

# TÉLÉPROCÉDURE

## USER GUIDE

2021



# CONTENTS

What is Téléprocédure?.....	1
Why Téléprocédure?.....	2
Create an account .....	4
Read the administrative proceedings .....	8
File your observations as respondent .....	10
Read the report by the sworn official of the State (DIM) .....	13
Investigation closure .....	15
The decision to close the case .....	17
The classification decision .....	20
The Secretary of the Authority's college convenes the prosecuted legal entity to a plenary session .....	22
The decision of the Authority's college .....	24
Consult all the elements of a case published on Téléprocédure .....	26
Final references .....	27

# 1. WHAT IS TÉLÉPROCÉDURE

## What is Téléprocédure?

**TÉLÉPROCÉDURE** is the digitisation tool for the various stages of the procedure for investigating alleged breaches transmitted to ACNUSA, directly inspired by Télérecours, the digitisation tool used by all administrative jurisdictions.

**TÉLÉPROCÉDURE** guarantees the rights of the defence

## 2. WHY TÉLÉPROCÉDURE?

### 1. Security

**TÉLÉPROCÉDURE** secures the transmission of documents and makes it easier to process cases of alleged infringements, by allowing recipients of communications to be selected and user rights to be set up.

### 2. Simplify

**TÉLÉPROCÉDURE** allows documents issued in a non-compliance investigation to be submitted and consulted, in a single digital space.

### 3. Time and cost savings

**TÉLÉPROCÉDURE** reduces the time it takes to send documents at all stages of the procedure, as well as the number of paper printouts and postage costs.

## 2. WHY TÉLÉPROCÉDURE?

### 4. Get a bird's eye view

**TÉLÉPROCÉDURE** gathers all the documents that make up the files on alleged infringements concerning the same legal entity: administrative proceedings, observations, investigation reports, acts of the instruction, summons, College's decision, as well as all the associated acknowledgements of notification, filing and reading.

### 5. Improving responsiveness

**TÉLÉPROCÉDURE** facilitates feedback: the respondent can take corrective measures more quickly.

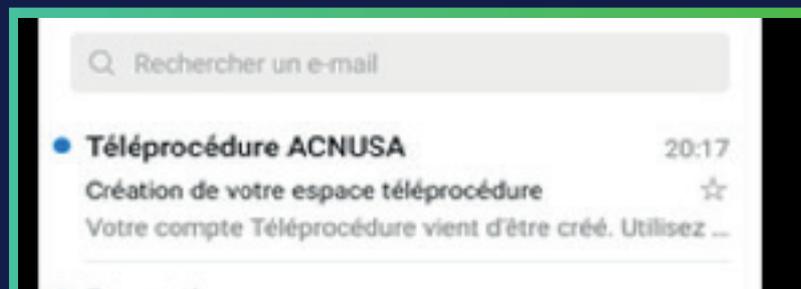
## 3. CREATE AN ACCOUNT

### Step 1:

The legal entity being prosecuted by the civil aviation authority sends to **instruction.acnusa.fr** the name of the physical person who will be the starting point for setting the **TÉLÉPROCÉDURE** tool; he/she will be the “contact person”.

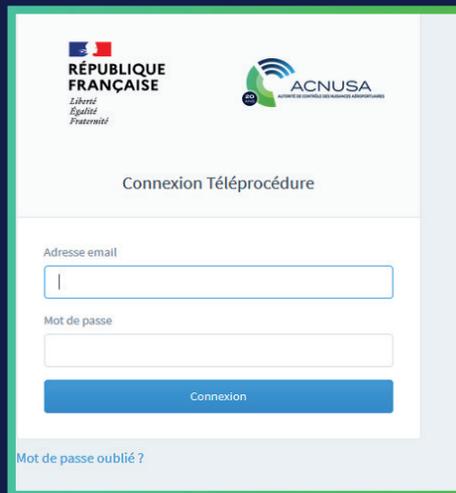
### Step 2:

- The “contact person” receives a login and temporary password by e-mail to activate his/her account.



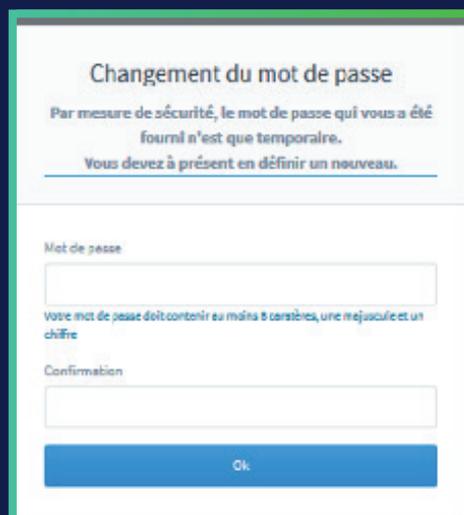
## 3. CREATE AN ACCOUNT

- The "contact person" logs on to **teleprocedure.acnusa.fr** and enters the login and temporary password received by e-mail.



The screenshot shows the login page for 'Connexion Téléprocédure'. At the top left is the logo of the République Française with the motto 'Liberté, Égalité, Fraternité'. To its right is the ACNUSA logo, 'Autorité de Contrôle des Nuisances Aéroporquaires'. The page title is 'Connexion Téléprocédure'. Below the title are two input fields: 'Adresse email' and 'Mot de passe'. A blue 'Connexion' button is positioned below the password field. At the bottom left, there is a link for 'Mot de passe oublié ?'.

- Once the account has been activated, the "contact person" sets his/her own password.

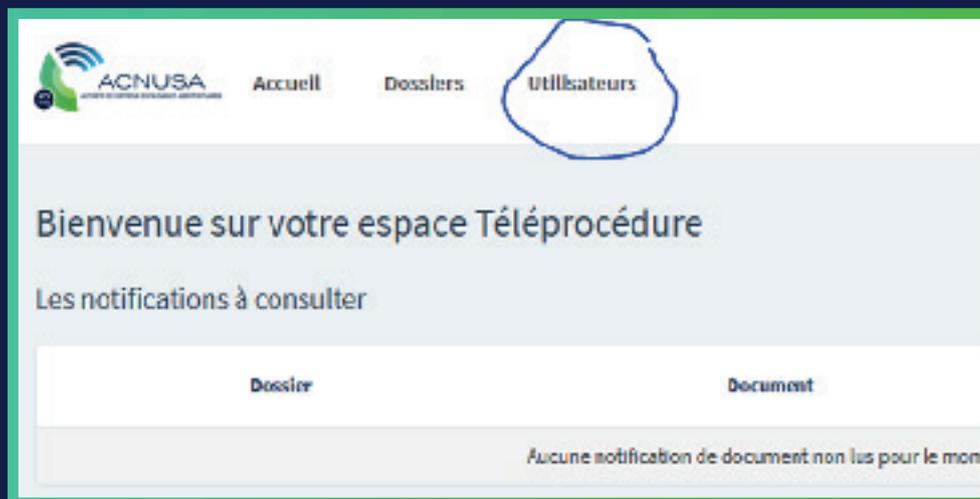


The screenshot shows the 'Changement du mot de passe' page. The title is 'Changement du mot de passe'. Below the title, a message reads: 'Par mesure de sécurité, le mot de passe qui vous a été fourni n'est que temporaire. Vous devez à présent en définir un nouveau.' There are two input fields: 'Mot de passe' and 'Confirmation'. Below the first field, a note states: 'Votre mot de passe doit contenir au moins 8 caractères, une majuscule et un chiffre'. A blue 'Ok' button is at the bottom.

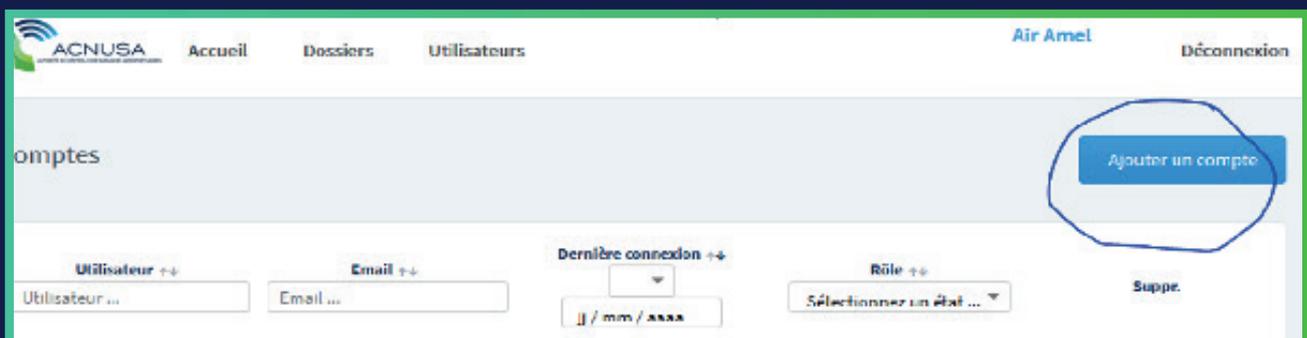
## 3. CREATE AN ACCOUNT

### Step 3:

- The "contact person" logs on to **TÉLÉPROCÉDURE** (teleprocedure.acnusa.fr), sees the home page of his/her account and clicks on "users".



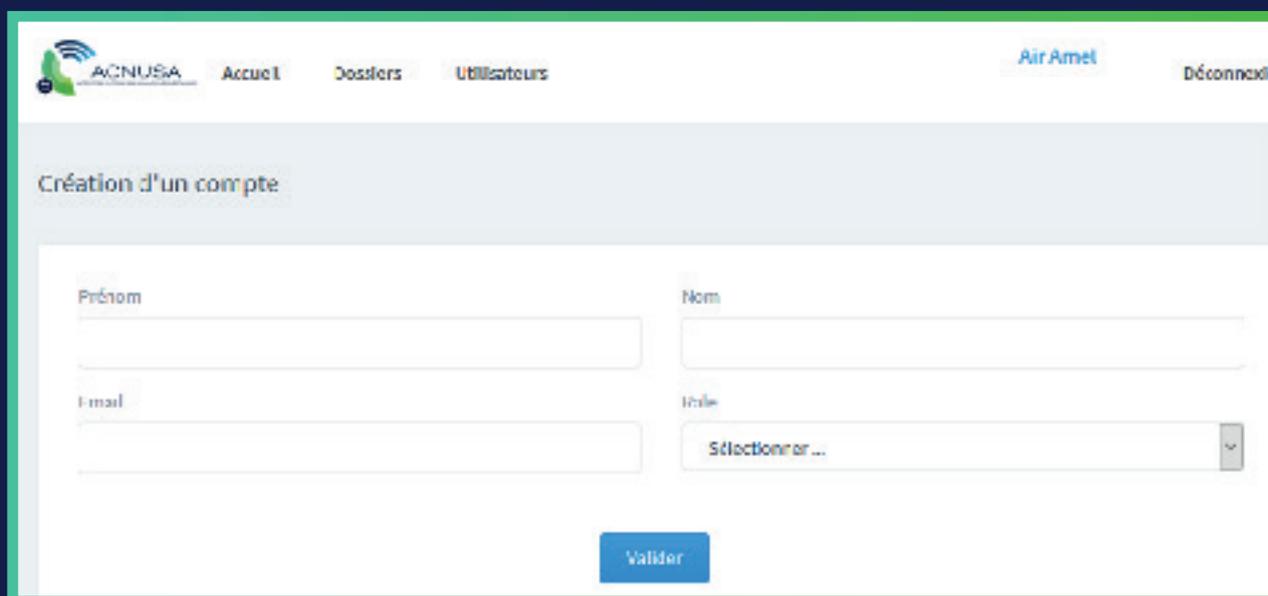
- The "contact person" sets a user account for each of the people who has to know or to work on cases of alleged infringements.



## 3. CREATE AN ACCOUNT

The "contact person" sets the users up with:

- **"Administrator rights"** : administrators have access to all the legal entity's files published on **TÉLÉPROCÉDURE**, can create accounts and delete them (the "contact person" has "administrator rights").
- **"Contributor rights"** : contributors only have access to the files assigned to them.



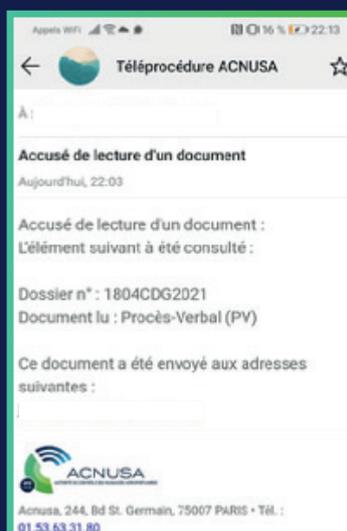
The screenshot shows a web interface for creating an account. At the top, there is a navigation bar with the ACNUSA logo, links for 'Accueil', 'Dossiers', and 'Utilisateurs', and a 'Déconnexion' link. The main heading is 'Création d'un compte'. The form contains four input fields: 'Prénom', 'Nom', 'Email', and 'Titre'. The 'Titre' field is a dropdown menu with 'Sélectionner ...' as the current selection. A blue 'Valider' button is located at the bottom of the form.

## 4. ADMINISTRATIVE PROCEEDINGS

- The official letter of the administrative proceedings, drawn up and transmitted by the sworn official of the State to the prosecuted legal entity, as well as the letter of notification are made available on **TÉLÉPROCÉDURE**.



- A user clicks on "download document". All authorised users of the prosecuted legal entity receive an e-mail acknowledging that administrative proceedings have been read.



## 4. ADMINISTRATIVE PROCEEDINGS

- The reading of the official letter and the notification letter is recorded as "reading notified" by the tool. The reading acknowledgement is accessible on the **TÉLÉPROCÉDURE** platform.

**Dossier 1804CDG2021**

**Déposer une observation**

Seuls les documents au format PDF sont acceptés par Télecédure

Sélectionner un PDF

Document	Date de mise en ligne	Date de lecture
Procès-Verbal (PV) ↳ Télécharger le document ↳ Télécharger l'avis de lecture	19/04/2021 à 00:00	18/04/2021 à 22:03

La notification des poursuites est opérée par les agents assermentés de l'Etat, l'Acnusa en a reçue copie et vous les met à disposition pour que vous puissiez déposer vos observations dans un délai d'un mois

- Once the document is read, it is no longer featured on the homepage. It becomes accessible on the "Files" page by clicking on the relevant file.

ACNUSA Accueil Dossiers Utilisateurs Air Test Déconnexion

Liste des dossiers

Dossier	Date du dossier	Date du PV	Type de restriction	État
1904CDG2021	13/04/2021 à 12h00	19/04/2021	VPE-A	En cours
1804CDG2021	02/04/2021 à 10h00	18/04/2021	VPE-D	En cours
2004CDG2021	15/03/2021 à 10h52	16/03/2021	Arrivée Ch3 -5 EPNdB	En cours

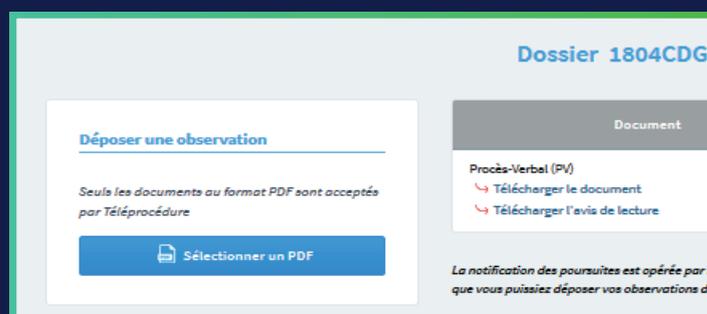
**Advice** : check your **TÉLÉPROCÉDURE** account frequently to stay abreast of proceedings in close to real time.

## 5. OBSERVATIONS OF THE PROSECUTED LEGAL ENTITY

The prosecuted legal entity may make observations throughout the instruction until the investigation closure.

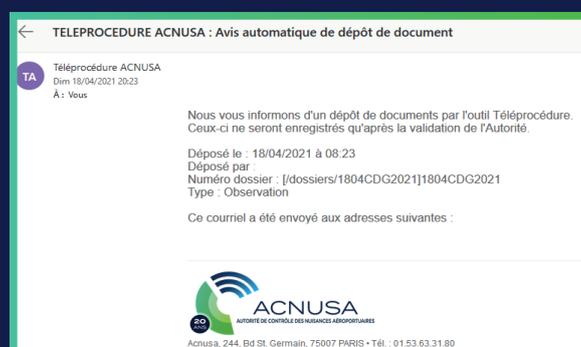
If the observations contain more than one document, a cover sheet must list them.

An authorised user clicks on the folder and then clicks on "Select a PDF" to file the observations of the prosecuted legal entity.



Any user filing a submission format will generate a filing notice.

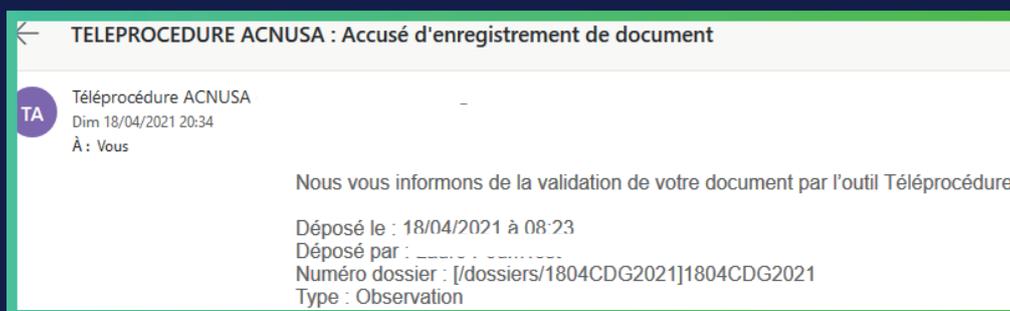
All the users with **TÉLÉPROCÉDURE** rights on the case will receive filing notices.



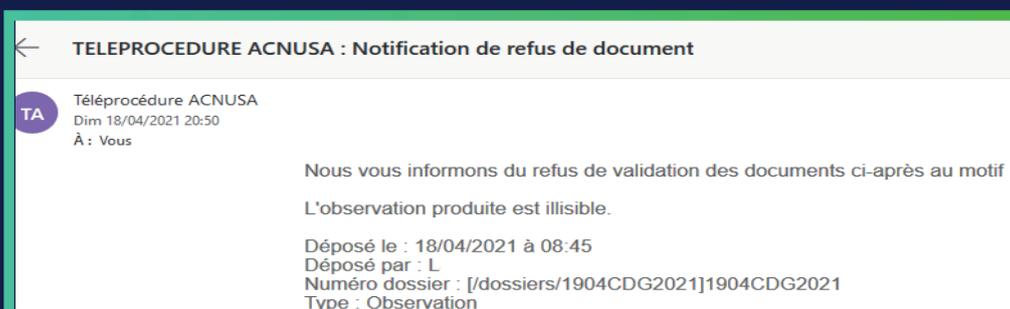
## 5. OBSERVATIONS OF THE PROSECUTED LEGAL ENTITY

L'ACNUSA swiftly determines whether the observations are valid or not (they relate to the violation in question, are written in French, were sent before the investigation closure of the inquiry and are legible).

When observations are admissible, authorised users will receive a registration notification email.



If the observations are not admissible, the authorised users are notified by e-mail of the refusal of the document, together with the reasons for their inadmissibility and the invitation to rectify them.



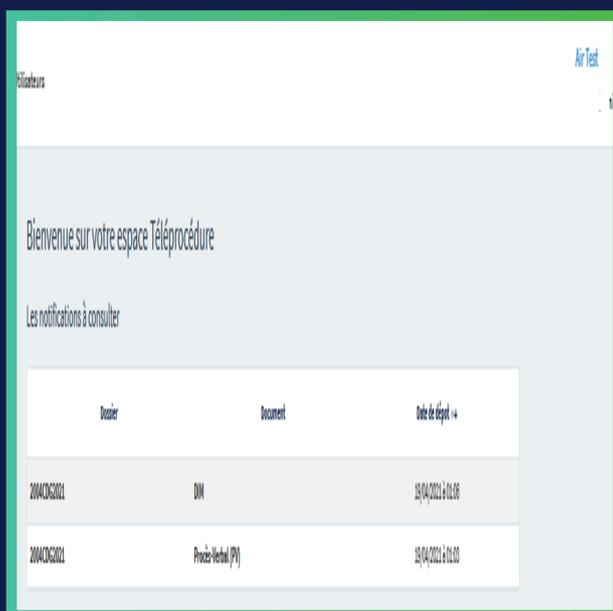
## 5. OBSERVATIONS OF THE PROSECUTED LEGAL ENTITY

The inadmissibility notification is accessible on **TÉLÉPROCÉDURE**.

Dossier 1904CDG2021		
Document	Date de mise en ligne	Date de lecture
Procès-Verbal (PV) ↳ Télécharger le document ↳ Télécharger l'avis de lecture	19/04/2021 à 00:45	18/04/2021 à 22:45
Observation - Refusée le 18/04/2021 Déposée par ↳ Télécharger le document ↳ Télécharger l'avis de dépôt ↳ Télécharger l'avis de refus	18/04/2021 à 22:45	

## 6. REPORT BY THE SWORN AGENT OF THE STATE (DIM)

L'ACNUSA makes the investigator's report (DIM) and its notification letter available on **TÉLÉPROCÉDURE**. The published DIM appears on the homepage of the **TÉLÉPROCÉDURE** account.



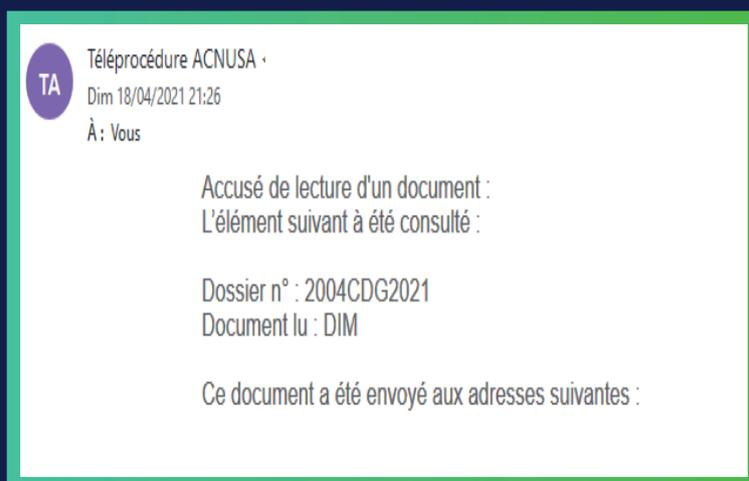
The screenshot shows the 'Télecédure' interface. At the top, it says 'Bienvenue sur votre espace Télecédure' and 'Les notifications à consulter'. Below this is a table with three columns: 'Dossier', 'Document', and 'Date de dépôt +'. The table contains two rows of data.

Dossier	Document	Date de dépôt +
2014030201	DIM	18/04/2022 à 16:58
2014030201	Procès-Verbal (PV)	18/04/2022 à 16:58

All authorised users receive a notification (e-mail informing them that a new document is available on **TÉLÉPROCÉDURE**).

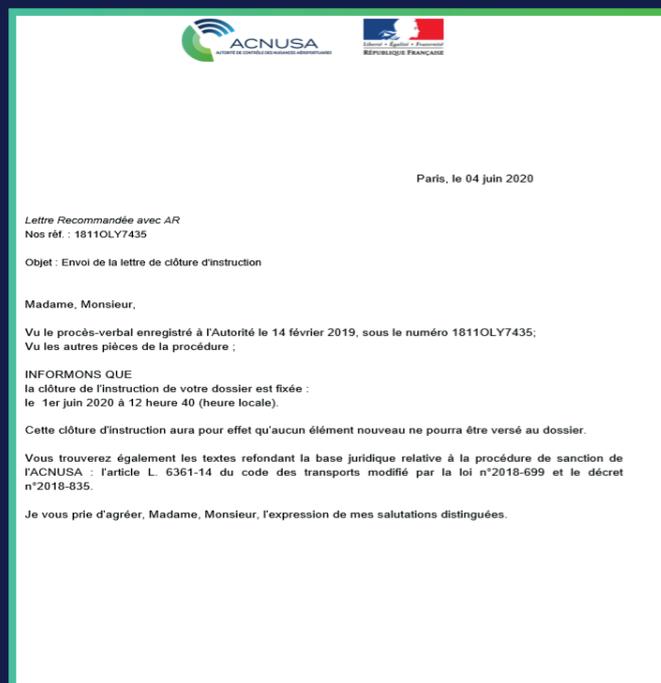
## 6. REPORT BY THE SWORN AGENT OF THE STATE (DIM)

When a user views the document, a read receipt is automatically sent to all other authorised users.



# 7. INVESTIGATION CLOSURE

In principle, no new evidence can be submitted after investigation closure's date.



All authorised users are notified of the investigation closure by the “rapporteur permanent”.

# 7. INVESTIGATION CLOSURE

The **TÉLÉPROCÉDURE** home page of the authorised users shows the relevant investigation closure.

Bienvenue sur votre espace Téléprocédure

Les notifications à consulter

Dossier	Document	Date de dépôt +4
2004CDG2021	Clôture d'instruction	19/04/2021 à 01:13
2004CDG2021	DIM	19/04/2021 à 01:09
2004CDG2021	Procès-Verbal (PV)	19/04/2021 à 01:03

Any user who clicks on the "investigation closure" link generates an AR and an AR e-mail which is received by all authorised users.

**TA** Téléprocédure ACNUSA  
Dim 18/04/2021 21:26  
À : Vous

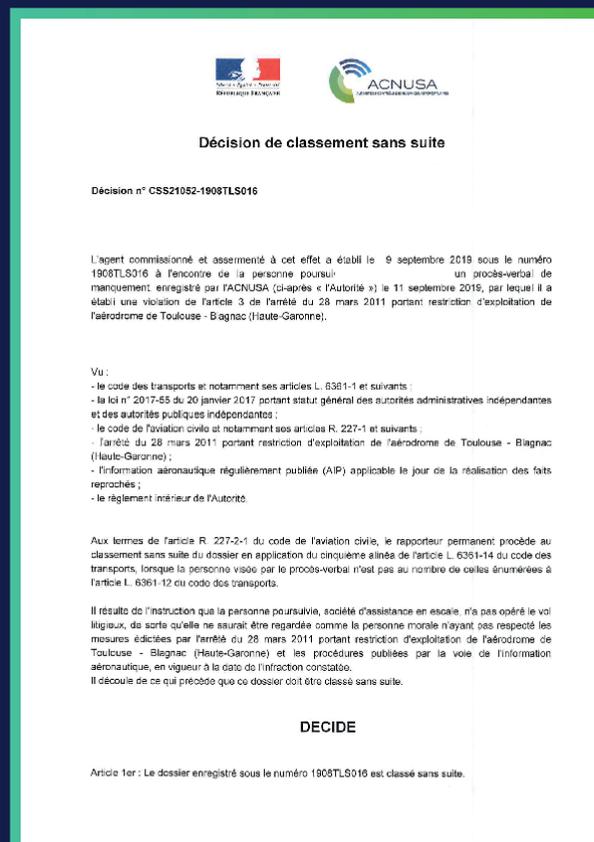
Accusé de lecture d'un document :  
L'élément suivant à été consulté :

Dossier n° : 2004CDG2021  
Document lu : Clôture d'instruction

Ce document a été envoyé aux adresses suivantes :

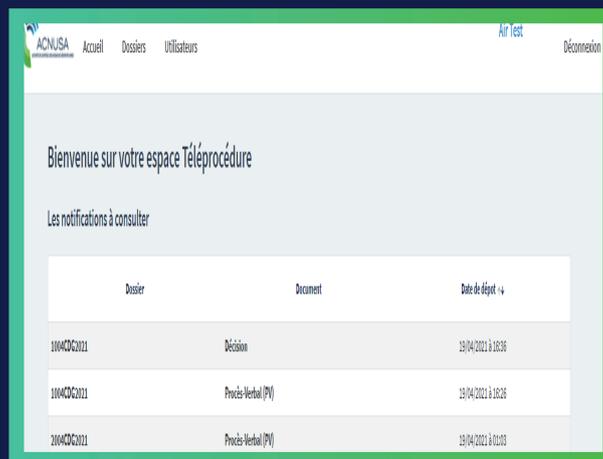
# 8. DECISION TO CLOSE THE CASE

At the end of the investigation (analysis by the rapporteur permanent, through a “charge and discharge” method, based on administrative proceedings, observations and the report of the sworn official), if the case falls under one of the three cases of discontinuation provided for by decree in the Council of State, the rapporteur permanent takes a decision to close the case.



## 8. DECISION TO CLOSE THE CASE

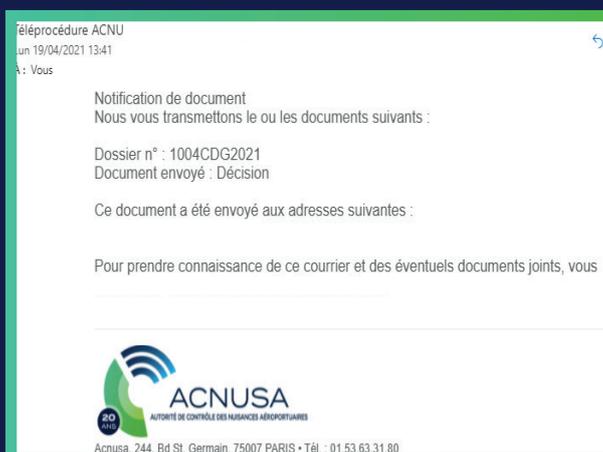
The **TÉLÉPROCÉDURE** homepage of authorised users shows the decision to close the case.



The screenshot shows the ACNUSA Téléprocédure homepage. At the top, there is a navigation bar with 'Accueil', 'Dossiers', 'Utilisateurs', and 'Air' test. Below the navigation bar, the text 'Bienvenue sur votre espace Téléprocédure' is displayed. Underneath, there is a section titled 'Les notifications à consulter' which contains a table with three columns: 'Dossier', 'Document', and 'Date de dépôt'. The table lists three notifications for dossier 1004CDG2021.

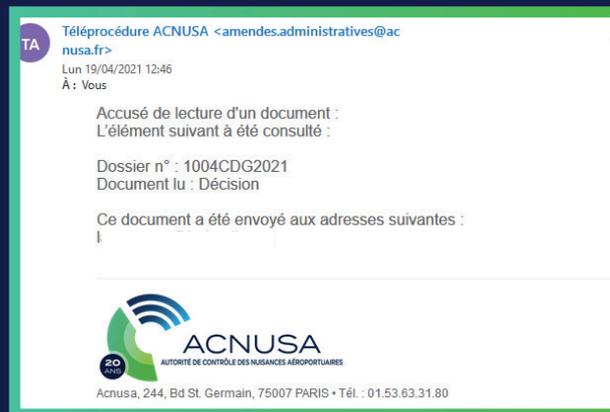
Dossier	Document	Date de dépôt
1004CDG2021	Décision	19/04/2021 à 16:26
1004CDG2021	Procès-Verbal (PV)	19/04/2021 à 16:26
2004CDG2021	Procès-Verbal (PV)	19/04/2021 à 05:03

All the authorised users are notified of the decision to close the case.



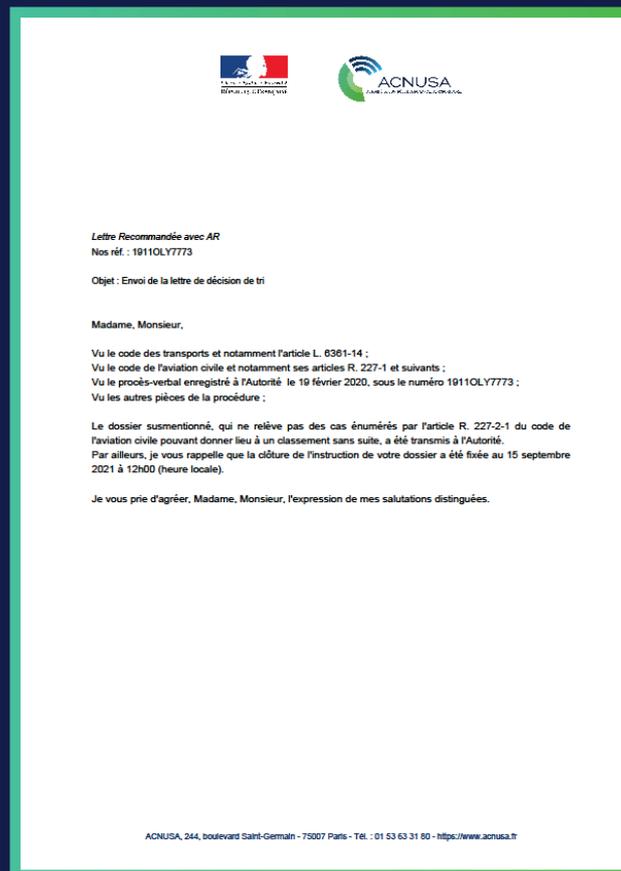
## 8. DECISION TO CLOSE THE CASE

Any user who clicks on "decision to close the case" link generates an AR and an AR e-mail which is received by all authorised users.



# 9. THE CLASSIFICATION DECISION

At the end of the investigation (analysis by the rapporteur permanent, through a “charge and discharge” method base on the administrative proceedings, observations and the report of the sworn government official), if the case does not fall under one of the cases of discontinuation provided for by the decree in the Council of State, the rapporteur permanent takes a classification decision, which means that the file can be examined by the ACNUSA’s College.



# 9. THE CLASSIFICATION DECISION

- All authorised users are notified of the classification decision.



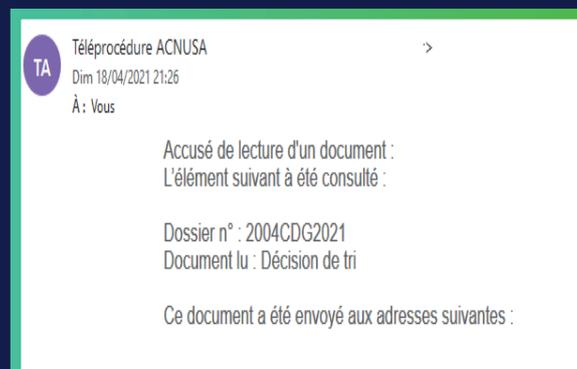
- The **TÉLÉPROCÉDURE** homepage of authorised users shows the classification decision.

Bienvenue sur votre espace Téléprocédure

Les notifications à consulter

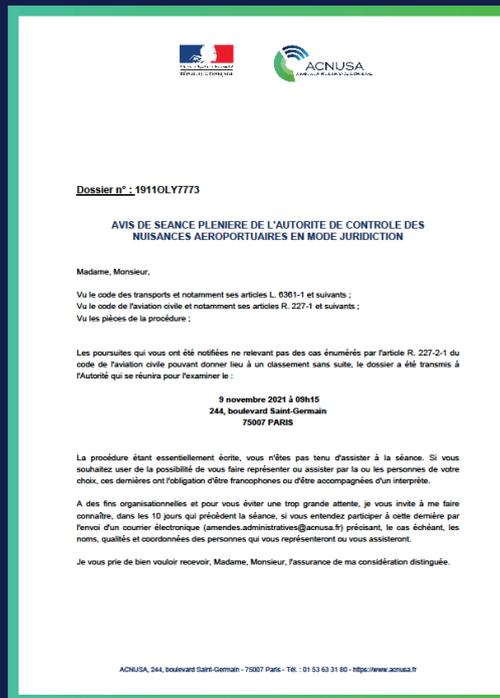
Dossier	Document	Date de dépôt «+»
2004CDG2021	Décision de tri	19/04/2021 à 01:53
2004CDG2021	Clôture d'instruction	19/04/2021 à 01:53
2004CDG2021	DIM	19/04/2021 à 01:06
2004CDG2021	Procès-Verbal (PV)	19/04/2021 à 01:03

- Any user who clicks on the "classification decision" link generates an AR and an AR e-mail which is received by all authorised users.



# 10. THE CONVENING NOTICE TO THE PLENARY MEETING

- The Secretary of the College schedules the case on the agenda of a plenary session. He summons the prosecuted legal entity.

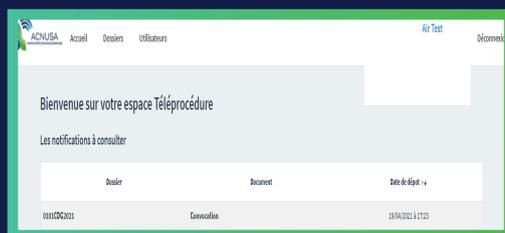


- All authorised users are notified of the summons.



# 10. THE CONVENING NOTICE TO THE PLENARY MEETING

- The **TÉLÉPROCÉDURE** homepage of authorised users shows the summons notification.



Any user who clicks on the document link generates a read acknowledgment and an email which is sent to all authorised users.

# 11. DECISION OF THE ACNUSA COLLEGE

- After deliberation by the College, the decision is signed by the chairman.



- All authorised users are notified of the College's decision

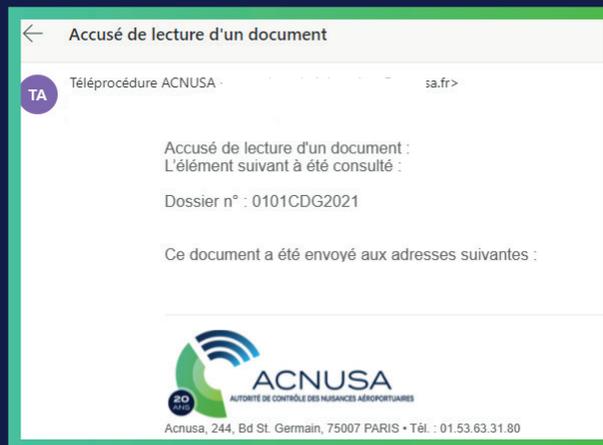


- The **TÉLÉPROCÉDURE** home page of the authorised users shows the decision



# 11. DECISION OF THE ACNUSA COLLEGE

Any user who clicks on the document link generates a read acknowledgment and an email which is sent to all authorised users.



# 12. CONSULT THE ELEMENTS OF A FILE

- Consult all the elements of a file published on **TÉLÉPROCÉDURE**.

### Dossier 2105CDG0052

Document	Date de mise en ligne	Date de lecture
Observation - Acceptée le 05/08/2021 ↳ Télécharger le document ↳ Télécharger l'avis de dépôt ↳ Télécharger l'avis de validation	04/08/2021 à 09:48	
Procès-Verbal (PV) ↳ Télécharger le document ↳ Télécharger la preuve de réception de la DGAC (30/06/2021) ↳ Télécharger l'avis de lecture	15/09/2021 à 18:15	16/09/2021 à 09:53
DIM ↳ Télécharger le document ↳ Télécharger la lettre d'envoi du DIM ↳ Télécharger l'avis de dépôt ↳ Télécharger l'avis de lecture	15/09/2021 à 18:16	16/09/2021 à 09:54

La notification des poursuites est opérée par les agents assermentés de l'Etat, l'Acnusa en a reçue copie et vous les met à disposition pour que vous puissiez déposer vos observations dans un délai d'un mois

Attribuer à un utilisateur  
Sélectionner un compte ▼ OK

Déposer une observation  
Seuls les documents au format PDF sont acceptés par Téléprocédure  
Sélectionner un PDF

Personnes accédant au dossier

### Dossier 0101CDG2021

Document	Date de mise en ligne	Date de lecture
Procès-Verbal (PV) ↳ Télécharger le document ↳ Télécharger l'avis de lecture	19/04/2021 à 17:01	19/04/2021 à 15:01
DIM ↳ Télécharger le document ↳ Télécharger la lettre d'envoi du DIM ↳ Télécharger l'avis de dépôt ↳ Télécharger l'avis de lecture	19/04/2021 à 17:02	19/04/2021 à 15:06
Clôture d'instruction ↳ Télécharger le document	19/04/2021 à 17:02	
Décision de tri ↳ Télécharger le document ↳ Télécharger l'avis de dépôt ↳ Télécharger l'avis de lecture	19/04/2021 à 17:08	19/04/2021 à 15:10
Convocation ↳ Télécharger le document	19/04/2021 à 17:48	
Décision ↳ Télécharger le document ↳ Télécharger l'avis de dépôt ↳ Télécharger l'avis de lecture	19/04/2021 à 17:55	19/04/2021 à 16:00

La notification des poursuites est opérée par les agents assermentés de l'Etat, l'Acnusa en a reçue copie et vous les met à disposition pour que vous puissiez déposer vos observations dans un délai d'un mois

Attribuer à un utilisateur  
Sélectionner un compi ▼ OK

Déposer une observation  
Seuls les documents au format PDF sont acceptés par Téléprocédure  
Sélectionner un PDF

Personnes accédant au dossier

Éléments clés  
Dossier 0101CDG2021

## 13. FINAL REFERENCES

### In case of difficulty:

Please send an email to:

**[instruction@acnusa.fr](mailto:instruction@acnusa.fr)**

### Legal references:

This guide is strictly informational and is not legally binding. None of its contents may be invoked in support of a dispute between a Teleprocedure user and the Autorité de contrôle des nuisances aéroportuaires.