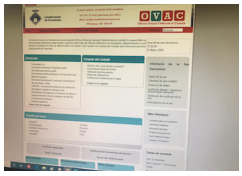

The Consell de Formentera reports that, amid the current public health crisis, one of the first steps taken was to halt in-person support at the Citizen Information Office (OAC) to limit the number of visits and minimise personal contact between employees and between employees and islanders.

New technologies consellera Vanessa Parellada pointed out that “all the services typically accessed at the OAC are also offered online on the Virtual Citizen Information Office (OVAC, https://ovac.conselldeformentera.cat)”.

To make things easier for islanders, the following contact numbers have also been made available should questions or issues arise:

E-mail: oac@conselldeformentera.cat
WhatsApp: 687209618

The OAC switchboard can be reached, now until 8.30pm, at 971321087.

“OAC personnel are either in at the office, albeit with doors closed to the public, or working from home and responding to inquiries over the phone and by email”, said general services conseller Bartomeu Escandell, who applauded local government employees for “swiftly adapting to ensure uninterrupted and high-quality service”. “They’re answering phones, WhatsApp messages and e-mails”, indicated Escandell, “and if you leave a phone number, they’ll call back and help in any way possible”.

The secretariat additionally reports that the switchboard can also process transactions via fax, at 971322556.

23 March 2020
Department of Communications
Consell de Formentera