



GOBIERNO  
DE ESPAÑA

MINISTERIO  
DE HACIENDA  
Y ADMINISTRACIONES PÚBLICAS

SECRETARIA DE ESTADO DE ADMINISTRACIONES PÚBLICAS

**SPAIN PROGRESS IN ADMINISTRATIVE BURDEN  
REDUCTION & THE COMMITMENT TO THE INCREASE  
OF QUALITY REGULATION.**

(DEBR-Meeting: Rome, 18 &19, Sept. 2014)

(MINISTRY OF FINANCE & PUBLIC ADMINISTRATION)

PRESENTED BY: TERESA ORTIZ





## OUTLINE:

- I. CHECKING THE REGULATORY STOCK IDENTIFYING UNNECESSARY, REPETITIVE & OBSOLETE ADMINISTRATIVE BURDENS.
  
- I. COUNCIL MINISTERS AGREEMENTS.
  
- I. NEW DRAFT LAW IN ADMINISTRATIVE PROCEDURES.
  
- I. ADMINISTRATIVE SIMPLIFICATION & BURDEN REDUCTION MANUAL.



## I. CHECKING THE REGULATORY STOCK IDENTIFYING UNNECESSARY, REPETITIVE & OBSOLETE ADMINISTRATIVE BURDENS:

### METHODOLOGY:

- ① Initiatives presented by each individual department.
- ① Initiatives developed from Agreements with:
  - A. BUSINESS ORGANIZATIONS
  - B. CHAMBERS OF COMMERCE.
  - C. SOCIAL ORGANIZATIONS.
  - D. ADMINISTRATIVE MANAGERS ASSOCIATION.
  - E. HANDYCAPED REPRESENTATIVE COMMITTEE.
  - F. YOUTH ENTREPRENEUR ORGANIZATION.

In 2014, different agreements were signed, collaborating extensively with the most important business organization: (CEOE). New collaborations were started with Young Entrepreneur Organization/ The Self Employee Association and The Administrative Management Association.



## A. BUSINESSES ORGANIZATION: (CEOE/CEPYME)-COLLABORATION SINCE 2008:

In 2013, several proposals were presented:

Statistics centralization related to gas & electrical sectors, in an Official Institution: (CNMC).

Standardized legislation regarding gas releases to the atmosphere & information requirements for electrical companies, to different public entities.

Elimination of bureaucratic burdens associated with information systems supporting the medical prescription.

Elimination of requirements for non commercial dangerous waste processors.

In the 2014 agreement, the targets are: Identify Administrative Burdens, coming from Internal Market fragmentation, specially those more costly for businesses, according to European Commission polls:

Workshops.

Entrepreneurs Networking.



## **B. CHAMBERS OF COMMERCE: COLLABORATION SINCE 2012:**

**In 2013, several proposals were created to:**

Facilitate the electronic procedure for the application of corporate name.

Allow tax credit card payment electronically in the Spanish Patent & Trademark Office.

Allow the use of shared passwords to access the Registry of the Agricultural Department.

Implement electronically consumer claims.

Prepare the electronic medical procedure, for identifying product code, number & date.

**In May 2014, a new agreement was signed to ease electronic procedures:**

Proposals for Administrative Simplification & Better Development in Electronic Administration.

Expert personnel work together to help entrepreneurs express their opinions & make proposals promoting E- Administration via 400 information points.



## C. SELF ENTREPENEURIAL ORGANIZATION: 3 MILLION INDIVIDUALS:

In the Public Administration Reform Commission Report, time & cost of administrative procedures for self entrepreneurs are one of the main burdens for development.

Burdens: Administrative descoordination; legislation spread; lack of specifics and concrete information on what procedures to carry out and where.

Collaboration targeted to:

Reduce administrative burdens.

Inform administrative simplification.

Improve Proposals.

Develop Efficient Campains.



## D. ADMINISTRATIVE MANAGERS ASSOCIATION:

In 2014, an agreement involving 6,000 offices dealing with 25 million procedures with Public Administration, made several proposals to:

Develop solutions to reduce burdens in Administration relationships.

Simplify electronic Administration.

Analyze businesses difficulties.



## E. HANDYCAPED REPRESENTATIVE COMMITTEE: INITIATED 2012

In 2013, proposals were presented to:

Allow driving licence renewal through an external intermediary.

Develop and Implement Parking Card validity in the whole territory.

Create a general master file for procedures.

## F. YOUTH ENTREPRENEUR ORGANIZATION:

In 2014, a new agreement was signed in order to:

Promote administrative simplification to encourage company creation or business development.

Eliminate burdens to support business venture.





## II. COUNCIL MINISTERS AGREEMENTS: ADMINISTRATIVE BURDEN REDUCTION:

Last agreement signed in June 2013, gathered 63 proposals: (savings 478+ millions-SCM), made by several departments, most of them focused on implementing electronic tools and streamlining documents for procedures creation.

### *EMPLOYMENT: 9 MEASURES*

Visitation book is to be presented when the business starts up at SS.

Citizens are allowed to carry out over the phone issues dealing with pension & social benefit procedures.

### *FINANCE AND PUBLIC ADMINISTRATION: 21 MEASURES*

Taxes Department: can present documents regarding notifications, only with a secure verification code.

Export Centralized Dispatch: customs declaration can be presented in different places where goods are unique national customs.

### *ECONOMY AND COMPETITIVENESS DEPARTMENT: 9 MEASURES*

Internet subscription & electronic card payment for direct insurance of motor vehicles.

Elimination of Insurance brokers semester statistics.



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## *AGRICULTURE, FOOD AND ENVIRONMENT DEPARTMENT: 6 MEASURES*

Simplifying exportations restitutions application: (not presenting exportation certificate in poultry and eggs).

## *HEALTH, SOCIAL SERVICES AND EQUALITY DEPARTMENT: 8 MEASURES*

Implementation of electronic bidding at the National Institute of Health Management.

Simplification of drug prescription requirements.

## *DEVELOPMENT DEPARTMENT: 10 MEASURES*

Connecting companies and transportation activities to reeregister with: Business Register.

Online transportation authorization application.

Aircraft hiring application and notification through electronic procedure.

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### III. NEW DRAFT LAW IN ADMINISTRATIVE PROCEDURES:

- All regulation rules gathered are applicable in general at national level.
- Regulatory Impact Assessment Memory must be elaborated previously.
- Better Regulation Principles such as: proportionality, must be justified in each explanation.
- Improving ex-ante evaluation in each Public Administration through collegiate organism.
- In Central Government: “compulsory reporting” from the Ministry of Presidency evaluating technical quality regulation.
- Ex-post regulation plan.
- Common validity date: (Central Administration).
- All Public Administrations must have an Annual Regulation Plan and an Annual Report evaluating the fulfilment of targets established in regulation proposals.
- Generalizing the use of electronic tools in administrative procedures: (respecting presential access).
- “Apud acta” Empowerment: (electronically or presence), can be used in Public Administration relationships.



- Positive effect on burden reduction: Eliminating obligatory paperwork.
- Extension of electronic tools in administrative procedures: Applications electronically signed & unique electronic register system.
- Some procedures change to be initiated by the Public Administration, such as, the certificate justifying administrative silence.

#### PRINCIPLES TO ACCOMPLISH:

- ① PROPORCIONALITY: Adequate instrument for pursued target.
- ② LEGAL SECURITY: Coherence scenario.
- ③ TRANSPARENCY: Establishing clear targets & facilitating public participation in the elaboration process.
- ④ SIMPLICITY: Clear and simple legal frame.
- ⑤ EFFICIENCY: Avoiding unnecessary burdens and better management of public resources.
- ⑥ BUDGETARY STABILITY AND FINANCIAL SUSTAINABILITY: Any regulation involving expense or income.



## IV. ADMINISTRATIVE SIMPLIFICATION & BURDEN REDUCTION MANUAL: (Council Ministers Agreement in Process):

- ① Carried out by Administrative Simplification Sub-commission-Public Administration Reform Commission.
- ① Target: harmonize methodology, contributing positively to economic boost without increasing public resources.
- ① Scope: limited to Central Administration.
- ① Tools: Administrative simplification & Burdens Reduction Plan.
- ① Methodology:
  - A. Procedure description.
  - B. Procedure re-engineering.
  - C. Simplification Implementation.
  - D. Evaluation process.



## A. PROCEDURE DESCRIPTION:

- ① Target: Sufficient Knowledge.
- ② Must include:
  - A. Regulation.
  - B. Support documents.
  - C. Units involved.
  - D. All steps of the procedures.

## B. RE-ENGINEERING PROCEDURE:

- ① Target: efficiency, effectiveness & legality.
- ② Need of the procedure.
- ③ Legislation review in order to modify what proceed.
- ④ Reviews of each step.
- ⑤ Checklist: Evaluate electronic tools implementation.
- ⑥ Adjust time period.
- ⑦ Identify measures that allow burden reduction: (Legislation modification, if needed).



### C. Savings calculation:

Target: methodology based on calculating, approximately, the savings coming from simplification decisions adopted when re-engineering process has been accomplished: each task carried out by a single worker.

Factors: number of hours & working hour cost.

Return on investment calculation of IT projects: Based on SCM and Spanish methodology for measuring burden reduction & Comparing current cost for administrative tasks and costs after IT investment.

Savings for citizens and companies: Measuring frequency, population & savings ( after comparing beginning situation and burden reduction situation).

### D. Evaluation Process: (Indicators):

Internal Indicators:

- A. Number of people involved in the procedure.
- B. Number of files processed and its duration.

Possible indicators:

- A. efficacy (resources used), efficiency (resources exploitations degree), economy (savings obtained regarding forecast), results (reached mobilization degree of resources).

External indicators:

- A. Custom Satisfaction Assessment based on citizens claims and polls.
- B. Satisfaction Indicator, comparing expectation versus reality.



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**THANK YOU VERY MUCH FOR  
YOU VALUABLE TIME.**

**HAVE A GREAT DAY!**  
**Presented by: Teresa Ortiz**

