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# Digital transformation at INSS: accessibility, inclusion, and challenges of the Meu INSS Portal for seniors and people with low digital inclusion.

*Digital transformation at the INSS: accessibility, inclusion, and Challenger of the My INSS Portal for older people and people with low digital inclusion*

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**SUMMARY**

This article aimed to analyze whether the Meu INSS Portal meets the constitutional principles of universality, accessibility, and efficiency in the provision of social security services. Therefore, it investigated to what extent the digitization of social security services contributes to administrative modernization without compromising access for vulnerable groups, especially the elderly and people with low digital inclusion. The methodology used consisted of bibliographic and descriptive research, based on the analysis of books, scientific articles, theses, and dissertations.

The approach adopted was qualitative, focusing on understanding, in an interpretative and critical way, the impacts of digital transformation on social security services in the reality of users. The reasoning method used was dialectical, as it allows for the analysis of the contradictions existing between technological advancement and social exclusion resulting from difficulties in accessing the internet. Thus, the research showed that, although the Meu INSS Portal represents a significant advance in terms of administrative efficiency, relevant challenges related to digital inclusion and the effective realization of universal access to social security services still persist. It is concluded that the consolidation of a hybrid service model, which articulates digital and in-person means, is fundamental to ensuring the effectiveness of fundamental rights in the context of the State's digital transformation.

**Keywords:** My INSS; Digital transformation; Social security; Accessibility; Digital inclusion; Fundamental rights.

**ABSTRACT**

This article aimed to analyze whether the Meu INSS digital platform complies with the constitutional principles of universality, accessibility, and efficiency in the provision of social security services. In this context, it examined the extent to which the digitalization of social security services contributes to administrative modernization without compromising access for vulnerable groups, especially older adults and individuals with low digital inclusion. The methodology adopted consisted of bibliographic and descriptive research, based on the analysis of books, scientific articles, theses, and dissertations.

A qualitative approach was used to understand, in an interpretative and critical manner, the impacts of the digital transformation of social security services on users' realities. The dialectical method was employed because it allows analysis of the contradictions between technological advancement and social exclusion stemming from difficulties with digital access. The study found that, although the Meu INSS platform represents a significant improvement in administrative efficiency, relevant challenges remain regarding digital inclusion and the effective guarantee of universal access to social security services. It concludes that consolidating a hybrid service model that combines digital and in-person channels is essential to ensure the effectiveness of fundamental rights in the context of state digital transformation.

**Keywords:** My INSS; Digital transformation; Social security; Accessibility; Digital inclusion; Fundamental rights.

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## 1. INTRODUCTION

The digital transformation of the federal public service has become an explicit government guideline. with goals of data virtualization and interoperability, aiming to simplify, standardize and expand Citizen access to digital services (Brazil, 2019; Brazil, 2020). On the regulatory level, the The Digital Government Strategy and Decree No. 10,046/2019 structure this policy, imposing the coordination, responsible data sharing, and a focus on the quality of public service digital.

In the social security field, the Meu INSS portal and app have established themselves as the main... Gateway to benefits and services, allowing you to simulate retirements, apply for benefits, Schedule appointments and check statements, with support from the 135 Call Center and in-person service at Social Security Agencies (INSS, 2025). Audits by the Federal Court of Accounts (TCU). They identified language challenges, inconsistencies in the CNIS (National Social Security Information System), and processing errors. automatic, which demonstrates that digitization requires continuous improvement (TCU, 2024).

Digital services, represented by Meu INSS (My INSS), have increased efficiency and standardization. of services, reducing costs and waiting time for policyholders (Schmitz, 2020; INSS, 2025). However, digitization does not eliminate the need for in-person service, especially for The elderly, people with disabilities, and citizens with low levels of education.

It is evident, therefore, that digitization has brought significant gains in efficiency and agility in providing social security services. However, it also recognizes that not all Users are able to access or use these resources, which makes maintaining the system indispensable. In-person support to ensure inclusion and equity.

According to Schmitz (2020), digital exclusion is still a significant obstacle to the exercise of right to social security, making the coexistence between digital and telephone channels essential (Central). 135) and in-person appointments (APS). The hybrid model adopted by INSS seeks to balance efficiency and accessibility, ensuring that technological innovation does not result in social exclusion, in in accordance with Law No. 13.460/2017 and the accessibility guidelines of the Digital Government (Brazil, 2017; TCU, 2024).

In this way, it is understood that digital exclusion still prevents part of the population from exercising to fully exercise their social security rights. Therefore, it advocates for the integration of different channels of service as a way to guarantee accessibility, preventing technological modernization from generating inequalities in access to public services.

Thus, the present study aims to analyze whether the Meu INSS portal meets the needs of the INSS website. constitutional principles of universality, accessibility, and efficiency in the provision of services

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social security. To that end, the aim is to examine the platform's functionalities and its contribution. to improve administrative efficiency in granting and monitoring benefits. In addition Furthermore, the aim is to identify the main accessibility obstacles faced by insured individuals in vulnerable situation, especially for the elderly, people with disabilities and individuals with Low digital inclusion. Finally, a comparison is made between digital and in-person service. in order to assess the extent to which digitization actually ensures universal access to rights. social security.

## 2. MATERIALS AND METHODS

This study is characterized as a bibliographic and descriptive research, based on... In the analysis of books, scientific articles, theses, and dissertations that address digital transformation, the Accessibility and digital inclusion within public services, especially at the Institute. National Social Security Institute (INSS). In addition to academic sources, documents will be examined. regulations, such as the 1988 Federal Constitution, sub-constitutional legislation, ordinances and INSS normative instructions, as well as related jurisprudence and institutional evaluations.

related to the topic.

The approach adopted is qualitative, seeking to understand, in an interpretative and critical way, The impacts of the digitalization of social security services on the elderly and people with low income. Digital inclusion. The reasoning method will be dialectical, as it allows for the analysis of contradictions. existing differences between technological advancement and social exclusion resulting from difficulty of access to internet. Thus, the research seeks to identify the challenges and propose reflections on the effectiveness of Digital inclusion as an instrument of citizenship.

The research sources will be collected from recognized academic databases. relevance, such as SciELO and CAPES, using descriptors like digital transformation in the sector. public, My INSS, digital accessibility, social and technological inclusion, elderly people and technology and e-government.

The time frame for the works to be analyzed will cover the period from 2020 to 2025. in order to encompass up-to-date studies and documents that reflect recent digital transformations.

Changes implemented in the INSS (Brazilian National Social Security Institute) and their impact on Brazilian society.

## 3 RESULTS

It is noted that the Meu INSS portal does not fully comply with the principles. constitutional principles of universality, accessibility, and efficiency in the provision of services

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social security benefits, according to the profile of the beneficiary seeking such services.

The Meu INSS portal was created to promote administrative efficiency and standardization of... It provides excellent service, but faces limitations in fully complying with social security principles. particularly for the elderly, people with disabilities, and those who are digitally illiterate.

Despite its advanced digital features, Meu INSS still depends on in-person service. in-person and specialized support to ensure that all policyholders have full access to social security services, which indicates that digital transformation does not yet fully guarantee them. constitutional rights.

## 4. DISCUSSION

The social relevance of this research is evident in the impact of digital exclusion on access. to social security, a fundamental right guaranteed by Article 6 of the Federal Constitution (Brazil, (1988). According to a survey by IBGE, approximately 20 million Brazilians still did not use the internet users in 2023, with the majority being elderly, people with low levels of education, and families. low income (IBGE, 2023).

These data demonstrate that the digital transformation process, while advancing in terms of... In terms of efficiency, it does not reach the entire population equally. In the case of Meu INSS, a platform... responsible for centralizing essential services such as retirements, expert assessments, and scheduling, the non Access not only represents a delay in the provision of benefits, but also a risk of exclusion. social, especially for vulnerable groups. As Sarlet (2015) points out, the violation of the right of access The deprivation of basic services also constitutes a violation of human dignity, a fundamental principle of the State. Democratic Rule of Law.

The 1988 Political Charter includes the principle of the dignity of the human person in its item III of article 1, which represents the cornerstone that ensures that INSS beneficiaries do not Not only physical survival, but also a life with the bare minimum necessary for existence. Forcing The State will begin protecting policyholders in contingency situations, such as illness, old age, and death. Therefore, social security benefits become essential instruments of citizenship. That is why... INSS beneficiaries need more effective and compassionate service.

From a scientific perspective, the study is relevant because it contributes to the debate about the relationship. between technology, social rights, and digital public policies. Research indicates that Brazil is making progress. in the digital transformation, but faces significant barriers to inclusion: according to data from According to the Brazilian Internet Steering Committee (CGI.br, 2022), 42% of Brazilians aged 60 or older have Difficulty accessing digital services, while 33% of low-income users say they depend on them.

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third parties use government platforms. These numbers highlight the need for
To problematize the unintended effects of digitalization in the public sector.

It is observed that, despite advances in the digitalization of public services, some challenges persist.
concrete difficulties in access, especially among the elderly and low-income individuals.
In this context, it becomes essential to reflect on the impacts of these barriers in order to prevent them from happening.
Technological modernization compromises the effectiveness of social rights and widens inequalities.
already existing.

In this sense, Silva and Barbosa (2020) emphasize that the mere provision of services
Digital access does not guarantee inclusion; therefore, it is essential to create support, training, and other strategies.
accessibility. Thus, the present research engages with administrative, social security and accessibility law.
constitutional, while also contributing to the applied social sciences through
Reflections on digital justice and citizenship.

Thus, it becomes clear that the availability of digital services, by itself, does not guarantee access.
equal to the population, which requires the implementation of complementary measures that promote the
Effective inclusion. In this way, the understanding of the need to integrate technology and is broadened.
Public policies to guarantee citizenship and social justice in the digital environment.

The legal relevance of the investigation lies in its potential to provide support for the
Improving public policies aimed at digital inclusion within the social security service.
My INSS, regulated by Decree No. 10,046/2019, represents a milestone in the digitalization of...
public services, but their effectiveness should be measured not only by administrative efficiency,
but also for the guarantee of universal access (Brazil, 2019).

It is noted that the modernization of social security services requires an analysis that goes beyond...
Efficiency, incorporating the guarantee of equal access for all citizens. The need is reinforced.
to assess whether digital public policies are, in fact, promoting inclusion or merely reproducing the same problems.
existing social inequalities.

In this context, court decisions have repeatedly ordered the INSS (Brazilian National Social Security Institute) to ensure...
in-person assistance to policyholders without internet access, recognizing the importance of
Accessibility as a corollary of constitutional principles (TRF-4, 2022).

It is noted that the Judiciary has acted as a guarantor of access to rights.
Social security reforms, requiring the Public Administration to offer digital service alternatives.
Thus, it is reaffirmed that accessibility is an indispensable element for the realization of...
constitutional principles, as well as the universality of public service, as provided for in
Articles 175, 194, and 196 of the 1988 Brazilian Constitution, commonly cited as principles of generality, determine...
Essential services — health, education, transportation, energy, etc. — should be accessible to all.

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citizens, without any distinction or discrimination, culminating in the greatest possible scope.
It guarantees equal access, impartiality, and the extension of these services to the entire population.
including through universal access plans.

As Castells (2003) observes, the network society can generate both opportunities and
New forms of exclusion are emerging, and it is up to the State to regulate this process in order to prevent inequalities.
that he creates.

Therefore, the research contributes legally by reflecting on the compatibility between the
digital transformation, fundamental rights and the construction of inclusive public policies,
indicating ways to reconcile technological innovation with social justice. In this sense, the
The analysis of digital transformation in public administration is part of a broader context of
The transition from the traditional model to the digital model, marked by the intensive use of technologies.
Information and Communication Technologies (ICTs) in management and service delivery.

From this perspective, it is understood that such a process does not occur homogeneously, being
influenced by structural inequalities in access to technology. As Castells (2003) points out,
The concept of the digital divide highlights that exclusion from internet access directly impacts...
exercising digital citizenship, while reinforcing the importance of e-government.
(e-Gov) as an instrument for democratizing access to information and expanding
State transparency.

It can be inferred that digital transformation is affected by social inequalities that limit the
Equitable access to technologies compromises the full exercise of citizenship. In this context,
This reinforces the need for e-government to act not only as a modernization tool,
but also as an effective instrument for inclusion and for reducing these disparities.

E-government can be defined as the use of technological platforms that
They make public administration more agile, open, and citizen-oriented, promoting a better
providing care and facilitating social control (Lévy, 1999). In this context, evolution is not limited to
It's not just process automation, but it reaches a strategic dimension, altering patterns of...
governance, promoting efficiency and transparency and bringing society and the State closer together (Silva
and Cunha, 2020).

Let us then consider a structural change in the way public administration operates, with
The incorporation of technologies that make services more accessible and transparent. This
The transformation goes beyond mere automation, as it redefines the relationship between the state and society.
Strengthening citizen participation and improving mechanisms for social control.

In Brazil, public policies and the regulatory framework have guided this transformation.
Of particular note is the Digital Government Strategy, established by Decree No. 10,332/2020, which, according to

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Article 1 establishes the Digital Government Strategy for the period 2020 to 2022 within the scope of...
of the bodies and entities of the direct, autonomous, and foundational federal public administration. In this
In this context, the standard establishes objectives such as the transformation of services and the unification of channels.
digital technology and interoperability between systems, aiming at an integrated public administration.
efficient and innovative (Brazil, 2020).

Internationally, experiences in digitizing social security services, such as...
Reports from the OECD (2022) indicate that countries such as Sweden, South Korea, and New Zealand
They adopted robust solutions for digital literacy and social inclusion, promoting policies.
Intersectoral collaboration and technological innovation aligned with sustainability and social justice.

In this way, such strategies demonstrate that digital inclusion and the transformation of
Public services have direct impacts on administrative efficiency, democratization of access, and...
in the sustainability of social policies.

### 4.1 The constitutional basis and public policies in the digital transformation of the INSS

Digital transformation within the INSS (Brazilian National Social Security Institute) is supported by the principle of efficiency.
as provided for in Article 37 of the 1988 Federal Constitution, and must be harmonized with the guarantee of
social rights (article 6) and the full protection of the elderly (article 230), which requires the
compatibility between technological innovation, accessibility and humanized care (Brazil,
1988; Di Pietro, 2023).

Brazilian law reinforces this guideline through regulations such as Law No.
13.460/2017 (participation, protection and defense of the rights of users of public services of
public administration), the Brazilian Inclusion Law No. 13.146/2015, the Statute of the Elderly No.
Law 10.741/2003 and the General Data Protection Law No. 13.709/2018, which establish duties
related to accessibility, clear language, priority service, and data protection.
personal (Brazil, 2015; Brazil, 2017; Brazil, 2003; Brazil, 2018; Marques; Miragem, 2022).

In the area of social security, Law No. 8,213/1991 and Decree No. 3,048/1999 guarantee the right.
material benefits, so the digitization of services cannot become a factor
limiting the exercise of this right, it should act as a facilitating and expanding instrument.
access (Brazil, 1991; Brazil, 1999; Ibrahim, 2022).

The digitalization of public services, while relevant for modernization and efficiency,
It cannot be seen as an impediment to the exercise of fundamental rights. The transformation
Digital access must be guaranteed to be universal, without creating barriers for vulnerable or disadvantaged populations.
digital illiteracy.

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Within the scope of public policies, initiatives such as the Digital Inclusion Program and the The "Internet for All" program demonstrates the State's concern with expanding access to... Internet access and the reduction of technological inequalities. Alongside these actions, programs stand out. digital skills training programs aimed at the elderly and vulnerable populations, designed to promote autonomy and inclusion in the use of digital services (de Oliveira et al., 2025; CGI.br, 2023).

Therefore, expanding digital access must be accompanied by public policies. Inclusive measures that ensure vulnerable groups develop the skills to use the services. Thus, digital inclusion is treated as an essential condition for the full exercise of citizenship.

These measures demonstrate that technological innovation must be accompanied by strategies. inclusive, guaranteeing the full exercise of citizenship. Case law has also recognized that Failures in digital systems, such as the Meu INSS portal, cannot prevent the insured person from accessing their information. information and social security services, imposing on the Administration the duty to ensure means adequate care (Brazil, 2022; TCU, 2024).

Furthermore, the actions of the Public Defender's Office, unions, and social movements reveal- It is fundamental in guiding policyholders, overcoming access barriers, and overseeing... quality of services provided, functioning as instruments of social control and guarantee of fundamental rights (Brazil, 2017; Sarlet; Marinoni; Mitidiero, 2022).

Given this, it can be inferred that joint action between the State and society is necessary to... to guarantee the effectiveness of social security rights in the digital context, ensuring that the administrative modernization should not compromise the universality of access (Sarlet, 2015).

The digital transformation of INSS, despite promoting greater agility and transparency, This entails risks of marginalization for vulnerable populations, such as the elderly and low-income individuals. which face technical and access difficulties. This transforms collaboration between public authorities. and civil society entities, such as the Brazilian Bar Association (OAB) and trade unions, in a mission to ensure the full citizenship.

Finally, it can be concluded that technology constitutes an important instrument for improvement. social security benefits, provided they are aligned with the promotion of fundamental rights, which consolidates a truly universal, accessible and humanized Social Security system (INSS, 2025; TCU, 2024).

### 4.2 On the Dignity of the Human Person

The dignity of the human person, as provided for in Article 1, item III, of the Federal Constitution of The 1988 Constitution constitutes the foundation of the Democratic Rule of Law and guides all actions of the...

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Public administration, including in the process of digital transformation of social security services.
In this sense, the Constitution states: "Article 1 The Federative Republic of Brazil [...] is constituted in
The Democratic State of Law has as its foundations: [...] III - the dignity of the human person"
(Brazil, 1988).

Barroso (2022) understands dignity as the structuring axis of the constitutional system,
imposing on the State the duty to promote effective material conditions for access to rights.
fundamental. In this sense, dignity functions as a parameter for the validity of policies.
public institutions are demanding that the digitization of social security services not produce exclusion, but rather...
Effective expansion of individual rights.

In the context of the digitalization of the INSS (Brazilian National Social Security Institute), the Brazilian Inclusion Law, or Statute of the Person with Disabilities...
Disability (Law No. 13.146/2015), art. 3, item I, establishes, regarding accessibility, the possibility and
the condition of access for the safe and autonomous use of information spaces and
communication (Brazil, 2015).

Binenbojm (2020) highlights that accessibility should be understood as a structural duty.
of contemporary Public Administration, especially in light of the expansion of digital services.
In this sense, it can be inferred that digital accessibility ceases to be an administrative option and becomes a
to integrate the essential core of public service delivery, requiring continuous technological adaptation.

Regarding the protection of the elderly, the Statute of the Elderly, as amended by Law No. 14.423/2022, provides:
"Article 3. It is the obligation of the family, the community, society and the..."
The Public Authorities must ensure, with absolute priority, the effective realization of the right to life and to the elderly person.
health, food, education, culture, sports, leisure, work, citizenship, freedom,
to dignity, respect, and family and community life."

Alexandrino and Paulo (2021) emphasize that protecting the elderly requires concrete measures of
inclusion, especially given the technological limitations faced by this group. Therefore,
The digitalization of social security services must take generational limitations into account, ensuring
alternatives that preserve universal access, without distinction or discrimination.

In turn, Law No. 13.460/2017, which provides for the participation, protection and defense of
Regarding the rights of users of public services provided by the public administration, it establishes: "Article 5. The user of
Public service providers have the right to adequate service provision, and the following must be observed [...]
regularity, continuity, effectiveness and safety" (Brazil, 2017).

Justen Filho (2019) argues that administrative efficiency is only achieved when the
Public service is effectively accessible to all users, including in digital environments .
Administrative efficiency is considered a cornerstone of current managerial public administration.
The principle of efficiency, incorporated into the Federal Constitution of 1988 by Constitutional Amendment No.

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19/1998, is not limited to cost reduction, but rather to achieving the best possible outcomes, with Quality and speed, meeting the needs of the citizen. Therefore, efficiency cannot be... understood solely from a technological perspective, but it must involve inclusion, continuity, and guarantee. Effective access for citizens.

### 4.3 The National Social Security Institute (INSS) and the Meu INSS portal

The National Social Security Institute (INSS) has been undergoing a significant transformation. A technological breakthrough marked by the creation of the Meu INSS portal, which centralizes the provision of services. Social security benefits in digital format. Historically, the INSS (Brazilian National Institute of Social Security) has sought to expand remote access to them. benefits, starting with the 135 telephone service in 2005 and evolving to digital platforms. modern (Leandro, 2025)

The implementation of the Meu INSS portal represents a significant turning point in the way... organization and provision of social security services, highlighting an institutional movement of Administrative modernization and streamlining of service flows. This process reveals the progressive incorporation of digital technologies as a strategy to increase state efficiency, Reduce operational costs and standardize internal procedures.

The evolutionary trajectory of the INSS (Brazilian National Social Security Institute) as it migrates from telephone service to digital platforms. Integrated, it highlights a structural reconfiguration of the public management model, in which technology It will play a central role in mediating between the State and policyholders. This transition It also highlights the pursuit of greater service reach, albeit accompanied by challenges. related to digital inclusion and the effectiveness of access for different user profiles.

Thus, Souza (2023) points out that the Meu INSS portal was developed to streamline processes, enabling policyholders to make requests, inquiries, and schedule appointments without having to... Attending branches in person increases efficiency and convenience in service.

It is observed that the digitization of social security services promotes a reorganization. This is relevant to the dynamics of care, as it shifts activities that previously depended on physical presence. for virtual environments. This movement enhances procedural speed and expands the User autonomy in managing their requests, while simultaneously streamlining operations. administrative and reduces the overload on in-person units.

However, this restructuring also imposes the need for critical reflection on the Actual access conditions, since the effectiveness of technological innovation depends directly on them. the ability of policyholders to interact with the digital platforms provided.

This digitization has brought significant gains to administrative efficiency, with the

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Automation of benefits granting and electronic document management, reducing the time of waiting time and operational costs (Bentes, 2024).

It is observed that the incorporation of digital technologies into pension management promotes a substantial reconfiguration of administrative flows, allowing for greater automation of procedures and better organization of documentation. This process intensifies streamlining the public administration, promoting greater speed in the analysis of requests and contributing to the optimization of institutional resources.

At the same time, this modernization strengthens administrative governance by reducing steps. traditional bureaucratic processes, although it also requires continuous improvement of systems to ensure Stability, information security, and the effective continuity of public service.

Therefore, digital transformation at INSS represents the modernization of public service. social security, promoting technological innovation aligned with expanding access and reducing costs. bureaucracy, with positive effects for policyholders and for public administration.

### 4.4 Digital accessibility and social inclusion

Digital accessibility consists of eliminating barriers so that all people can to perceive, understand, navigate and interact effectively with digital services, including the Online public services. The goal is to democratize access, ensuring usability. regardless of the physical-motor, sensory, cognitive or social abilities of the users (Mourão, 2019).

It is understood that digital accessibility is becoming a structuring element of Social inclusion in the virtual environment, by enabling different user profiles to interact with the Public services in an autonomous and functional way. This concept goes beyond the technical dimension. incorporating a social justice perspective applied to the use of information technologies.

In this sense, eliminating digital barriers not only expands the reach of services, but it also improves the relationship between the State and the citizen, by ensuring that technological innovation is aligned with the realization of fundamental rights and the promotion of equity in access to policies public.

Brazilian regulations such as Law No. 13.146/2015 (Statute of Persons with Disabilities) or Law Brazilian Law for the Inclusion of Persons with Disabilities) and Decree No. 9,296/2018 (regulates article 45 of Law No. 13.146, of July 6, 2015, which establishes the Brazilian Law for the Inclusion of Persons with Disabilities. Disability - Statute of Persons with Disabilities) establishes that public bodies must ensure Accessibility on their portals, aligned with the international WCAG *Web Content* guidelines.

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*Accessibility Guidelines,* which define standards and compliance levels for accessible web content. (Brazil, 2015; Brazil, 2018).

Older adults and people with disabilities face numerous barriers on digital platforms, including Navigation difficulties and the absence of essential assistive features, such as screen readers, adequate captions and contrast levels. These barriers limit access to essential services and make it necessary to apply the principles of universal design to benefit everyone, such as highlighted by Sassaki (2022), who emphasizes dimensions such as architectural, communicational, Methodological, instrumental, programmatic, and attitudinal aspects of accessibility.

It can be inferred that the barriers created at the institutional level restrict access to services. fundamental principles make the application of constitutional and social security principles imperative, with the The objective is to benefit everyone in society. Furthermore, Figueiredo and Nelceia Fuiza (2023) reinforce this. the importance of public policies and usability that take specific needs into account. from these groups to promote an inclusive digital service.

There is a need to incorporate a more sensitive approach to the different user realities in the formulation and implementation of public digital services, in order to to prevent technological standardization from producing new forms of exclusion. In this context, the Adapting platforms to the limitations and specific needs of vulnerable groups becomes essential. for the effectiveness of digital inclusion policies.

Thus, building more accessible digital public services depends directly on a User-oriented planning, in which usability and accessibility function as criteria. centers for the development and evaluation of public policies.

Therefore, digital inclusion is recognized as a fundamental social right and a an instrument of citizenship in the UN's 2030 Agenda, especially in the Sustainable Development Goals. Sustainable Development Goals (SDGs) 10 (Reduced Inequalities) and 16 (Peace, Justice and Strong Institutions). A The effective implementation of digital inclusion contributes to full participation in the information society. promoting equal opportunities and access to rights (UN, 2015).

The United Nations plays a central role in formulating guidelines. global initiatives focused on sustainable development and the promotion of human rights, establishing Goals that guide countries in reducing inequalities and strengthening institutions. In this context, digital inclusion is understood as a strategic element for the consolidation of Citizenship in the information society, by expanding equitable access to social opportunities, economic and institutional.

In this way, the UN's actions contribute to guiding national public policies. reinforcing the need for States to adopt measures that guarantee not only access to

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technology, but also its effective and inclusive use, in line with the objectives of sustainable development.

### 4.5 From the jurisprudential understanding

The Federal Regional Court of the 4th Region has established the understanding that the transformation Digital access to public administration services cannot compromise effective access to services. social security benefits, especially when the digital platform has flaws or limitations. operational.

In the judgment of the Civil Mandatory Appeal No. 5015544-84.2021.4.04.7201/SC, the Court It was recognized that the insured party has the right to full access to the INSS system, and the Authority must... Social Security ensures adequate means for accessing information and using services. made available. The decision also emphasizes that any system failures cannot be attributed to to the user, under penalty of violating the fundamental right to social security (TRF4, 2022). (Referred to) This understanding reinforces the idea that the digitalization of public services should function as an instrument of Facilitating access, imposing on the State the duty to guarantee the stability of the systems and to offer Alternative support options are available whenever needed.

Furthermore, the Superior Court of Justice has a consolidated understanding on the subject. Repetitive Case 1.124, which discusses the granting of social security benefits and the need for proper administrative analysis by the INSS. The Court reaffirms the importance of the effectiveness of administrative social security process, preventing administrative errors or omissions from hindering the exercise of social rights.

In this ruling, the Superior Court of Justice (STJ) reinforces that the INSS's actions must ensure proper analysis. of the requirements, allowing for judicial intervention when there are failures in the provision of the service. public, especially when such failures affect the insured person's access to benefits. social security (STJ, 2024).

This stance demonstrates that protecting social security rights requires not only regulatory forecasting, but also administrative effectiveness, especially in a scenario of increasing Digitization of services.

## FINAL CONSIDERATIONS

Based on the analysis carried out, it can be observed that the digital transformation of services Social security benefits, materialized through the Meu INSS portal, represent a significant advance in

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Modernization of Public Administration, especially with regard to increasing efficiency.
administrative, to the reduction of operational costs and to greater speed in the granting and in
benefits monitoring. In this sense, digitalization contributes significantly to the
Streamlining procedures and improving public social security management.

However, it was found that the implementation of the constitutional principles of universality and
Accessibility and efficiency still face significant challenges, especially with regard to
Digital inclusion of vulnerable groups. Elderly people, people with disabilities, and low-income citizens.
Digital literacy remains the most affected by technological barriers, which shows that
The mere availability of digital services does not, in itself, guarantee full access to rights.
social security.

Thus, it was found that the coexistence between digital and in-person service is possible.
This constitutes an indispensable measure to ensure the effectiveness of the right to social security. The model
The hybrid model proves to be more suitable for the Brazilian social reality, as it allows for the reconciliation of innovation.
Technological innovation with social inclusion, preventing administrative modernization from producing new forms of change.
exclusion.

Furthermore, the analyses carried out indicate that digital accessibility must be understood
as a central element of public policies, which requires continuous improvement of
platforms, as well as training and support actions for users. Thus, efficiency
The administrative aspect should be interpreted broadly, incorporating not only the results.
operational, but also the effective guarantee of universal access to public services.

Finally, it can be concluded that the Meu INSS portal represents an important tool for...
State modernization, however, its full alignment with constitutional principles depends on
Consolidation of inclusive policies and maintenance of alternative service channels. Only.
Through this balance, it will be possible to ensure a truly accessible Social Security system.
efficient and committed to the dignity of the human person.

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