

THE 'E-REGULATIONS' SYSTEM

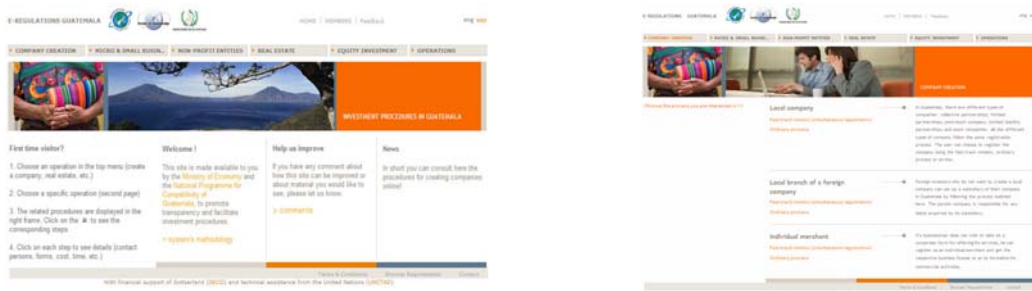
Transparency and Good Governance in Public Administration

- Procedures seen from the user's point of view
- All steps clearly listed
- For each step: contact data, forms & requisites, costs, duration, legal basis, complaints, etc.

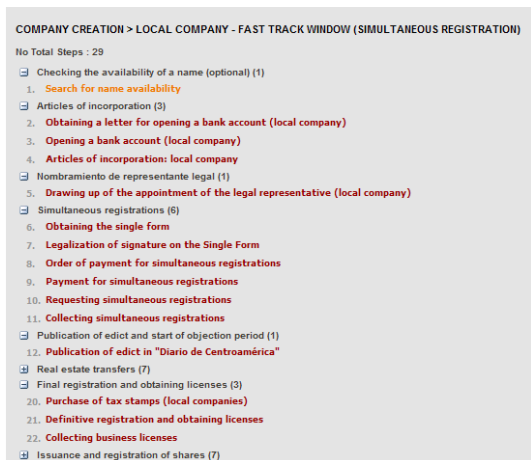
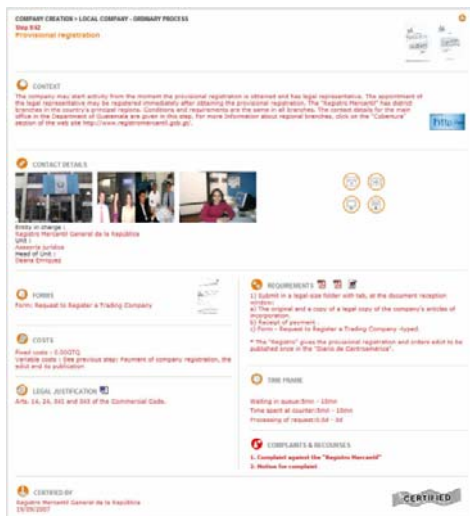
→ *Business facilitation*
 → *Simplification of procedures*
 → *E-government*

A turn-key e-government tool, providing full transparency in administrative procedures

The 'e-regulations' system, developed by UNCTAD, allows local Governments to present administrative procedures online. For the time being, it is mainly used to present investment procedures but it can be applied to any administrative process.



Procedures are detailed step by step, from the user's point of view. For each step, the system shows what is expected at the end of the step, who are the civil servants in charge, the forms and other documents required, the cost if any, the processing time, the legal justification of the step and ways of complaints and recourse in case of disagreement. The information is certified by the entities in charge of each step.



Each country database is managed separately and can be updated online by the public offices in charge of each step. The system is multilingual.

The e-regulations system is being implemented in Colombia, El Salvador, Guatemala, Ethiopia, Mali, Morocco, Nicaragua and Viet Nam. All national systems can be seen online, although some of them are not public yet. Please see for example: <http://elsalvador.investway.info>, <http://vietnam.investway.info>, <http://ethiopia.investway.info>

The **objective** of the system is four-fold:

1. Providing **full transparency** on rules and procedures by offering online detailed, practical and up-to-date descriptions of the steps they have to go through, seen from the users' point of view;
2. Making it easier for governments to **simplify** procedures by allowing easy identification of unnecessary steps;
3. Promoting **good governance** by increasing the awareness of administrative rules and procedures, hence establishing the conditions for a balanced dialogue between the users of the public service and the civil servants;
4. In the medium term, setting a basis for- regional/international **harmonization** of rules by facilitating comparisons among countries.

A two-phased project

The **first phase** (6 to 12 months) is a **demonstration phase**, consisting in creating the database, i.e. collecting, organizing, registering and presenting online information relating to company creation, acquisition of real estate and of existing companies. During that phase, all activities are undertaken by UNCTAD consultants, in close co-operation with a local counterpart (generally Investment Promotion Agencies or Ministry of Investment and/or Economy).

The objective of the **second phase** (12 to 18 months) is to **build the capacity** for local Governments to administer the system autonomously, update and expand the information, proactively promote it among international and local businesses and use the system as a tool for the simplification of procedures.

El Salvador, Guatemala, Mali, Nicaragua and Vietnam have achieved the first phase. The second phase will start in September 2008 in those countries and in Colombia.

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