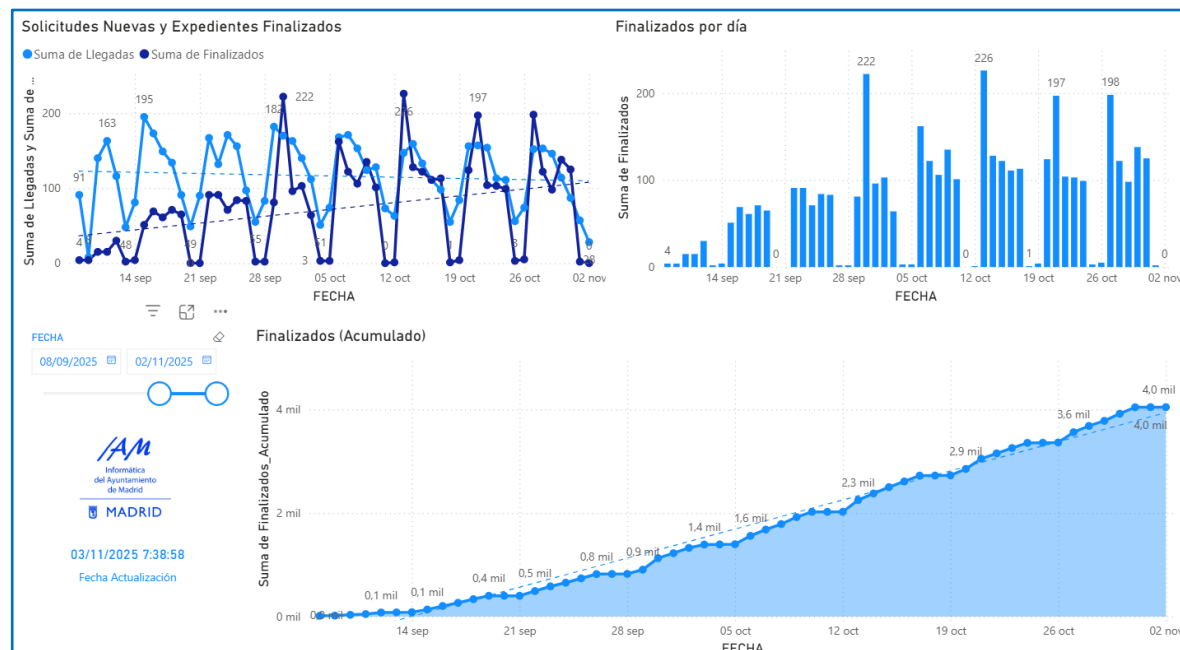
> 6.500 records

> 7.000 citizens

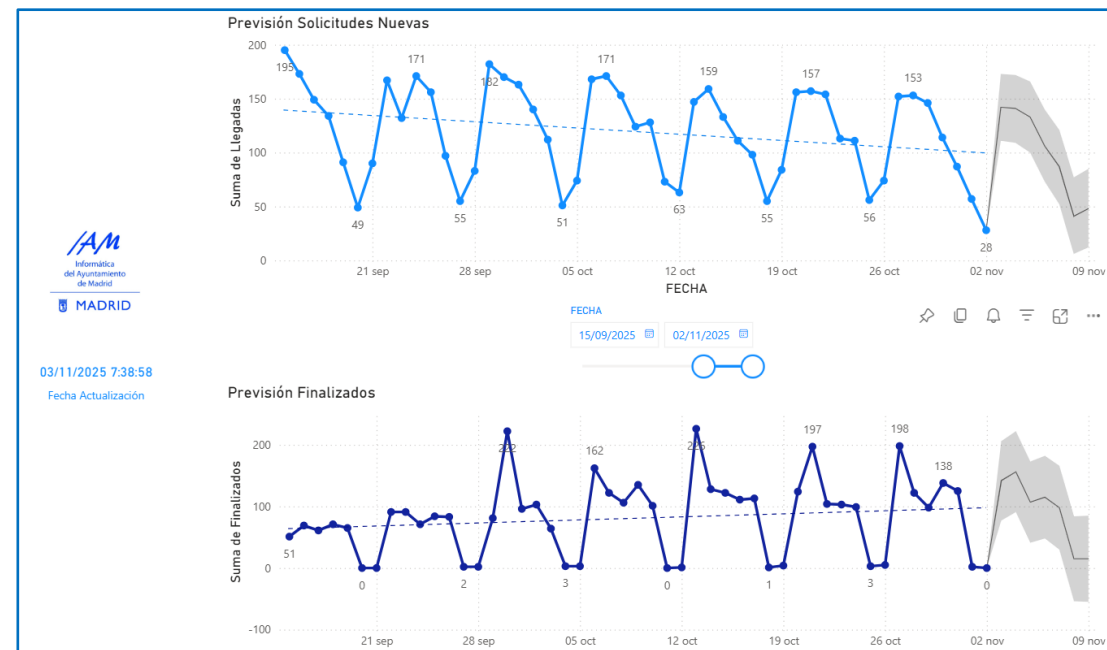
Applications Submitted vs Applications Closed



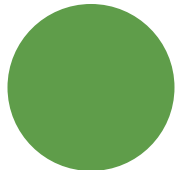
Monitoring KPIs: f.i. Records finished



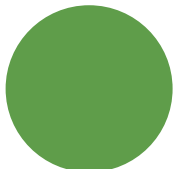
Statistical projections



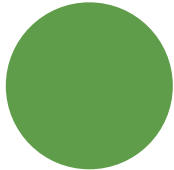
UPCOMING PROCEDURES



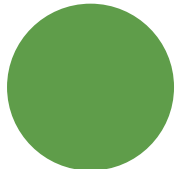
**Change of
address -**
91.748 in last
12 months



**Register new
resident due to
birth – 13.206 in**
last 12 months



**New Validations and
Automations**



**New Integrations
via PID: Improved
Quality and
Reduced
Processing Times**

CHANGE OF ADDRESS



➤ NEW ON-LINE PROCEDURE IN ELECTRONIC OFFICE

- It represents 40% of requests.
- Movement of a citizen inside Madrid.
- Estimated procedures for the first week:~ 9.000

➤ AVAILABLE: ENDING 2025 BEGINNING 2026

REGISTER NEW RESIDENT DUE TO BIRTH

➤ NEW ON-LINE PROCEDURE IN ELECTRONIC OFFICE

- It represents near 2% of requests.
- Estimated procedures for the first week:≈ 1.300

➤ AVAILABLE: ENDING 2025 BEGINNING 2026

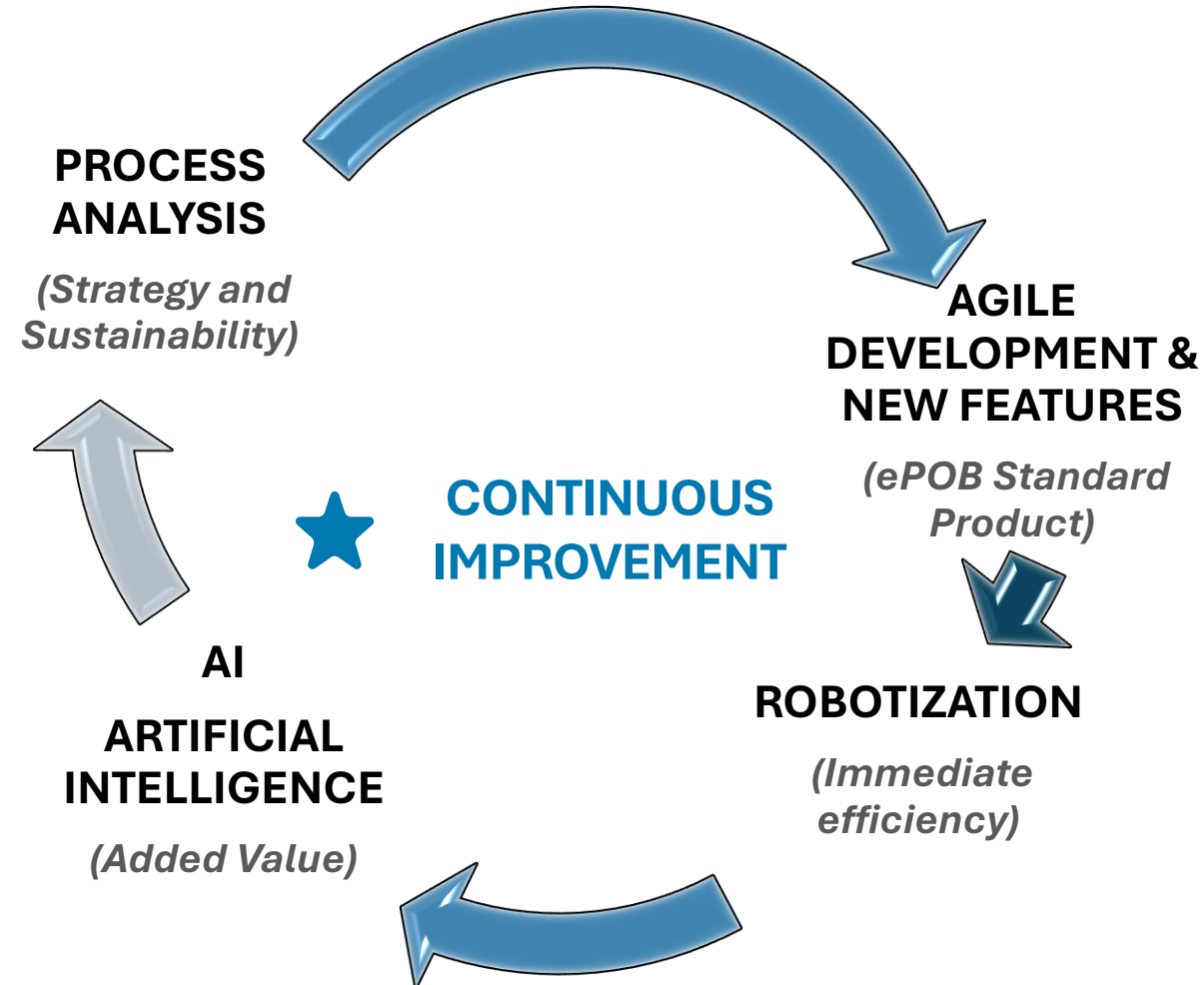


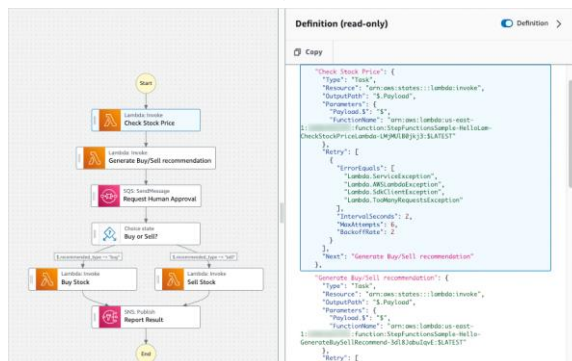
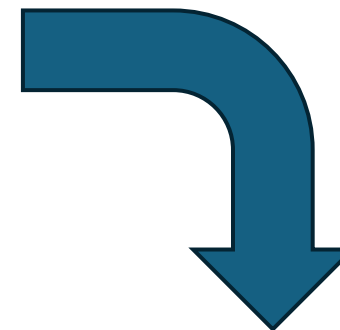
03.

CHALLENGES (IMMEDIATE & FUTURE)



DIFFERENT INITIATIVES TO ENHANCE





Consulting to PID

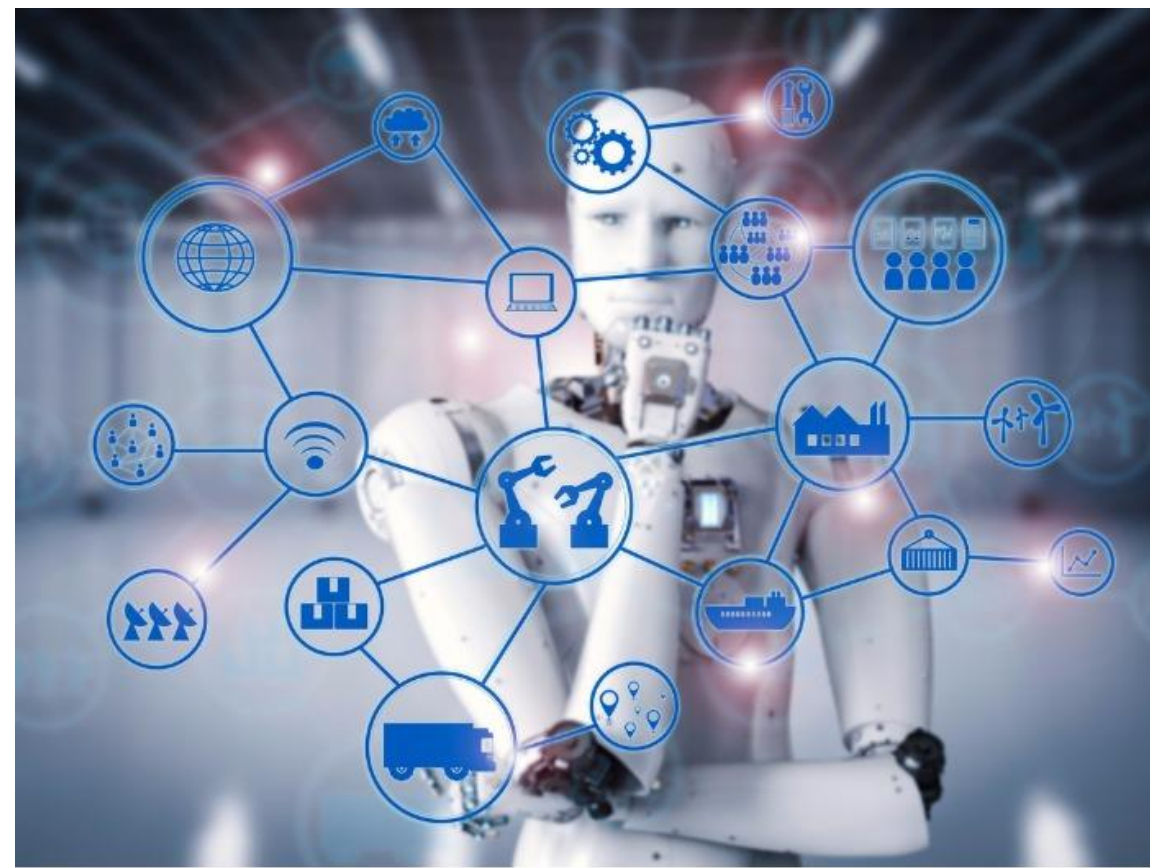
USE OF ARTIFICIAL INTELLIGENCE

➤ SHORT TERM

- **IA+OCR in the review of documents** in citizens' application files
 - Identity documents.
 - Residence documents.
- To streamline the registration process

➤ MID/LONG TERM

- **Use API for processing.**
- **AI Agent to assist in processing citizen registration process**
 - Technology to help citizens and public employees.



ANALYSIS AND PROCESS SIMULATION



➤ TECHNOLOGY FOR THE ANALYSIS OF BUSINESS PROCESSES

- Bottleneck detection
- **Actions and improvements** in the most necessary processes
- **Decisions based on data**, not on ideas or feelings

➤ TO SIMULATE POSSIBLE IMPROVEMENTS

- Analyze possible improvements **before implementing them**

04. CONCLUSIONS



CONCLUSIONS

100 % DIGITAL



Register everytime &
everywhere

Continuous improvements based
on data

CITIZENS



Heart of all improvements

Good reception in current
processes

CHALLENGES



Data & Technology to make
procedures simpler and faster

Optimize time and human
resources



Capital
Digital



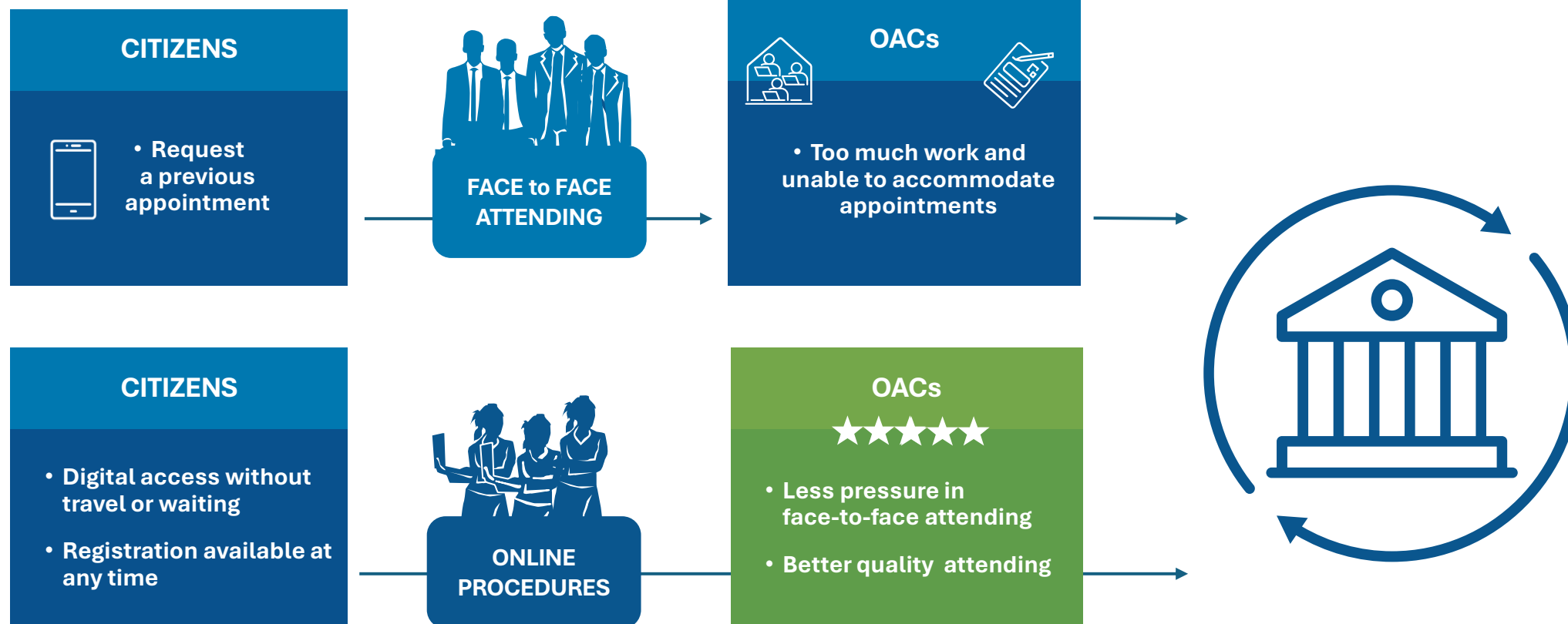
MADRID

Thank you

SMARTCITY
EXPO WORLD CONGRESS




IMPROVEMENTS OF THE DIGITAL PROCESS




SOME FIGURES OF THE DIGITAL PROCESSES

Online procedures of consult (last 12 months)	Nº Request e-Admin
Request for a certificate of residence	1.143.841

Foreigner who obtains Spanish nationality and changes NIE to DNI
Evaluating a solution via integration with the National Police 

It covers many cases (minors, guardians, people already living at home, etc.)
+ Multiple digital consent

Great room for improvement when advertising

% success rate in procedures carried out at electronic office 

Online procedures	Month	Managed in sede	% sede/total	Finished en sede	% Success
Renewal certificate for foreigners	06-2024	11.195	22%	11.195	100%
Confirmation for foreigners	06-2024	3.185	63%	3.185	100%
Change of personal data information	05-2025	4.990	20%	4.024	81%
Withdrawal due to change of residence for foreigners	05-2025	439	10%	407	93%
Withdrawal due to death	05-2025	234	5%	120	52%
Register new resident inhabitant	09-2025	3.799	19%	1.438	84%



Conclusions

CITIZENS

Digital access without having to travel or wait

Register available at any time

SERVICE

Less pressure on face-to-face care, better quality of care

Reduction of paper use and carbon footprint

TECHNOLOGY

Sustainability and evolution of the solution

Efficient use of cloud models

- Good reception from the citizens even without an advertising plan.
- Very good success rates in procedures carried out with digital procedures.
- Continuous improvement.
- Citizen and public employee as the center and objective of improvements.