

# Simplification strategies through e-Government Portuguese initiatives

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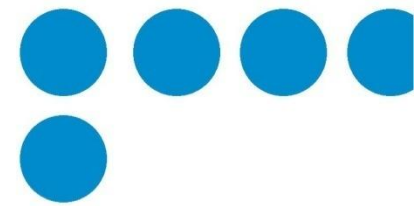
**simplex**

Programa de Simplificação  
Administrativa e Legislativa

Quanto mais simples, melhor.

SIMPLEX:

A Programme that joins e-Government  
and Cutting Red Tape Initiatives

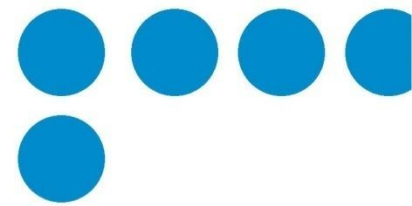


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**SIMPLEX:**

# A Program that joins e-Government and Cutting Red Tape Initiatives



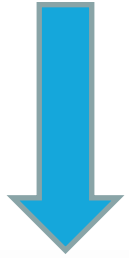
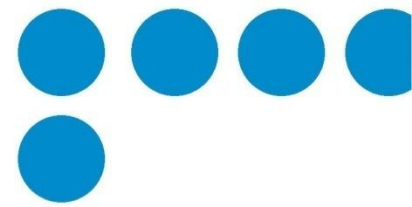
## In order to:

- **Reduce administrative burdens for citizens and businesses;**
  - Licensing zero
- **Deliver faster, simpler and more user-centered public services;**
  - Citizen's Shops, Integrated Services like the "I lost my wallet" and the "One-Stop House" counters
- **Improve the administration's internal efficiency.**
  - More with Less: sharing platforms, like the interoperability platform

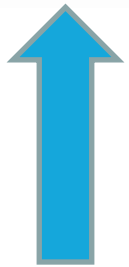


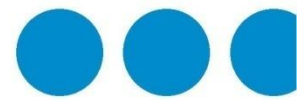
# SIMPLEX:

## How is it done and with whom?



- **Bottom-up:** proposals coming from public bodies in all Government departments;
- **Top-down:** the Executive sets out major priorities and guidelines, and coordinates the Programme.





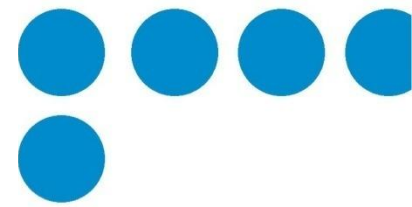
# SIMPLEX:

A Programme based on cross-department cooperation...



SIMPLEX:

... and also on multilevel collaboration



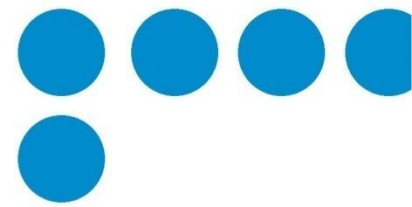
**“Simplex Autárquico”**: a Programme developed in **partnership with the Municipalities** (local Government)

- **119 Municipalities** (57,2% of the population) **with 620 initiatives proposed for the 2010/2011 Programme**



# SIMPLEX:

## A Programme in Co-production



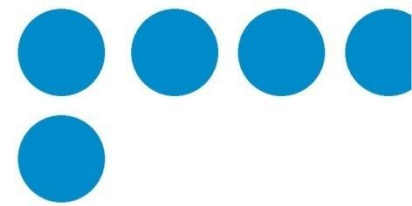
- Simplex's blog, Facebook page and Suggestions box
- Public Consultations
- Simplex Idea Award

All available at [www.simplex.pt](http://www.simplex.pt)



# SIMPLEX:

## Transparency and accountability

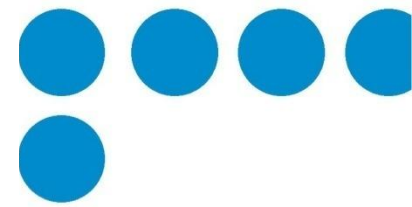


All the outcomes are published on line at [www.simplex.pt](http://www.simplex.pt) :

- **Initiatives:** concluded or not concluded on time;
- **Impacts:** savings for business, citizens' perceptions, other statistical data;
- **Delays** are also on line, as well as the reasons why the projects are delayed.







## Main outcomes



5 years, 5 programs (2006-2010)

**+800 initiatives** completed

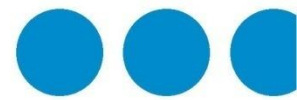


2 years, 2 programs (2008-2010)

**+350 initiatives** completed



# Why joining simplification and e-Government ?



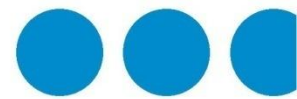
## Simplification helps e-Gov

First simplify, then develop electronic services!

Otherwise electronic administration would be as inaccessible as traditional public services



# Why joining simplification and e-government ?



## e-Gov helps Simplification

Use technology to enhance cutting red tape!

So that simplification can move from the law-making stage to more user-friendly and integrated services



# On-the-spot firm

## What is it?



A service that enables entrepreneurs to set up a company at **a single contact point** and in **less than one hour** (in average it took **36 minutes** in 2010), without filling **any application form**.



# Zero Licensing

## What is it?



- A simplified licensing regime that replaces the existing licensing procedures by a **simple communication** through an **electronic point of single contact**, available on the Businesses' Portal ([www.portaldaempresa.pt](http://www.portaldaempresa.pt))
- It enforces certain services, retail and wholesale economic activities, such as: restaurants, food and beverage retail stores, hairdressers and flower shops, among many others.



## 2. Zero Licensing

Example: opening a restaurant in Lisbon with a canopy, a terrace and a game machine



### Before the reform you needed to:

- **Consult 7 different regulations;**
- **Fill in and deliver 6 application forms;**
- **Deliver 83 additional documents required;**
- **Visit 4 public services more or less 11 times;**
- **Wait for a long and variable time for the analysis of around 15 directors and technicians**
- **Start the business**



# Zero Licensing

Example: opening a restaurant in Lisbon with a canopy, a terrace and a game machine



## After the reform you need to:

- **Access an electronic point of single contact;**
- **Consult the rules and guidelines previously defined and published in a plain language;**
- **Fill in a single electronic and dynamic form;**
- **Pay the fees by electronic means;**
- **Start the business.**

**The control is made ex-post.**



# Online Simulator for permits related to industrial activities

## What is it?



An application that enables businesses to:

- Get in advance the relevant information for licensing (deadlines, taxes, etc.);
- Simulate all stages of the procedure;
- Request the license
- Follow-up its progress.





# Simplified enterprise information

## What is it?



- An application that enables enterprises to deliver electronically, through a **single online form**, all the companies' annual accounting, statistical, tax and financial **information to 4 different public services.**



# Permanent Certificate

## What is it?

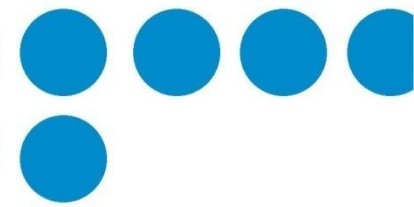


- A system that enables companies to have **permanently available and up-to-date certificates** of trade, real-estate, vehicle and civil registration in an Internet site ([www.empresaonline.pt](http://www.empresaonline.pt)).
- The Permanent Certificate eliminates the paper-form certificate.



# Citizen's Card

## What is it?



The new Portuguese identification document **enables citizens to identify themselves when using online public services, as well as to sign documents electronically.**



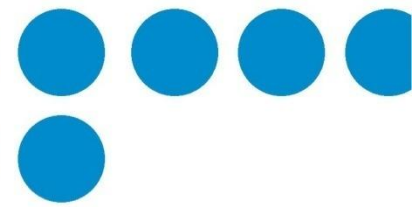
Replaces several cards:

- ID card
- Taxpayer card
- Social Security card
- Health Care card



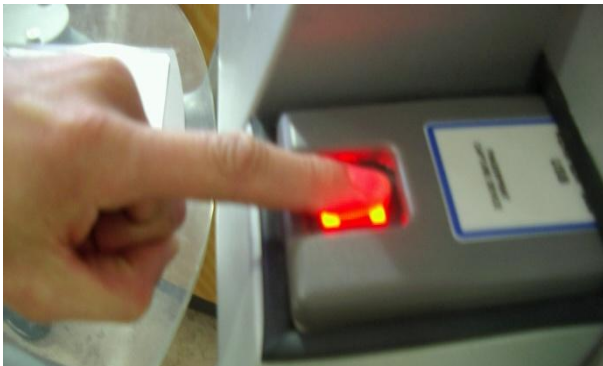
# Citizen's Card

## A driver to develop integrated electronic services

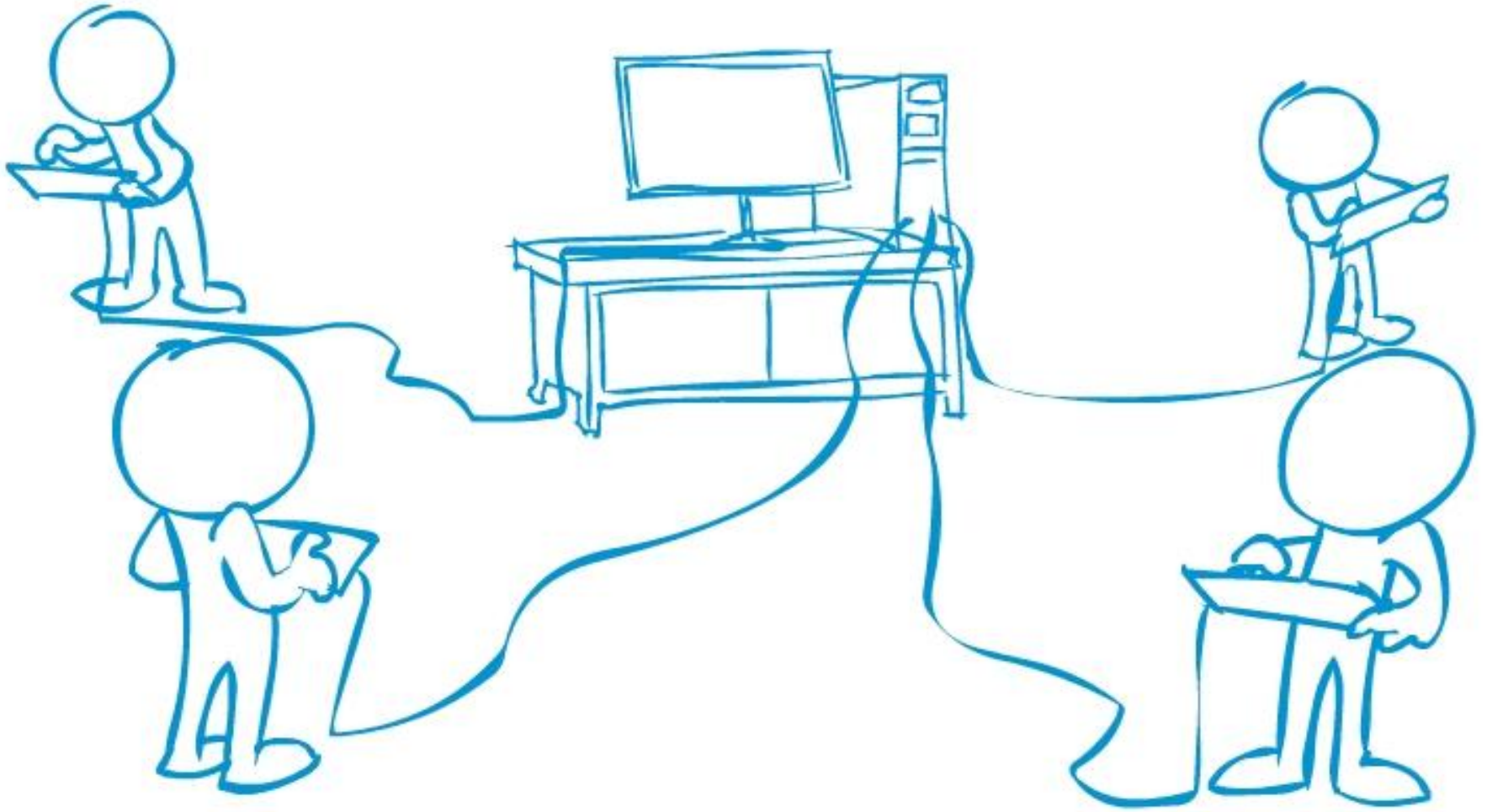


### Enables access to several online public and private services for citizens and business

- Start up a business on-line on the Business Portal
- Change address
- Apply for industrial licensing
- Complain to authorities
- Buy and Sell a car
- University applications
- Unemployment benefits request
- Open a bank account



# Interoperability platform



# 4. Interoperability platform

## What is it?

- Interoperability between different information systems enables to deliver more integrated and cost-effective services (doing more with less)
  - The “Portuguese Interoperability Platform for Public Services” supports services such as the “**I Lost my Wallet**” **counter**, which allows citizens to renew two or more documents issued by different public services in one go (one ticket, one waiting line).



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